

**Kent County Council**

**Quarterly Performance Report**

**Quarter 2**

**2024/25**

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## Key to KPI Ratings used

This report includes 40 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 based on regression analysis across the whole timeframe shown in the graphs.

<b>GREEN</b>	Target has been achieved or exceeded
<b>AMBER</b>	Floor Standard* achieved but Target has not been met
<b>RED</b>	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

In Quarter 2, 2024/25, 16 of the 40 indicators are rated as Green, on or ahead of target (one fewer than last Quarter). 15 indicators reached or exceeded the floor standard and are rated Amber (one more than last Quarter), with eight indicators not achieving the floor standard and so RAG rated Red (the same as last Quarter). There remains no data for one of the new KPIs at the point of publication. Eleven indicators were showing an improving trend (the same as last Quarter), with six showing a worsening trend (one fewer than last Quarter).

The performance indicators giving greatest concern remain closely aligned with the services where the financial strains and demand are most acute (particularly Special Educational Needs and Disabilities, children in care placements and Adult Social Care). This affirms that the right indicators are being used to assess performance, with KPI results reflecting the areas of greatest challenge. Due to this being a reflective report on the last Quarter, performance may not always correspond to what people are experiencing at the current time, particularly when demand fluctuates on a seasonal basis, such as for Highways indicators.

	G	A	R	↑	⇒	↓
Customer Services	1	1	1		3	
Governance and Law			2		2	
Growth, Economic Development & Communities	1	1			2	
Environment and Transport	5	1		2	4	
Children, Young People and Education <i>(Education &amp; Skills)</i>	3	3	1	4	2	1
Children, Young People and Education <i>(Integrated Children's Services)</i>	2	2	4		4	4
Adult Social Care	1	5		2	4	
Public Health*	3	2		3	1	1
<b>TOTAL</b>	<b>16</b>	<b>15</b>	<b>8</b>	<b>11</b>	<b>22</b>	<b>6</b>

\* No Quarter 2 data was available for one new KPI in Public Health

**Customer Services** – Satisfaction with Contact Point advisors met target. The percentage of phone calls answered dropped to one percentage point below target, and so is RAG rated Amber. The percentage of complaints responded to within timescale improved for the second quarter running but remained below floor standard and so still RAG rated Red.

<b><u>Customer Services KPIs</u></b>	<b>RAG rating</b>		<b>DoT</b>
	<b>Latest</b>	<b>Previous</b>	
% of callers to Contact Point who rated the advisor who dealt with their call as good	<b>GREEN</b>	<b>GREEN</b>	⇒
% of phone calls to Contact Point which were answered	<b>AMBER</b>	<b>GREEN</b>	⇒
% of complaints responded to within timescale	<b>RED</b>	<b>RED</b>	⇒

**Governance and Law** - Freedom of Information (FOI) / Environmental Information Regulation (EIR) requests responded to in timescale, and Data Protection Act Subject Access requests completed within timescale, remain below floor standards, with requests increasing for the latter.

<b><u>Governance and Law KPIs</u></b>	<b>RAG rating</b>		<b>DoT</b>
	<b>Latest</b>	<b>Previous</b>	
% of Freedom of Information Act (Fol) requests completed within 20 working days	<b>RED</b>	<b>RED</b>	⇒
% of Data Protection Act (DPA) Subject Access requests completed within statutory timescales	<b>RED</b>	<b>RED</b>	⇒

**Growth, Economic Development & Communities** – The number of properties brought back into active use through the No Use Empty programme remained above target. The amount of Developer Contributions secured as a percentage of amount sought dropped below target but remained above the floor standard.

<b><u>Growth, Economic Development &amp; Communities KPIs</u></b>	<b>RAG rating</b>		<b>DoT</b>
	<b>Latest</b>	<b>Previous</b>	
Number of homes brought back to market through No Use Empty (NUE)	<b>GREEN</b>	<b>GREEN</b>	⇒
Developer contributions secured as a percentage of amount sought	<b>AMBER</b>	<b>GREEN</b>	⇒

**Environment & Transport** - Only one Highways KPI failed to meet target which was emergency incidents attended within timescale, and this was just one percentage point below. Municipal Waste recycled or converted to energy, continues to be above target, and the reduction in Greenhouse Gas emissions also remains ahead of target and on trend towards net zero.

<b>Environment &amp; Transport KPIs</b>	<b>RAG rating</b>		<b>DoT</b>
	<b>Latest</b>	<b>Previous</b>	
% of routine pothole repairs completed within 28 days	<b>GREEN</b>	<b>GREEN</b>	↑
% of routine highway repairs reported by residents completed within 28 days	<b>GREEN</b>	<b>AMBER</b>	⇒
% of emergency highway incidents attended within 2 hours of notification	<b>AMBER</b>	<b>AMBER</b>	⇒
% of public enquiries for Highways maintenance reported online	<b>GREEN</b>	<b>GREEN</b>	⇒
% of municipal waste recycled or converted to energy and not taken to landfill – rolling 12 months	<b>GREEN</b>	<b>GREEN</b>	⇒
Greenhouse Gas emissions from KCC estate (excluding schools) in tonnes – rolling 12 months	<b>GREEN</b>	<b>GREEN</b>	↑

**Education & Skills** – Schools and Early Years settings continue to exceed their inspection judgement targets, with both on an improving trend. Completion of Education, Health and Care Plan (EHCP) assessments in timescale remains well below floor standard, but improved on the previous quarter as predicted in the last report. Annual EHCP reviews waiting over 12 months is ahead of target and continue to be on an improving trend. Pupils with EHCPs who are placed in independent or out of county special schools is on an improving trend is now above floor standard. Permanent pupil exclusions remains on its floor standard, and is on a negative trend. The rate of first-time entrants to the youth justice system has improved but remains Amber rated.

<b>Education &amp; Skills KPIs</b>	<b>RAG rating</b>		<b>DoT</b>
	<b>Latest</b>	<b>Previous</b>	
% of all schools with Good or Outstanding Ofsted inspection judgements	<b>GREEN</b>	<b>GREEN</b>	↑
% of Early Years settings* with Good or Outstanding Ofsted inspection judgements	<b>GREEN</b>	<b>GREEN</b>	↑
% of Education, Health Care Plans (EHCPs) issued within 20 weeks – rolling 12 months	<b>RED</b>	<b>RED</b>	⇒
% of annual EHCP reviews waiting over 12 months	<b>GREEN</b>	<b>GREEN</b>	↑
% of pupils (with EHCP's) being placed in independent or out of county special schools	<b>AMBER</b>	<b>RED</b>	↑
% of pupils permanently excluded from school – rolling 12 months	<b>AMBER</b>	<b>AMBER</b>	↓
Rate of first-time entrants to youth justice system – rolling 12 months	<b>AMBER</b>	<b>AMBER</b>	⇒

\* Childcare on non-domestic premises

**Integrated Children's Services** – Two of the eight indicators met target, the same as the previous quarter. The two Amber and four Red KPIs continue to reflect the financial and workload pressures within the services. Of the four Red KPIs, only one improved on the previous quarter (the percentage of case holding posts filled by permanent qualified social workers), with the other three all worsening and on negative trends.

<b><u>Integrated Children's Services</u></b>	<b>RAG rating</b>		<b>DoT</b>
	<b>Latest</b>	<b>Previous</b>	
% of Early Help cases closed with outcomes achieved that come back to social care teams within 3 months	<b>AMBER</b>	AMBER	↓
% of case holding posts filled by permanent qualified social workers	<b>RED</b>	RED	⇒
% of children social care referrals that were repeat referrals within 12 months	<b>GREEN</b>	GREEN	⇒
% of foster care placements which are in-house or with relatives and friends (excluding UASC)	<b>RED</b>	RED	↓
Number of foster households	<b>RED</b>	RED	↓
% of care leavers in education, employment or training (of those KCC is in touch with)	<b>RED</b>	AMBER	↓
Percentage of reviews completed within timescale by the Strengthening Independence Service (18-25)	<b>AMBER</b>	AMBER	⇒
Percentage of Learning Disability Young People in Settled Accommodation	<b>GREEN</b>	GREEN	⇒

**Adult Social Care** – One KPI is rated Green for the latest quarter, and five are Amber. Of the Amber KPIs, two have an improving direction of travel and none are on a worsening trend.

<b><u>Adult Social Care KPIs</u></b>	<b>RAG rating</b>		<b>DoT</b>
	<b>Latest</b>	<b>Previous</b>	
% of people who have their contact resolved by ASCH but then make contact again within 3 months	<b>AMBER</b>	<b>GREEN</b>	⇒
% of new Care Needs Assessments delivered within 28 days	<b>AMBER</b>	AMBER	↑
% of people receiving a long-term community service who receive Direct Payments	<b>AMBER</b>	AMBER	↑
Proportion of older people (65+) who were still at home 91 days after discharge from hospital into reablement / rehabilitation services	<b>AMBER</b>	AMBER	⇒
Long Term support needs of older people (65 and over) met by admission to residential and nursing care homes, per 100,000	<b>GREEN</b>	AMBER	⇒
% of KCC supported people in residential or nursing care where the CQC rating is Good or Outstanding	<b>AMBER</b>	AMBER	⇒

**Public Health** – Three out of five KPIs are exceeding target. The number of mandated checks delivered by the health visiting is below target and remains on a declining trend. The number of adults accessing structured substance misuse treatment is below target but on an improving trend. There are still data retrieval issues for one of the new KPIs this year, and no data was available at the time of reporting. The percentage of Live Well clients who would recommend the service to family, friends or someone in a similar situation, is above target.

<b>Public Health KPIs</b>	<b>RAG rating</b>		<b>DoT</b>
	<b>Latest</b>	Previous	
Number of eligible people receiving an NHS Health Check – rolling 12 months	<b>GREEN</b>	GREEN	↑
Number of mandated universal checks delivered by the health visiting service – rolling 12 months	<b>AMBER</b>	AMBER	↓
% of all new first-time patients (at any clinic) receiving a full sexual health screen (excluding online referrals)	No Data	No data	N/a
Number of Adults accessing structured substance misuse treatment during a rolling 12-month period	<b>AMBER</b>	AMBER	↑
Successful completion of drug and alcohol treatment	<b>GREEN</b>	GREEN	↑
% of Live Well clients who would recommend the service to family, friends or someone in a similar situation	<b>GREEN</b>	GREEN	⇒

Customer Services						
<b>Cabinet Member</b>	Dylan Jeffrey					
<b>Corporate Director</b>	Amanda Beer					
KPI Summary	GREEN	AMBER	RED	↑	⇒	↓
	1	1	1		3	

Customer contact through Contact Point (KCC's call centre) is provided via a strategic partnership, whilst Digital services are provided by KCC. In Quarter 2, the percentage of callers who rated their advisor as good continued to meet the target of 97%. The percentage of calls which were answered by Contact Point dropped to 89%, one percentage point below target. There continued to be a backlog of Blue Badge applications in Quarter 2, creating additional calls as people made contact for an update. In addition, an unforeseen issue with the Adult Education website meant students could not enrol online and were instead calling to do so, with these calls being of long duration due to enrolment details being taken; the issue with the website was resolved in early September.

For the activity indicators on average speed of answer, this remains quicker than expectations for calls to all services at 1 minute 54 seconds, with the average speed of answer for priority services at 50 seconds remaining within the expected range. Average call handling time at 6 minutes 56 seconds remains higher than the target of 6 minutes 4 seconds.

Contact Point received 12% more calls compared to the previous quarter but 4% fewer calls than Quarter 2 last year. The 12 months to September 2024 saw a 7% decrease in calls compared to the 12 months to September 2023.

The number of visits (sessions) to the kent.gov.uk website was 8% lower than the same quarter the previous year. The biggest declines in visits were associated with school transport and bus travel; this may have been due to various issues of public interest in bus services last year which produced additional web visits to these pages.

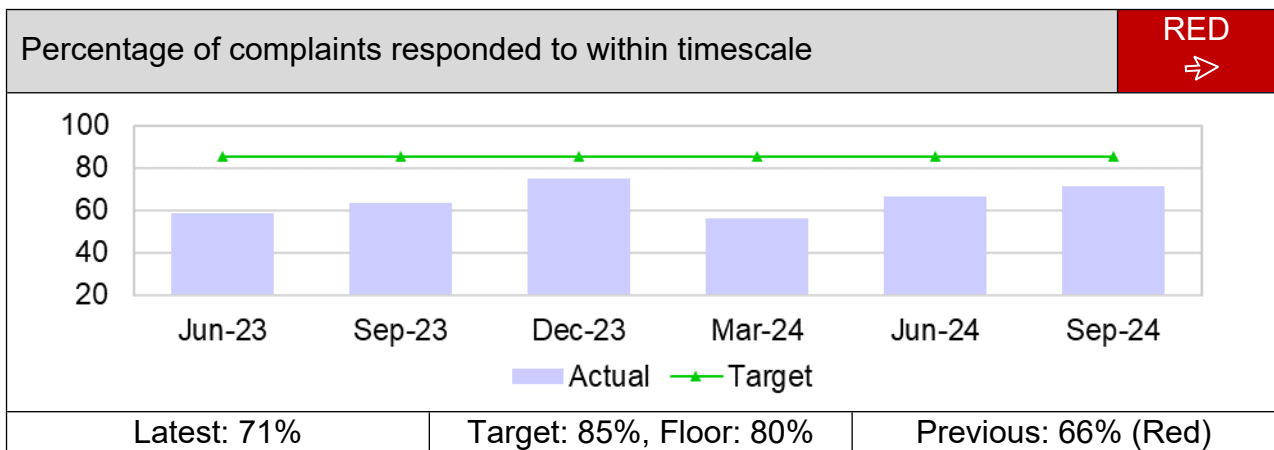
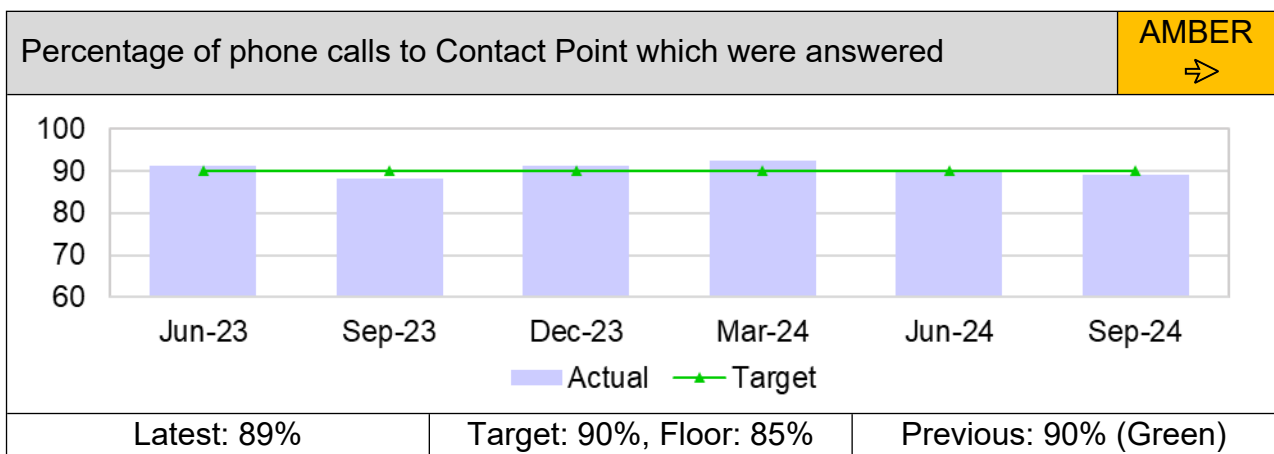
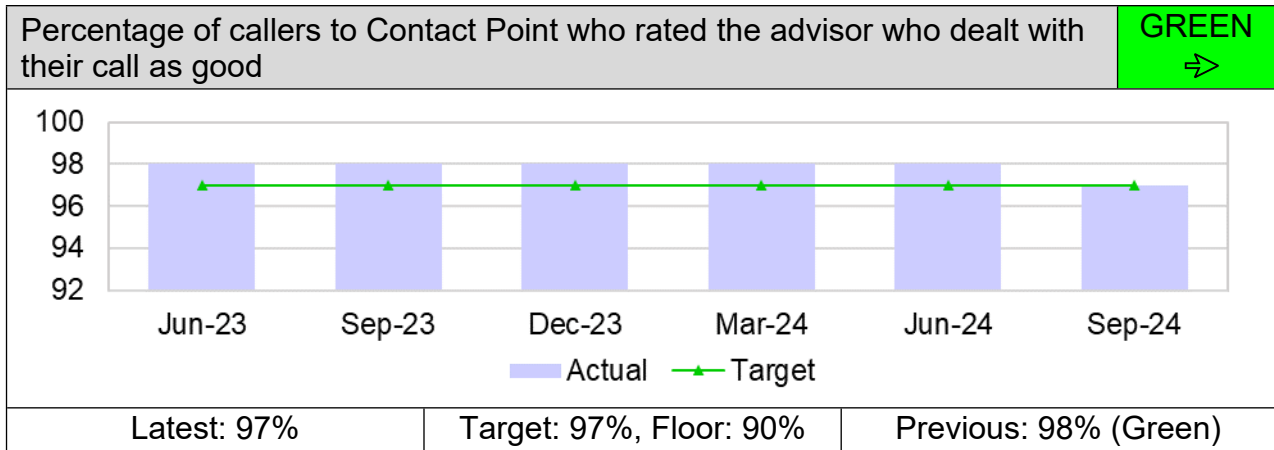
Quarter 2 saw a 1% decrease in the number of complaints received compared with the previous Quarter but a 12% increase on the same Quarter last year. Between July and September, 71% of complaints were responded to within timescales. This is an increase on last Quarter's performance of 66%.

The volume of complaints being responded to within the backlog in the SEN department is high, which is having an adverse impact on performance; however, older cases are being prioritised and the backlog is being cleared.

In terms of Directorate performance, most complaints were received by the Growth, Environment and Transport Directorate who responded to 87% within timescale (meeting target), Chief Executive's Department and Deputy Chief Executive's Department, together achieved 76%, Adult Social Care and Health 70%, and Children, Young People and Education 30%, including complaints relating to SEN with 6% of these responded to within timescale.

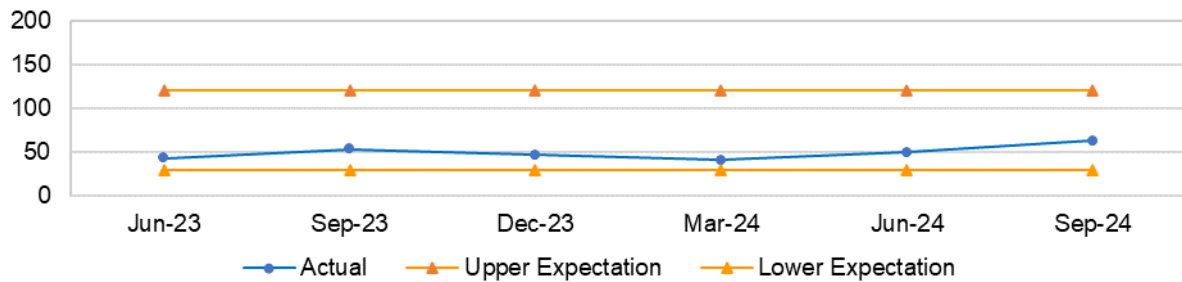


## Key Performance Indicators

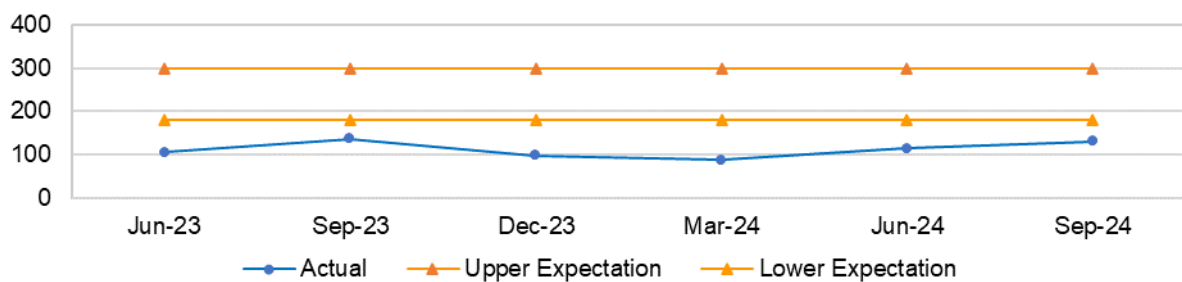


## Activity indicators

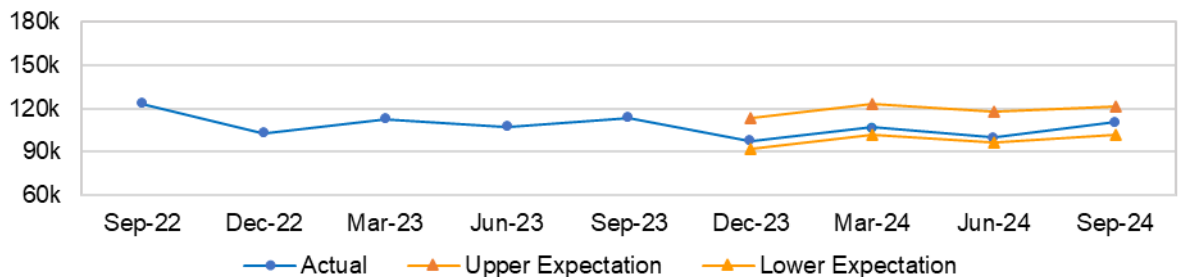
Average speed of answer (ASA) by Contact Point in seconds – **priority services**



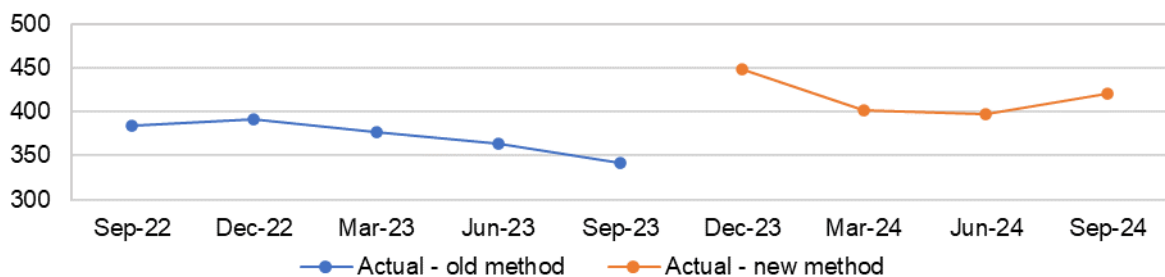
Average speed of answer (ASA) by Contact Point in seconds – **all services**



Number of phone calls responded to by Contact Point – Quarterly

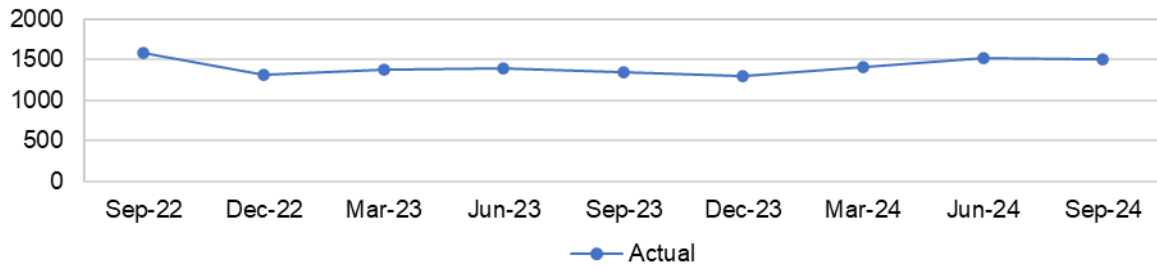


Average Contact Point call handling time in seconds – Quarterly

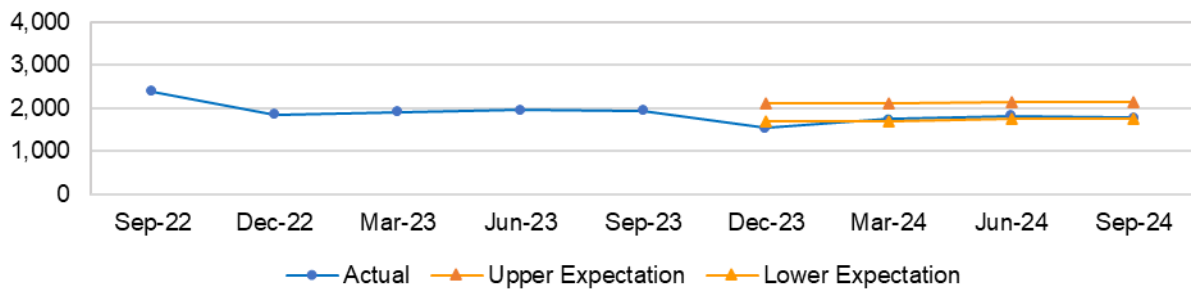


Agilisys changed the way call handling time was recorded from November 2023, by adding a set automatic aftercall time (the period of time immediately after completing the contact with a customer but where more work is required to finalise the transaction: e.g. entering details such as comments about the conversation, follow-up actions, etc). This will contribute to increased handling time in the Quarters from December 2023.

### Number of complaints received - Quarterly



### Number of visits (sessions) to the KCC website (in thousands) – Quarterly



## Customer Services – Call Activity

### Number of phone calls to Contact Point (thousands)

Contact Point received 12% more calls compared to the previous Quarter but 4% fewer calls than Quarter 2 last year. The 12 months to September 2024 saw a 7% decrease in calls compared to the 12 months to September 2023.

