

**Kent County Council**

**Quarterly Performance Report**

**Quarter 1**

**2025/26**

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## Key to KPI Ratings used

This report includes 39 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 KPI graphs (six quarters).

<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 1, 2025/26, 17 of the 39 indicators are rated as Green, on or ahead of target 16 indicators reached or exceeded the floor standard and are rated Amber, with six indicators not achieving the floor standard and so RAG rated Red. Eight indicators were showing an improving trend, with four showing a worsening trend.

The performance indicators giving greatest concern remain closely aligned with the services where the financial strains and demand are most acute (particularly those KPIs which have a link to cost in Special Educational Needs and Disabilities, children in care placements and Adult Social Care). 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	2		1		2	1
Governance and Law			2	1	1	
Growth, Economic Development & Communities	1	1			2	
Environment and Transport	3	3		1	5	
Children, Young People and Education ( <i>Education &amp; Skills</i> )	2	3	1	2	3	1
Children, Young People and Education ( <i>Integrated Children's Services</i> )	2	3	2	2	3	2
Adult Social Care	3	4			7	
Public Health	4	2		2	4	
<b>TOTAL</b>	<b>17</b>	<b>16</b>	<b>6</b>	<b>8</b>	<b>27</b>	<b>4</b>

**Customer Services** – Satisfaction with Contact Point advisors continues to meet target. The percentage of phone calls answered is ahead of target. The percentage of complaints responded to within timescale is little changed and remains below floor standard and so is 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>GREEN</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 continues to improve but remains below its floor standard, and Data Protection Act Subject Access requests completed within timescale also remains below its floor standard.

<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 (FoI) 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 dropped slightly below target for the first time in over a year. The amount of Developer Contributions secured as a percentage of amount sought exceeded its target

<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>AMBER</b>	<b>GREEN</b>	⇒
Section 106 developer contributions secured as a percentage of amount sought	<b>GREEN</b>	<b>AMBER</b>	⇒

**Environment & Transport** - Two out of the four Highways' KPIs failed to meet their targets, but remained above floor standards, these were routine highway repairs reported by residents completed within 28 days, and Emergency incidents attended within 2 hours, the latter only missing target by 1 percentage point. Municipal Waste recycled or converted to energy continued to exceed its target, but Greenhouse Gas emissions produced by KCC missed target although they continue to reduce.

<b><u>Environment &amp; Transport KPIs</u></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>AMBER</b>	<b>AMBER</b>	⇒
% of emergency highway incidents attended within 2 hours of notification	<b>AMBER</b>	<b>GREEN</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>AMBER</b>	<b>GREEN</b>	↑

**Education & Skills** – Early Year's settings with Good or Outstanding Ofsted judgements is slightly below target. Completion of Education, Health and Care Plan (EHCP) assessments in timescale has moved above target for the first time. Annual EHCP reviews waiting over 12 months did not meet its new floor standard. Pupils with EHCPs who are placed in independent or out of county special schools has moved above its floor standard. Permanent pupil exclusions remains on its floor standard. The rate of first-time entrants to the youth justice system continues on an improving trend and has moved further ahead of its target.

<b><u>Education &amp; Skills KPIs</u></b>	<b>RAG rating</b>		<b>DoT</b>
	<b>Latest</b>	<b>Previous</b>	
% of Early Years settings with Good or Outstanding Ofsted inspection judgements	<b>AMBER</b>	<b>AMBER</b>	↓
% of Education, Health Care Plans (EHCPs) issued within 20 weeks – rolling 12 months	<b>GREEN</b>	<b>RED</b>	↑
% of annual EHCP reviews waiting over 12 months	<b>RED</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>GREEN</b>	<b>GREEN</b>	↑

**Integrated Children's Services** – Two of the seven indicators met target. The two fostering KPIs one of which is Red and the other Amber, reflect a national issue regarding foster care, with the other Red regarding permanent qualified social workers, likely to improve with expected staff increases during Quarter 2. The two other Amber KPIs are partly influenced by government legislation.

<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>GREEN</b>	<b>GREEN</b>	⇒
% of case holding posts filled by permanent qualified social workers	<b>RED</b>	<b>AMBER</b>	⇒
% of children social care referrals that were repeat referrals within 12 months	<b>GREEN</b>	<b>GREEN</b>	↑
% of foster care placements which are in-house or with relatives and friends (excluding UASC)	<b>RED</b>	<b>RED</b>	↓
Number of foster households	<b>AMBER</b>	<b>RED</b>	↓
% of care leavers in education, employment or training (of those KCC is in touch with)	<b>AMBER</b>	<b>AMBER</b>	⇒
Percentage of National Transfer Scheme (NTS) Referrals made within 2 working days of Referral to KCC	<b>AMBER</b>	New KPI	↑

**Adult Social Care** – Three of the seven KPIs are RAG rated Green, including the new indicator on long-term support for adults. The remaining four are rated Amber, with no KPIs rated Red this quarter.

<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>GREEN</b>	<b>GREEN</b>	⇒
Proportion of new Care Needs Assessments delivered within 28 days	<b>AMBER</b>	<b>RED</b>	⇒
% of people receiving a long-term community service who receive Direct Payments	<b>AMBER</b>	<b>AMBER</b>	⇒
Proportion of older people (65+) who were still at home 91 days after discharge from hospital into reablement / rehabilitation services	<b>AMBER</b>	<b>GREEN</b>	⇒
Long Term support needs of <b>older</b> people (65 and over) met by admission to residential and nursing care homes,	<b>GREEN</b>	<b>GREEN</b>	⇒
Long Term support needs of <b>adults</b> (18-64 years old) met by admission to residential and nursing care homes,	<b>GREEN</b>	New KPI	⇒
% of KCC supported people in residential or nursing care where the CQC rating is Good or Outstanding	<b>AMBER</b>	<b>RED</b>	⇒

**Public Health** – Three out of the six KPIs are exceeding target with two of these on a positive trend. The number of adults accessing structured substance misuse treatment is below target but on an improving trend. Sexual health screening is on a negative trend over the last six quarters but, mostly recently, did improve slightly compared to the previous quarter.

<b>Public Health KPIs</b>	<b>RAG rating</b>		<b>DoT</b>
	<b>Latest</b>	<b>Previous</b>	
Number of eligible people receiving an NHS Health Check – rolling 12 months	<b>GREEN</b>	<b>GREEN</b>	⇒
Percentage of mandated universal checks delivered by the health visiting service – rolling 12 months	<b>GREEN</b>	New KPI	⇒
% of all new first-time patients (at any clinic) receiving a full sexual health screen (excluding online referrals)	<b>AMBER</b>	<b>AMBER</b>	⇒
Number of Adults accessing structured substance misuse treatment during a rolling 12-month period	<b>AMBER</b>	<b>AMBER</b>	⬆
Successful completions of drug and alcohol treatment	<b>GREEN</b>	<b>GREEN</b>	⬆
% of Live Well clients who would recommend the service to family, friends or someone in a similar situation	<b>GREEN</b>	<b>GREEN</b>	⇒

Customer Services						
<b>Cabinet Member</b>	Linden Kemkaran					
<b>Corporate Director</b>	Amanda Beer					
KPI Summary	GREEN	AMBER	RED	↑	⇒	↓
	2		1		2	1

Customer contact through Contact Point (KCC's call centre) is provided via a strategic partnership, whilst Digital services are provided by KCC. In Quarter 1, 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 remained above target.

The activity indicator on average speed of answer remains quicker than expectations for calls to all services at 1 minute 34 seconds, with the average speed of answer for priority services at 33 seconds also being lower than expectations. Average call handling time at 6 minutes 13 seconds is slightly lower than an aim of 6 minutes 30 seconds.

Contact Point received 3% fewer calls compared to the previous Quarter (Jan-Mar) and 4% fewer calls than Quarter 1 last year. The 12 months to June 2025 saw a 5% decrease in calls compared to the 12 months to June 2024, continuing the long-term trend of fewer calls as people have increasingly used the kent.gov website instead of calling contact point.

The number of visits (sessions) to the kent.gov.uk website was slightly lower than the same quarter the previous year. The most visited pages continue to be those relating to Household Waste Recycling Centres which accounted for over 40% of visits in the first quarter.