Service area	Oct - Dec 23	Jan – Mar 24	Apr – Jun 24	Jul – Sep 24	12m to Sep 23	12m to Sep 24
Adult Social Care	23	26	24	25	103	99
Integrated Children's Services	19	18	18	19	72	76
Blue Badges	9	10	12	13	43	43
Highways	15	16	13	13	59	59
Transport Services	7	7	6	12	50	32
Schools and Early Years	8	9	8	9	23	33
Waste and Recycling	5	5	8	8	30	27
Adult Education	4	5	3	7	20	17
Libraries and Archives	5	6	5	6	25	21
Registrations	5	6	5	5	31	22
Main line	3	3	3	3	15	12
Driver improvement	2	2	2	2	13	9
Other Services	1	2	2	2	7	8
KSAS*	2	2	2	1	11	7
<b>Total Calls (thousands)</b>	<b>107</b>	<b>116</b>	<b>111</b>	<b>125</b>	<b>501</b>	<b>465</b>

Figures may not add up to totals due to rounding.

\* Kent Support and Assistance Service

## Customer Services – Complaints Monitoring

Quarter 2 saw the number of complaints received decrease from the previous Quarter by 1% but increase by 12% on the same Quarter last year. Over the 12 months to September 2024 the number of complaints received is similar to the 12 months to September 2023 (just 6 cases more to Sept 24).

In Quarter 2, frequently raised issues included SEN provision, Public Transport and Blue Badges. As usual, services dealing with children returning to school, i.e. transport provision and SEN support, saw an increase in cases during September.

Service	12 mths to Sep 23	12 mths to Sep 24	Quarter to Jun 24	Quarter to Sep 24
Highways and Transportation	2,905	2,571	679	642
Adult Social Services	954	1,053	254	318
SEN	595	639	191	162
Environment and Waste	144	402	174	107
Integrated Children's Services	531	364	97	103
Growth & Communities (inc Libraries, Registrations and Archives)	222	263	64	74
Education & Young People's Services	29	154	20	55
Chief Executive's Department and Deputy Chief Executive's Department	216	152	36	39
Adult Education	53	57	6	12
<b>Total Complaints</b>	<b>5,649</b>	<b>5,655</b>	<b>1,521</b>	<b>1,512</b>

## Customer Services – Digital Take-up

The table below shows the digital/online or automated transaction completions for key service areas where there are ways to complete other than online.

<b>Transaction type</b>	<b>Online Oct 23 - Dec 23</b>	<b>Online Jan 24 – Mar 24</b>	<b>Online Apr 24 – Jun 24</b>	<b>Online Jul 24 – Sep 24</b>	<b>Total Transactions Last 12 Months</b>
Renew a library book*	84%	83%	80%	83%	1,046,186
Report a Highways Fault	65%	74%	70%	64%	122,827
Book a Driver Improvement Course	87%	91%	91%	91%	46,558
Apply for or renew a Blue Badge	81%	84%	86%	88%	21,761
Book a Birth Registration appointment	91%	91%	92%	92%	17,940
Apply for a Concessionary Bus Pass	78%	78%	76%	78%	17,142
Report a Public Right of Way Fault	89%	88%	87%	87%	6,873
Apply for a HWRC recycling voucher	99%	99%	100%	99%	5,560

## Governance, Law & Democracy

<b>Cabinet Member</b>	Dylan Jeffrey
<b>Corporate Director</b>	Amanda Beer

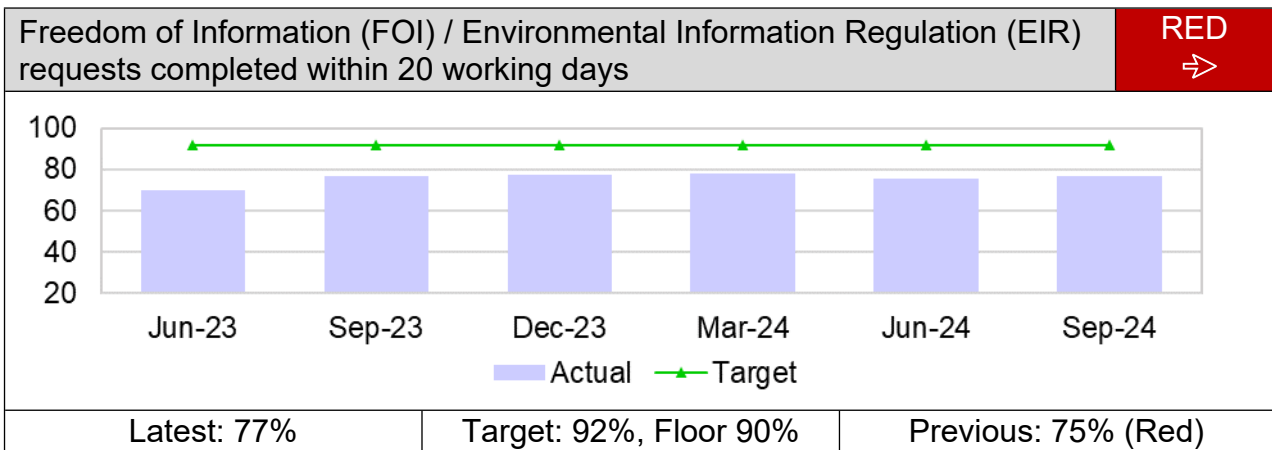
KPI Summary	<b>GREEN</b>	<b>AMBER</b>	<b>RED</b>			
			2		2	

The completion within timescale of both Freedom of Information (FOI) / Environmental Information Regulation (EIR) requests, and Subject Access requests made under Article 15 of the General Data Protection Regulations, remained below their floor standards.

The percentage of FOI / EIR requests completed has not met target for several years. With regards to performance in Quarter 2, no Directorate achieved target, with the best performing being the Growth, Environment and Transport Directorate with 82% completed in timescale, they also had the highest number of requests (228). The number of requests each month continues to be at some of the highest levels seen since the Freedom of Information Act was introduced in 2005. It's possible that some requests are follow-ups to requests already made outside of the FOI framework which have not been responded to.

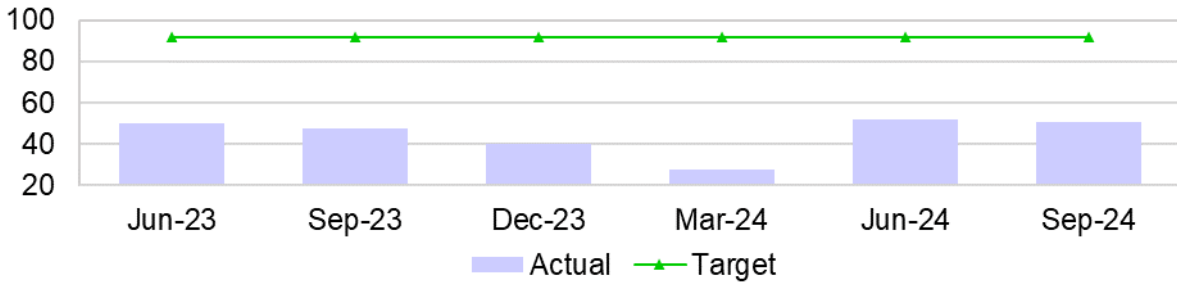
For Subject Access Requests (SARs), 82% of these came under the Children, Young People and Education Directorate. Reasons for delays in responding to requests include complexity of some requests, resourcing issues, and the lack of redacting tools in some teams. The volume of requests each month are also above numbers usually received, again this could be due to members of the public going down a more formal response route for concerns they have.

### Key Performance Indicators



Subject Access requests, made under Art 15 of the General Data Protection Regulations, completed within statutory timescales

RED



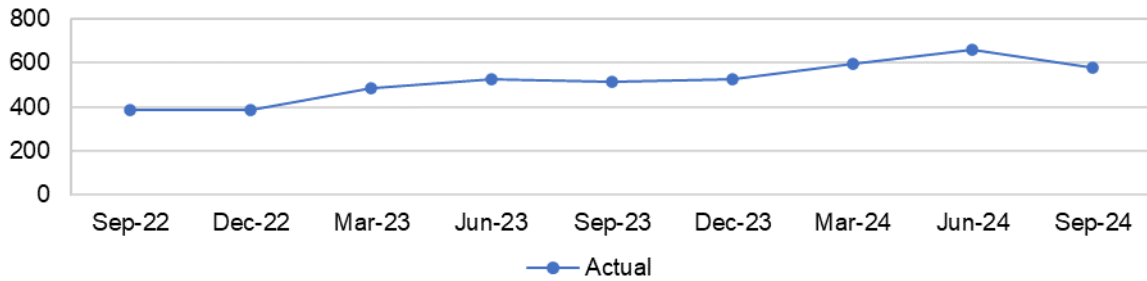
Latest: 51%

Target: 90%, Floor 85%

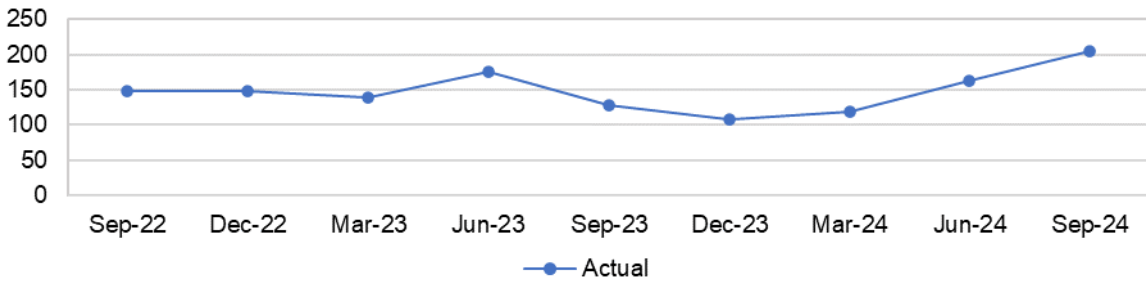
Previous: 52% (Red)

Activity indicators

FOI/EIR requests responded to – by Quarter






Data Protection Act Subject Access requests responded to – by Quarter





## Growth, Economic Development & Communities

<b>Cabinet Members</b>	Derek Murphy, Clair Bell
<b>Corporate Director</b>	Simon Jones

KPI Summary	<b>GREEN</b>	<b>AMBER</b>	<b>RED</b>			
	1	1			2	

### Support for Business

KCC continued to use funds from the Government's Regional Growth Fund (RGF) to create and sustain employment opportunities in Kent.

The Quarter 1 (Apr-Jun), 2024/25 monitoring cycle of the Kent and Medway Business Fund (KMBF) recorded a net increase of 31.0 FTE jobs since the previous quarter (Jan - Mar 2024), which is a notable increase since the small reduction of 2.0 FTE jobs in the quarter before. In the year to the end of Quarter 1, the total net increase in job creation is 115.41 FTE, covering both jobs created and safeguarded. This increase may be reflective of the first applications made after the re-opening of the KMBF in November 2023 now being paid and entering the monitoring cycle and the main investments supported by the KMBF taking place.

Since the reopening of the KMBF Loan Schemes on 21st November 2023 until 30th June 2024, 252 pre-applications have been received to a value of over £25.8m.

Approximately 56.4% of pre-applications were not approved and therefore not invited to submit a full application during this period. There are a variety of reasons for those pre-application rejections; the most common being a lack of information being provided by the applicant to assess their proposals for business growth; a lack of innovation, contribution to net zero and/or impact on local supply chains; and the inclusion of ineligible expenditure. These could have been resolved by applicants reviewing the Guidance Notes. It should be noted that many rejected applicants, utilised the feedback provided positively and resubmitted a second Pre-Application, which they are permitted to do and have been subsequently approved. The Business Investment Team have taken remedial action to address this pre-application failure rate and are measuring its impact regularly.

At the time of writing this report, 53 pre-applications are still active and 17 full applications to the value of £3.2m are currently being processed, with a further 13 pre-applications invited to submit a full application to a value just over £1.3m. The remaining 10 pre-applications are at various stages within the pre-application assessment process. The Kent & Medway Investment Advisory Board (IAB) have had six companies present to it so far with six approved to the value of £1.38m, though of these, two approved applicants later declined their loan offer. The Kent & Medway IAB Sub-Group (SBB) have had twenty-six companies present to them to date with twenty-one approved and five rejected. The total value of the SBB approved applications is £1.64m. The total value of investments approved to date and either paid or in the process of being paid by the KMBF across both schemes is £2.08m for eight applications.

## **Economy**

During Quarter 2, the formal transfer of responsibilities from the South East Local Enterprise Partnership (SELEP) to KCC continued to be delayed. The Economy Team continued to work with SELEP and Medway Council to prepare for taking on new responsibilities including ongoing monitoring of legacy capital programmes, contract management for the Kent & Medway Growth Hub. It is now hoped that the full transfer of responsibilities to Kent & Medway as the Functional Economic Area will conclude in Quarter 3, 2024/25 to include responsibility for strategic economic planning, business representation and managing government programmes where directed. A Phase 1 Implementation Plan for the Kent & Medway Economic Framework has now been produced and work is underway to deliver a number of activities that support the framework's 21 action areas.

## **Developer Investment Team**

Quarter 2 continued to see low levels of planning applications received at a total of 23 for the three months. Twelve s106 legal agreements have been completed securing £8.2m with a 93.2% success ratio against the amounts originally requested. Larger applications included in this quarterly report are at High Knocke Farm, Dymchurch, (132 dwellings), Ufton Court Farm, Sittingbourne (290 dwellings) and Land East of New Haine Road (240 dwellings). The team are noticing increasing levels of applications being received with viability assessments as financial pressures on the market increase. The slightly reduced KPI success ratio is largely attributed to a viability site at the former Benenden hospital in Tunbridge Wells. The planning committee at Tunbridge Wells determined that affordable homes should be prioritised over other contributions, reducing the level of contributions KCC will receive for education. Officers have negotiated two clauses in the s106 which could recoup the education contributions in the event that viability is improved when the new homes are sold.

## **No Use Empty**

In Quarter 2, a total of 119 long term empty properties were made fit for occupation through the No Use Empty (NUE) Programme, bringing the total over the last six months to 257, and the total since the programme began in 2005 to 8,501.

The total NUE investment in converting derelict properties has increased to £106.5m (£61.3m from KCC recycled loans and £45.2m from private sector leverage). A further nine new applications were received during Quarter 2 adding to the twelve reported last Quarter making a total of twenty-one applications for loan support. Thirteen of these are approved and in contract. Eight more are approved and awaiting final legal completion and registration of security.

NUE were awarded £2.5m under the SELEP Growing Places Fund (GPF) to convert additional derelict properties which is fully allocated. The target is to return 18 empty commercial units back into use and create 36 new homes. A total of 18 projects have been approved at the end of Quarter 2 and these will return 23 empty commercial units back into use (15 completed) and create 52 homes (48 completed).

KCC Treasury have made available a further £4m for NUE to bring forward empty/derelict sites with planning permission for new builds, making a total investment of £28m. Following the recycling of £17.7m loan repayments, at the end of Quarter 2, the number of new homes funded is 243 across eight Kent districts. A further eight applications are currently being progressed which if all were approved would deliver an additional 43 new homes. There remains a strong pipeline of projects across all NUE schemes.

## **Planning Applications Group**

To ensure that development is delivered in a timely manner, planning application decisions are monitored against nationally set performance targets and returns made quarterly. For Quarter 2, 2024, all applications were determined within the prescribed timescale.

## **Kent Minerals and Waste Local Plan**

Good progress has been made on the Local Plan which was submitted for independent examination by an Inspector appointed by the Secretary of State in May 2024, with public hearings held in September 2024. The Plan sets out the planning strategy for the determination of planning applications for mineral and waste management development in the county and balances the need for waste infrastructure and raw construction materials, with their environmental and amenity impact. The Local Plan sets out how and where waste will be managed and how minerals will be provided for up to 2039. All development requires reliable minerals supply and effective waste management, and so this Plan and the supporting Kent Minerals Sites Plan are of crucial importance to ensuring growth in Kent and to ensuring Kent makes a practical and sustainable contribution to the waste management and mineral requirements of other areas. The Inspector's decision on the Local Plan is anticipated late 2024/early 2025. Work on the Mineral Sites Plan is progressing separately with detailed technical assessment work currently being undertaken. This work is necessary to inform whether a hard rock site should be allocated or not.

## **Active Kent and Medway**

Over the summer Active Kent & Medway was delighted to be involved in Heart of Kent Hospice's Shaun the Sheep Trail, utilising it as a platform to promote the multitude of benefits to health and wellbeing of exploring your local neighbourhood, KCC's fantastic Country Parks and open spaces. The trail saw 10,500 App downloads and a fantastic 26,000 miles tracked, and contributed more broadly in visitor spend to the local economy in Maidstone as well as raising £265,000 for the Hospice.

In June, following a successful pilot, we launched our Everyday Active Schools Programme. Since then, 21 Primary Schools have signed up and accessed the programme induction. Everyday Active has been developed in support of a whole school approach to encourage children to be active not just in their PE lessons but throughout the school day. Further information can be found here [Everyday Active Schools - ActiveKent](#).

In September we delivered our first Club & Community roadshow in Folkestone – with a focus on workforce and volunteering. Further events are planned for November and February.

## **Libraries, Registration and Archives (LRA)**

There were over 861,500 visits to Kent Libraries during Quarter 2, which is a 3% increase on the same quarter last year. Over 18,400 children took part in this year's Marvellous Makers Summer Reading Challenge, with more than 9,200 children completing the Challenge by reading six books during the summer holidays and maintaining their reading levels ready for their return to school in September. Just under 300 events and activities linking in with the Challenge took place across Kent's Libraries, encouraging children to not only complete the Challenge but also explore their creative ability. The varied programme of activities devised by library staff and volunteers included junk modelling, kite making, Lego sessions and drawing workshops with the Marvellous Makers official illustrator, Natelle Quek.

Issues, including prison issues, eBook and eAudio have decreased by 2% on the same quarter last year. This breaks down into a 5% decrease in physical issues, but a 10% increase in eBook and eAudio issues as the popularity of these formats continues to rise.

Quarter 2 is the busiest period for the Ceremonies teams, and this year was no exception with a 3% increase in ceremonies on the same period in 2023/24 with 2,983 ceremonies completed. The number of marriage and civil partnership ceremonies have risen by 1% on the same quarter last year, while an increase of 63% in the number of citizens being welcomed to the UK at both Oakwood House and Danson House reflects the growth in demand for not only the group sessions but the increasingly popular individual ceremonies.

While the number of death registration appointments has decreased by 5% on the same quarter last year, births have increased by 3% with a total of 4,327 appointments delivered during Quarter 2. Customer satisfaction with the Registration Service during this quarter was 96%.

After an extremely busy Quarter 1, the Archive service experienced a quieter period in Quarter 2, with a 14% decrease on visitors to the Search Room on the same period last year, and a 7% decrease in remote enquiries. Although this is being investigated, there is no obvious reason for this drop. The lunchtime talks remain popular, with good attendance each time, and the service has been promoted at various events in the last quarter. Kent History and Library centre in partnership with the Nepalese Community hosted the Hope dress exhibition which was visited by just under 600 people. The aim of the Hope Project is to bring communities together through engagement with inclusive arts, and the exhibition helped establish good links with the Nepalese community while helping to raise awareness of the Archive service.

At the end of September Kent LRA underwent the annual assessment for the Customer Service Excellence award. The Assessor visited a number of sites including a prison library, register office, several libraries and a mobile library, and spoke to a large number of staff across the service both front of house and behind the scenes, as well as Cabinet Member Clair Bell and LRA's Senior Management Team. LRA was again successful in achieving Customer Service Excellence, being fully compliant in all the required criteria and maintaining 24 Compliance Plus points which indicate a recognition of best practice. The Assessor was particularly impressed with the longevity of staff working within the service, and the creativity, dedication and local knowledge to ensure services were tailored to the local communities they serve.

The Assessor reported that *'Taken as a whole service approach, the real story here is the extraordinary effort made by KLRA to value staff across a very large service which encompasses many different areas and communities of widely differing characteristics'*.

## Community Safety

Focus areas during this period for the Kent Community Warden Service (KCWS) continued to be the cost of living; assisting with food banks and supporting residents to access grants and funds. This includes signposting residents that are still eligible for Winter Fuel Payments and planning reintroduction of warm hubs with partners, (which have the additional benefit of providing social connections). Wardens are also assisting residents and communities in relation to homelessness, environmental and financial crime (fraud and loan sharks), anti-social behaviour and scams. A number of multi-agency community events and activities were also held over the summer holidays.

The service has been making preparations for the implementation of its new geographical allocation policy, which will see changes to where wardens focus their work moving forward.

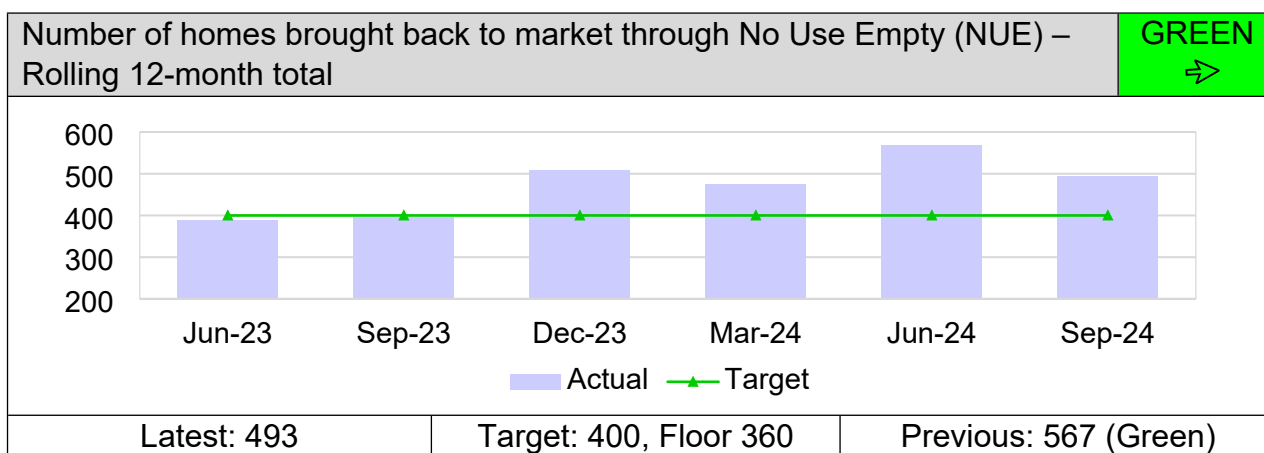
Wardens continue to deliver the social prescribing model, 'Positive Wellbeing', across the service as part of their wider offer of support to residents and communities.

The Kent Community Safety Trust (KCST) also delivers virtual Community Safety Information Sessions via MS Teams for community safety partners across the county. These are brief lunch-time sessions with a focus on one or two main topics each time. A total of two sessions have taken place during Quarter 2 with over 90 people in attendance covering a number of focus areas including stalking, emerging risks of lithium ion batteries, gangs, Independent Sexual Violence Advocacy service and an introduction to the KCC Serious Organised Crime team.

## Gypsy Romany Traveller Residents Service

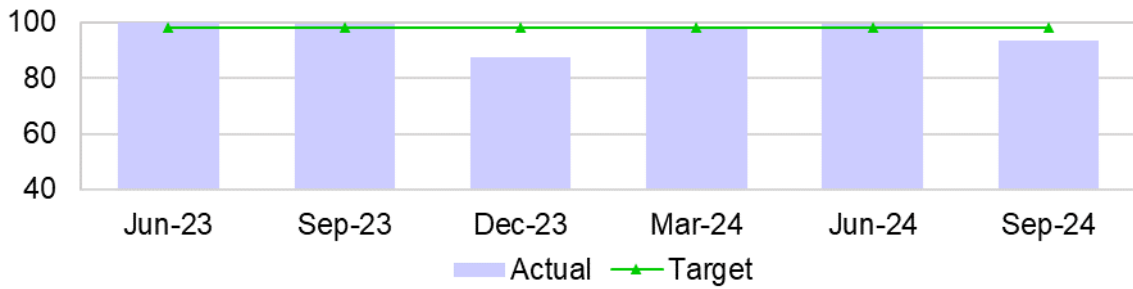
The Department for Levelling up, Housing and Communities funded Site Improvement Project is now complete, and all seven sites have been finished. The works have significantly improved the standard and quality of the sites for all residents, and the investment has resulted in a noticeable reduction in the number of reactive maintenance reports, tasks for landlords and items that are not working as they should.