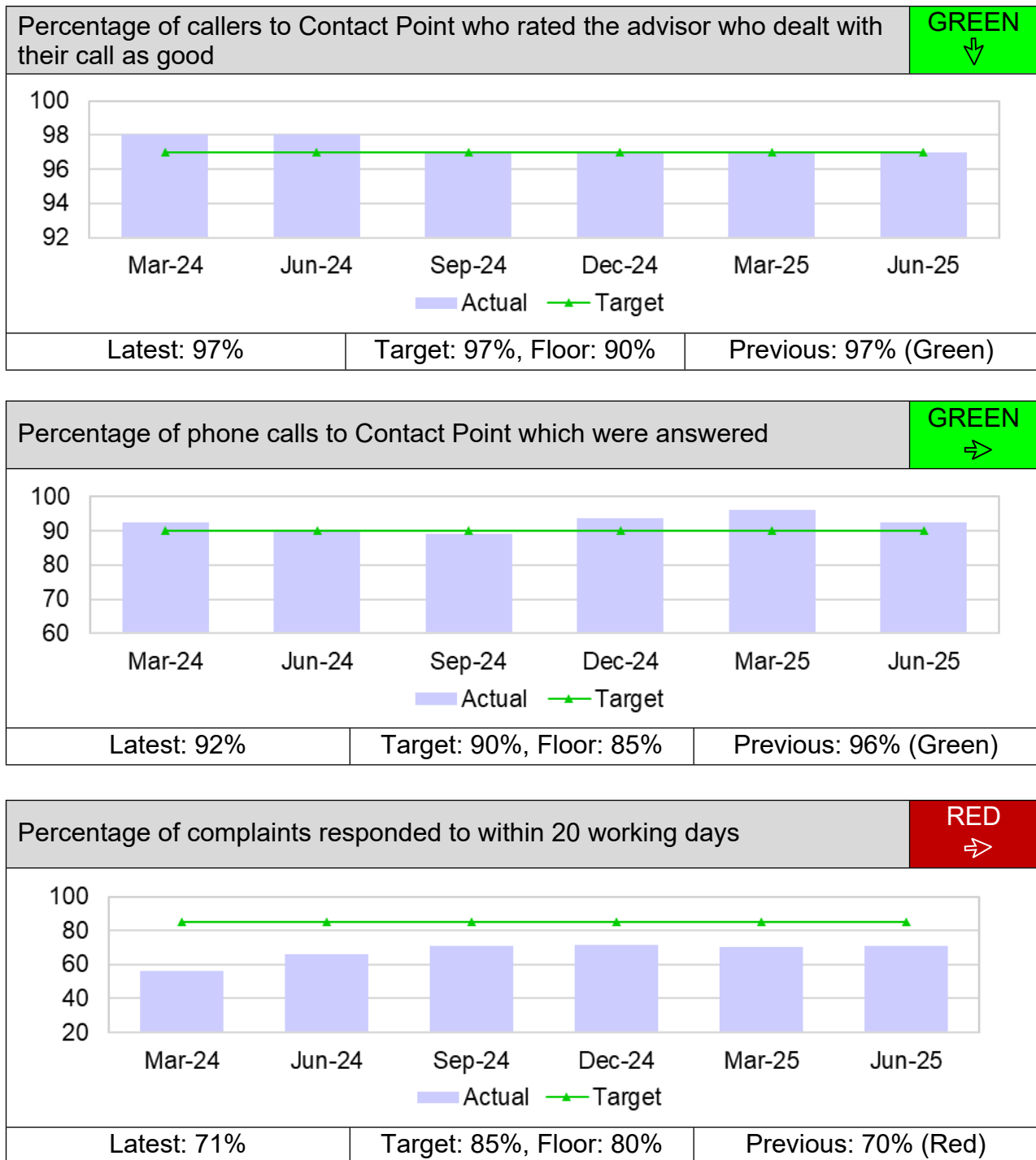
Quarter 1 saw a small decrease in the volume of complaints received compared to the same quarter last year (down 5%). There was a similar decrease of 5% in the number of complaints received in the 12 months to June 2025, compared to the 12 months to June 2024.

In terms of Directorate performance, the majority of complaints were received by the Growth, Environment and Transport Directorate who responded to 91% within the target timescale of 20 working days, the Chief Executive's Department and Deputy Chief Executive's Department, together achieved 97%. ASCH responded to 56% of complaints within timescale, however it must be noted that any agreed extensions to investigate complex cases, although agreed with the customer, will be recorded as late. CYPE responded to 45% of complaints within timescale.

In Quarter 1, collectively we responded to 71% of complaints in the timescale of 20 working days; this is an improvement on last year's figure of 66% in the same quarter, and a minor increase on the previous quarter, where 70% were answered within timescale. The complaints team continues to work with services and managers to support their teams in responding to complaints, particularly where there are areas with backlogs.

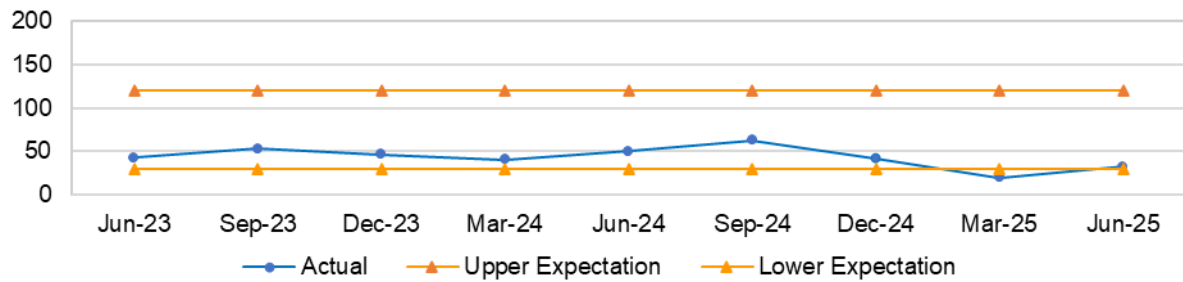


## Key Performance Indicators

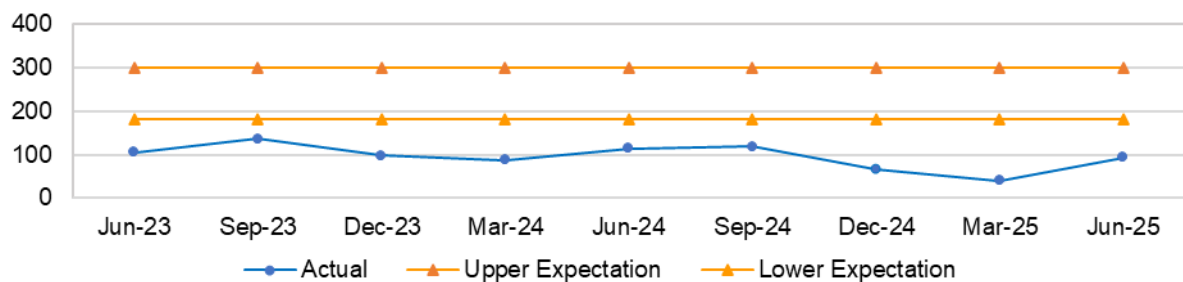


## Activity indicators

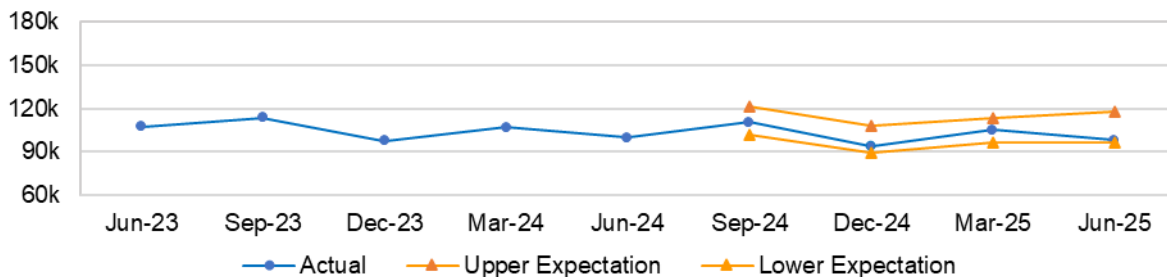
Average speed of answer (ASA) by Contact Point in seconds – **priority services**



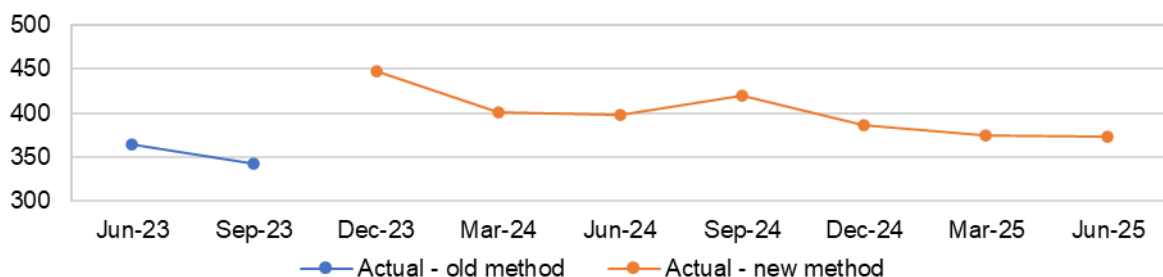
Average speed of answer (ASA) by Contact Point in seconds – **all services**



Number of phone calls responded to by Contact Point – Quarterly

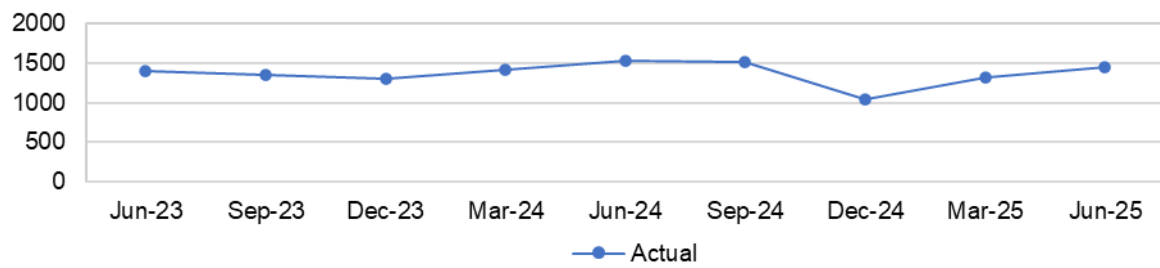


Average Contact Point call handling time in seconds – Quarterly

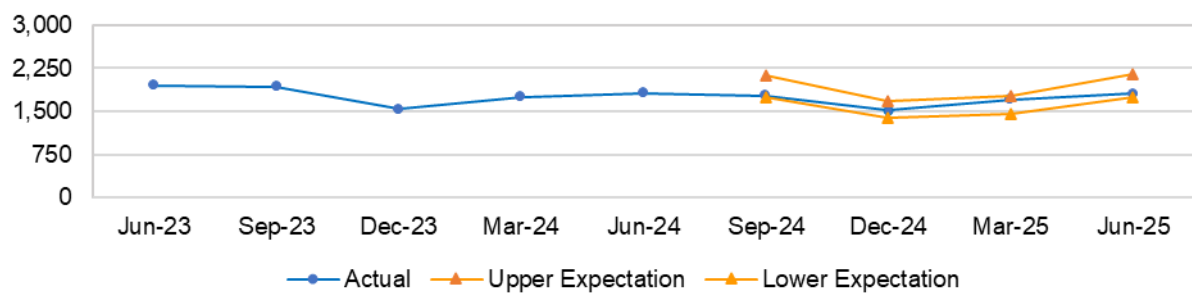


Agilisys changed the way call handling time was recorded from November 2023, by adding a set automatic aftercall time (the period of time immediately after completing the contact with a customer but where more work is required to finalise the transaction: e.g. entering details such as comments about the conversation, follow-up actions, etc). This has contributed 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 3% fewer calls compared to the previous Quarter and 4% fewer calls than Quarter 4 last year. The 12 months to June 2025 saw a 5% decrease in calls compared to the 12 months to June 2024.