## Key Performance Indicators



S106 developer contributions secured as a percentage of amount sought

AMBER



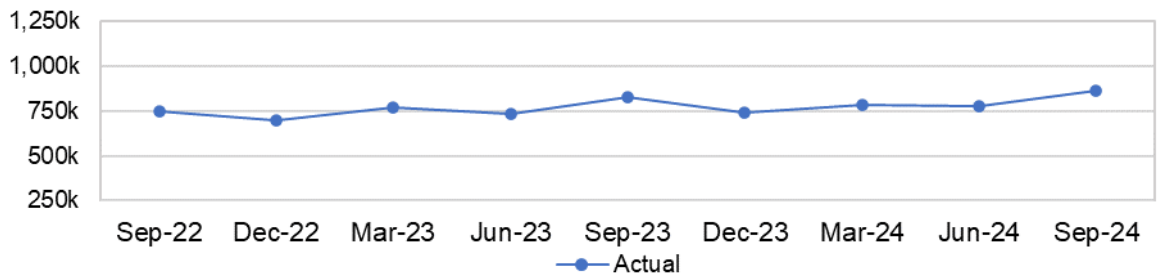
Latest: 93.2%

Target: 98%, Floor 85%

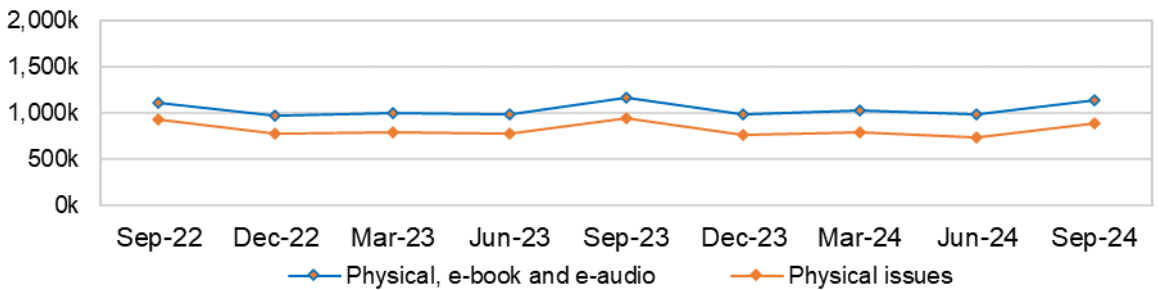
Previous: 99.6% (Green)

Activity indicators

Total number of physical visits to Kent libraries



Total number of book issues from Kent libraries



## Environment and Transport

<b>Cabinet Members</b>	Neil Baker, Rob Thomas
<b>Corporate Director</b>	Simon Jones

KPI Summary	GREEN	AMBER	RED	↑	→	↓
	5	1		2	4	

### Highways

In Quarter 2, the RAG ratings for the four Highways KPIs show three Greens and one Amber. Highways teams and front-line staff continue to work at high capacity.

#### Potholes repairs

We continue to achieve faster responses to customer enquires since the introduction of KCC Highways staff completing minor and urgent repairs. Unsettled weather with variable temperatures and persistent showers continued this Quarter, especially with September being recorded as the third wettest September on record, and demand was above the expected range. The number of potholes repaired within 28 days this quarter was 3,238 out of 3,345 which resulted in a performance of 97%, a Green RAG rating. This is a significant improvement from this time last year which met the timescale in only 82% of cases. **The Pothole Blitz programme continues to successfully decrease the backlog and we monitor the performance of Amey through the Contract Board and the Strategic Partnership Board to ensure continued improvements in service delivery.**

#### Emergency incidents

Attendance at Emergency Incidents within two hours of notification was a Green RAG rating for the months of July and August, but for the quarter the target of 98% was again missed by just one percentage point (Amber RAG rating). The service attended 377 callouts with 10 missing the target attendance time by just a few minutes but with all incidents made safe. **Data continues to show the introduction of dedicated crews at each depot, has improved response times. We continue to work with Amey to drive this area to target.**

#### Routine Faults

The total number of faults reported for repairs this quarter is 14,228, of which 12,970 were completed on target giving 91% (Green RAG rating). The service continued to complete more jobs than would normally be expected and **we continue to discuss and pilot strategies on how to improve performance at both the Contract Board and the Strategic Partnership Board.**

#### Public Enquiries reported online

The total number of customer contacts regarding highway issues in Quarter 2 was down on last year's totals with 41,297 (compared to 45,283 for the same period last year). 19,843 of these were identified as faults requiring action by front line teams (compared to 20,957 for the same period last year) and whilst both are down on last year, they remain at expected volumes for a typical summer.

At the end of Quarter 2, there were 5,968 open enquiries (work in progress) which compares to 7,861 at the same time last year, reflecting the decreased workload in several parts of the business which is normal during this quarter, but still represents a significant drop from where this has been over the last 12 months.

### Online fault reporting

Use of the online fault reporting tool remains high with 64% of all enquiries in Quarter 2 coming directly from the public via the tool which is a similar level to the same period last year. Work to encourage more online reporting has been ongoing for several years and we have seen an increased take up of just under 20 percentage points when compared to the same quarter in 2019. This has also led to a 35% reduction in calls to the highway's helpline over the same period. Work on a new reporting tool (My Kent Highways) has been delayed and we continue to investigate alternative solutions.

### Street Works

Pressure on the teams remains high with ongoing high levels of emergency works. CityFibre is soon to commence roll out of Building Digital UK (BDUK) project to provide superfast broadband to rural and hard to reach areas which will increase the volume of closures on the network. Streetworks teams will be working closely with CityFibre to reduce impacts.

### **Road Safety**

The casualty figures for Quarter 2, show an overall decrease of 356 casualties compared to the same quarter the previous year and a decrease of 487 compared with the same quarter in 2019/20 (pre-pandemic). For those casualties that were killed or seriously injured (KSI), these were up by four overall compared to the previous year and down by twelve compared to the same quarter pre-pandemic.

Quarter 2											
2024/25				2023/24				2019/20			
Fatal	Serious	Slight	Total	Fatal	Serious	Slight	Total	Fatal	Serious	Slight	Total
9	191	616	816	19	177	976	1172	12	200	1091	1303

### Safer Active Journeys Team

Bikeability training across Kent continues to be in high demand as we close the second quarter of delivery for the year, the total number of children taking part has increased on this time last year, which is positive progress. The number of live school crossing patrol sites in September was 83, with 19 current vacancies out for recruitment. The team are focusing on ways to improve sites such as securing funding for upgrading to programmable school warning lights and also continuing to monitor our school crossing patrol sites to support wellbeing of our frontline staff and their working environment.

### Active Travel Intervention Team

We are working closely with districts and boroughs on their Local Cycling and Walking Infrastructure Plans, with ten out of twelve completed. There are two School Streets<sup>1</sup> in place with expansion planned into a further two schools. The Kent Cycle Mapping Project has identified and verified the entire cycle network in Kent. This found that there are over 1.1 million kilometres of cycle routes in the county, with KCC having responsibility to maintain close to 90% of these.

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<sup>1</sup> A School Street is a road outside a school with a temporary restriction on motorised traffic at school drop-off and pick-up times.



A number of feasibility studies have been undertaken to scope out the next active travel routes / zones. The number of completed School Travel Plans has increased significantly over the past three years, and the School Capital Grant to install active travel capital schemes (e.g. scooter / bike racks), EV charging points and welly sheds, is continuing to be widely supported.

The Active Travel Infrastructure Team have two live projects in Cheriton and Faversham to provide walking, wheeling and cycling improvements with a third scheme in Sevenoaks about to start construction.

### Safer Speeds and Enforcement

Work undertaken as part of the KCC Vision Zero programme supports the five elements of the Safe System:

- Safer Roads and Streets
- Safer Speeds
- Safer Behaviours
- Safer Vehicles
- Post Collision Response

Over the latest quarter, Vision Zero Teams have worked on a number of projects in support of these elements. The trial temporary average speed system scheme at two sites has concluded its operations. The cameras have been removed from site and we are awaiting the final ATC installation before a report into this trial is produced for KCC to consider whether it will continue. Work continues to secure a new contract for maintenance and equipment of cameras after 31<sup>st</sup> August 2025. A new average speed camera system is due to be installed on the A20 at Farningham as a result of investigations following a series of speed related personal injury crashes. Work is due to start on this high profile job on the 4<sup>th</sup> of November.

Kent Police reviewed images collected in a recent trial of artificial intelligence technology to combat distracted driving offences. This concluded that this could be something to be used in the future for enforcement when processes and legislation allow, and a further meeting has been arranged with another supplier to continue momentum on this new type of offence detection.

### Kent Driver Education

This quarter started with a lower level of client demand due to the holiday period but has now increased with 1,102 courses delivered, compared to 1,054 for the same period last year. Our Monitors/Instructors are now in the final stages of completing the `train the trainer` process for the new National Speed Awareness Course (NSAC24) which goes live on the 4<sup>th</sup> of November. Trainer recruitment has closed and the service is in the onboarding stage with nine trainers. As ADIs (Approved Driving Instructors) they will support the delivery of the on-road element of the Safe and Considerate Driving Courses which is being re-introduced following withdrawal during the Covid pandemic.

## Safer Road Users

In Quarter 2, the Team delivered the following:

- 'Road Safety Club' (RSC) intervention to 4,220 Primary School Pupils across 42 different schools.
- Community Police Officers and PCSOs have been trained by the team to extend the delivery of RSC to more schools.
- At secondary schools our delivery of the new 'Distractions' Road Sense programme in Year 7 continued, reaching 2,129 pupils during this quarter. The pilot delivery of the new 'Good Decisions' Road sense programme for Year 9 pupils also continued this quarter, reaching 1549 pupils.
- Our Young Driver and Passenger programme, delivered to schools and colleges reached 918 young people (Years 12 & 13) during the quarter.
- Three Mature driver presentations were delivered to 143 experienced drivers within Kent communities.

## **Crash Remedial Measures & Local Transport Plan (LTP)**

The 2024/25 Crash Remedial Measures (CRM) Cluster Site programme has now been set up with schemes being programmed for delivery throughout this financial year. These CRM schemes range from minor signing and lining improvements to junction redesigns. The schemes have been designed at specific locations around the County where engineering solutions have been assessed to be able to reduce risk of collisions occurring.

In addition to the Cluster Site programme, the Highway Improvements Team (HIT) are also carrying out analysis of routes and junctions that have been identified as 'high risk' by a series of factors that identify them as having a higher than 'normal' level of collisions compared with similar sites. Schemes are progressed through the design and associated engagement process for delivery next financial year. This cluster, junction and route review work forms a suite of Crash Remedial Measures (CRM) carried out by the authority in line with our Vision Zero approach.

The team have recently completed delivery of two of the planned larger scale Local Transport Plan projects over summer 2024, these are the new signalised crossing on A226 Rochester Road Gravesend outside St John's Catholic Primary School, and the new zebra crossing on St Stephens Hill Canterbury outside The Archbishop's Secondary School.

The Highway Improvements Team (HIT) are also working with elected officials, members and parishes to assist them in delivering items that have been prioritised within their local Highway Improvement Plans. The HIT is currently tasking their small but focussed Community Engagement teams to support parishes in their efforts to realise highway improvements their communities are promoting. A high number of Parishes are now engaging with the HIT to develop their own prioritised Highways Improvement Plans.

In July 2024 the team issued the first newsletter to go to all Parishes and this will be produced on a seasonal basis to seek to build upon our positive engagement with our parishes.

The team continue to support Speedwatch activity, school travel plans and business grants. The team have continued with regular dialogue to look at targeting their enforcement efforts based on representations received and also based on speed data we regularly collect. A bi-monthly meeting now takes place with Kent Police, the Kent Police Speedwatch Co-ordinator and officers in the Highway Improvements Team where Speedwatch results are reviewed and discussed.

The Active Travel team are continuing to work with the member walking and cycling group and assist districts and boroughs with their walking and cycling plans to develop a Kent-wide Cycling and Walking Implementation Plan (KCWIP). The team are continuing to deliver the remaining schemes funded under Tranches 2, 3 and 4 of the Active Travel Capital Grant Fund and the more recently funded Tranche 4e, where KCC was awarded funding to improve the much used Aylesford Towpath.

Active Travel England have granted £1.2m revenue funding to support capability building activities that will enable authorities to undertake ambitious and inclusive active travel programmes. This fund is being used to support local district and borough plans but also to deliver training and education about safe active journeys for residents of Kent.

### **Traffic Management**

Enforcement of Moving Traffic Offences commenced at Beaver Rd, Ashford on 23<sup>rd</sup> of September, with circa 300 warning notices issued in the first week. After three weeks, there has been a drop in contraventions by around 25% and Penalty Charge Notices have started to be issued to drivers who continue to contravene the restriction, despite receiving a warning notice to encourage behaviour change. Our second site at Sackville Crescent in Ashford has been delayed due to adjacent roadworks and diversion routing and enforcement is now anticipated to go live in December when the Streetworks are complete. Future potential enforcement locations are posted on our Moving Traffic Enforcement consultation hub on the Let's Talk Kent consultation page.

The Network Innovation team are working on developing Kent's strategy for the delivery of on-street charging infrastructure. Kent's application has just been approved and the team have secured over £12m capital funding from the Government's Local Electric Vehicle Infrastructure (LEVI). This will support the delivery of electric vehicle chargers for those residents without access to off-street parking and driveways. Once the relevant approvals are signed for the grant, the team can move forward with procurement for the concession contract to deliver on-street charging solutions.

### **Local Growth Fund (LGF) Transport Capital Projects**

Through SELEP (South East Local Enterprise Partnership), KCC is managing £128m of Government funding from rounds one to three of the LGF. There are currently two high risk projects, Sturry Link Road and the Maidstone Integrated Transport Package. For Sturry Link Road project, the design and build contract has been signed and the contractor is progressing with the detail design. For Maidstone ITP, construction commenced on the Coldharbour Roundabout in February, and the scheme is likely to complete in December 2024.

## **Transport Strategy**

### Bus Service Improvement Plan (BSIP) & Bus Connectivity Assessment

Using BSIP funding received in 2023/24, KCC committed to deliver three major bus priority schemes in Dartford, Dover and a wider scheme supporting the Stagecoach Thanet Loop service. All schemes have been approved and will be delivered on the ground by the end of 24/25. Following a successful bid to Government's Zero Emission Bus Regional Areas (ZEBRA), the team secured £9.5m for thirty-three electric buses for KCC's Fastrack operation, making the service a fully zero emission network with all set for deployment by April 2025.

### Kent Travel Saver (KTS) - 2024/25

The application process for the KTS went smoothly again this year, with the majority of passes delivered to schools on time. At a small number of schools, there were delivery issues, but this was quickly resolved. Overall, the number of KTS applications was 19,208, of which 13,005 were full cost, 2,810 were low income, 365 sibling and 3,028 were free passes provided to those in care/carers/care leavers. Overall, the number of applications is down on last year, by 242, which probably reflects the increase in the cost of the pass and some families changing to operator provided tickets, where they are cheaper.

## **Resource Management & Circular Economy**

The KPI target on diversion of waste from landfill continues to be met, with 99.2% of waste over the last 12 months being recycled, composted, or used for energy generation. The total volume of waste collected continues to increase, due to increased volumes at HWRCs, but remains within expectations overall. Kerbside waste volumes are 9% above pre-pandemic levels with HWRC volumes increasing, but still 26% below pre-pandemic. The total volume of waste collected is similar to pre-pandemic levels.

## **Energy and Climate Change**

The greenhouse gas emission target for Quarter 1 has been met with a total of 10,985 tCO<sub>2</sub>e of greenhouse gas emissions compared with the target of 11,024 tCO<sub>2</sub>e. Electricity generated by KCC's Bowerhouse II, and Kings Hill solar farms are having a very positive impact on offsetting KCC's emissions and overall emissions currently remain ahead of the target. KCC and our traded companies still need to continue to progress the reduction of estate and vehicle emissions to ensure we remain on track to meet our Net Zero 2030 target.

The Solar Together Kent collective-buying initiative is run by iChoosr and promoted by all Kent District Councils, Medway Council and Kent County Council. Together, the Spring and Autumn 2024 campaigns have seen over 6,370 Kent residents register their interest. From the Spring 2024 registrations, more than 470 in-person home surveys have been conducted, with over 320 installations of solar PV and battery storage already complete. Overall, the initiative has facilitated almost 3,200 installations since 2020, leveraging more than £29.1m of resident investment in renewable energy across Kent. In the first year after each installation since 2020, these solar PV systems are estimated to help households avoid over 3,000 tonnes CO<sub>2</sub>e in total, with expected system lifetimes of around 25 years.

## **Natural Environment and Coast**

### Kent & Medway Local Nature Recovery Strategy (LNRS)

Development of the LNRS continues as scheduled with the following delivered in Quarter 2:

- Priorities and potential measures for the strategy have been finalised.
- Potential measures have been mapped and draft maps reviewed with over 175 stakeholders at five workshops around the county.
- Draft maps have also been reviewed with local planning authorities at dedicated one to one meetings.
- Evening meetings for farmers and landowners were held to discuss draft maps.
- The species shortlist has been finalised and discussed further at a workshop, where potential priority species and flagship species were identified by over 65 stakeholders.
- Artwork depicting the visions of the strategy have been completed and exhibited.
- Work is now focused on finalising the strategy and maps.

All project outputs and further information can be found at [www.makingspacefornature.org.uk](http://www.makingspacefornature.org.uk)

### Biodiversity Net Gain (BNG)

In addition to work to support the county's planning authorities in discharging the requirements for BNG and continuing training for planning officers and members, we have also been considering what is needed next in terms of support and guidance. Looking at what are the practical challenges facing the delivery of BNG and what would benefit from a strategic, county-wide approach. Proposals for next steps are to be discussed with planning authorities.

All BNG resources can be found at [Biodiversity Net Gain for Kent and Medway | Making Space For Nature Kent](#).

The ecological advice service continues to provide support to all Local Planning Authorities on their development management, with advice increasingly required in respect of BNG following the extension of requirements to all sites.

### Plan Bee

Work on KCC's pollinator action plan recommenced over the summer, following the successful recruitment of a new officer for the post. Work is focussing on picking up on efforts to further improve the management of the KCC estate for the benefit of pollinators and develop a survey and monitoring programme.

In July results of the Kent No Mow May campaign were published. This year we received 324 pledges from residents and organisations seeing a 19% increase from 2023. It is estimated that over 14 hectares of land was pledged for No Mow May. Various Kent County Council departments actively participated in No Mow May this year. These departments included country parks, waste and recycling, KCC estates, and highways. Collectively, they preserved approximately 300 hectares of wildflower-rich grassland

## Plan Tree

In July, Plan Tree attended the Woodland Creation Accelerator Fund (WCAF) conference in Birmingham. KCC are achieving good results, with only a couple of WCAF recipients managing to plant in higher numbers.

Work continues on the post planting and maintenance claims processes for each year of rounds 1, 2, and 3 Local Authority Treescape Fund (LATF). In August, ahead of schedule, we completed the site selection, project planning and procurement for 11,000 trees across 15 sites through the final year of round 3 LATF.

We received the LATF1 'final maintenance and beat-up survey' for year 1 planting (2021/22) with Ashford Borough Council. It has been mutually agreed that we will plant an additional substitute site to mitigate losses from planting sites where it is evident that survival rates of over 75% have not been achieved.

We had formal confirmation that the Forestry Commission had assessed our application to round 4 LATF and have awarded funding (£300K). Preparation is underway for another 13,630 trees to be delivered over the 2024/25 planting season.

Over the summer the search continued for elm tree planting sites targeting surviving colonies of the White-letter Hairstreak and Large Tortoiseshell butterflies. Among others, disease resistant elm trees have been allocated to the East Kent Downs Farmers, Gravesham Borough Council, Tonbridge and Malling Borough Council, Tunbridge Wells Borough Council, Medway Council and landowners along the Royal Military Canal.

In September, Plan Tree submitted an Expression of Interest for the Elm Heritage Kent project to the National Lottery Heritage Fund (£250K and over).

The Kent and Medway Plan Tree Partnership steering group advised that deer numbers in Kent are impacting habitats and species including the Nightingale, with an action to set up a Deer Monitoring working group.

We are starting to see significant tree planting from our service contractors meeting their social value commitments with KCC.

## **Explore Kent**

Explore Kent's digital channels which promote the great outdoors, continued to see strong engagement. From July to September Explore Kent had over 22.5k followers on X, over 6.5k followers on [Instagram](#), over 11k followers on [Facebook](#), 159 followers on [LinkedIn](#) and 465 followers on [TikTok](#). Our website [explorekent.org](https://www.explorekent.org) has had a total of 139,046 visitors and 10,918 of our route guide downloads.

In July, Explore Kent coordinated the Green Social Prescribing Network. Drawing together partners from health, social prescribing, and green space providers, who are interested in developing green social prescribing initiatives across the county and promoting the wellbeing benefits of green and blue space. Around 38 partners were represented at the network. The priority work strands for the network are Mapping and Increasing Opportunities, Accessing Funding, Training and Capacity building, and Providing Clear Referral Pathways.

Explore Kent introduced their first [Active Kent and Medway Activity Challenge](#) with the [‘King Charles III England Coast Path’ initiative](#). This challenge encouraged the public to track their walking and wheeling activities throughout the summer, promoting physical activity, the use of the Public Rights of Way network, and the exploration of Kent’s blue and green spaces. To motivate participants, prize draws from Shepherd Neame, Quiz Trails, and English Heritage were offered. The challenge was widely promoted through social media and internal communications and attracted 65 active participants.

Explore Kent introduced new [Facebook](#) and [Instagram](#) channels for the South East Coast Path. These platforms aim to promote the Kent and East Sussex Coast Path, encouraging residents to explore and enjoy its health benefits. Since the launch, paid advertisements have been implemented, resulting in 943 followers on Facebook and 292 followers on Instagram.

### **Kent Country Parks (KCP)**

There was a full programme of events over the summer and trails across 6 parks. Improvements have been made at Shorne with the installation of an easy access pond dipping platform and 15 fishing swims replaced at Shorne Woods to improve accessibility for all.

The proposed North Kent Woodland and Downs National Nature Reserve progressed through the first two phases of Natural England panels and we eagerly anticipate full designation in March 2025.

A new partnership with a local cooperative to undertake local carbon offsetting by sponsoring the Shorne Woods veteran trees has been set up. KCP has achieved 7 Green Flag awards, 6 South & South East in Bloom gold awards.

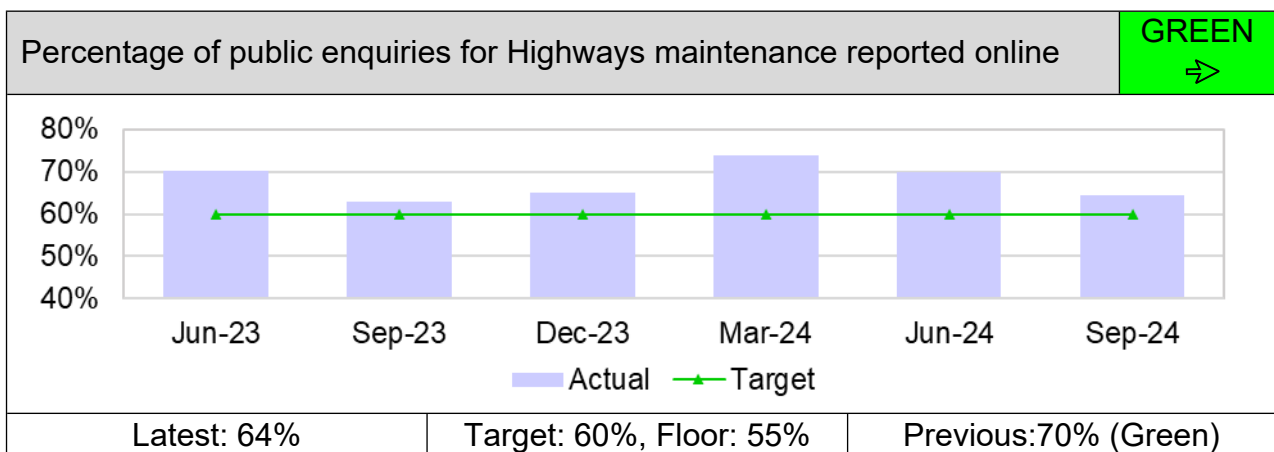
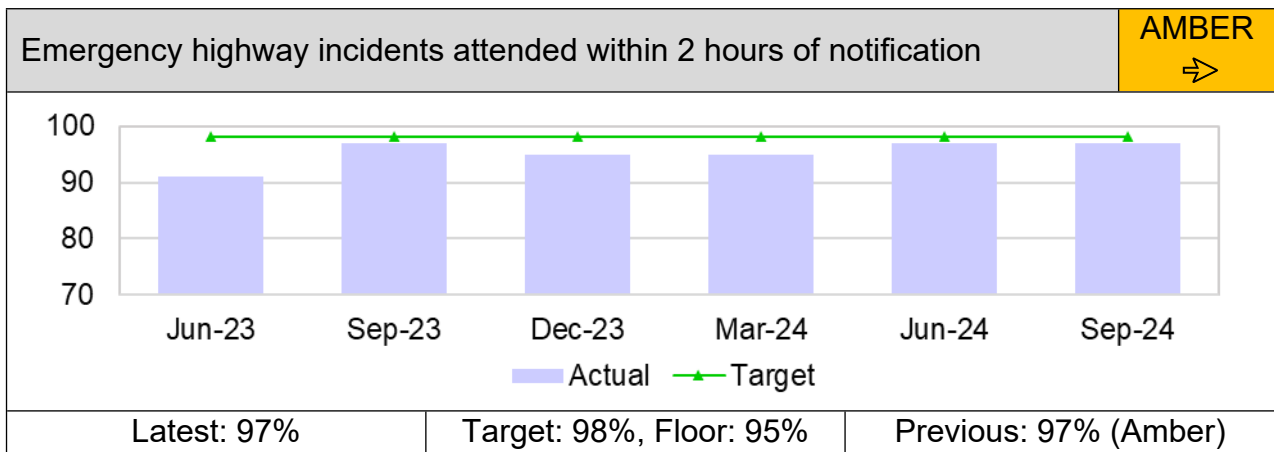
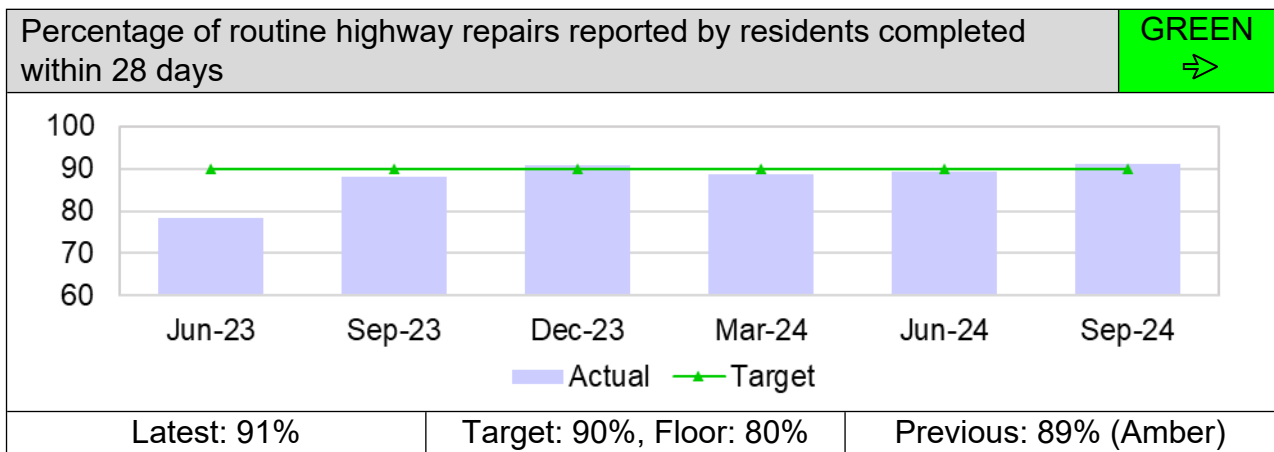
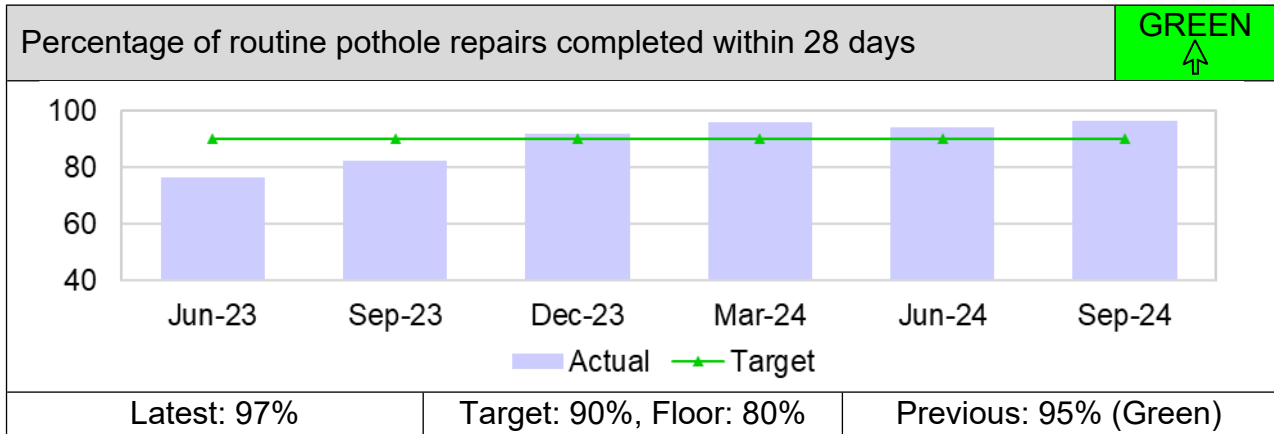
### **Countryside Management Partnerships (CMPs)**

CMPs are busy delivering educational and community events across Kent and Bexley, including Forest School training, school sessions, Ecology Island health and wellbeing activities as well as numerous habitat and landscape projects. A new contract is in place to help manage Hambrook marshes, Canterbury. River and pond restoration projects have been delivered by all 6 CMPs and CMPs continue to work with the two National Landscape Units, KCC teams, the Environment Agency and Natural England to deliver their priorities.

Schools in Canterbury and Ramsgate had their grounds greened up by the Kentish Stour Countryside Project as part of a National Scheme and through working with the Internal Drainage Board on a 170k project the North/South Streams near Northbourne, Deal have had leaky dams put in place to raise water levels, slow the flow and re-wet peat.

Financial pressures are challenging with increasing costs needing to be met from project income and delivery agreements. Plans are in place to relocate Medway Valley Countryside Partnership due to significant rent increases; this will develop a new working relationship at Trosley Country Park and open up opportunities for more community and education delivery.

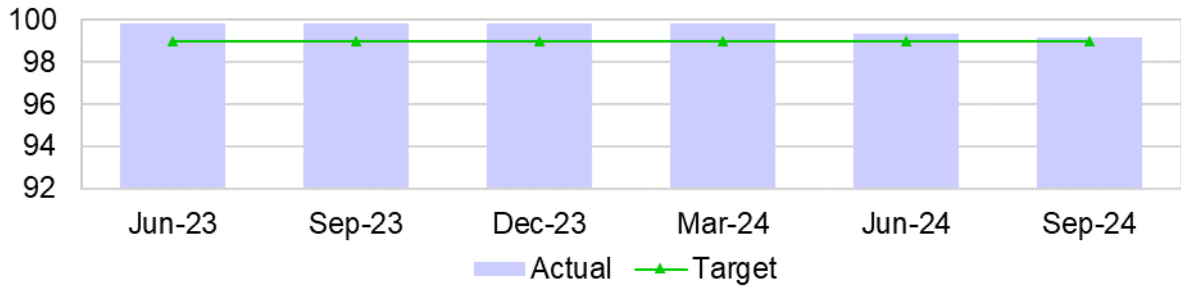
## Key Performance Indicators





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

**GREEN**  
⇒



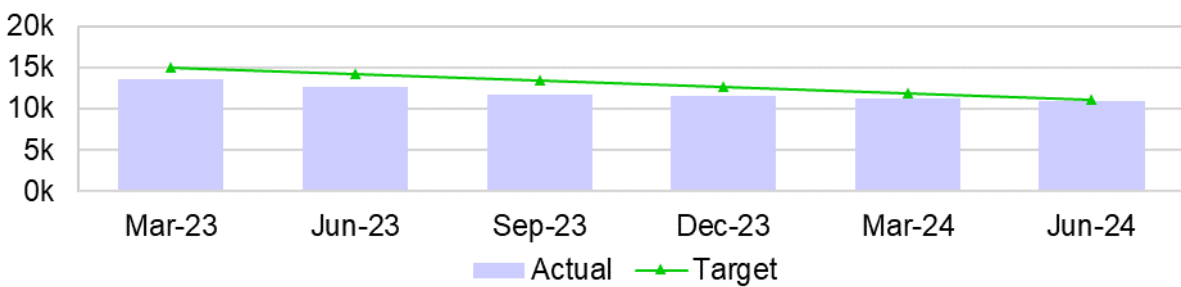
Latest: 99.2%

Target: 99%, Floor: 95%

Previous: 99.4% (Green)

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

**GREEN**  
⬆



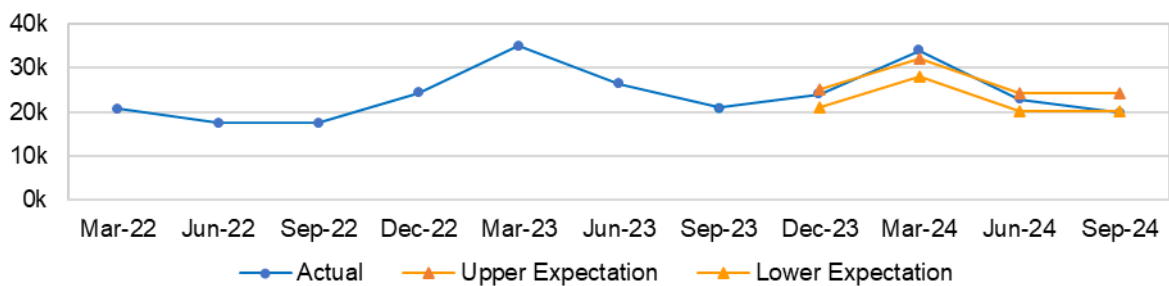
Latest: 10,985

Target: 11,024, Floor: 12,126

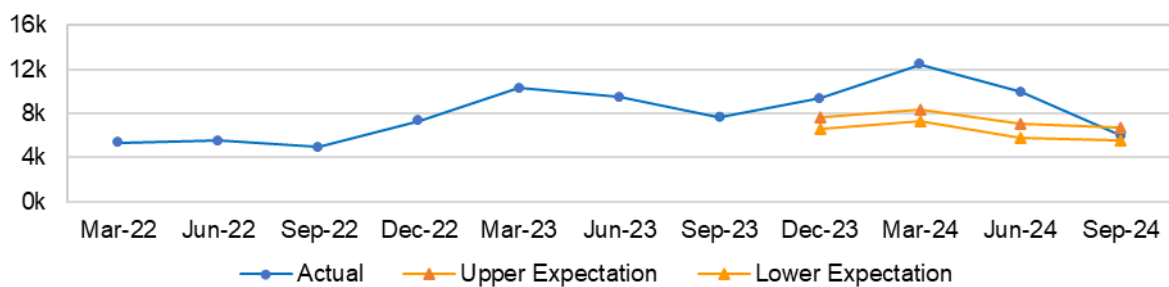
Previous: 11,251 (Green)

**Activity indicators**

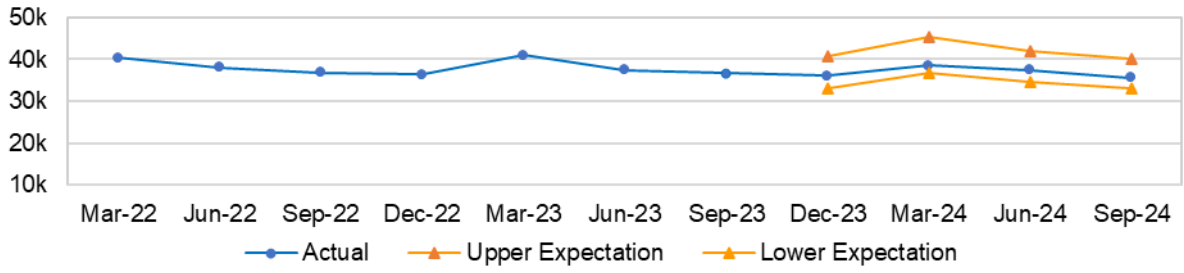
Number of Highways enquiries raised for action – by Quarter



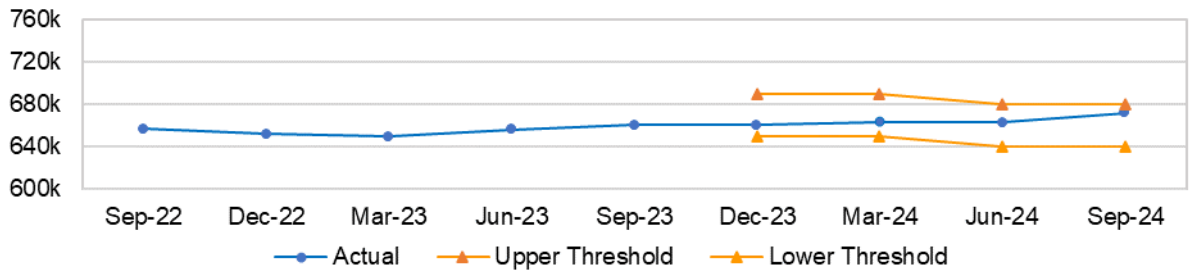
Highways Work in Progress (active enquires/jobs)



### Number of street work permit requests



### Total municipal waste tonnage collected – rolling 12 months



## Children, Young People and Education (*Education and Skills*)

<b>Cabinet Members</b>	Rory Love, Sue Chandler
<b>Corporate Director</b>	Sarah Hammond

KPI Summary	<b>GREEN</b>	<b>AMBER</b>	<b>RED</b>			
	3	3	1	4	2	1

### Schools

Based on the inspection data as at the end of August 2024, 92% of schools in Kent (543 of the 593) were Good or Outstanding, compared to the national figure of 90%. The percentage of Primary schools judged as Good or Outstanding at 92% equal to the national figure. 88% of Secondary schools were judged to be Good or Outstanding which compares favourably to 84% nationally. The percentage for Special schools, at 93%, was two percentage points higher than the national position of 91%. Five out of six (83%) Alternative Provision schools were good or outstanding (86% nationally).

From September 2024, inspections of state funded schools will no longer include a judgement on overall effectiveness as the government believe “reductive single headline grades fail to provide a fair and accurate assessment of overall school performance across a range of areas and are supported by a minority of parents and teachers. For inspections this academic year, parents will see four grades across the existing sub-categories: quality of education, behaviour and attitudes, personal development and leadership & management. This reform paves the way for the introduction of School Report Cards from September 2025, which will provide parents with a full and comprehensive assessment of how schools are performing and ensure that inspections are more effective in driving improvement.”<sup>2</sup>

Communication around SEND support, processes and activity continue to be signposted to headteachers through headteacher briefings and newsletters. Senior advisers engage with the wider SEND team through priority school meetings or where there is a “Team Around the School.”

In primary schools, common areas for development include achievement at greater depth, maths, and Grammar Punctuation and Spelling (GPS). There continues to be a comprehensive traded offer available to all schools including bespoke maths and GPS support. In secondary schools unvalidated data collected by Management Information in the summer indicates that the 2024 outcomes for Kent schools remain broadly in line with national attainment figures. Provisional data will be published by the DfE in November and will be reported in Quarter 3 of the QPR.

### Early Years

The percentage of Early Years settings rated Good or Outstanding is 99% (522 settings out of 529), one percentage point above the target and one percentage point higher than the national average of 98%.

<sup>2</sup> [Single headline Ofsted grades scrapped in landmark school reform - GOV.UK](https://www.gov.uk/government/news/single-headline-ofsted-grades-scrapped-in-landmark-school-reform)

For early years group settings, The Education People (TEP) continue to support all good and outstanding settings through Annual Conversations but prioritises those due an Ofsted inspection to assist them in retaining a Good or better Ofsted judgement, making clear recommendations where appropriate and offering the 'Securing Good' programme to those in their inspection and not meeting at least Good Ofsted grade descriptors. Settings with a Requires Improvement or Inadequate judgement receive targeted and bespoke support, with support for plans of action and follow up visits as required. New settings are also offered support in readiness for their first inspection. The percentage of all providers deemed by Ofsted to be good or outstanding continues to be very high.

In the 2024 Summer term, the take-up of Free for Two claims against those potentially eligible on the Department for Work and Pensions (DWP) list was 67.8% with 2,784 children being funded. This is a small increase on last year when the take-up figures for Summer 2023 were 65.2%.

Established and regular communications and interactions with the Early Years and Childcare Sector continue, including quarterly meetings with the Provider Association, the scheduled termly (six times annually) generic Early Years and Childcare Bulletin, with communications in-between these being sent when appropriate and necessary with ongoing contact with individual providers as required. Three times annually, a county-wide round of briefing and networking sessions are offered. Although not actually in Quarter 2, these were held in June and October. The Early Years and Childcare Service's Threads of Success training offer continues to be delivered principally on virtual platforms, as recruitment and retention challenges continue to make it very difficult for providers to attend face-to-face training, even when this is funded and therefore free for providers to attend.

The Early Years and Childcare Service, working in partnership with KCC Management Information (MI) and Finance, continue to implement the Government's New Free Entitlements and Wraparound Provision initiatives. In the Summer term, 7,465 codes had been issued to working parents of children aged between 9 months to two-years, of which, 7,146 have been validated by KCC, meaning a validation rate of 96%, in line with national figures.

### **SEND (Special Educational Needs and Disability)**

Based on the rolling 12-month average to September 2024, 26% of Education, Health, and Care Plans (EHCPs) were issued within 20 weeks excluding exceptions (811 out of 3,127). As recent performance rapidly improves, the rolling 12-month average will also improve but with a lag. In the single month of September 64% of plans (126 out of 197) were issued within timescale.

The percentage of annual EHCP reviews waiting over 12 months is 34%, sixteen percentage points better than the target of 50%.

The Percentage of pupils with EHCPs being placed in independent or out of county special schools is now at 10.3%, which is now just above the floor standard, and the lowest figure since December 2022.

Previous reports have highlighted that the strategic approach to stabilising the EHCP assessment process would temporarily suppress improvement in 20-week percentage outcomes, but that this would be a short-term measure, with a significant shift as the plan took effect. Historic failure under the old team structure to finalise assessment decisions for all necessary pupils resulted in assessment teams carrying around double the expected workload, with a much larger proportion of outdated assessments being left incomplete. As work focussed on clearing these backlogs, while also ensuring that new backlogs did not develop, every case completed on time was masked by numerous older cases, which dragged KPI levels down despite the focus being more beneficial to pupils in the system. The overall impact was that while team output nearly tripled over the last year, 20-week percentages remained stubbornly low.

When the service was facing its biggest pressures, some of the most overdue assessments were well over two years old, but, this has now been effectively managed, with no cases over 29 weeks old by the end of Quarter 2, and only 7.1% of all cases over the 20-week statutory timescale. We are anticipating for this number to continue to fall.

Improvements are not limited to the assessment process, with large improvements in Annual Review timeliness and Phase Transfer delivery using the same principles outlined above.

### **Wider Early Help**

In the 12-month period to September 2024, 103 pupils were permanently excluded which equates to 0.04% of the school population. 24 were 'primary' phase pupils and 79 'secondary' phase pupils. The current level of pupils excluded is the highest it has been for 9 years in Kent, although at 0.04% is still well below the 2022/23 national average for England of 0.11%. Dartford district accounted for 19 of the 103 pupils excluded across the County in the rolling 12-month period to September 2024, followed by Tonbridge and Malling with 16 and Sevenoaks with 14 pupils excluded.

In the first month (September) of the new Academic term 2024/25, there were eight 'permanent exclusions, five fewer than September 2023. Of the 8 exclusions, one was issued to a 'primary' phase pupil (3 last year) and 7 to 'secondary' phase pupils (10 last year).

Kent PRU and Attendance Service (KPAS) continues its work regarding suspensions and permanent exclusions. Common themes are identified, and additional processes developed to support schools to ensure all interventions are exhausted and exclusion remains a last resort as detailed in the DfE guidance on suspensions and exclusions issued in August 2024. This includes the development of practices such as an inclusion intervention checklist, the appropriate use of directions off-site (alternative provision) and using inclusion champions to support schools.

In addition, KPAS supports the work of CATIE (Countywide Approach to Inclusive Education). This includes the inclusive leadership programme, core training offer, whole school nurture approach provided by Nurture UK and Special School outreach work delivered by the Specialist Teaching and Learning Service (STLS) and Local Inclusion Forum Team (LIFT).

KPAS provides regular training to governing boards and academy trustees across the county's schools to ensure all cases of permanent exclusion are thoroughly scrutinised, as well as promoting the use of timely data to address cases where suspensions are occurring on a regular basis. The link Education Improvement Advisors (EIAs) support schools by:

- Providing advice on the DfE exclusion guidance and processes as well as behaviour policies.
- Sharing ideas as well as signposting to resources and services who may be able to support schools and pupils in promoting inclusion where behaviour is a concern.
- Attending meetings in schools with parents (and partner agencies where involved) about individual pupils experiencing suspensions or at risk of permanent exclusion.
- Delivering training to governors and senior leaders on responsibilities in relation to exclusions set out in the DfE guidance.

During the academic year 2023/24, 67 permanent exclusions were either withdrawn or the pupil was reinstated by school leaders. EIAs represent KPAS at a range of forums such as the Local Inclusion Forum Team (LIFT), LIFT Executive, In Year Fair Access panels and District Contextual Safeguarding Meetings.

Most recent published DfE figures from 2022/23 academic year highlight that permanent exclusions and suspension rates (per 100 school population) in Kent schools remain well below equivalent levels nationally, within the Southeast region and in comparison to our statistical neighbours.

The KPI measuring First-Time Entrants to the Youth Justice System changed from the number of first-time entrants to a rate per 100,000 as of Quarter 1, 2024/25 to allow for comparison with national data. In Kent in September, the rate was 190 (rolling 12-month figure) which equates to 302 young people. This is the lowest level reported since March 2023 although the target of 180 per 100,000 was not met and the measure is therefore RAG-rated Amber.

There is a national trend in the increase of first-time entrants into the youth justice system. The Kent partnership have remained focussed on providing appropriate alternatives, increasingly using the diversionary "Outcome 22" by the Police. This intervention offers whole-family, holistic and needs-led diversionary intervention, predominantly by Adolescent Early Help. Due to the delay in national data reporting, we have yet to see the impact of the introduction of Outcome 22 on performance.

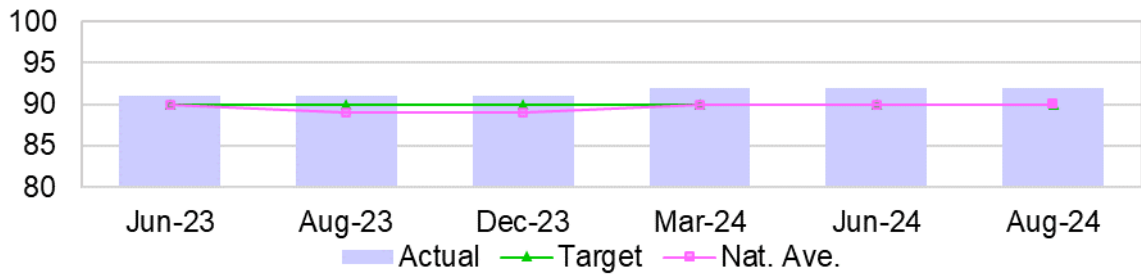
Kent continues to deliver the 'Turn around' intervention programme to promote a suitable education, training or employment offer for children on the cusp of entering the youth justice system. Nationally, the criteria have been made more flexible, to allow Turnaround to work with children who are also open to children's social services as a 'child in need'.

The Kent police youth justice team are now present in Youth courts across the county and work with youth justice practitioners and the courts to identify children who can be diverted away from statutory youth justice court outcomes and instead receive diversionary outcomes. This is a new initiative that was initially piloted at Medway Youth Court.