Service area	Jul – Sep 24	Oct – Dec 24	Jan – Mar 25	Apr – Jun 25	12m to Jun 24	12m to Jun 25
Adult Social Care	25	24	27	26	99	101
Integrated Children's Services	19	19	18	18	76	75
Highways	13	11	11	11	59	47
Blue Badges	13	9	9	9	43	40
Waste and Recycling	8	5	6	9	27	27
Schools and Early Years	9	6	8	7	33	30
Transport Services	12	6	7	6	32	32
Registrations	5	6	6	6	22	23
Libraries and Archives	6	5	5	5	21	21
Main line	3	3	3	3	12	12
Adult Education	7	3	3	2	17	16
Driver improvement	2	2	2	2	9	8
Other Services	2	1	3	2	8	7
KSAS*	1	1	1	1	7	4
<b>Total Calls (thousands)</b>	<b>125</b>	<b>101</b>	<b>110</b>	<b>107</b>	<b>465</b>	<b>442</b>

Figures may not add up to totals due to rounding.

\* Kent Support and Assistance Service

## Customer Services – Complaints Monitoring

In Quarter 1 complaint volumes increased by 10% on the previous quarter, however volumes are in line with the same quarter last year. The 12 months to June 25 saw a drop of 5% compared to the previous year.

For Quarter 1, 58% of complaints for CYPE were for SEN related services, this is a slight increase on the previous quarter (50%). The majority of Highways and Transportation complaints related to Street works (38%) & Highways Management (19%) with Soft Landscapes (10%) and Public Transport (8%) also saw volumes higher than other services. For ASCH, while Blue Badge complaints were the highest single service, the volume decreased to 9% of all their complaints, down from 18% the previous quarter.

Service	12 months to June 24	12 months to June 25		Quarter to March 25	Quarter to June 25
Highways and Transportation	2,588	2,151		522	570
Adult Social Care & Health	1,000	1,105		259	293
Integrated Children's Services	361	486		149	141
SEN	628	616		177	188
Environment and Waste	400	397		75	146
Growth & Communities (incl. Libraries, Registrations and Archives)	257	238		58	65
Education & Young People's Services	143	141		27	14
Chief Executive's Department and Deputy Chief Executive's Department	159	126		33	31
Adult Education	58	54		12	0
<b>Total Complaints</b>	<b>5,594</b>	<b>5,314</b>		<b>1,312</b>	<b>1,448</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.

Transaction type	Online Jul 24 – Sep 24	Online Oct 24 – Dec 24	Online Jan 25 – Mar 25	Online Apr 25 – Jun 25	Total Transactions Last 12 Months
Renew a library book*	83%	85%	83%	83%	1,022,048
Report a Highways Fault	64%	64%	73%	68%	99,247
Book a Driver Improvement Course	91%	87%	88%	91%	46,729
Apply for or renew a Blue Badge	88%	87%	92%	89%	21,623
Apply for a Concessionary Bus Pass	78%	78%	78%	78%	18,792
Book a Birth Registration appointment	92%	91%	92%	92%	18,051
Report a Public Right of Way Fault	87%	88%	88%	87%	6,918

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

## Governance, Law & Democracy

<b>Cabinet Member</b>	Brian Collins
<b>Corporate Director</b>	Amanda Beer

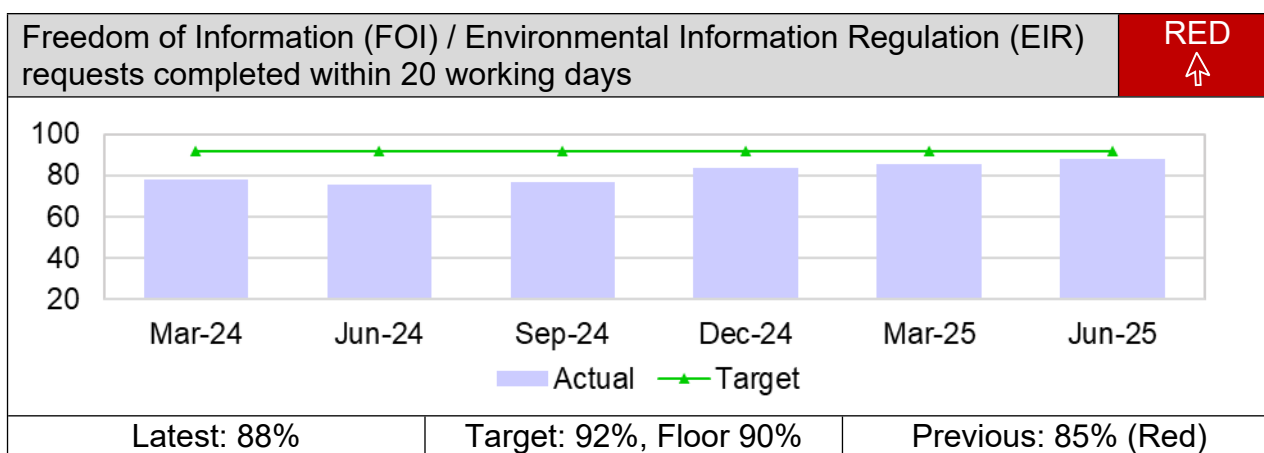
KPI Summary	GREEN	AMBER	RED	↑	⇒	↓
			2	1	1	

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, but the improved performance with regards to FOIs has continued, moving within two percentage points of its floor standard.

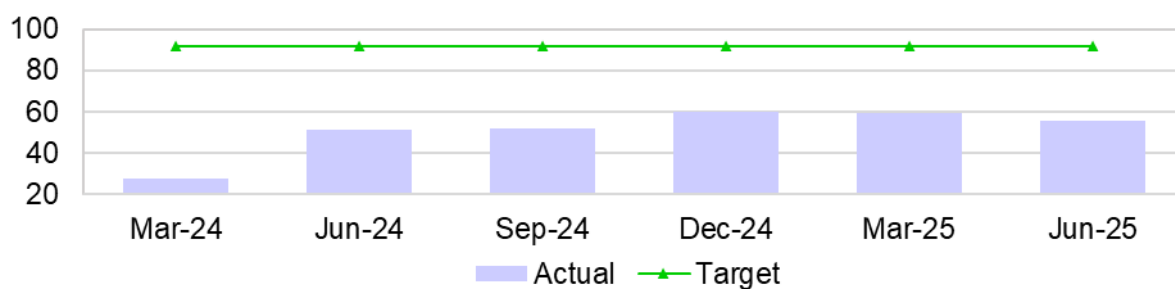
The percentage of FOI / EIR requests completed within timescale has improved further after achieving its highest level of performance in over four years last quarter. **This is due to a concerted effort by staff and a greater awareness across KCC of outstanding requests following the reintroduction of a weekly report to the Corporate Management Team.** All Directorates achieved performance of over 80% in Quarter 1, with the best performing being the Chief Executive's Department with 93% completed in timescale. The highest number of requests (203) was received by the Growth, Environment and Transport Directorate. The total number of requests remains historically high.

For Subject Access Requests (SARs), performance dropped slightly on the previous quarter. The majority of requests come under the Children, Young People and Education Directorate, with this being 80% of all requests in Quarter 1. The majority of overdue requests relate to SEN. Reasons for delays in responding include lack of resources, particularly in some operational teams, as well as delays in updating information on specific systems. **Additional resource has been moved from the Disclosure workstream to the SAR workstream to help improve performance.** The total number of requests also remains historically high.

### Key Performance Indicators



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

**RED**

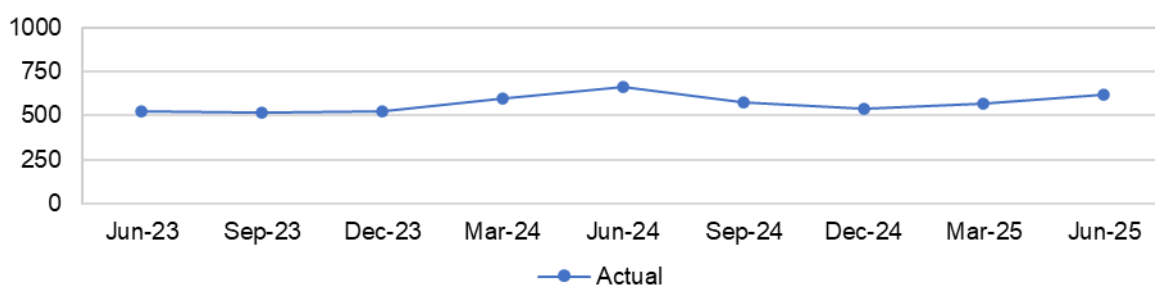
Latest: 56%

Target: 90%, Floor 85%

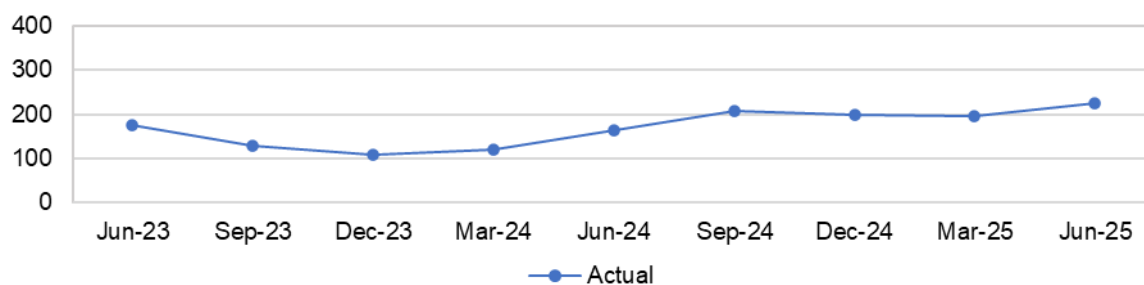
Previous: 59% (Red)

### 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>	Paul King, Paul Webb
<b>Corporate Director</b>	Simon Jones

KPI Summary	GREEN	AMBER	RED	⬆	⇒	⬇
	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, 2025/26 (Apr-Jun) Monitoring cycle has just commenced and will be included in the next report.

The Quarter 4, 2024/25 (Jan-Mar) monitoring cycle of the Kent and Medway Business Fund (KMBF) recorded a net increase of 22.81 FTE, which follows a net increase of 3.20 FTE in Quarter 3, 2024/25 (Oct-Dec). In 2024/25, the total net increase in job creation is 37.20 FTE, covering both jobs created and safeguarded. Companies have reported in their monitoring returns that the uncertainty in the markets and potential impact of tariffs on global markets has affected some of their growth plans and investments, as well as the previously reported impact of the UK Government budget as businesses have fed back that the additional national insurance and other increased costs have impacted on their ability to retain and hire new staff. The Quarter 1, 2025/26 (Apr-Jun) Monitoring cycle has just commenced and will be included in the next report.

Since the reopening of the KMBF Loan Schemes on 21 November 2023 until 30 June 2025, 503 pre-applications have been received to a value of over £50.1m. 36.41% 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 provided by the applicant to assess their proposals for business growth and confirm their eligibility for a KMBF loan; 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 subsequently been approved. The Business Investment Team have taken remedial action to address this pre-application failure rate and are measuring its impact regularly, and offer an initial meeting online with the business prior to them submitting their pre-application.

At the time of writing, 75 pre-applications are still active and 13 full applications to the value of £1.50m are currently being processed, with a further 19 pre-applications invited to submit a full application to a value just over £1.92m. The remaining 33 pre-applications are at various stages within the pre-application assessment process of which there has been a recent substantial increase, due to marketing activity. The Kent & Medway Investment Advisory Board (IAB) have had 13 companies present to it so far, with 13 approved to the value of £3.82m. Of the 13 approved, three approved applicants later declined their loan offer. The Kent & Medway IAB Sub-Group (SBB) has had 45 companies present to them to date with 38 approved and seven rejected. The total value of the SBB approved applications is £2.95m. 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 £5.28m for 43 applications.

## Economy

Kent & Medway Growth Hub: KCC continued to manage the contract for the Kent & Medway Growth Hub and monitoring performance from the current provider (Kent Invicta Chamber of Commerce) whose contract ended in July 2025. A procurement exercise has concluded, and a new provider has been awarded the contract and will commence delivery on 1<sup>st</sup> August to ensure no break in service. The service supported 231 businesses, with 130 businesses achieving light touch support (up to 1 hour), 79 achieving medium touch support (1 to 12 hours) and 22 receiving high intensity support of over 12 hours.

Visit Kent: KCC continued to manage the contract of the visitor economy service and performance from the current provider (Visit Kent) whose contract ends in March 2026. The service supported 78 businesses during Quarter 1.

Locate in Kent: KCC continued to manage the contract of the inward investment service and performance from the current provider (Locate in Kent) whose contract ends in March 2026. The service successfully completed six projects; three New to Kent and Medway projects (relocation/expansion into Kent & Medway) creating 49 jobs and three Grow on Spaces (relocation/expansion) creating 131 jobs and protecting 202 jobs.

Kent & Medway Economic Framework: The Economy team continued to oversee the implementation of a range of activities supporting the framework including:

- Secured commitment from the three Kent universities to establish the sector-based clusters forming the Innovation Partnership. We are exploring the possibility of a three<sup>1</sup>-sector specific landing page, sitting behind the Growth Hub 'front door'.
- Supporting the roll-out of the Made Smarter South East to help manufacturers to adopt new technologies. Made businesses aware that the Made Smarter Programme is being expanded to the Professional and Business Services Sector shortly.
- Continuing work on the 'Bring Back Eurostar' campaign, and planning a media event in September.
- Supporting the Strategic Partnership for Health & Economy and drafting the action plan that will sit underneath the Kent & Medway Work & Health Strategy.
- Leading the development of the Get Kent & Medway Working Plan, which was completed on schedule by the end of July.
- Supporting young entrepreneurs with mentoring through the work of the Kent Foundation
- Supporting Kent's Rural Economy through the work of Produced in Kent (supporting local agri-food businesses)

Connect to Work: The new Kent & Medway supported employment programme formally launched on 30 June. KCC is the accountable body and was among the first four of 41 areas nationally to launch this government programme which is worth £34m to Kent & Medway over five years and will support 9,119 people into work.

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<sup>1</sup> Life-Science and Med-tech; Creative and Cultural; and Agri-tech and Food-tech.

Skills Bootcamps: A procurement exercise was carried out in Quarter 1 to secure training providers to deliver 60 courses to 600 learners across Kent & Medway for the new government-funded Skills Bootcamps programme. The Kent programme, for which KCC is the accountable body, will launch in Quarter 2 offering short training courses (up to 16 weeks) for adults in Kent wishing to enter the workforce in six key sectors. We have awarded contracts to 13 providers across six lots, with learner enrolments to begin in July 2025. In addition, we are in discussions with three prisons in Kent to support serving prisoners who are due for release within six months to complete a Skills Bootcamp. Prisoners on temporary release are also eligible to apply.

Capital programmes: During Quarter 1, KCC submitted the final round of capital programme monitoring documents to the Ministry for Housing, Communities and Local Government (MHCLG) following the formal transfer of responsibilities from the South East Local Enterprise Partnership (SELEP) to KCC during 2024/25. The monitoring documents covered projects supported in Kent and Medway under the three legacy capital programmes (Local Growth Fund (LGF), Getting Building Fund (GBF) and Growing Places Fund (GPF)) formerly administered by SELEP.

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

Visits to libraries continued to climb steadily during Quarter 1, with a 1% increase in visitors compared to Quarter 1, 2024/25. This growth in footfall is particularly reflected in attendance to LRA's events and activities, which have seen an increase of 9% in attendees in comparison with the same quarter last year. There were over 53,700 attendees at over 4,670 events, which included a range of Easter activities for children and families during the school holidays. This quarter also saw us mark the 80th anniversary of VE day on 8th May with activities and displays across the county, including upwards of 800 people visiting Hythe Library.

Physical book issues fell by 1% in comparison with Quarter 1, 2024/25. This decrease was a result of a sharp drop in April, with issues increasing in May and June compared to the same months in 2024.

A problem with the eBook platform, Libby, following the server migration earlier in the year meant that customers were unable to sign in without verifying their PINs. This had an adverse impact on eBook issues which fell for the first time, by 2%. The situation has been resolved and we would expect to see eBook issues increasing again in the next quarter. eAudiobook issues continue to grow and have increased by 10% in comparison with Quarter 1 last year.

The library survey was carried out during April and May 2025, and received 8,613 responses from library users. A positive highlight is that customer satisfaction with Kent Libraries was 95%, which is 1 percentage point above target.

The team at Kent Archives experienced a busy start to the year with an increase of 27% in visits compared to Quarter 1, 2024/25. The increased physical usage is balanced to some extent by a drop in remote enquiries of 11%. The team continue to promote the archive collection to encourage more visitors, and attended the 11<sup>th</sup> Annual Kent and Medway Armed Forces Covenant Conference in June. The lunchtime talks continue to increase in popularity, with the result that Andrew Mayfield's talk on the community archaeology dig at Mote Park Old House had to be relocated to Sessions House in order to accommodate the number of attendees.

Ceremonies teams in Quarter 1 delivered an increase of 3% in marriage and civil partnership ceremonies in comparison with the same period last year. However, the number of citizens welcomed to the UK fell by 8%, with 1,083 new citizens attending a ceremony during Quarter 1.

4,263 death registration appointments were completed, representing an increase of 8% on Quarter 1 last year, equivalent to 301 additional appointments. Birth registrations decreased slightly by 2% on Quarter 1 2024/25. Customer satisfaction with registration was 96% for Quarter 1, meeting the target set for the service.

Looking ahead to Quarter 2, the Summer Reading Challenge, Story Garden, was launched on 5 July 2025, and is already seeing increased participation in comparison with the same stage of the Challenge last year.

### **Developer Investment Team**

The trend of relatively low levels of planning applications has finally reversed and in Quarter 1 we saw a total of 45 being received over the three months. This is nearly the same as the previous two quarters combined.. The rise is a likely response to proposed changes to the planning system being brought about through the [Planning and Infrastructure Bill](#).

A total of ten s106 legal agreements have been completed securing £3.84m with a 100% success ratio against the amounts originally requested. Larger applications included in this quarter include land to the East of Scocles Road, Minster-on-sea (650 dwellings) allowed through appeal, and land to the South of Canterbury Road, West Cliffsend, Ramsgate (141 dwellings). Of particular note is that KCC's requests were endorsed by the planning inspectorate through the Minster-on-Sea application.

Resources continue to be stretched as the team (along with specialists from the affected KCC service areas) defend the County Council's mitigation requirements at three concurrent live appeals. The [s106B appeal](#) for Chilmington Green (up to 5,750 homes) recommenced on the 14th April following the Inspector falling ill earlier in the year. The inquiry ran until the 2nd May with a decision expected by the end of the year. Officers also continue to be involved in the appeal for the [Highsted Park](#) application, East of Sittingbourne (two applications totalling 8,400 homes). The application was called in by the Secretary of State prior to it being determined by Swale Borough Council. The appeal is now extending to 14 weeks, sitting in sessions between March and October of this year.