## **Key Performance Indicators**

Percentage of all schools with Good or Outstanding Ofsted inspection judgements

GREEN  
↑



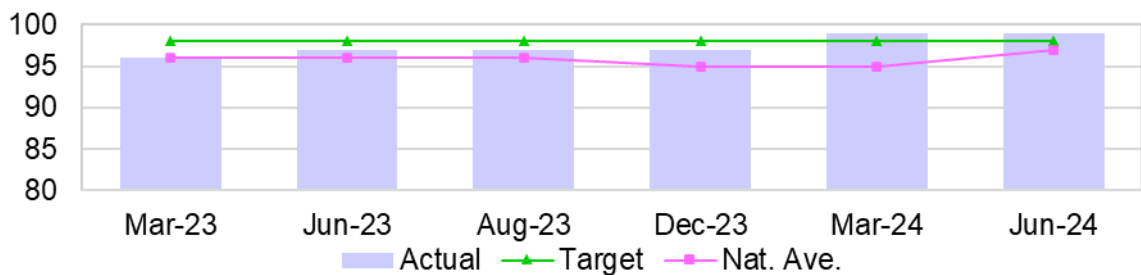
Latest: 92%

Target: 90%, Floor: 87%

Previous: 92% (Green)

Percentage of Early Years settings with Good or Outstanding Ofsted inspection judgements (childcare on non-domestic premises)

GREEN  
↑



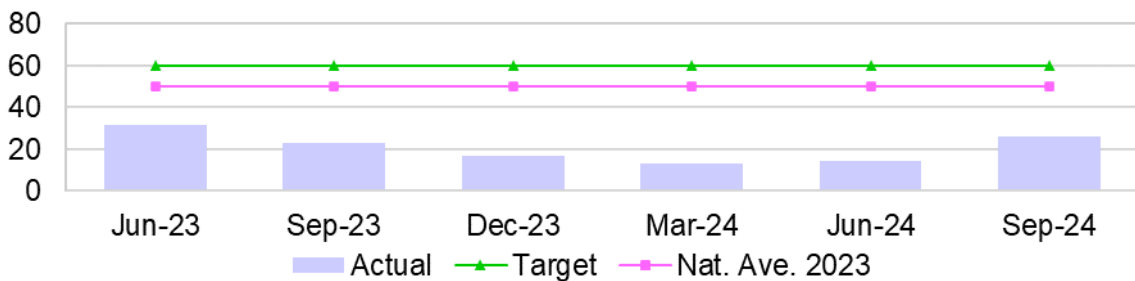
Latest: 99%

Target: 98%, Floor: 93%

Previous: 99% (Green)

Percentage of Education, Health, and Care Plans (EHCPs) issued within 20 weeks – rolling 12 months

RED  
⇒



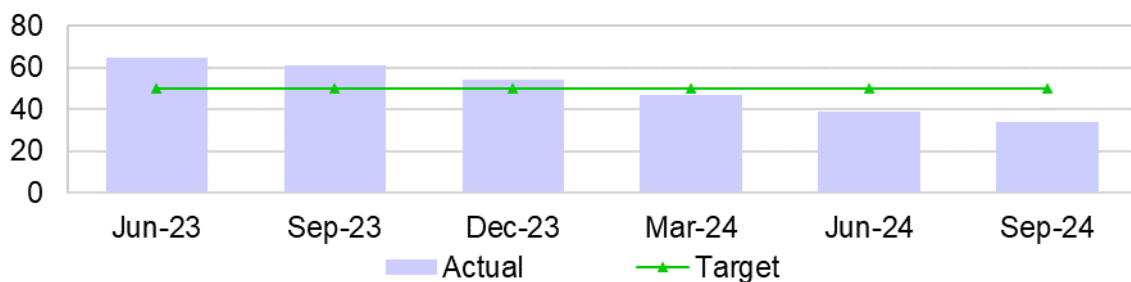
Latest: 26%

Target: 60%, Floor: 55%

Previous: 14% (Red)

Percentage of annual EHCP reviews waiting over 12 months

GREEN  
↑



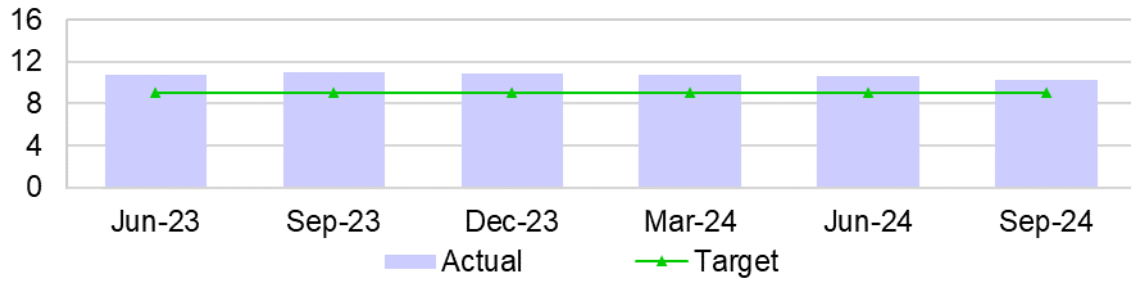
Latest: 34%

Target: 50%, Floor: 60%

Previous: 39% (Green)

Percentage of pupils (with EHCP's) being placed in independent or out of county special schools

AMBER  
↑



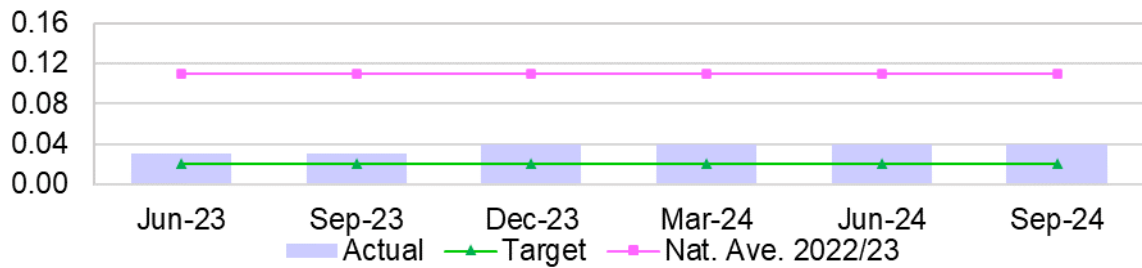
Latest: 10.3%

Target: 9.0%, Floor: 10.5%

Previous: 10.6% (Red)

Percentage of pupils permanently excluded from school – rolling 12 months

AMBER  
↓



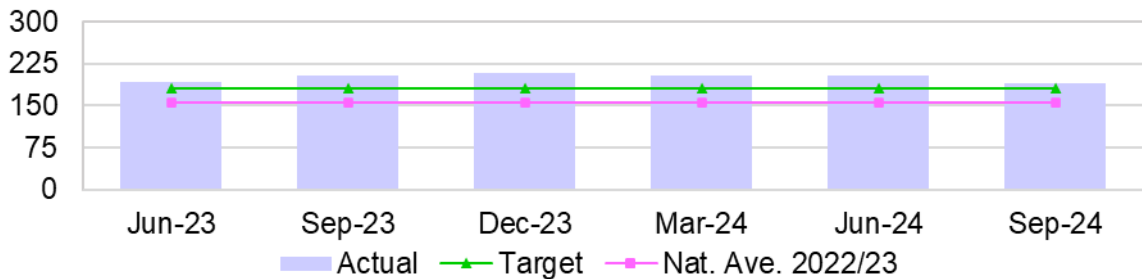
Latest: 0.04 %

Target: 0.02%, Floor: 0.04%

Previous: 0.04% (Amber)

Rate of first-time entrants to youth justice system per 100,000 (aged 10-17) – rolling 12 months

AMBER  
⇒



Latest: 190

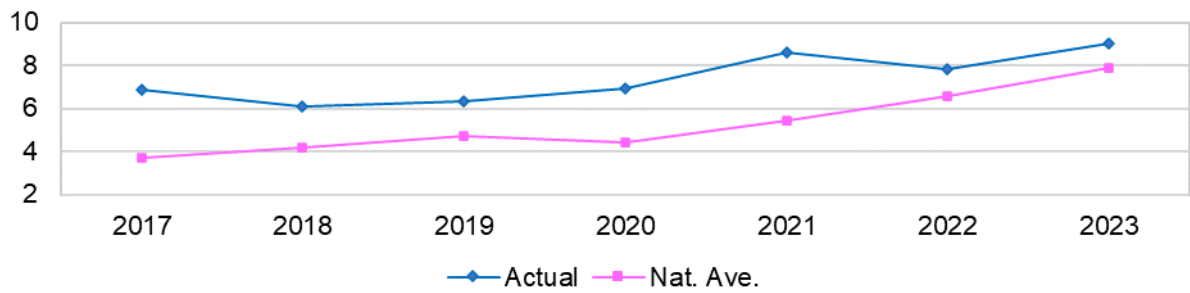
Target: 180 Floor: 240

Previous: 205 (Amber)

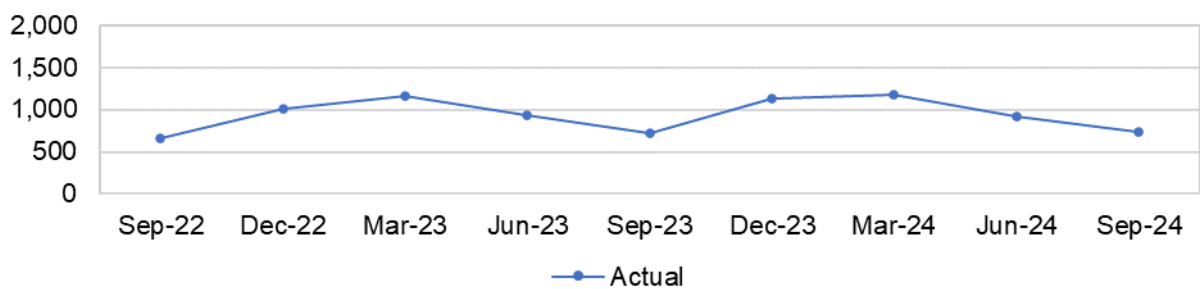


## Activity indicators

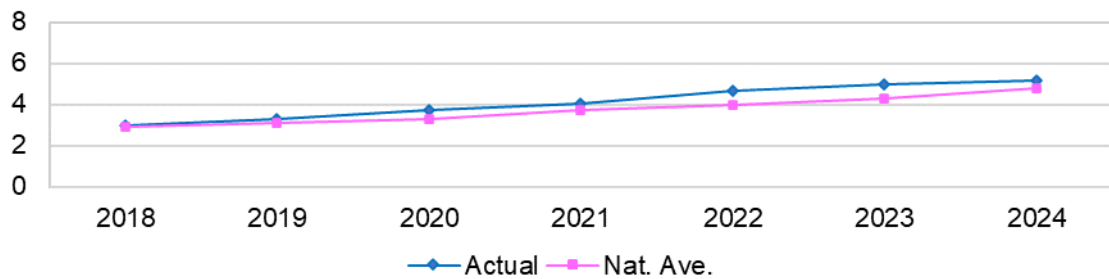
Number of initial requests for statutory assessment (for an EHC plan) per 1,000 population



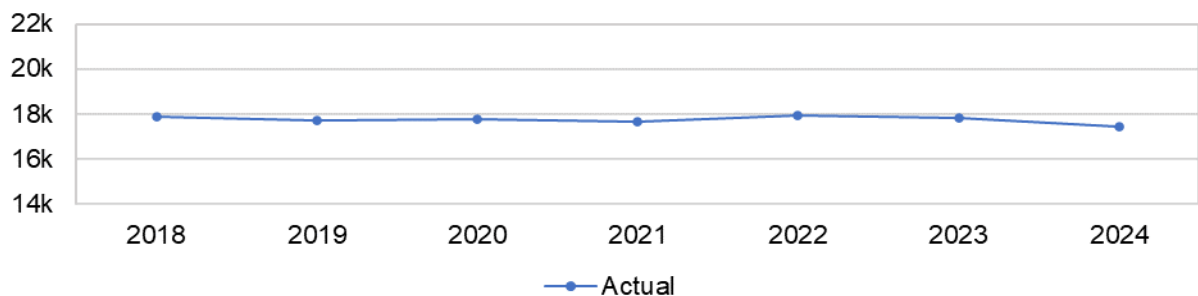
Number of initial requests for statutory assessment for an EHC plan (Quarterly)



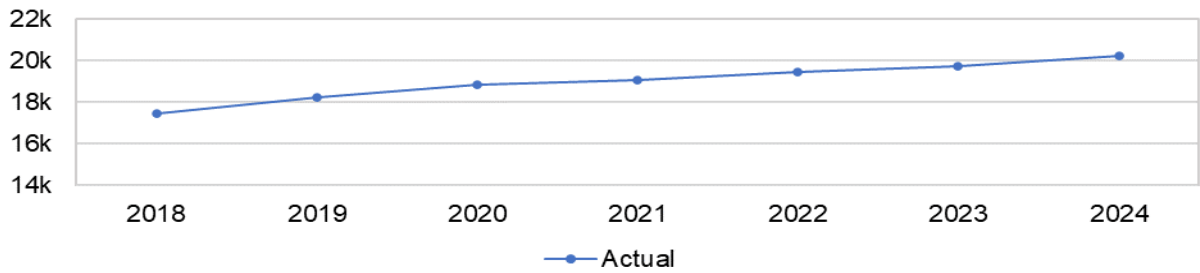
Percentage of pupils with an EHCP



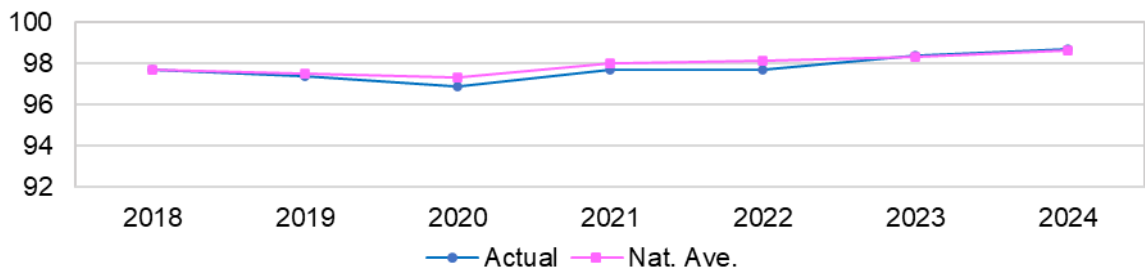
Number of pupils in Reception year (Kent state funded schools)



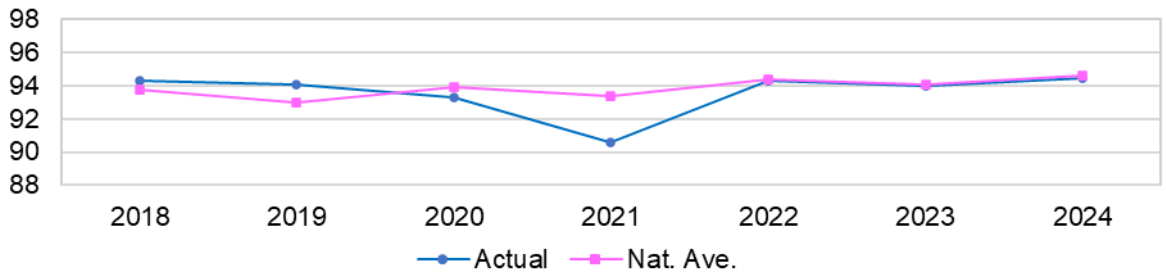
### Number of pupils in Year 7 (Kent state funded schools)



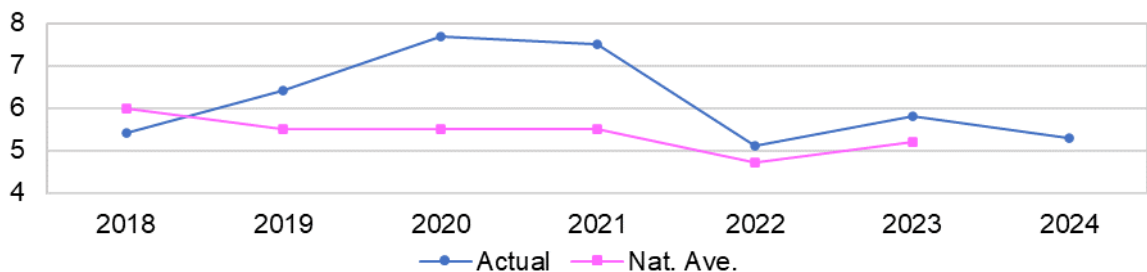
### Percentage of Primary school applicants offered one of top three preferences



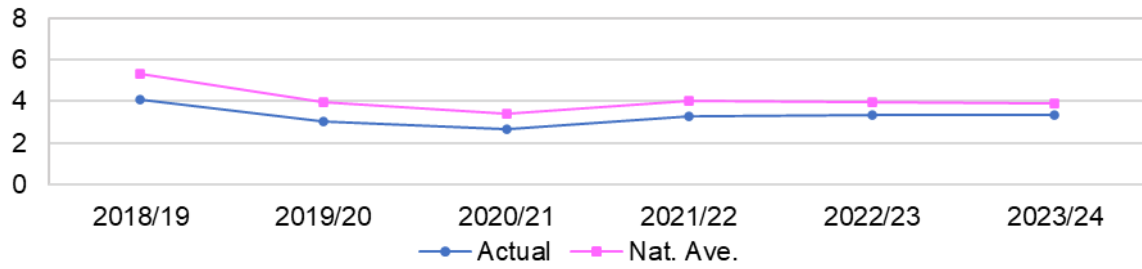
### Percentage of Secondary school applicants offered one of top three preferences



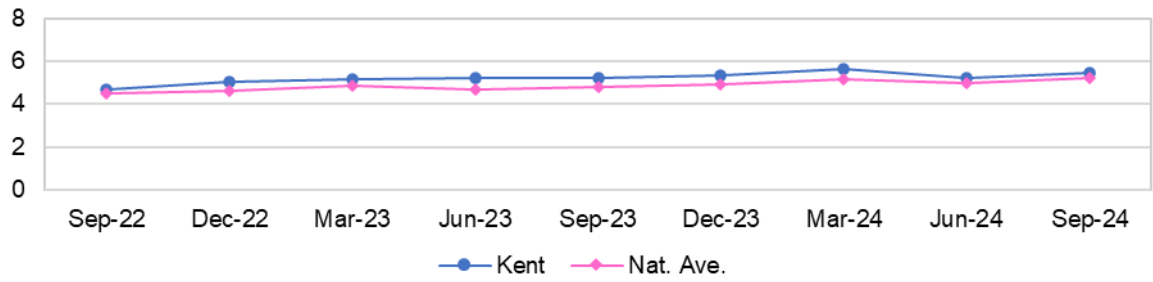
### Percentage of 16-17 years olds Not in Education, Employment or Training (NEETs) or whose activity is Not Known



### Percentage of 16-18 year olds who start an apprenticeship



### Percentage of 18-24 year olds claiming Universal Credit



## Children, Young People and Education (*Integrated Children's Services*)

<b>Cabinet Members</b>	Sue Chandler
<b>Corporate Director</b>	Sarah Hammond

KPI Summary	GREEN	AMBER	RED	↑	⇒	↓
	2	2	4	0	4	4

### Early Help

At the end of September 2024, there were 2,100 family cases open to Early Help units, providing support for 4,157 children and young people under the age of 18. This is a 17.4% reduction in the number of families supported when compared to the end of the previous Quarter (2,542), and 7.7% fewer families than Quarter 2 last year (2,275).

The performance measure for 'Percentage of Early Help cases closed with outcomes achieved returning to Early Help or Children's Social Work teams within 3 months was 15.2%, a reduction of 0.3% from the previous Quarter (15.5%) and just outside the target of 15.0% or below.

### Children's Social Care - Staffing and Caseloads

On 30<sup>th</sup> September 2024, the number of open cases (including those for care leavers above the age of 18) was 10,854, a reduction of 355 children and young people when compared to the end of the previous Quarter (11,209).

There were 5,871 referrals to children's social care services in the Quarter, a 0.8% reduction when compared to the previous Quarter (5,920) and 7.7% lower than Quarter 2 last year (6,362). The rate of re-referrals within 12 months for the 12 months to September 2024 was 23.4%, compared to 23.2% the previous Quarter, continuing to achieve the target of below 25.0%. This compares to the England average of 22.4% for 2023/24.

The percentage of case-holding social worker posts held by permanent qualified social workers employed by Kent County Council (74.7%) has improved from 71.8% in June 2024, remaining just below the floor standard of 75.0%. Excluding the UASC Service, performance is 76.4% which would be Amber. **Management actions being taken regarding the recruitment and retention of Social Workers include: the recruitment of newly qualified social workers, 40 of which started in September 2024; a focus on reducing caseloads and administrative burdens to assist with the retention of social workers; and participation in the Frontline programme which funded 20 Social Work Apprenticeships along with Kent's own Step-up to Social Work Apprenticeship programme.**

The average caseload for Social Workers in Children's Social Work Teams was 20 children in September 2024, above the target caseload of no more than 18 children but a reduction from the previous quarter when the average caseload was 22 children.

### Child Protection

On 30<sup>th</sup> September 2024, there were 1,095 children subject to a child protection plan, a reduction of 34 children from the end of the previous Quarter (1,129). The rate per 10,000 children (aged 0-17) was 32.6, which remains below the last published rate for England of 41.6 (31<sup>st</sup> March 2024).

## Children in Care

The number of non-UASC children in care decreased by 10 in the Quarter to 1,434. The number of unaccompanied asylum-seeking children (UASC) in care increased by 79 to 555, with some of these young people awaiting transfer to another local authority under the National Transfer Scheme. The number of children in care placed in Kent by other local authorities (OLA) decreased by 45 children over the Quarter to 1,271.

Status	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24
Non-UASC	1,314	1,466	1,460	1,444	1434
UASC	803	531	480	476	555
<b>Total</b>	<b>2,117</b>	<b>1,997</b>	<b>1,940</b>	<b>1,920</b>	<b>1,989</b>
<b>Gender</b>					
Male	1,514	1,329	1,273	1,266	1,327
Female	600	666	664	651	660
Non-binary	3	2	3	3	2
<b>Age Group</b>					
0 to 4	175	253	239	237	247
5 to 9	189	231	235	227	232
10 to 15	717	665	655	647	628
16 to 17	1,036	848	811	809	882
<b>Ethnicity</b>					
White	1,235	1,344	1,330	1,318	1308
Mixed	99	109	112	106	113
Asian	26	23	26	26	32
Black	194	110	114	141	104
Other	563	411	358	329	432

The percentage of Children in Care (excluding UASC) placed in KCC in-house foster care or with family/friends has remained below the floor standard of 75.0%. Performance for this measure was 72.7% for the 12 months to September 2024, compared to 73.7% at the end of the previous quarter. **Performance against this measure is impacted by the availability of in-house foster placements, which is a national issue. Alongside this there are currently 40 in-house foster beds being used for newly arrived unaccompanied children under the age of 16, being cared for whilst waiting transfer on the National Transfer Scheme. As additional unaccompanied children's residential provision opens, the number of foster beds will be reduced, which should give more local capacity to place children, with the plan to see improvement in this target from December 2024. Kent Fostering is part of a cluster of Local Authorities who received DfE funding to support a national approach to the recruitment and retention of Local Authority Foster Carers. A national recruitment hub Fostering South East launched on 8th July 2024, which will be followed by national recruitment activity, encouraging people to foster for their Local Authority. Additional DfE funding has been secured to develop the Mockingbird Scheme, which will be part of a support package to retain our existing foster carers. This is due to go live in November 2024.**

An additional performance measure regarding the number of fostering households has been added for this reporting year to reflect the priority of recruiting and retaining foster carers. As of 30th September 2024, there were 612 approved households and the target for this measure has been set at 700 households. **Actions being taken to increase the number of fostering households include increased information events, recruitment stands at large community events, including PRIDE events, specific campaigns using social media and use of the “refer a friend” payment, to encourage existing foster carers to support recruitment of family and friends to join Kent Fostering. Part of the recruitment strategy will be to look to our existing KCC staff group, to promote becoming a foster carer and completing the initial work on whether KCC can become a “Fostering Friendly” employer. The service is at the initial stages of developing a “Create a Room” project, to support existing approved foster carers to create an additional bedroom for fostering, through supporting either dividing an existing room, converting a garage, or having a small extension or loft conversion.**

From 1st April 2024, Kinship assessment and support services were centralised, with both functions moving into the fostering service to improve the offer to all types of kinship carers including Special Guardians and Kinship (Connected Person) Foster Carers. The aim of the new service is to increase the numbers of children safely placed with family and friends within their community network and reduce those needing a mainstream foster placement.