The third live appeal is described under Minerals and Waste Policy Team below, but again straddles multiple teams.

### **Planning Applications**

Following the Planning Application Committee's refusal of planning permission for the stabilisation and restoration of Covers Farm Quarry, Westerham in July 2024, an appeal was heard via a 6-day public inquiry in June 2025. The Secretary of State has since granted conditional planning permission.

### **Minerals and Waste Policy Team**

KCC objected to a 3,500 home and commercial and leisure development at Northfleet Harbourside due to the impact on a key minerals wharf facility on the River Thames serving the wider Kent and London housebuilding market. The application was called-in by the Secretary of State for her determination. The subsequent planning inquiry convened over five weeks between May and June and is now adjourned until September. Issues have been introduced during the inquiry regarding Public Rights of Way that have caused delay. A decision is expected in late 2025 or early 2026.

### **No Use Empty**

In Quarter 1, a total of 80 long term empty properties were made fit for occupation through the No Use Empty (NUE) Programme, bringing the total since the programme began in 2005 to 8,773.

The total NUE investment in converting derelict properties has increased to £115.6m (£64.9m from KCC recycled loans and £50.7m from private sector leverage). Twelve loans applications were received during Quarter 1 of which three are approved and in contract, six are approved and with the legal team for final completion and registration of security, and three are in the final stages of review.

KCC Treasury has made available £28m for NUE to bring forward empty/derelict sites with planning permission for new builds. Following the recycling of £21.5m loan repayments at the end of Quarter 1, the number of new homes funded is 310 across eight Kent districts and 24 business units in Dover. A total of eight new projects were approved at the end of Quarter 1 and with the legal team for final completion and registration of security. There remains a strong pipeline of projects across all NUE schemes.

NUE attended and presented at the National Empty Homes Conference in Birmingham in May 2025 and collected a Special Recognition Award marking 20 years of NUE, as well as two highly commended certificates in the categories for 'Best before and after images' and for 'Best use of media'.

On 26 June the Deputy Cabinet Member for Economic Development and Coastal Regeneration attended the official opening of The Old Wine Warehouse, Ramsgate. Thanks to NUE loan intervention the property on Charlotte Court which was empty for 10 years has been transformed into three distinct spaces offering a comfortable office environment with hot desks (Ramsgate Works), a café area with outside courtyard seating and gardens and an atmospheric cellar bar and performance space (Ramsgate Arts Club which received support from the Kent and Medway Business Loan Fund).

In February 2025 the KMBF Investment Advisory Board confirmed support for NUE to borrow up to £6m from the fund to make use of currently uncommitted monies to provide short-term secured loans to create new commercial workspace across the county. KMBF and NUE are in the process of sorting through governance arrangements and will present a paper to a future Growth, Economic Development and Communities Cabinet Committee to seek a key decision.

Going forward, NUE wish to explore the potential to borrow funds from the Business Rates Retention Pool to return empty commercial properties back into use with a focus on the coastal areas and submit a new bid to the KCC Growing Places Fund to deliver more empty properties back into use to provide homes.

### **Active Kent and Medway (AK&M)**

In the first quarter of this year our "place" focused work in Thanet and Gravesham (Funded by Sport England's [Place Partnerships](#)) has seen the recruitment of new team members to support the development of the local place partnership boards, the identification of local priorities and some early "test and learn" projects in both areas. We are also working with Sport England on applications for a further two potential investment projects to support more people, to be more active in a way that is sustainable and community led.

We have also been working closely with the Football Foundation, Kent FA and District Councils to ensure every area has a Local Football Facilities Plan - these are effectively the roadmap for ensuring investment goes into the right facilities based on local need. Alongside this, we are engaged with supporting a number of District Councils with Playing Pitch and Indoor Facilities Strategies, and have had success in securing additional financial support for five districts' work on this.

We are regularly engaging with sporting and community organisations across the county, providing advice and guidance in a range of areas from funding to workforce development and safeguarding. Between April and June 2025 we have distributed £46,621 of Sport England-funded grants to support community activity.

We have also delivered six targeted school games events, providing opportunities for children and young people to both participate and help with the facilitation of sporting festivals. Alongside this, our primary focused Everyday Active Schools has seen nine more schools onboarded - bringing the current number to 49.

Works continues to promote our flagship [Everyday Active](#) campaign at events across the county directly and through the champions network. This includes the delivery of workshops to healthcare professionals for which we have been doing some targeted work linked to the Active Practice Charter. Working closely with Charing and Hamstreet surgeries, we have been promoting their experiences and upskilling our champions network to extend our reach in this space.

### **Community Safety**

During this period, the Kent Community Warden Service (KCWS) focused on assisting with food banks and helping residents access grants and funds. KCWS has provided advice to vulnerable individuals on health and security in warmer weather, addressing topics such as staying safe in the heat and minimising security risks associated with open windows or doors. Additionally, KCWS has been delivering [Very Brief Advice \(VBA\)](#) to residents as part of the Stop Smoking project, and collaborating with partners to deliver the 'Safety in Action' programme for Year 6 students, covering subjects including first aid (CPR), water safety related to lakes and sea currents, and education about drugs and alcohol.

Wardens are also assisting residents and communities in relation to Mental Health, loneliness and isolation, homelessness, environmental and financial crime (fraud and loan sharks), anti-social behaviour and scams. Wardens continue to deliver the social prescribing model, 'Positive Wellbeing', as part of their wider offer of support to residents and communities.

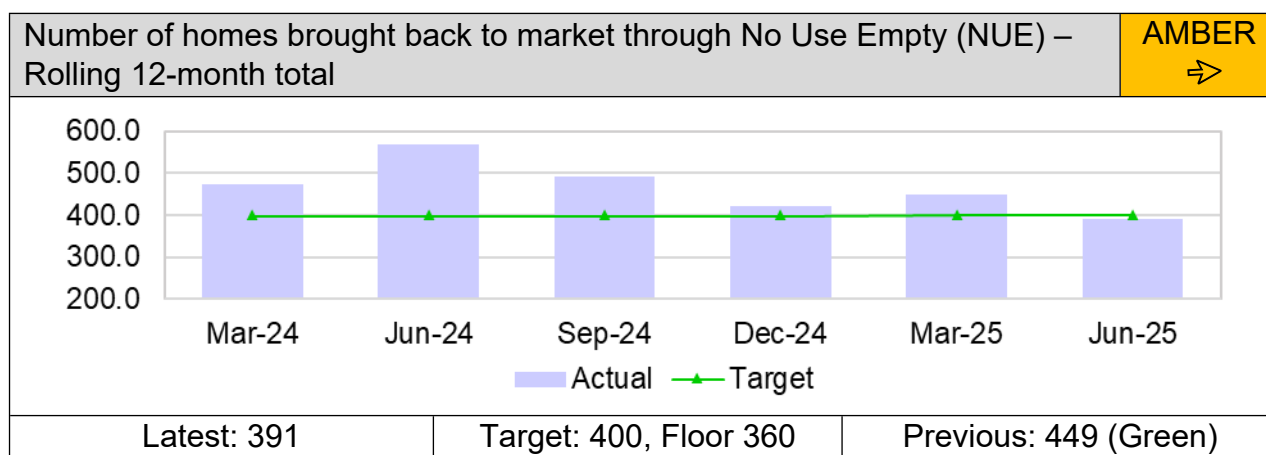
The service continues to embed the new service model and establish itself within the newer deployment areas under the geographical allocation policy (GAP). A number of parish councils have taken up the offer of a sponsorship arrangement to fund warden services within their area which would not otherwise be prioritised by the GAP. The sponsorship allows KCC to increase the service's capacity beyond its original budget.

The KCST also delivers virtual Community Safety Information Sessions (CSIS) via MS Teams for community safety partners across the county. These are brief lunch-time sessions (max. 1hr) with a focus on one or two main topics each time. Three sessions took place during Quarter 1 covering various topics including anti-social behaviour, stalking, dementia and the links between autism and suicide.

During this period the KCST published the refreshed version of the [Kent Community Safety Agreement](#) (April 2025) which was agreed by the multi-agency Kent Community Safety Partnership (KCSP) and can be found on Kent.gov.uk. In addition, the team have been working with partners on behalf of the KCSP to identify a range of projects to be funded through the Police and Crime Commissioner's Crime Reduction Grant.

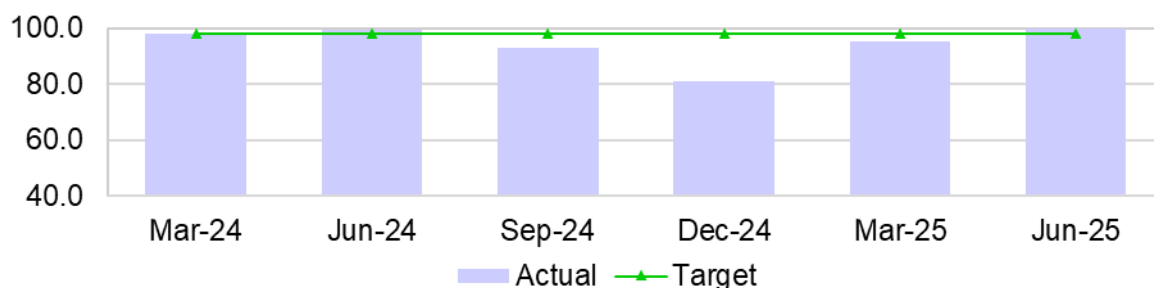
The Kent Community Safety Team received a Certificate of Merit at Kent Police's Strategic Prevention Command Awards Ceremony on 19 June for their strategic leadership and work over the past couple of years on Violence Against Women and Girls (VAWG) and Anti-Social Behaviour (ASB), specifically on the VAWG conference and ASB workshops, where they brought together a multitude of partners and agencies to collectively look at this issues and what can be achieved when working together utilising the tools at partners' disposal.

## Key Performance Indicators



### S106 developer contributions secured as a percentage of amount sought

GREEN



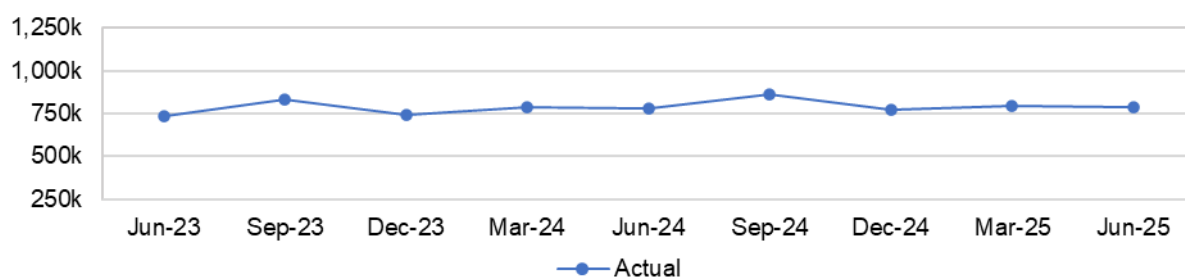
Latest: 100%

Target: 98%, Floor 85%

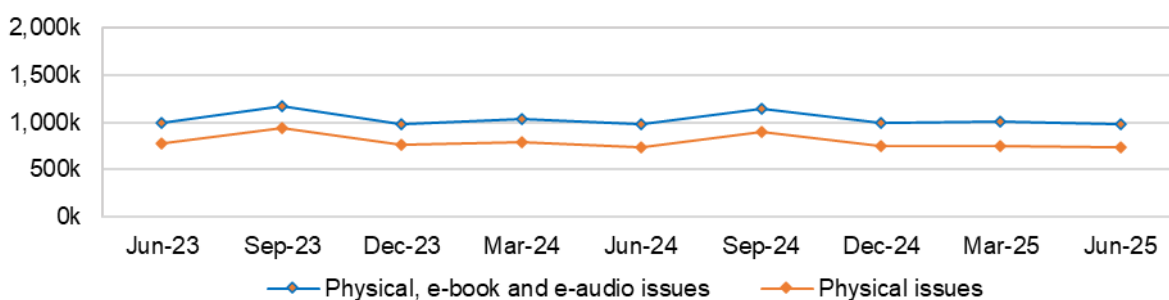
Previous: 95.3% (Amber)

### 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>	Peter Osborne, David Wimble
<b>Corporate Director</b>	Simon Jones

KPI Summary	GREEN	AMBER	RED	↑	→	↓
	3	3		1	5	

### Highways

In Quarter 1, the RAG ratings for the four Highways KPIs are as follows: 2 Green ratings for Pothole Repairs and Enquiries Made Online, and 2 Amber ratings for Emergency Incident response and Routine Faults.

#### Pothole repairs

In the first quarter, the service successfully completed **92%** of repairs within the target timescale, earning a Green RAG rating. Out of a total of 4,832 potholes, 4,460 were repaired on time. This achievement is attributed to the empowerment of KCC Highways staff to handle minor and urgent repairs directly, coupled with continuous performance monitoring with the supplier during monthly Contract Board meetings to ensure targets are met.

#### Emergency incidents

With 426 emergency incidents attended within two hours of notification out of 438, we achieved an Amber RAG rating of **97%**, narrowly missing the green target by just one percentage point. Despite this, both April and June individually met the target, but the poor weather and thunderstorms across May lowered the quarterly value overall. **We continue to closely monitor performance through dedicated crews at each depot. Managers assess their individual areas for improvement with the related supplier, in addition to the regular Contract Board meetings.**

#### Routine Faults

In Quarter 1, we addressed 14,045 reported repair faults, successfully completing 11,385 within the target time frame. This performance has resulted in an Amber RAG rating of 81%. **In order to improve performance in this area, we are working with area managers to trial out new initiatives to address late faults in each district.**

#### Public Enquiries

The total number of customer contacts regarding highway issues in Quarter 1 was down on last year's totals with 36,660 (compared to 42,828 for the same period last year). 18,023 of these were identified as faults requiring action by front line teams (compared to 22,929 for the same period last year), both are down largely due to better weather during Spring compared to the previous year.

At the end of Quarter 1, there were 6,080 open enquiries (work in progress) which compares to 9,976 at the same time last year, reflecting the more manageable workload in several parts of the business, which is unusual during the spring period and represents a significant improvement from where this has been in previous years.

#### Online fault reporting

Use of the highways online fault reporting tool remains high with **68%** of all enquiries in Quarter 1 coming in directly from the public via the tool (this is down 2 percentage points on 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 when compared to the same quarter in 2019/20 when it was around 50%. This has also contributed to a near halving of the number of calls to the highway's helpline over the same period. Work on a new and improved fault reporting tool (using KCC's existing platform called Granicus) is being trialled at present. It is hoped this will go live for pothole and streetlight enquiries by the end of the summer and for other highway services soon after.

### Street Works

Pressure from utilities companies on the teams remains high with ongoing high levels of emergency works. We have seen an increase in the volume of emergency road closures overall, largely due to increase both in KCCs own repair and maintenance works and the increase in leakage repairs from water companies. In Quarter 1, 2024/25 there were **2,036** emergency closures, compared to **2,634** emergency closures this year, which is approximately a **30%** increase.

### **Road Safety**

The casualty figures for Quarter 1 shows an overall increase of 29 casualties compared to the same quarter the previous year and a decrease of 171 compared with the same quarter in 2019/20 (pre-Covid). For those casualties that were killed or seriously injured (KSI), these were down by 4 compared to the previous year and up by 11 compared to the same quarter in 2019/20. The highest contributory factor causing these is "not looking properly", with only two Slight records given as "possible poor or defective road surface" from the attending officer.

Quarter 1											
2025/26				2024/25				2019/20			
Fatal	Serious	Slight	Total	Fatal	Serious	Slight	Total	Fatal	Serious	Slight	Total
5	219	772	996	8	220	739	967	9	204	954	1167

(Based on the latest data received from Kent Police)

### Safer Active Journeys Team

Bikeability training has started the financial year well with over 5,500 children participating in one of the Bikeability courses on offer through schools across the County. Adult cycle training has also had a very busy first quarter with 106 attendees across our courses from Learn to Ride to E-cycling courses. We have also been very busy promoting e-bikes and the benefits of cycling at events across the County and will continue to do so during the summer.

We have had a successful school year across the 29 schools participating in the Living Streets 'Walk once a Week' (WOW) programme: 78% of journeys have been active this school year – 48% walking/wheeling, 22% park and striding, 6% skating or scootering and 2% cycling. This compares to a baseline of 58% of journeys being active. We are looking to continue this success into the next school year with extending the scheme into 15 new schools.

### Active Travel Intervention Team

School Streets at St Peter's Methodist Primary, Canterbury, and Brunswick House, Maidstone, have both successfully launched with positive feedback from all involved, making the area around the schools' entrances safer, healthier, and more pleasant.

There has been a positive uptake from the Districts and Boroughs for the Consolidated Active Travel Fund revenue allocation, with a range of schemes and initiatives, including the offering of Active Travel training to KCC members.

A series of community events have taken place to promote active travel in Ashford, Cheriton, Sevenoaks, and Faversham. Additionally, three Dr Bike sessions (free bike repairs) have been delivered in Kroner, Invicta, and Brook House. We are also working closely with the Gurdwara in Gravesend, including the delivery of free "Learn to Ride" events.

We are continuing to collaborate with the Hospital Trusts, including creating an active travel map for Darent Valley Hospital to encourage increased opportunities to walk, wheel, and cycle in the hospital vicinity. Maidstone Hospital remains high on our agenda, and we are working on a wayfinding project and walking pilot from the hospital to the town centre, incorporating train stations.

The final stage of the cycle mapping project is underway, with completion due in October 2025. The 10-year active travel plan is gaining momentum and will provide a pipeline of active travel corridors and the appropriate prioritisation.

#### Active Travel Funded Infrastructure

Active Travel funded projects are continuing to be developed through the design and construction phase. We are working closely with Active Travel England on design assurance procedures and have been successful in receiving further funding grants totalling £7.64m. There are also several S106 Developer contribution schemes at various phases of development such as Kent Street road widening near Kings Hill, Tonbridge & Malling which is in construction. Monitoring and evaluation of completed, existing and proposed schemes is a significant area of work for the team.

#### Safer Speeds and Enforcement Team

The Safety Camera Partnership continues to add value to road safety risk mitigation, and all camera sites within the Kent jurisdiction remain in operation. Work continues to secure a new contract for safety camera equipment and maintenance after 31<sup>st</sup> of August 2025. The final contracts and specifications are due to be sent to contractors shortly.

The team continued to deliver minibuss assessments and training, mostly to school minibuss drivers, as well as delivering key messages to businesses who have fleets of vehicles and how improving driving standards can improve overall efficiencies for their business. The most recent business to engage is Parcel Force. Connected initially at a local level, now gaining interest nationally, for advice on improving driving standards for its staff and business.

The Team is exploring the possibility of developing a Kent Fleet Forum for local businesses.

### Kent Driver Education Team

Demand for course spaces across the UK rose by around 12–13% last year and UKROEd, the Governing Body, have asked all course providers to be prepared for this to continue to rise. In Kent for Quarter 1, 1,275 courses were delivered which was 155 more than the same period last year.

The Kent Driver Education Team are currently looking to recruit approximately ten more self-employed trainers to cover both the reduction of availability being offered by existing trainers, the replacement of two trainers who have left this year, and the continued demand for more course spaces. The provision of this service including any additional trainer recruitment by the service is self-funded with no detrimental effect on base budgets or medium-term financial plans.”

Two Approved Driving Instructors have been fully trained as On-Road Coaches to deliver the practical element of the Safe and Considerate Driving Courses with a third trainer to be trained in the next few months. This has helped to meet the demand of clients for these courses.