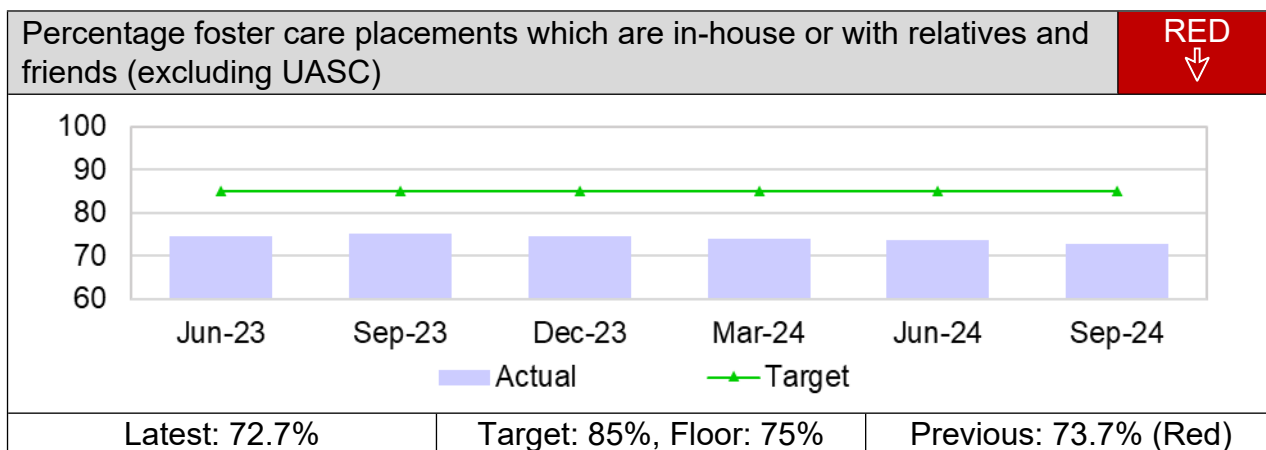
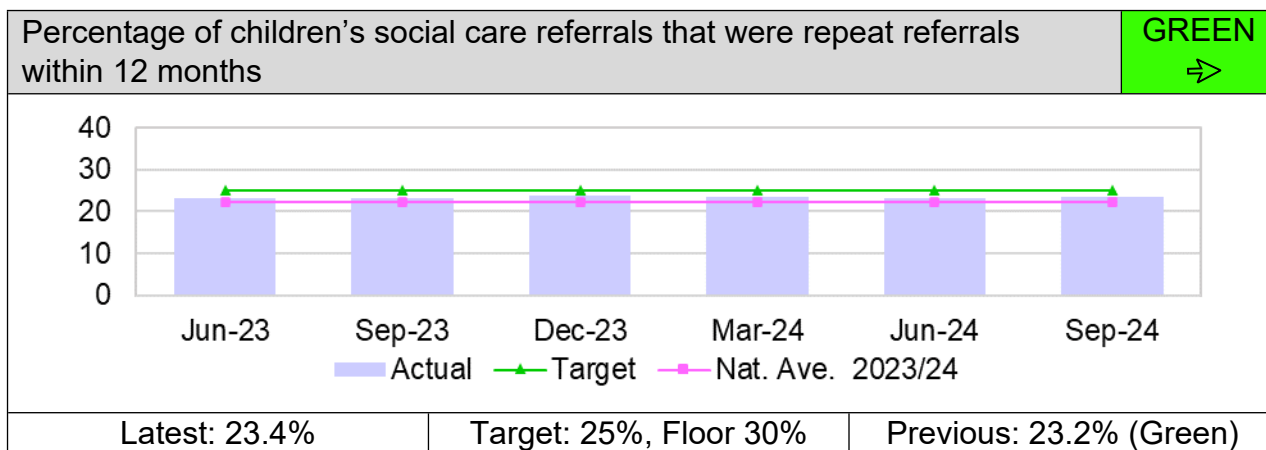
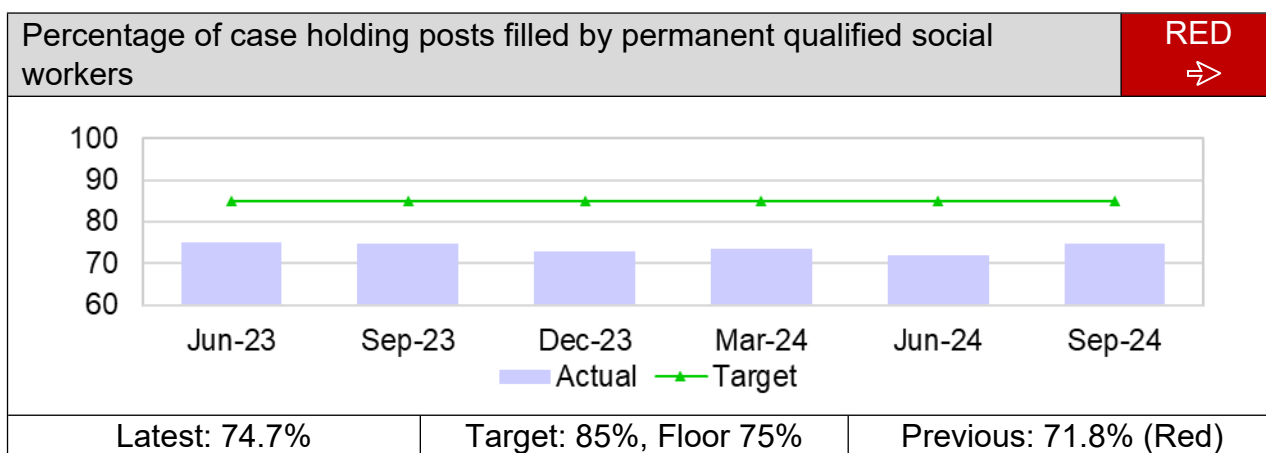
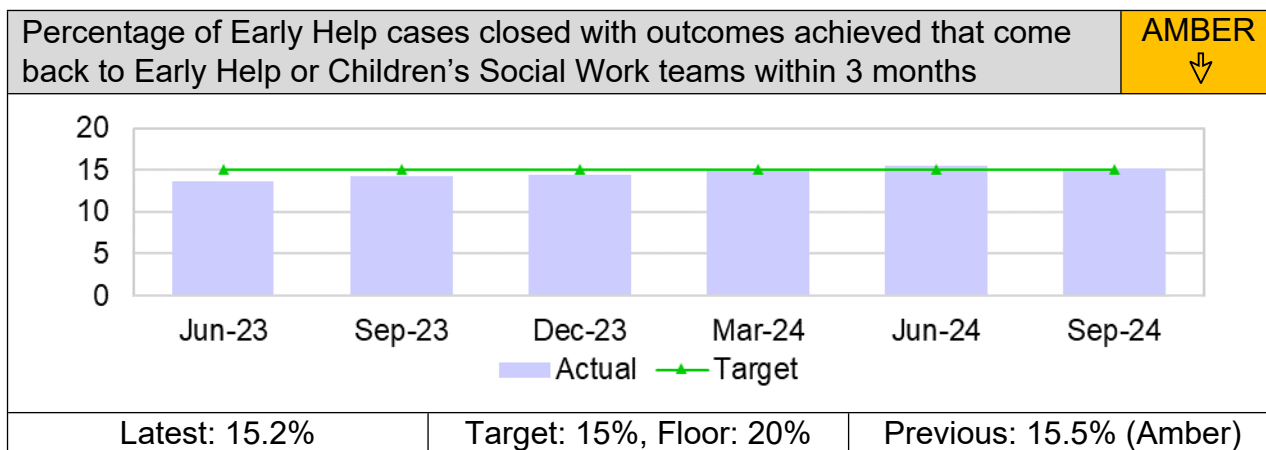
### **Care Leavers**

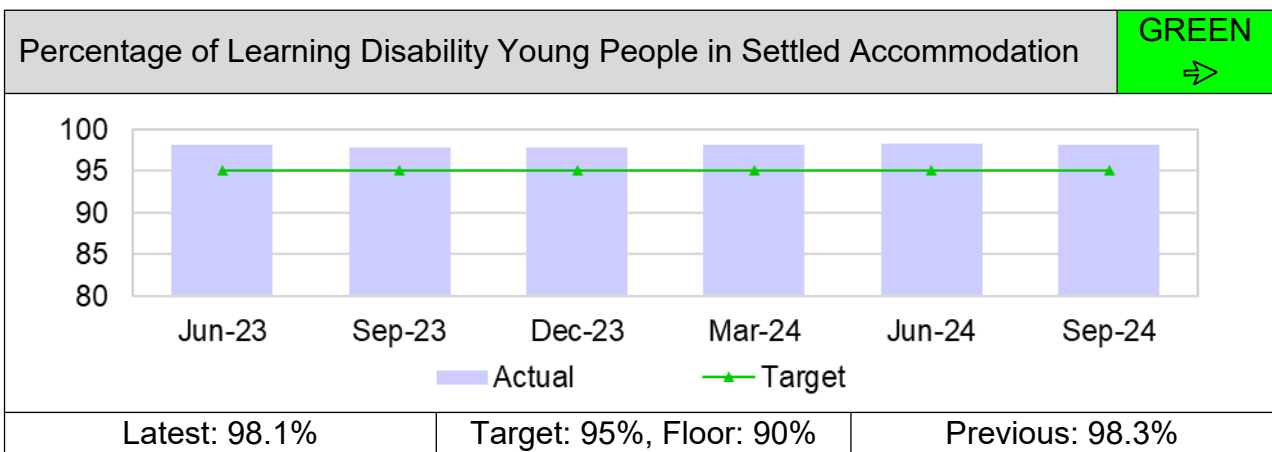
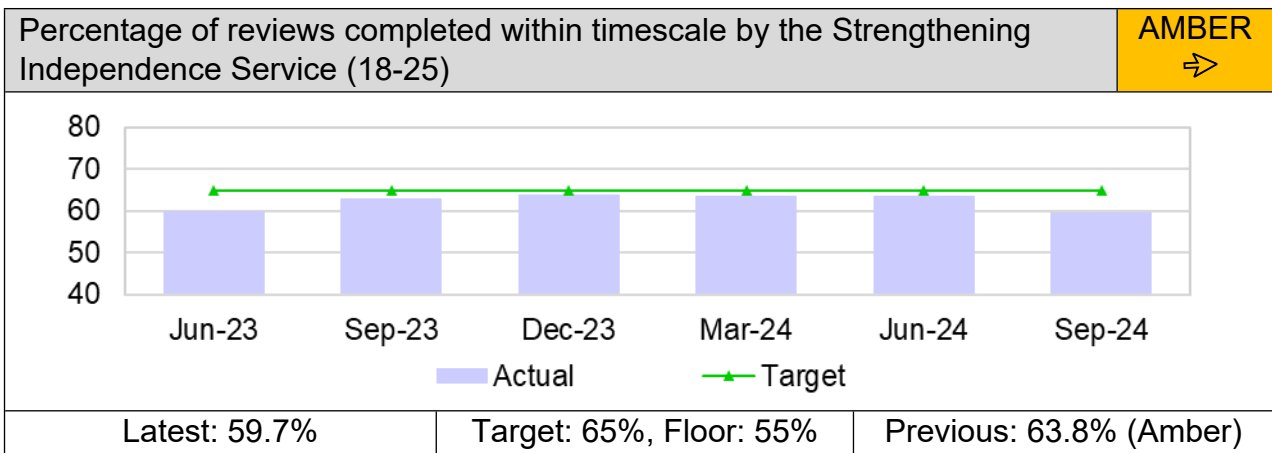
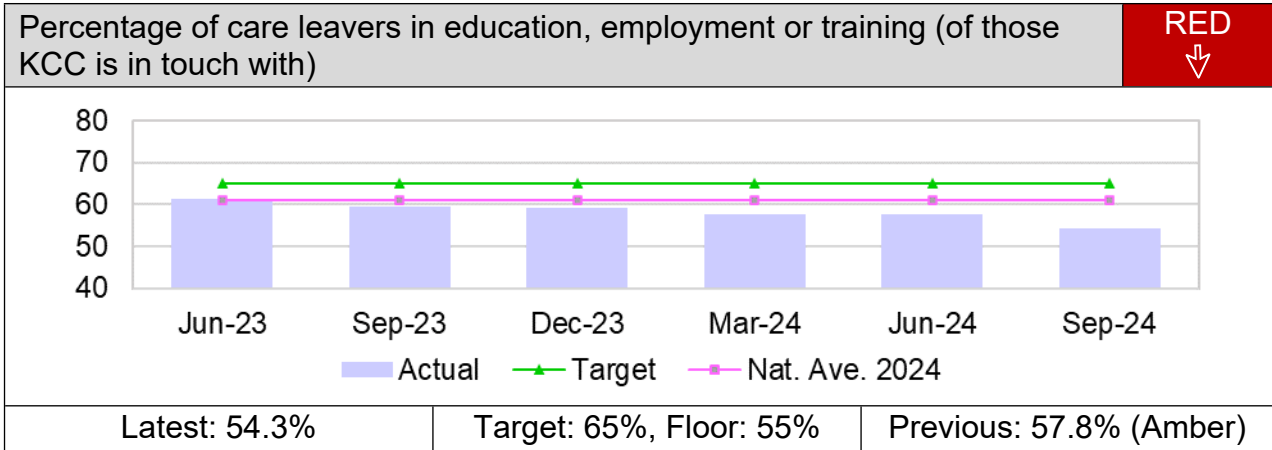
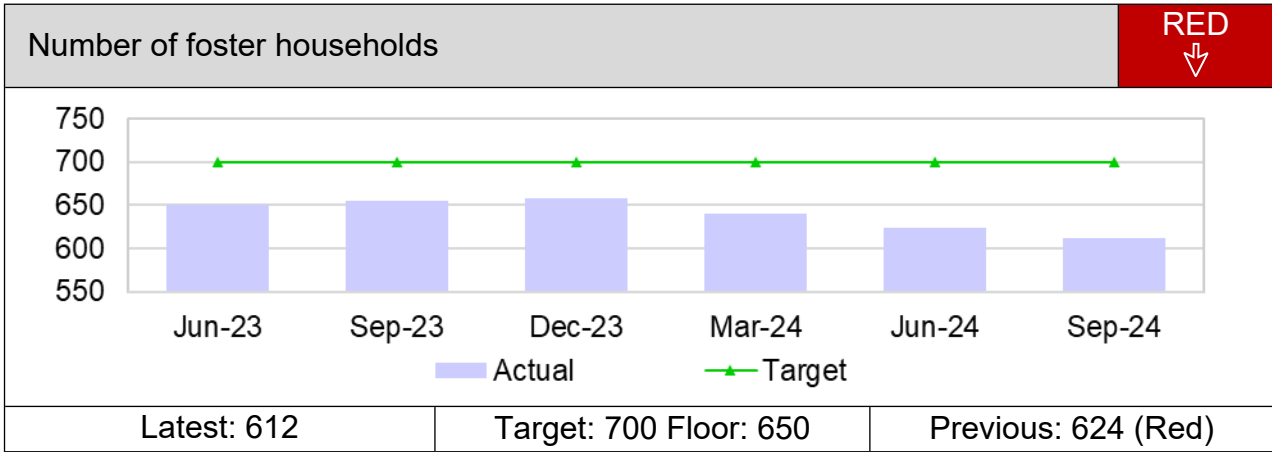
The number of care leavers at the end of September 2024 was 2,013 – an increase of 1 from the previous Quarter. Of the 2,013 care leavers, 1,019 (50.6%) were non-UASC care leavers and 994 (49.4%) were UASC. The percentage of care leavers in education, employment or training, at 54.3%, remained below the target of 65.0%. A number of our unaccompanied young people remain without status, having entered the country after 23<sup>rd</sup> July 2023 and impacted by the Immigration Bill (2023). This cohort of unaccompanied care leavers, with no status, are not able to remain in education or gain employment when they reach the age of 18, which impacts upon the overall numbers in education, training and employment. The Home Office have confirmed unaccompanied children who entered the country during this period, will have their applications prioritised, which should then lead to an improvement against the target.

### **Strengthening Independence Service**

Two additional measures have been added to this report for 2024/25 to cover the Strengthening Independence Service within CYPE and their support for 18–25-year-olds with a disability. For the 12 months to September 2024 the percentage of reviews completed within timescale was 59.7%, a decrease from the performance at the end of Quarter 1 (63.8%) and below the Target of 65.0%. The percentage of young people with a learning disability in Settled Accommodation is 98.1%, exceeding the 95.0% Target.

## Key Performance Indicators

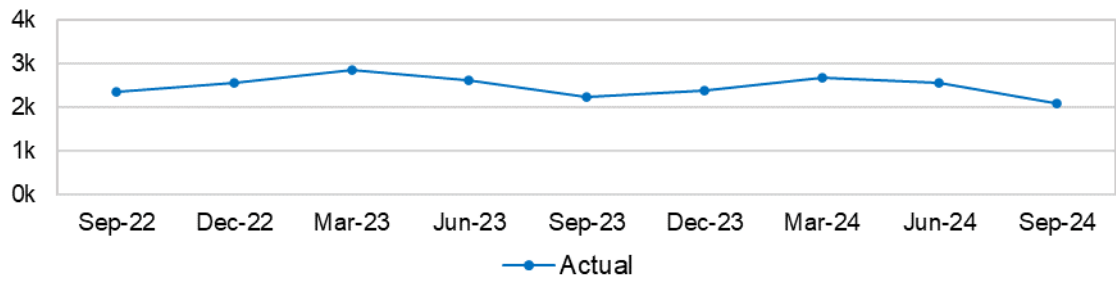




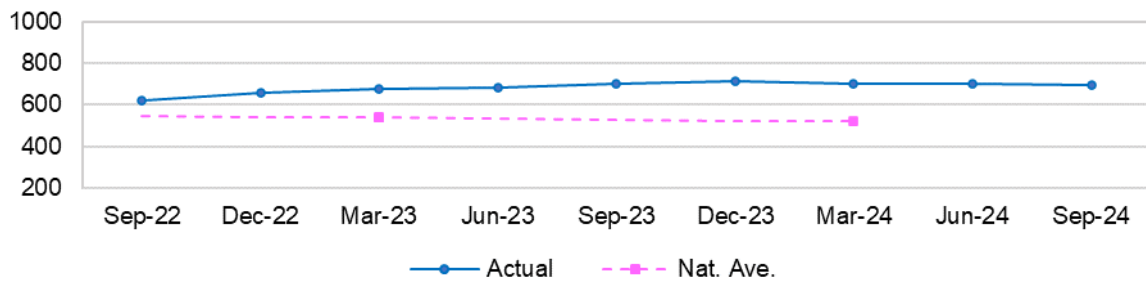


## Activity indicators

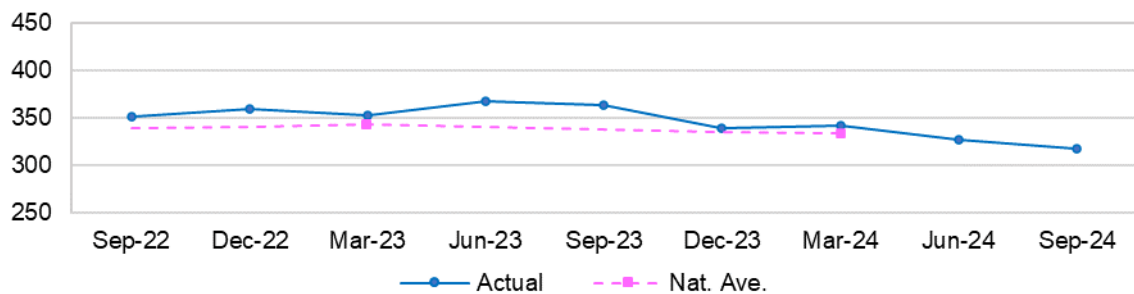
Number of open Early Help cases managed by Units



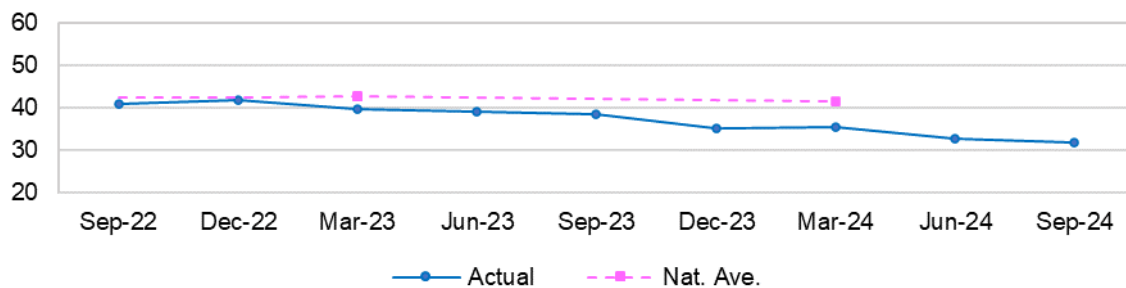
Rate of CSW referrals per 10,000 population aged under 18 – rolling 12 months



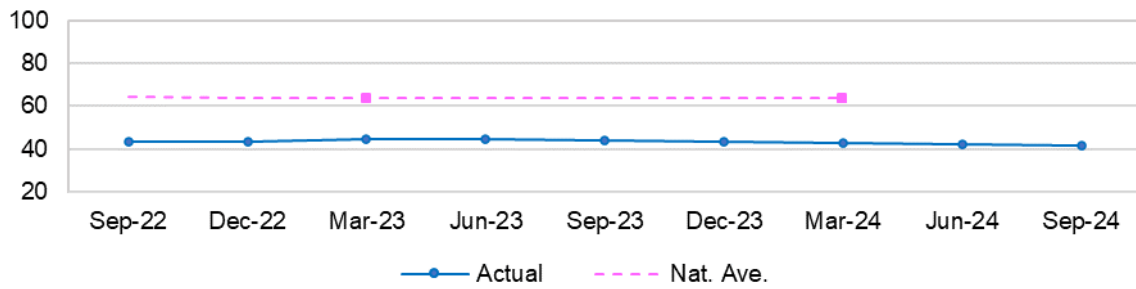
CSW caseload per 10,000 child population – snapshot at Quarter end



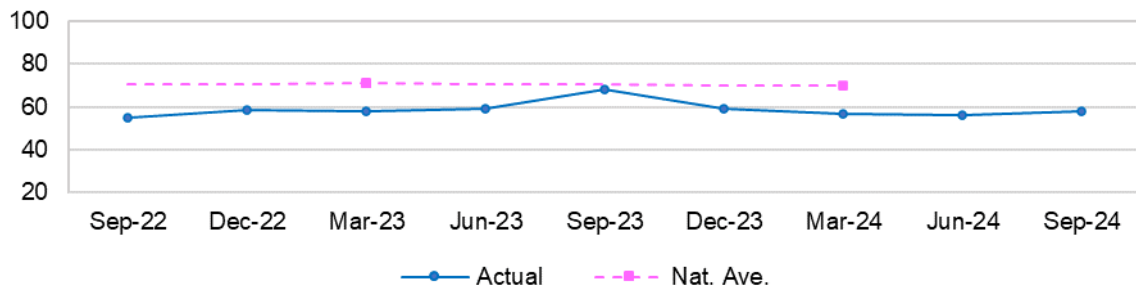
Rate of children with Child Protection Plans per 10,000 child population – snapshot at Quarter end



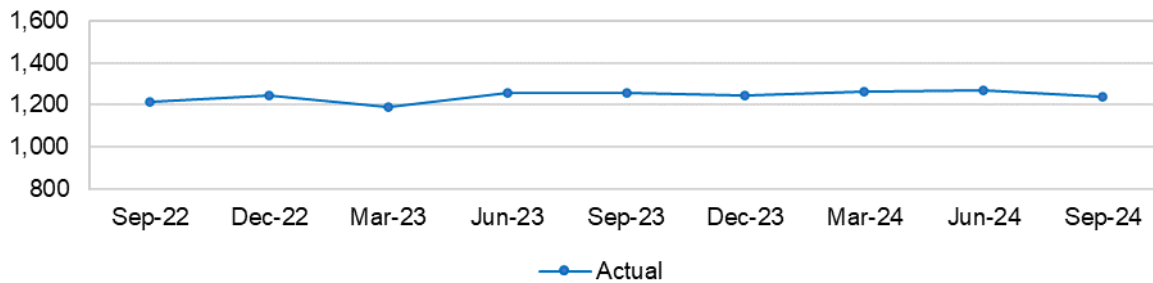
Rate of Children in Care (excluding UASC) per 10,000 child population – snapshot at Quarter end



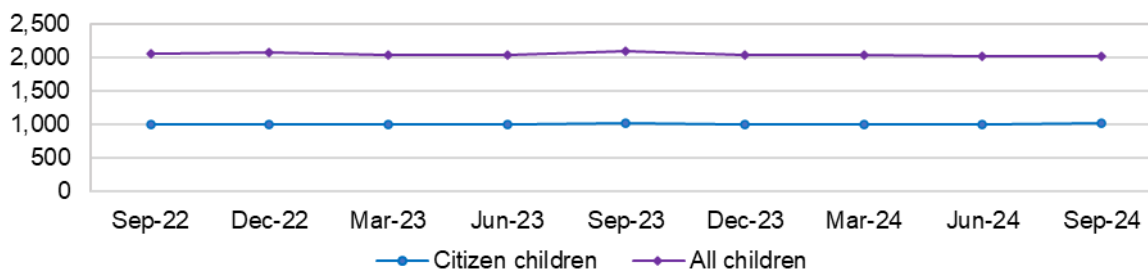
Rate of Children in Care (including UASC) per 10,000 child population – snapshot at Quarter end



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

<b>Cabinet Member</b>	Dan Watkins
<b>Corporate Director</b>	Richard Smith

KPI Summary	GREEN	AMBER	RED	↑	⇒	↓
	1	5		2	4	

### Contacts

In Quarter 2, 20,991 people made contact with adult social care. When someone makes contact, adult social care will endeavour to resolve that contact. The percentage of people who had their contact resolved but then made contact again within 3 months (ASCH 1) increased by 2 percentage points to 6% in Quarter 2; this is above the target of 5% but below the floor standard of 9%, meaning the measure has moved from a RAG rating of Green to Amber.

Adult social care continues to design and shape our decision-making processes for those making contact, especially the first contact, and are working to implement an understanding of the journey travelled for people who have a recurring contact; this will enable us to pick up on emergent themes and address any gaps in delivery. Training and skills are being developed around professional curiosity and on conversations at the first stage to ensure people's needs are met. Adult social care are also working closely with our communities and partners to embed a prevention first approach.

### Assessments

In Quarter 2, 4,688 Care Needs Assessments were completed by adult social care, which was higher than those proposed within the quarter (4,569), meaning the number of assessments needing to be completed at the end of Quarter 2 had reduced.

75% of Care Needs Assessments were completed within 28 days in Quarter 2 (ASCH 2), this is a 4% increase when compared to the same period in 2023/24. This measure meets the floor threshold of 75% and remains RAG rated Amber.

Adult social care remains committed to, and prioritises, carrying out Care Needs Assessments promptly and actions are in place to meet incoming Care Needs Assessments, as well as re-assessments. Targeted activity has been data driven by the use of Power BI reports. Individual staff members have targets, balanced with other work which needs to be delivered.

Carer's assessments are carried out by adult social care and commissioned carers organisations. In Quarter 2, 910 assessments were requested to be undertaken and 879 were delivered. Quarter 2 saw the highest amount of assessment requests since the beginning of the last financial year.

Work has commenced to re-commission the service and as part of this the assessment pathway will be revised. The Carer Strategy Group provides oversight of this activity and has a robust action plan. The introduction of practice assurance panels has also improved the visibility of carer needs.

## **Care and Support Plans**

After completing a Care Needs Assessment, people assessed with eligible care and support needs receive a Care and Support Plan. This plan outlines the support they will receive and the types of services available to them. At the end of Quarter 2, 16,922 people had an active care and support plan. Among them, 919 individuals aged 18-25 were supported by the Strengthening Independence Service in the Children, Young People and Education Directorate. When services are required to meet a person's needs, a support package is arranged. In Quarter 2, 2,172 new support packages were arranged, compared to 2,157 in Quarter 1. However, these figures may change as the client recording system is updated in the coming weeks. The average weekly cost of a new support package decreased from £761 to £719.

## **Reviews of the Care and Support Plan (C&SP)**

2,186 six-to-eight-week reviews of the care and support plan were completed in Quarter 2, with the number requiring completion on the last day of the quarter falling by 16%. 2,399 annual reviews of a care and support plan were completed, a slight increase on the previous quarter. The number of people requiring an annual review to be completed on the last day of the quarter fell for the third consecutive quarter. There continues to be targeted work by all the operational teams to complete reviews when they become overdue, with a particular focus on 6-8 week reviews.

## **Enablement**

The number of people starting Kent Enablement at Home (KEaH) continues to rise quarter-on-quarter. 14% more people started using the service in Quarter 2 and 1,963 people received the service in total in the quarter.

Sometimes whilst a person's long-term needs are assessed they will be placed in a short-term service in a residential or nursing setting. In Quarter 2, 1,369 people were in a short-term bed, an increase from the previous quarter. There was an 8% increase in the number of people starting a short term residential or nursing service in the quarter. Ensuring people only stay in a short term residential or nursing bed for as long as they have the need to is a priority for adult social care and the focus is on ensuring people return to their home as soon as possible.