The final Stage 2 review of the Course Provider Licence was conducted by UKROEd, the governing body of NDORS courses, on 3 July. The Kent Driver Education Team has been informed that the Certificate and Schedule of approved courses will be issued shortly, confirming KCC’s continued authorisation to deliver NDORS courses for another two years.

### Safer Road Users Team

During this quarter the team delivered the following:

- Road Safety Club (RSC) intervention to 6,617 pupils, across 60 different schools.
- Safety in Action lesson delivered to 1,280 year 6 pupils, from 36 schools.
- Train the Trainer partnership saw police staff delivering our assemblies at 4 schools, with 1,549 pupils reached.
- Road Sense Programme delivery to year 7 and Year 9 pupils at 15 schools, reaching a total of 5,427 pupils.
- Young Driver & Passenger Course delivery to years 12 and 13 at 14 schools, reaching 1,741 pupils.
- 6 Mature Road User sessions delivered, reaching 291 older road users.
- Canterbury Christchurch University (Public Services Policing degree) behavioural change teaching for ‘fatal four’ behaviours delivered to 19 students.
- Key Road Safety messages delivered at 5 SEN Schools to a total of 224 pupils.
- Online campaigns regarding Seatbelts, Powered two-wheelers (P2W) and Summer speed, which reached between 1 to 2 million users.

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

Delivery of the 2025/26 Crash Remedial Measures (CRM) and Local Transport Plan (LTP) programme has now begun. The team have 29 locations where schemes are being delivered based on previous years’ cluster analysis. The team are also carrying out the annual analysis of the previous year’s cluster sites; this identified 80 sites around the County where there are patterns of crashes resulting in personal injury. The team carries out detailed accident investigation work, looking at causation factors and seeking to identify engineering schemes that will mitigate these identified risks.

While some Local Highway Authorities primarily use Stats 19 crash records to assess road safety, in Kent we take a broader view. We incorporate contextual incident data and apply our safe systems approach to better understand risks at specific locations. This helps us identify effective interventions to reduce the number of people killed or seriously injured

In addition to the Cluster Site programme, the Highway Improvements Team (HIT) also carry 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. There are five routes in this year's programme.

Whilst continuing to prioritise the locations around the County where the most crashes are occurring, work is being undertaken with local communities and parishes to deliver locally needed highway improvement measures. Currently over 280 parishes now have prioritised 'Highway Improvement Plans' (HIPs) that encourage joint working and a focus on local priorities identified by local communities. This enables a more efficient use of officer time in responding to consensus improvements rather than individual requests. Officers meet regularly with Parishes and local County members on this approach.

The team continues to support Speedwatch activities, school travel plans, and business grants. They also maintain regular dialogue to help target enforcement efforts, using both community representations and speed data to guide their approach. 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.

### **Traffic Management**

Enforcement of Moving Traffic Offences have now operated for between six and nine months at our first six locations. A bus gate in Clive Road, Gravesend is our busiest location and we are seeing a steady improvement in compliance. For example, in April, we issued 1,388 warning notices at this location, which had fallen to 660 in June; this drop reflects a significant improvement in driver compliance, with most drivers not contravening the 'buses only' restriction after receiving their first warning. During the same period, the number of Penalty Charge Notices (PCNs) issued has also fallen from 996 in April to just 220 in June, a marked improvement of nearly 80% of driver's complying with the law. The six-month warning notice period (rather than using PCNs) has ceased at most of our sites now and we will continue to monitor as we may see an initial rise in PCNs before they fall again. A new bus gate commenced enforcement on the 27<sup>th</sup> of June at Chapelfield Way in Maidstone. 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, having been awarded 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. The team are now in the procurement process with contract award expected late summer and first installations of LEVI funded chargers

anticipated at the end of 2025 or early 2026. The government have just made announcements about a fund for residents who do not have off-street parking to help deliver 'charging-at-home solutions' and we await further detail on this.

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

KCC is now the Accountable Body for £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 (ITP). 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, a review of the design for the remaining schemes and available budget including developer contributions is ongoing.

### **Resource Management & Circular Economy**

The KPI target on diversion of waste from landfill continues to be met, with 99.4% of waste over the 12 months to May 2025 being recycled, composted, or used for energy generation. The total volume of waste collected is within expectations overall. Kerbside waste volumes are 8% above pre-pandemic levels with HWRC volumes continuing to increase, but still 22% below pre-pandemic. The total volume of waste collected is similar to pre-pandemic levels.

### **Energy and Climate Change**

Although greenhouse gas emissions continue to reduce, the target for Quarter 4, 2024/25 has not been met, with a total of 10,252 tCO<sub>2</sub>e of greenhouse gas emissions compared with the target of 10,230 tCO<sub>2</sub>e. This is the first time the target has not been met since reporting began.

Sites which are not managed under KCC's facilities management contract have seen an increase in heating oil and gas consumption, and our Traded Services have added further buildings and vehicles to their portfolio, which has contributed to the increase in consumption and total greenhouse gas emissions seen in Quarter 4.

KCC managed sites are still showing a positive reduction in emissions, and have only seen a slight increase in heating oil consumption, waste disposal and business mileage in Quarter 4. The contributions that the solar farms are making in reducing KCC's emissions continue to be positive.

All Kent and Medway Local Authorities, including Kent County Council (KCC), continue to promote the [iChoosr](#) Solar Together opportunity. The collective purchasing model allows households and Small and Medium-sized Enterprises (SMEs) to access competitive pricing and vetted installers for solar PV (up to 25 panels), battery storage and electric vehicle (EV) chargers.

Quarter 1 saw 110 installations of Solar PV systems, over 80% of which included battery storage, and 10 additional retrofit batteries. These will help Kent residents avoid around 103 tonnes CO<sub>2</sub>e in the first year of system operation, in total, with expected system lifetimes of 25 years.

In June 2025, the Autumn 2024 phase concluded. 308 Solar PV systems and 34 retrofit batteries were installed across the County. The Spring 2025 phase registration deadline was July 2025, after which further installations commenced.

### **Natural Environment and Coast**

Kent & Medway Local Nature Recovery Strategy (LNRS)

Work has continued on the development of the LNRS. The consultation has concluded and analysis of the responses undertaken. Reports on the findings of the consultation and the outcomes in terms of the Strategy's revision and finalisation have been published and are available online at [Public Consultation Reports | Making Space For Nature Kent](#)

Work is underway to revise and finalise the Strategy and amend the associated mapping. Meetings were held in June with the technical advisory groups, delivery group and Board to determine matters that required expert input and executive decision. Notes of decisions made at these meetings are also available from the above link.

As per the LNRS regulations, prior to publication the final Strategy and maps must be provided to Natural England and the county's planning authorities for a 28-day review period. This provides them with the opportunity to raise a "publication advisory notice" (essentially an objection to publication proceeding) should they a) consider that part of the final local nature recovery strategy cannot be justified based on the results of the consultation and/or b) consider that the final local nature recovery strategy is materially deficient. This is scheduled to commence in August 2025. We plan to notify the Secretary of State of our intention to publish following this, with publication in October.

Defra has confirmed funding of £135k to KCC for the Responsible Authority role, post publication of the LNRS. This will be used to retain the LNRS officer posts within KCC to support implementation of the Strategy and retain the Plan Tree project post, which will focus on actions for woodland and trees in the LNRS (following closure of the Defra grant that previously funded this role).

#### Biodiversity Net Gain (BNG) and Ecological Advice Service

Work continues in supporting the county's local planning authorities in discharging the requirements for BNG and providing them with ecological advice on development management. All BNG resources can be found at [Biodiversity Net Gain for Kent and Medway | Making Space For Nature Kent](#).

#### Kent's Plan Bee

The three documents, intended to support the work that Plan Bee is undertaking in terms of encouraging others to design their own actions for pollinators, whether that be district action plans, interventions at the community level to help pollinators or contributing to survey efforts, have now been published. Pollinators of Kent, Kent's Plan Bee blueprint for lower tier authorities and the Community pollinator toolkit are all available from [Kent's Plan Bee pollinator action plan - Kent County Council](#)

With the commencement of the survey season, work has focused on getting in place the baseline assessments so that we can begin to annually monitor pollinator numbers across the estate. This will not only allow us to determine the outcomes of the Plan Bee actions but also revise these actions where necessary and, where successful, look to replicate at other locations.

May saw the annual promotion of No Mow May through Plan Bee's communications channels. Sign up to the initiative will be reviewed and reported on in due course.

#### Kent Plan Tree

Following the announcement that there would be no further funding through the Woodland Creation Accelerator Fund and the Local Authority Treescape Fund, work in

this quarter has looked for other funding options to ensure the momentum of delivery against the Plan Tree targets can continue. However, funds are limited both in extent and money available.

The team has also been visiting planting sites to survey survival of trees – not only to monitor success rate but also to identify how many new trees need to be planted to mitigate this loss (as per the requirements of the tree grants). Re-planting sites need to be identified for some of the failed areas.

The Plan Tree team have been asked to work with the Straits Committee to collaborate on the conservation of native heritage trees – work will commence on this later in the year and into 2026.

### Kent Plan Sea

Work has commenced on drafting an outline Plan Sea for consideration by partners in September/October. The intention is to establish a framework for marine nature recovery that allows the extension of the LNRS to the marine waters of Kent.

### **Kent Country Parks**

Our Parks achieved 8 Green Flag awards during this quarter. This is the gold standard national benchmark for parks and open spaces with independent judges judging sites against set criteria including grounds maintenance, environmental sustainability, community engagement, climate change resilience and visitor experience.

Launched on the 30th May, Trosley and Shorne Woods are in the newly created North Kent Woods and Downs Kings Series National Nature Reserve. This comprises of 20km<sup>2</sup> of protected landscape with 6 core partners, including National Trust, Plantlife, Woodland Trust, KCC, Silverhand Estate vineyards and the West Kent Downs Partnership working together and supported by the Kent Downs National Landscape and Natural England to maximise biodiversity, community and climate resilience.