## **Hospital Discharge Pathway**

In the latest quarter, 83% of older people (65 or over) were still at home 91 days after discharge from hospital into reablement services. This measure continues to perform above a floor standard of 80% but below the 85% target.

## **Direct Payments**

If a person has eligible needs, a Direct Payment can be offered to them. This can help them to maintain their independence and give them clear control over their support. In Quarter 2, 26% of people were in receipt of a Direct Payment with adult social care (ASCH 3). This proportion has remained the same as the last quarter. This measure remains RAG Rated Amber with a target of 30%.

## **Residential and Nursing care**

There are occasions where a person who is aged 65 or older will have their needs met by long term admission to a residential or nursing care home (ASCH5). In Quarter 2, 562 per 100,000 population were admitted, moving this from Amber to Green. Please note that this is likely to move as changes and updates are made to the client recording system and new information is received by adult social care.

The Making a Difference Everyday principals aim to support people to remain in their own homes. Practitioners are exploring alternative options to long-term residential or nursing care, for example, the use of new technology in people's homes. Adult social care continues to see hospital discharges convert to longer term placements, and often these people have a significant level of need associated with a health condition. When this is the case, health funding is explored where appropriate.

The Care Quality Commission (CQC) inspect residential and nursing homes in Kent and offer ratings on their findings. In Quarter 2, 76% of people supported by KCC in residential or nursing care were in a setting that was rated either 'Good' or 'Outstanding'. This measure continues to be RAG Rated Amber.

There are currently five Learning Disability, Physical Disability and Mental Health (LDPDMH) residential homes with a Level 3 contract sanction preventing further placements, and three Older Persons residential care homes with a Level 3 contract suspension preventing further placements.

Ongoing monitoring of care homes with identified concerns is in place to support providers to deliver on action plans to improve the quality of the home and the CQC rating. It is important to note that when a care home has completed their action plan and made necessary improvements, there can be a delay in CQC reinspecting the home and reviewing the rating.

## **Mental Health needs**

There continues to be an increasing trend of people accessing adult social care and health services who have a mental health need. However, the increase in the most recent quarter is less than that seen in previous quarters.

Increases in requests for support for those with mental health needs continue. The needs presented vary and include those with co-existing conditions, and younger adults who require the support of the multi-disciplinary team to coordinate support.

## **Deprivation of Liberty Safeguards (DoLS)**

The number of Deprivation of Liberty Safeguards (DoLS) received increased to 2,672, and remain historically high. 2,303 applications were completed in the quarter, a 15% increase on the same quarter last year.

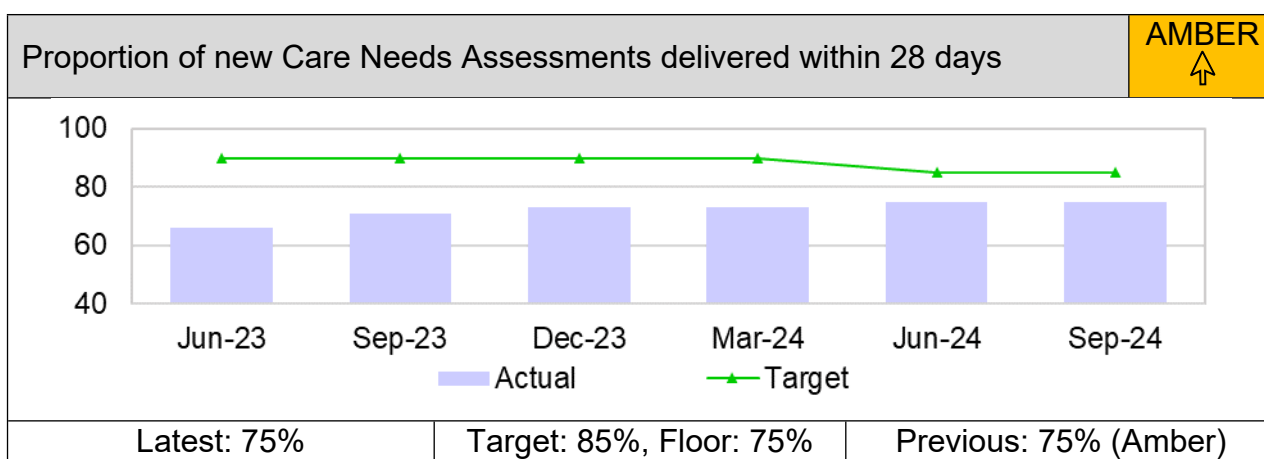
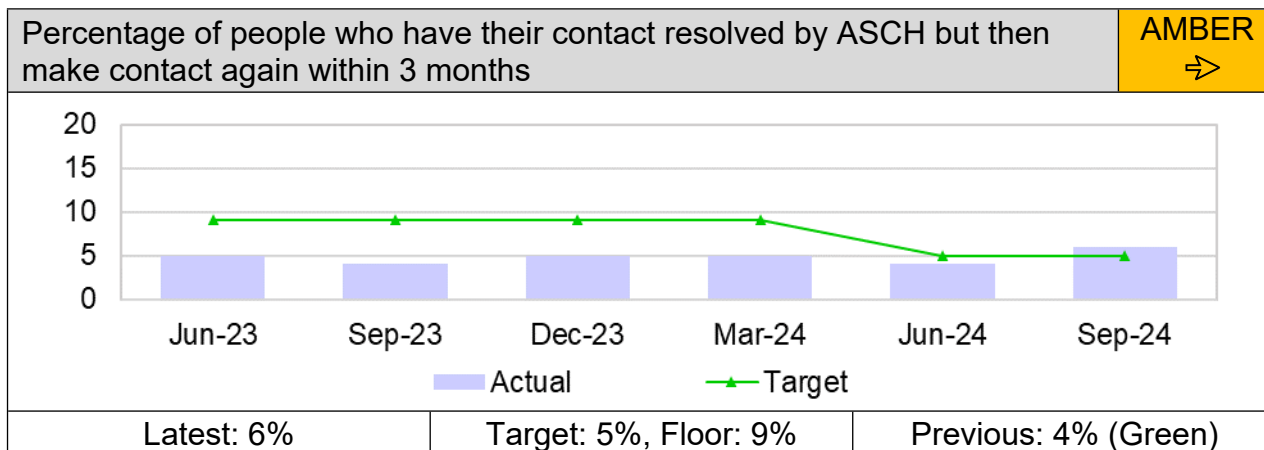
In Quarter 2, 2,679 DoLS applications were received, 28% higher than the same quarter last year. The upward trend has continued and, to manage the demand, adult social care have introduced a further model of sustainability for those people who are in receipt of their 4th or 5th DoLS. In addition, a plan for Quarter 3, regarding resources for Authorising DoLS applications, has been developed together with a targeted piece of work focusing on the front door and applications presented. Those findings will be reviewed, and actions identified for the senior leadership to consider. Furthermore, in Quarter 3, people who are waiting for an assessment are being monitored, during a period of close working between adult social care and Care Homes over a 3-week period. Findings will be reviewed and action identified.

## Safeguarding

When someone is concerned about an adult being at risk of abuse or neglect a safeguarding concern may be raised. In Quarter 1, 5,471 safeguarding concerns were received, the largest number in over 2 years. If a concern meets the requirements for a Section 42 Enquiry, an enquiry is commenced. Despite the rise of incoming demand, the number of safeguarding enquiries open at the end of Quarter 2 was 21% lower than the previous quarter; this was due to focused work on resolving ongoing longer safeguarding enquiries and the positive impact of the Area Safeguarding Hubs, whose principal function is to work on Safeguarding Concerns, allowing the community teams to focus on Safeguarding Enquiries.

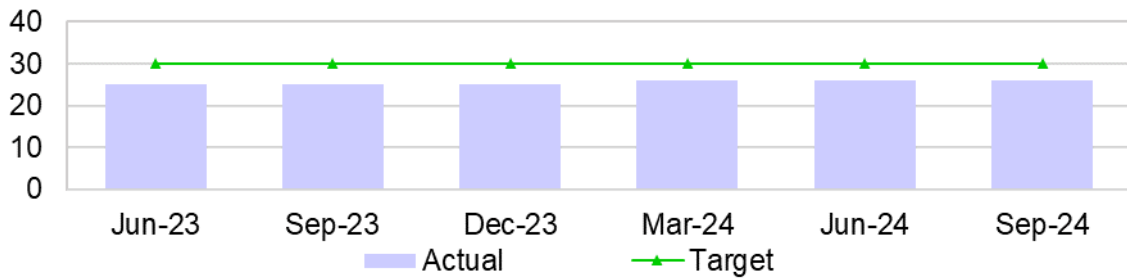
The level of risk to a person is assessed once a safeguarding enquiry is concluded. Quarter 2 saw the proportion of enquiries where risk was 'removed' increase by 2 percentage points. The proportion of enquiries where risk 'remained' also rose by 2 points, with risk 'reduced' falling by 4. When the risk remains, a plan is established to ensure all safety measures are implemented, helping the person at risk stay as safe as possible.

## Key Performance Indicators



Proportion of people receiving a long-term community service who receive Direct Payments

AMBER  
⬆️



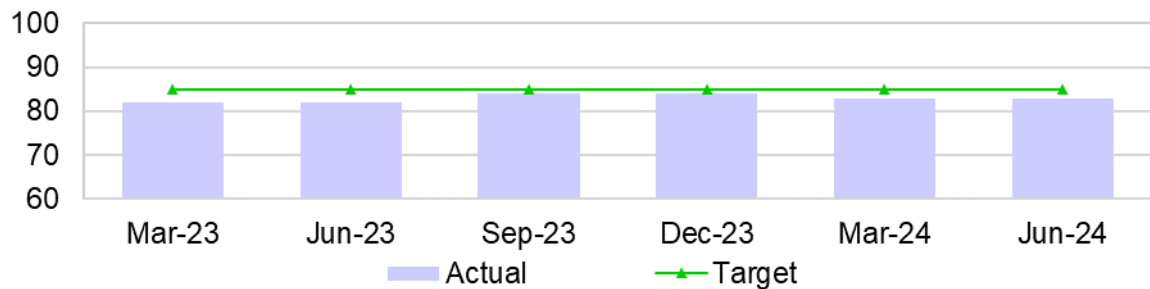
Latest: 26%

Target: 30%, Floor: 24%

Previous: 26% (Amber)

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

AMBER  
➡️



Latest: 83%

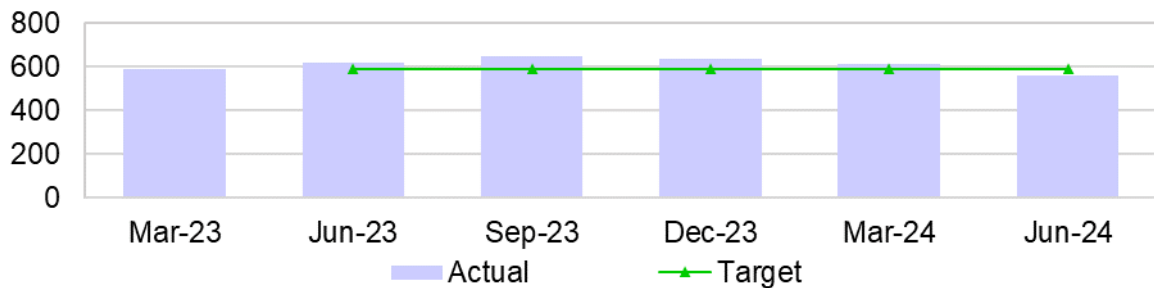
Target: 85%, Floor: 80%

Previous: 83% (Amber)

Reporting is based on the date in the Quarter that the hospital discharge occurs, with the 91 days commencing from that point.

Long Term support needs of older people (65 and over) met by admission to residential and nursing care homes, per 100,000 (Better Care Fund)

GREEN  
➡️



Latest: 562

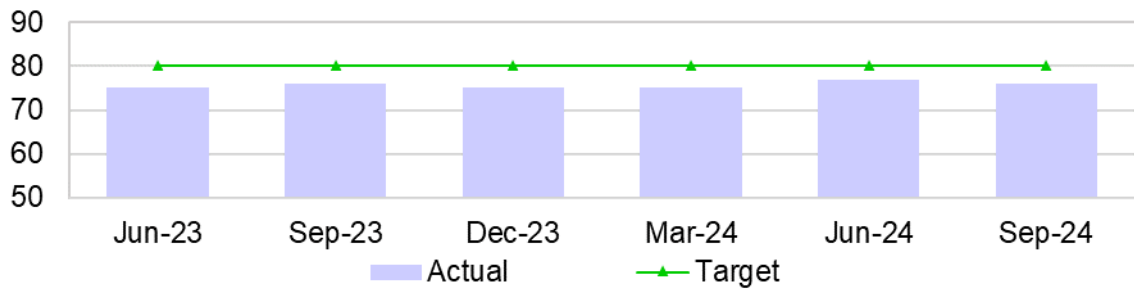
Target: 588, Floor: 617

Previous: 615 (Amber)

To ensure consistent comparison with previous Quarters by removing seasonality, this KPI has been reported on a 12-month rolling basis since June-23, and one Quarter in arrears

Percentage of KCC supported people in residential or nursing care where the CQC rating is Good or Outstanding

AMBER ⇒



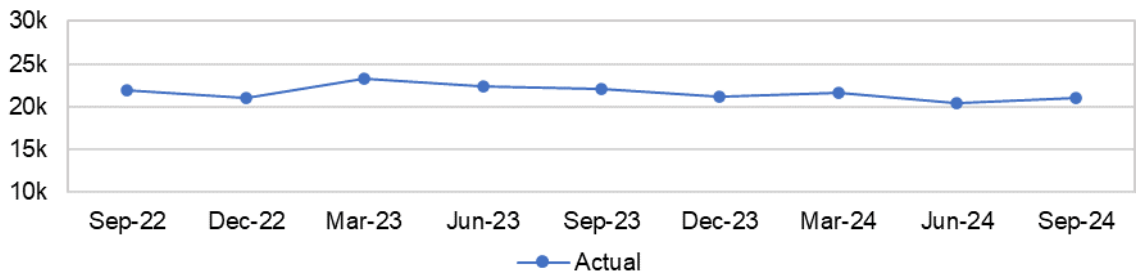
Latest: 76%

Target: 80%, Floor: 75%

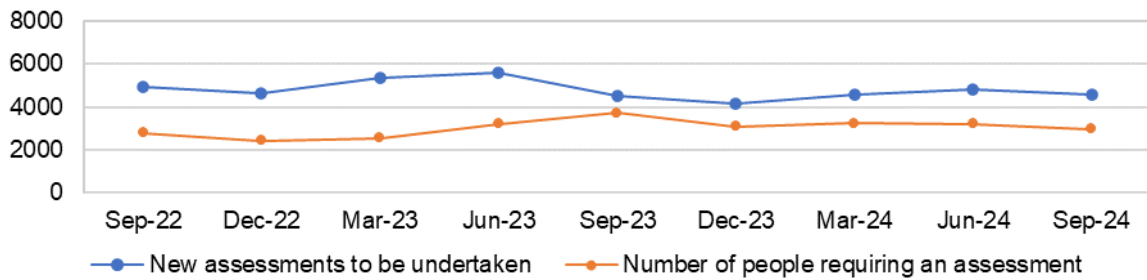
Previous: 77% (Amber)

Activity indicators

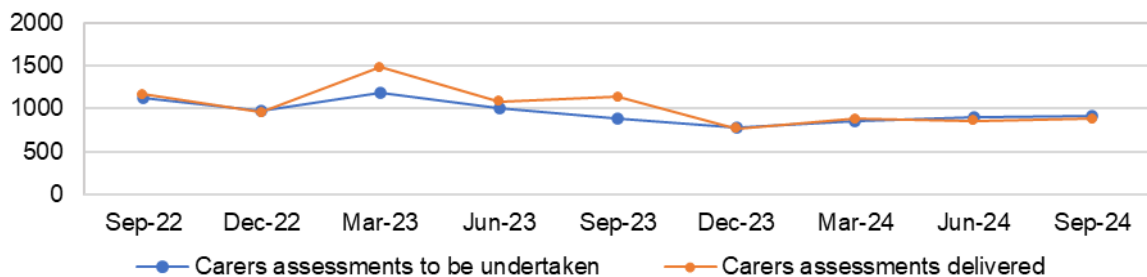
Number of people making contact with ASCH



Number of new Care Needs Assessments to be undertaken and the number of people requiring a Care needs Assessment on the last day of the quarter

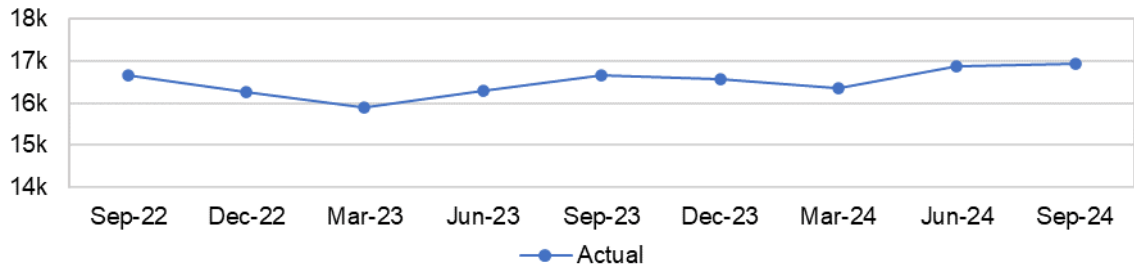


The number of new Carers' assessments to be undertaken and the number delivered

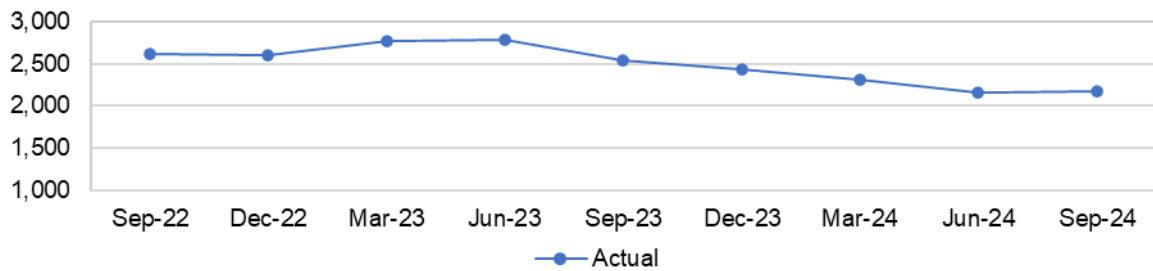




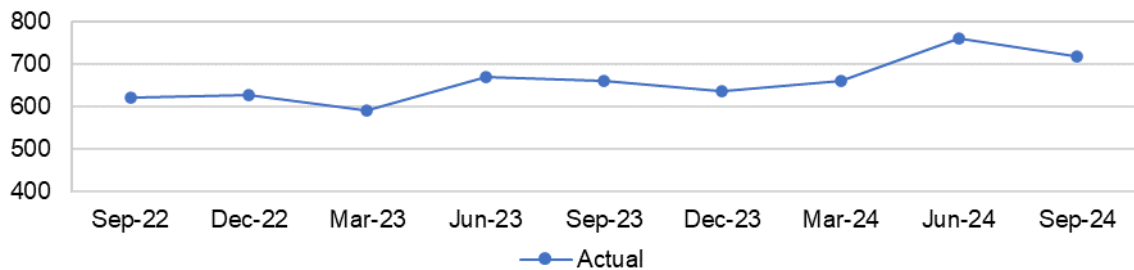
### Number of people with an active Care & Support Plan at the end of the Quarter



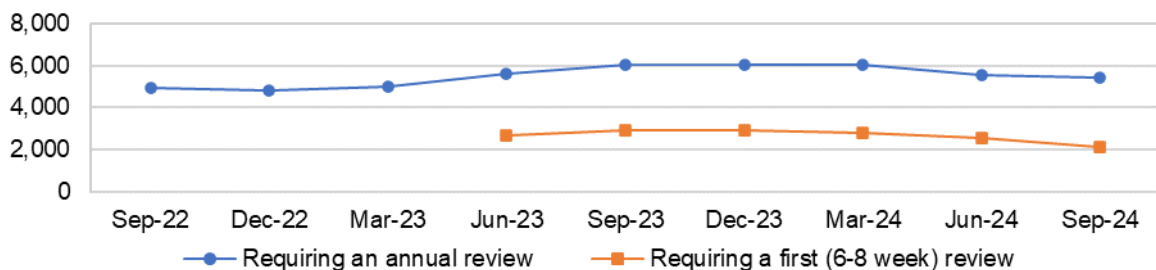
### Number of new support packages being arranged for people in the Quarter



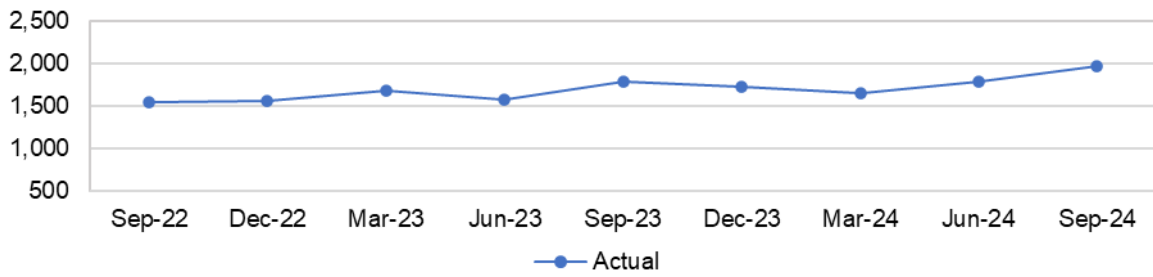
### Average cost (£s per week) of new support packages arranged for people in the Quarter



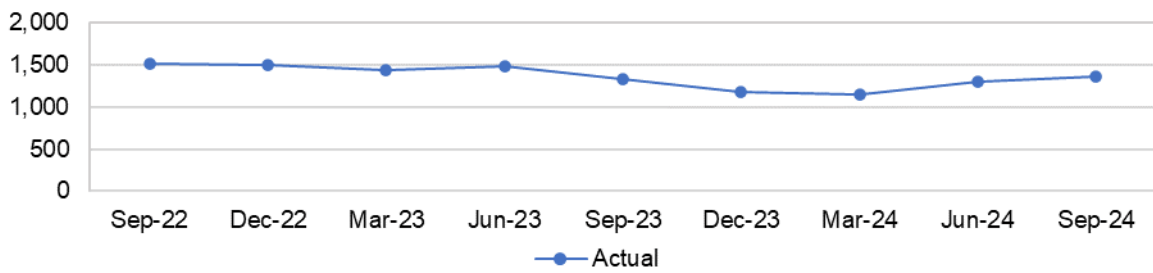
### Number of people requiring a review to be completed on the last day of the Quarter



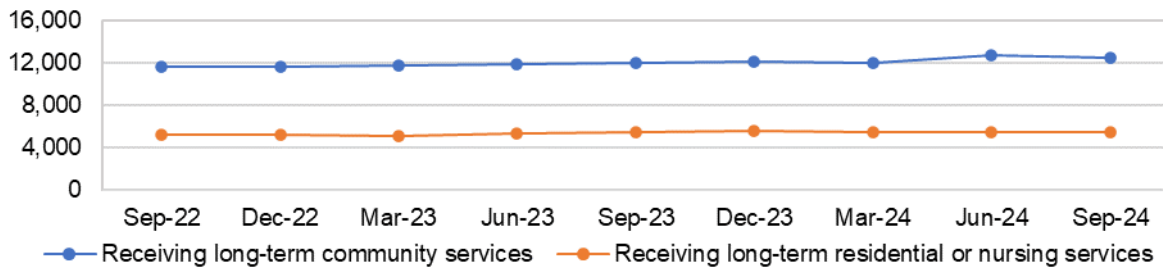
### Number of people in Kent Enablement at Home (KeaH)



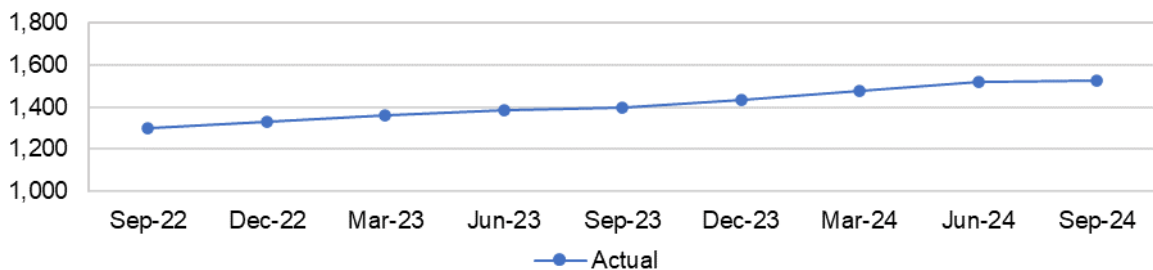
### Number of people in Short Term Beds during the Quarter



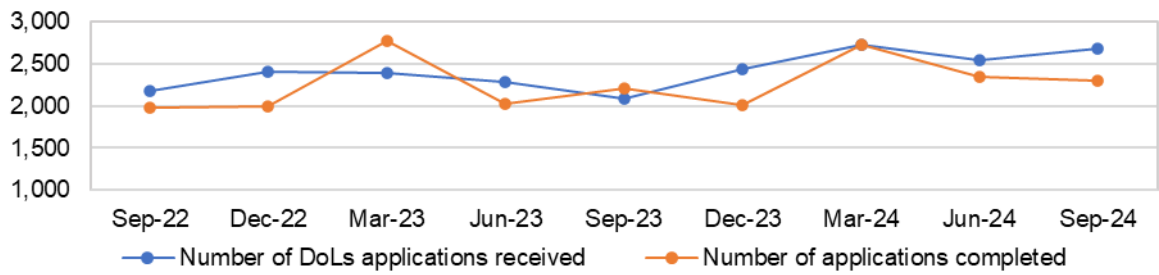
### Number of people in Long Term Services



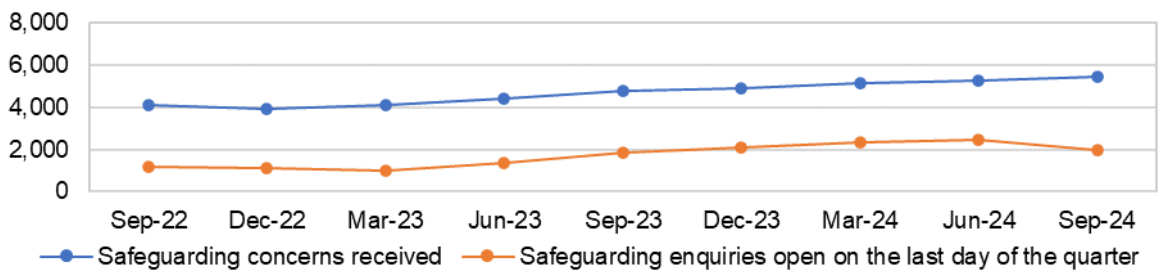
### Number of People accessing ASCH Services who have a Mental Health Need



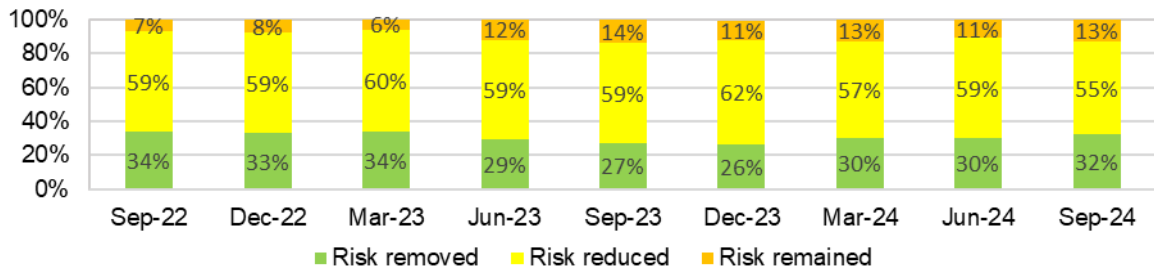
### Number of DoLS applications received and completed



### Number of safeguarding concerns received and enquiries open



### Outcome of concluded Section 42 Safeguarding Enquiries where a risk was identified



Public Health						
<b>Cabinet Member</b>	Dan Watkins					
<b>Director</b>	Anjan Ghosh					
KPI Summary	GREEN	AMBER	RED	↑	⇒	↓
	3	2		3	1	1

### NHS Health Checks

In Quarter 2, there were 8,462 NHS Health Checks delivered to the eligible population (33,194 on a rolling 12-month basis). This represents a slight reduction of 0.6% (-54) from the 8,516 checks delivered in the previous quarter, however an increase of 8.9% (+695) from the 7,767 checks delivered in the same quarter last year. The workplace health checks pilot is now underway and the provider (Randox Health) have been commissioned to deliver an additional 3,800 NHS Health Checks and Cardiovascular Disease Checks in Kent workplaces by the end of March 2025.

### Health Visiting

In Quarter 2, the Health Visiting Service delivered 16,979 government mandated early years universal health and wellbeing reviews – an increase of 3.6% (+588) compared to the previous quarter (16,391). Three of the five mandated contacts met or exceeded target. The proportion of antenatal contacts delivered this quarter was 40%, slightly higher than Quarter 1 (36%) but below the 50% target. In addition, the proportion of new birth visits delivered within 10–14 days at 93.8%, was slightly below the 95% target. With regards to the overall KPI in QPR, over the last 12 months, the service delivered 66,746 (86.5% of those due) mandated health and wellbeing reviews, slightly lower than the same period last year (67,949; 88.0% of those due). Therefore, the service performed slightly below the annual target of 68,000.

Despite being below our internal target this quarter, KCC has excelled in health visiting performance compared to other local authorities (LA) in the South East region, according to the most recent available data (Q4 2023/204) from the Office for Health Improvement and Disparities (OHID). Indeed, during this period Kent was the best performing local authority in the South East region for the delivery of New Birth Visits within 14 days, demonstrating a commitment to timely support for new families. Additionally, Kent performs strongly compared to the South East region in the delivery rates for the 6–8 week reviews (4<sup>th</sup> of 18 LAs), 12-month reviews (4<sup>th</sup> of 18 LAs) and the 2–2½ year reviews (1<sup>st</sup> of 18 LAs), highlighting a consistent dedication to monitoring and supporting child development at early stages.

### Sexual Health Service

In Quarter 2, the Integrated Sexual Health Services data was not available at the time of reporting due to one of the providers experiencing unforeseen data extraction issues after having mobilised to a new system. The system issue is impacting the ability to report on the complete suite of sexual health data requested by KCC. The provider is seeking solutions with the systems provider but in the meantime KCC are exploring other ways to obtain the data. Activity in other sexual health services includes 11,251 kits being ordered from the Online STI Testing Service, which represents a 6% (+722) increase compared to the previous quarter. Elsewhere, Outreach teams continue to target under-served people in the community and are reaching a range of demographics across Kent.

## Drug and Alcohol Services

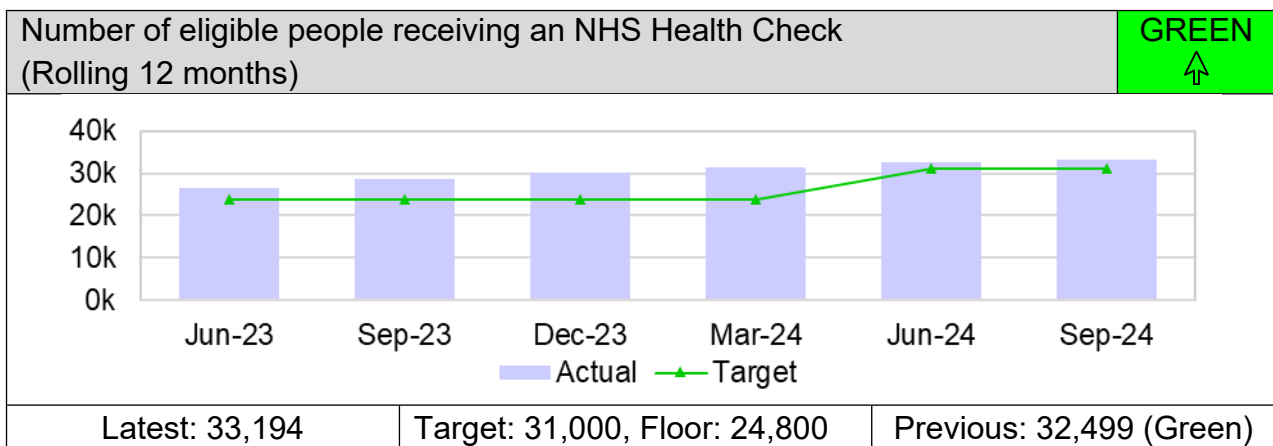
In the current quarter the number of people supported by Community Drug and Alcohol Services in Kent continues to improve. Whilst there have been concerns regarding the downward trend in the number of opiate users being supported, both adult service providers in Kent have implemented unmet need plans to focus on this area.

In Quarter 2, Community Drug and Alcohol Services continued to perform above target for successful completions from drug and alcohol treatment (27%). Additionally, successful completion rates indicate that performance targets have almost been achieved in all substance groups except for those people who use non-opiate drugs, which is consistently significantly below target; this may be due to the increased number of non-opiate users accessing structured treatment whilst the providers are still experiencing recruitment challenges. However, specific non-opiate pathways have recently been refined to ensure that these people have a treatment plan specifically tailored to their needs.

## Live Well Kent and Medway

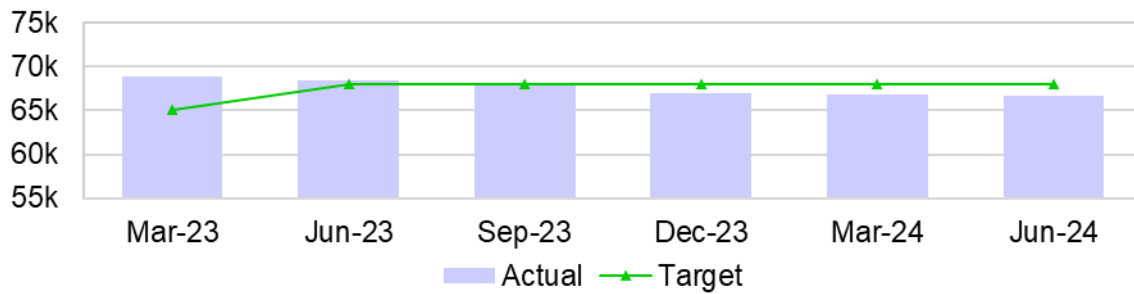
Live Well Kent & Medway (LWKM) continues to see high demand whilst maintaining strong outcomes. In this quarter, 95% of people completing the exit survey reported improvements in their personal goals and 91% maintained or improved their SWEMWBS (i.e. wellbeing) score. The mobilisation of Mental Health Together (Community Mental Health Transformation) continues to be a key focus area for the service and recently LWKM attended and were panellists as part of a 'Question and Answer' Panel at meet and greet/introductory events hosted by Kent & Medway NHS and Social Care Partnership Trust.

## Performance Indicators



Number of mandated universal checks delivered by the health visiting service (Rolling 12 months)

AMBER  
↓



Latest: 66,746

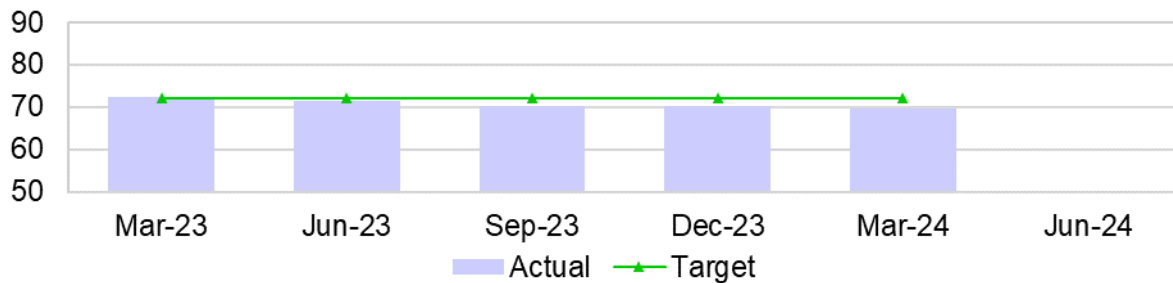
Target: 68,000, Floor: 54,400

Previous: 66,724 (Amber)

\*A reporting error identified by the provider has resulted in a revision to figures back to Jun-23.

Percentage of all new first-time patients (at any clinic) receiving a full sexual health screen (excluding online referrals)

TBC



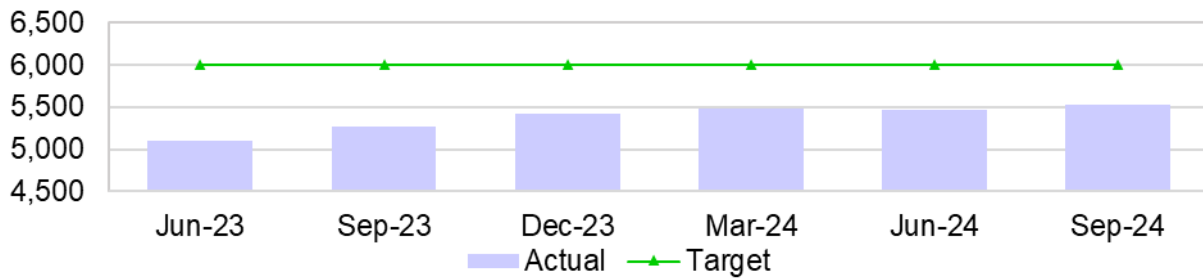
Latest:

Target: 72%, Floor: 58%

Previous:

Number of Adults accessing structured substance misuse treatment during a rolling 12-month period

AMBER  
↑



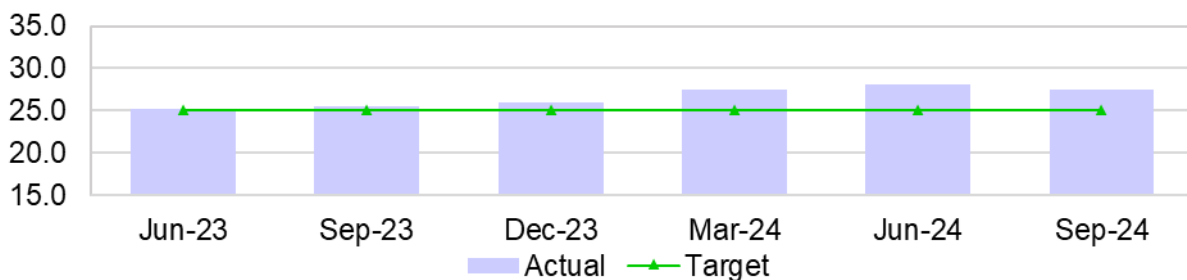
Latest: 5,534

Target: 5,998, Floor: 5,000

Previous 5,473 (Amber)

Successful completion of drug and alcohol treatment – rolling 12 months

GREEN  
↑



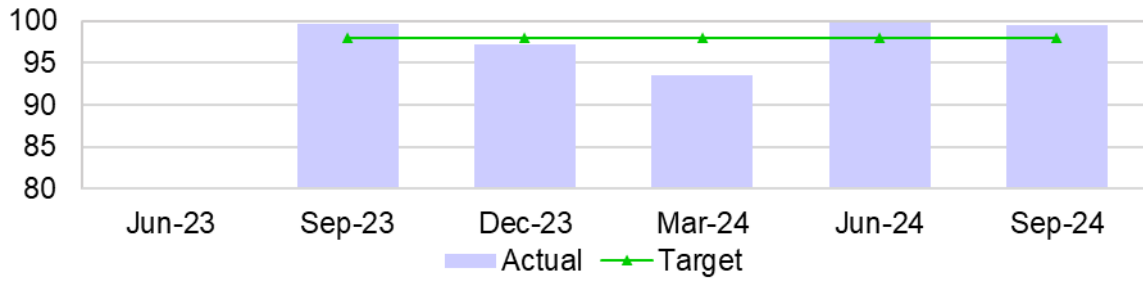
Latest: 27.4%

Target: 25%, Floor: 20%

Previous: 28.2% (Green)

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

**GREEN**  
⇒



Latest: 99.6%

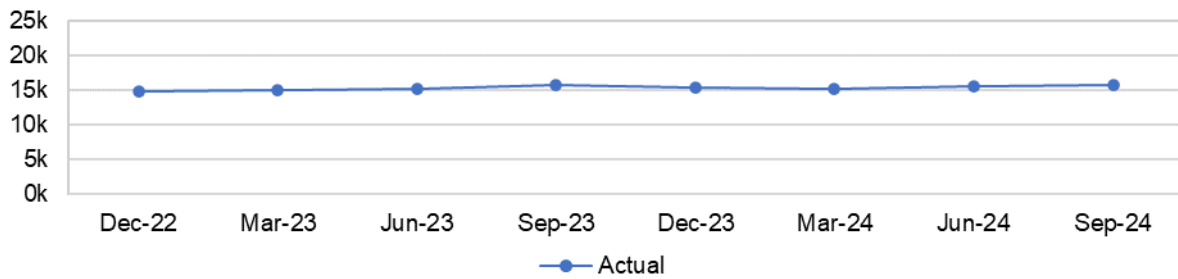
Target: 98%, Floor: 91%

Previous: 99.8% (Green)

The transfer of clients due to a new service contract necessitated a data reset for the exit survey completions. As a result, data is not available for Jun-23.

### Activity indicators

Number of attendances at KCC commissioned Sexual Health Clinics



## Corporate Risk Register – Overview

The Council, along with the local government sector, continues to operate in an increasingly difficult financial and operating environment, which carries significant risk implications for the achievement of the Authority's objectives.

The table below shows the number of corporate risks in each risk level (based on the risk score) in November 2024, compared with August 2024.

	Low Risk	Medium Risk	High Risk
<b>Current risk level August 2024</b>	0	4	13
<b>Current risk level November 2024</b>	0	3	13

### Key Changes during last Quarter

RISK DE-ESCALATED: CRR0060 - Unidentified Reinforced Autoclaved Aerated Concrete (RAAC) in Schools and Corporate Estate. The remainder of the 'corporate landlord estate' has been surveyed, with no additional instances of RAAC discovered. Therefore, the risk has been de-escalated to the Infrastructure divisional risk register, with any ongoing remedial works in the school estate being monitored as an operational risk.

The more formal, annual refresh of the Corporate Risk Register is in progress, with any changes to feature in the quarter 3 report.

### 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 21 actions to mitigate elements of corporate risks that were due for completion or review up to November 2024. These are summarised below.

<b>Due Date for Review or Completion</b>	<b>Actions Completed / Closed</b>	<b>Actions Partially complete</b>	<b>Actions subject to Regular Review</b>	<b>Actions Outstanding</b>
Up to and including November 2024	8	6	6	1



### **CRR0003: Securing resources to aid economic recovery and enabling infrastructure**

#### Complete

#### **Implementation Plan for Kent & Medway Economic Framework (KMEF)**

A Phase 1 implementation plan has been implemented for Kent & Medway Framework with Kent & Medway Economic Partnership sub-groups and local stakeholders for taking forward the ambitions and action areas set out in the framework, including developing a prioritised economic and infrastructure projects pipeline, to focus and secure future funding resource and inform government of priorities.

#### Regular Review

#### **KCC's role as Accountable Body for the Kent & Medway Functional Economic Area**

Following completion of the Phase 1 implementation plan for the Kent & Medway Framework, use will be made of KCC's new role as Accountable Body for the Kent & Medway Functional Economic Area (post LEP landscape) to liaise with key government departments to make the case for specific funding allocations to tackle barriers to growth.

#### Partially Complete

#### **Producing Local Transport Plan 5 (LTP5) and approval by County Council**

The draft LTP5 was presented at County Council on 23<sup>rd</sup> May 2024 for noting and agreement that a vote of its adoption would be made at County Council following a summer public consultation exercise. There is an all-Member briefing on 9th December 2024 with an update of the main results of the 2024 consultation on the draft LTP5 and the changes that have been made. The briefing is being provided ahead of the County Council meeting on 19th December when it is anticipated the draft Plan will be put to the Council for a vote on adoption. The briefing is further to an all Member Briefing provided on 12th July 2024 prior to the 2024 consultation on the draft Local Transport Plan.

### **CRR0009: Future financial and operating environment for Local Government**

#### Action Closed

#### **Development of Outcomes Based Budgeting Approach**

The Section 151 Officer withdrew this action and replaced it with a new action, to develop better scrutiny of spending bids and more detailed savings plans, to improve the overall robustness of the budget setting process, thereby improving financial resilience.

### **CRR0015: Sustainability of the Social Care Market**

#### Complete

A Quality Monitoring Team within the ASCH Commissioning service has been successfully recruited to. Officers are currently undergoing training.

The ASCH Commissioning Intentions document 2022 - 2027 is in place and describes how the Council plans to create person-centred and flexible care and support options which address the challenges and opportunities adult social care faces. It supports the delivery of the 'Making a difference every day' strategy 2022-2027. The 'Commissioning Intentions' document is currently under review by key stakeholders from across the Council with the aim of socialising the document, understanding its purpose, and consideration of any additions and/or updates that need to be made.

### **CRR0015: Sustainability of the Social Care Market (Continued)**

#### Partially Complete

External Consultant Report work has commenced and the completion date has been extended to end of December.

### **CRR0039: Information Governance**

#### Complete

#### **CRR0039/037 Microsoft Copilot DPIA**

Data Protection Impact Assessment (DPIA) is in draft and is supported with a matrix detailing the type of data and its usage. KCC testing of Microsoft Copilot is moving into its second phase, and the DPIA remains a live document and will be updated accordingly.

#### Action Outstanding

#### **Annual Governance Statement (AGS) Action Plan**

A report regarding the AGS and specifically data and governance linked to information asset owner responsibilities is due to be presented to the corporate management team. A revised date is to be advised by the Data Protection Officer.

#### Partially Complete

#### **Data Mapping Exercise**

The data capture form is complete and will be shared with Information Governance leads prior to communicating to the wider organisation, with an anticipated launch date of December 2024.

### **CRR0042: Border fluidity, infrastructure and regulatory arrangements**

#### Regular Review

#### **Planning with Government**

The organisation is continuing to communicate with Government, in order to develop short, medium and long-term plans for border resilience, looking at infrastructure and technological solutions.

#### Regular Review

#### **Preparation for impacts**

The organisation continues to prepare for two separate but interconnected schemes that will affect non-EU citizens travelling to most EU countries; of the EU Entry/Exit System (EES – implementation date TBC) and the EU European Travel Information and Authorisation System (ETIAS). Regular presentations are being given to Members on potential impacts relating to people and goods as a result of implementation of the EU Entry/Exit System. The due date for this action has again been extended due EES being delayed and no formal implementation date being set.

**CRR0045: Maintaining effective governance and decision making in a challenging financial and operating environment**

Partially Complete

**Implementation of actions identified within 2022/23 Annual Governance Statement report**

Of the 24 actions agreed, 20 are on track or already delivered, three will be delivered but have been delayed, and one has been amended, to be delivered another way.

**CRR0052: Impact of climate change on KCC services**

Partially Complete

**Adaptation Programme actions**

A KCC Climate Change Adaptation Plan 2025-2028 and KCC Environment Plan have been developed for adoption by the Council. These were presented to Environment & Transport Cabinet Committee in November 2024, ahead of proposed Cabinet Member decision in December 2024.

**CRR0053: Capital Programme Affordability (impact on assets, performance and statutory duties)**

Complete

**Premises officers (Schools) (Due 30.09.2024)**

Recruitment of 2 Premises Officer posts is complete. These officers will visit schools and support them with forecasting maintenance budgets.

**CRR0056: SEND and High Needs Funding**

Regular Review

**Implementation of SEND Improvement Programme**

The outcome of the Department for Education's latest review of the local Accelerated Progress Plan (APP) was formally shared in July 2024. Following the publication of the outcome of the April 2024 review of the local area Accelerated Progress Plan (APP) the Children's Minister lifted the improvement notice on 6<sup>th</sup> August 2024, citing the considerable progress made, alongside strengthened capacity, strong governance and a renewed commitment from senior leaders and improved partnership working across the local area. The Minister noted that there is 'further progress to be made' and that government officials and NHS England will continue to support progress through regular attendance at the Improvement Board and six-monthly reviews.

Safety Valve Agreement: In 2024/25, the Council is expecting to receive a further £9m from the DfE, the third tranche of the £140m safety valve commitment, with the Council required to contribute a further £14m from reserves. This additional funding, along with the extra funding from the DfE and the Council in previous years will have reduced the accumulated deficit from an estimated £220m to £89.3m as at 31st March 2025.

**CRR0059: Significant failure to deliver agreed budget savings and manage demand**Partially Complete**Maximise scope of effective scrutiny by all Members**

The review of decision-making has been completed and is planned to soon be taken to Scrutiny Committee. The Governance Working Party has now been implemented and has met regularly. The group originally anticipated reporting to County Council in May 2024 but will now report in December 2024 and May 2025.

**CRR0063: Capacity to accommodate and care for Unaccompanied Asylum Seeking children (UASC)**Regular Review**Home Office and DfE Negotiations**

Following intensive negotiations taking place with Home Office and Department for Education funding was provided to KCC until March 2025 to bring additional buildings online to accommodate new UASC to support them until their transition on to the National Transfer Scheme (NTS). Funding was also utilised to secure foster placements and supported accommodation until the buildings are ready. Negotiations are to continue with the Home Office and Department for Education to make significant changes to the NTS, future modelling currently shows that there will be a gap. If no significant changes are made to the NTS there may be a need for further funding; a case is being prepared to show how additional funding might be used.

Closed**Commissioning of new reception centre**

This action has been superseded, as KCC has since been acquiring and developing a group of reception centres for newly arriving UASC, rather than focusing on a new centre.

**CRR0064: Risk of Failing to Deliver Effective Adult Social Care Services**Regular Review

Adult Social Care and Health (ASCH) have set out transformation and sustainability business plans which sets out the actions to be taken to (a) prevent, reduce, and delay needs for care and support at the first point of contact through new models of care and support, and (b) drive our approach to new models of care and support (sustainability) following individual reviews. ASCH is working with both Children's Services and a transformation partner to deliver a number of objectives.

Complete

External support has been commissioned to undertake activities associated with statutory safeguarding enquiries and is due to commence this month. This is in addition to external support commissioned to support locality teams with completion of first reviews.

Complete

Adult Social Care Connect (changes to front door process) has been effective from 14th October 2024, focusing on developing strength-based care act assessments at first point of contact.