### **Countryside Management Partnerships**

Thanks to funding from the Darent Valley Landscape Partnership Scheme, the North West Kent Countryside Partnership (NWKCP) team have successfully completed the Park Farm river enhancement works. The works included bank improvements, Himalayan Balsom removal, botanical and invertebrate surveys as well as the installation of a cattle grid. The NWKCP volunteers were nominated for the Bexley Volunteer Excellence Awards.

Natural England's Chair, Tony Juniper and Chief Executive, Marian Spain came to see one of the 362 ponds the Countryside Management Partnerships have dug over the last seven years in Kent. The visit was hosted by the Kentish Stour Countryside Partnership (KSCP) and the landowner, Tom Barnes, from Biddenden Vineyard. The visit was to celebrate the 4,000th pond created nationally through the District Level Licensing (DLL) scheme in England. As an alternative scheme to traditional planning mitigation for the great crested newt. During Natural England's visit, Tony Juniper assisted Emily Davies from the KSCP team with eDNA sampling and surveying - work that Countryside Management Partnerships undertake from April to June.

The Kent High Weald Partnership (KHWP) had a successful first season of delivering school education visits at Bedgebury Pinetum. Their education officer attended the TES Awards 2025 ceremony in London as Skinners Kent Academy was nominated for the



Pupil Mental Health Initiative of the Year. This was based on work KHWP did with them, delivering and setting up Forest School provision for SEND students.

### **Explore Kent**

Explore Kent's digital channels continued to perform strongly in Quarter 1, with consistent growth across platforms. By the end of the quarter, Explore Kent had over 7,000 followers on Instagram, 11,500 on Facebook, 21,900 on X, 977 on TikTok, and 257 on LinkedIn. The website, [explorekent.org](https://explorekent.org), received more than 108,000 clicks and 6,809 route guide downloads. The Southeast Coast Path channels also showed positive growth, reaching 1,144 followers on Facebook and 391 on Instagram.

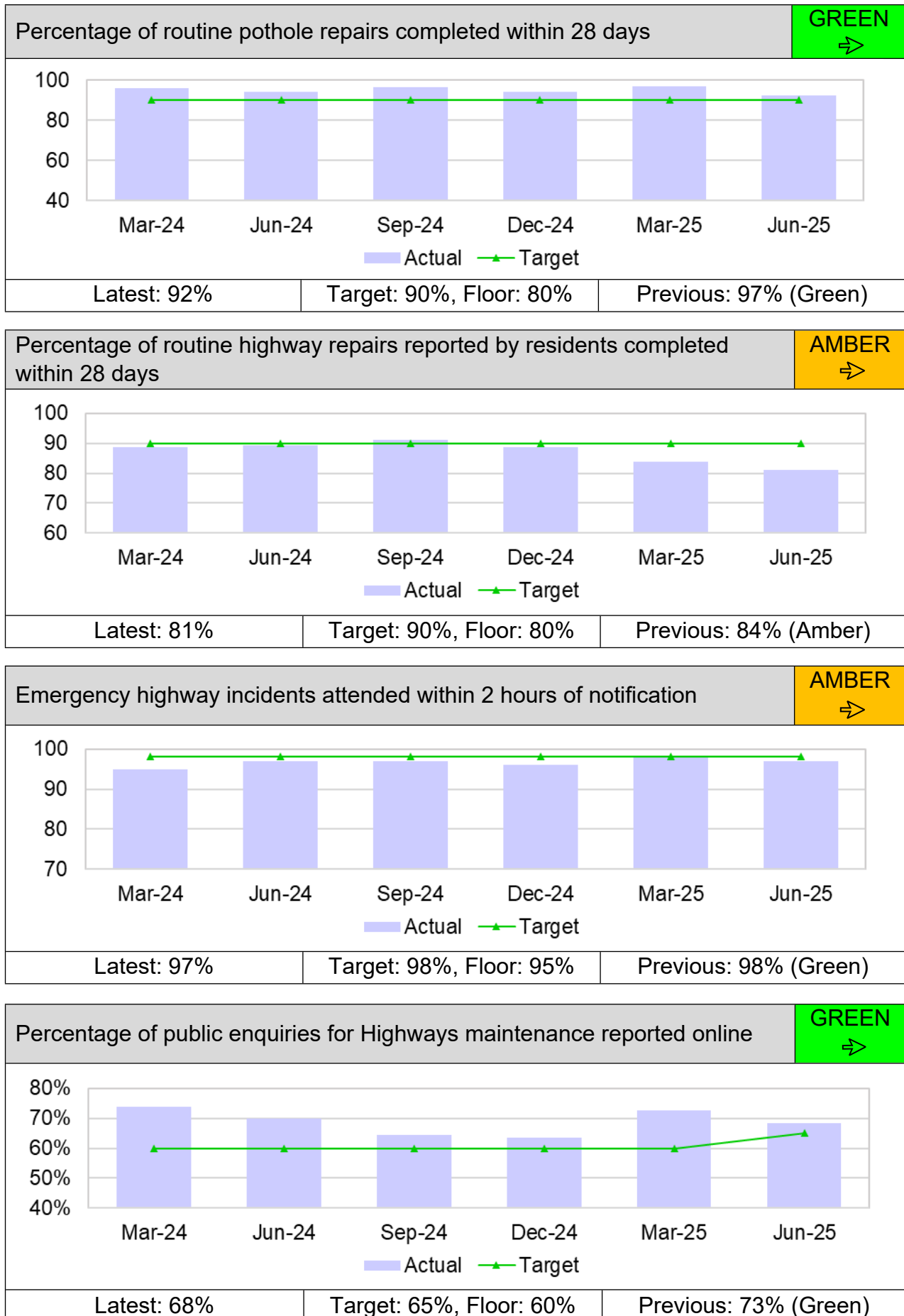
Throughout the quarter, popular areas of interest among website visitors included locations for bluebell walks, paddleboarding and watersports, information on the King Charles III England Coast Path, and resources related to public rights of way.

In July, 32 partners attended the quarterly Health and Nature Network (previously Green Social Prescribing Network) with guest speakers Ben Darlington from Seaquer app and Professor Zoe Davies from University of Kent. During Quarter 1 the network secured funding for a new Health and Nature Officer role which will bring extra capacity to the network.

June saw the end of the Southeastern Customer and Community Improvement Fund project in Gravesham. The aim of the project was to connect people to the local coast path in Gravesham, particularly from the rail stations. Large maps were designed and installed at Gravesend and Northfleet station. These maps detailed the route to walk from the station to the coast path. The project was also accompanied by a full events programme and marketing campaign.

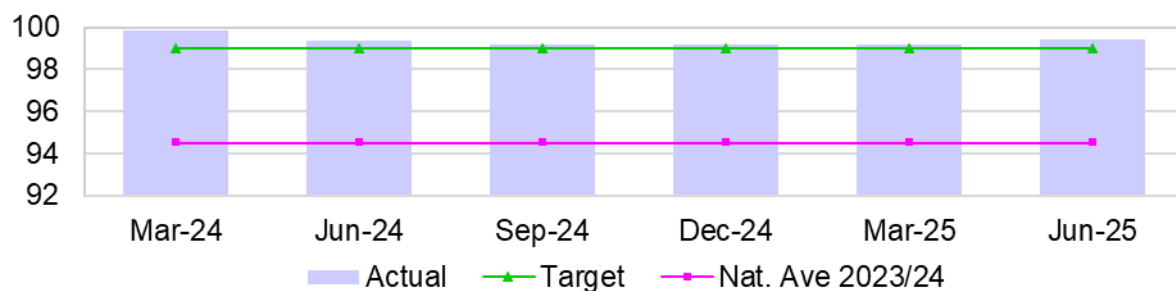
Three new maps were developed in Quarter 1 to support active travel and outdoor exploration across Kent. An Active Travel Map for Darent Valley Hospital was created to promote sustainable transport options for staff, patients and visitors. The Scotney Castle Walk map offers a scenic route through the historic estate and surrounding countryside. The Harty Ferry Trail Map was developed as part of the newly opened section of the King Charles III England Coast Path (KCIIIIECP) on the Isle of Sheppey. This section adds 28 miles of new access, contributing to the wider KCIIIIECP network, which now opens up approximately 90% of Kent's coastline to the public.

## Key Performance Indicators



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

**GREEN**  
⇒



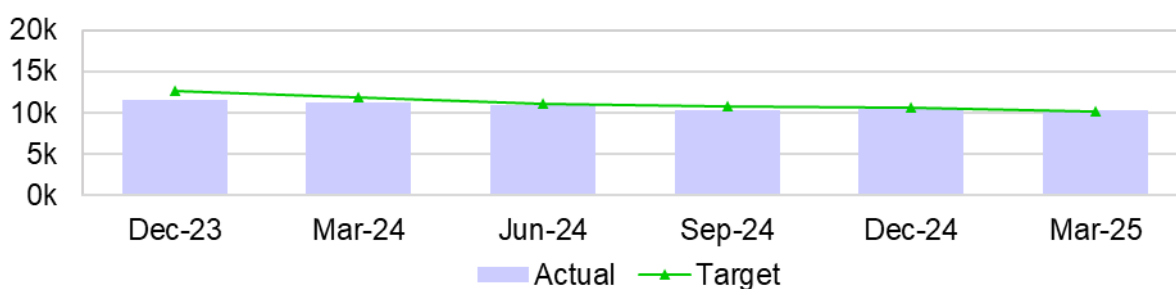
Latest: 99.4%

Target: 99%, Floor: 95%

Previous: 99.2% (Green)

Greenhouse Gas emissions from KCC's overall estate and operations (excluding schools) in tonnes – rolling 12 months

**AMBER**  
⬆



Latest: 10,252

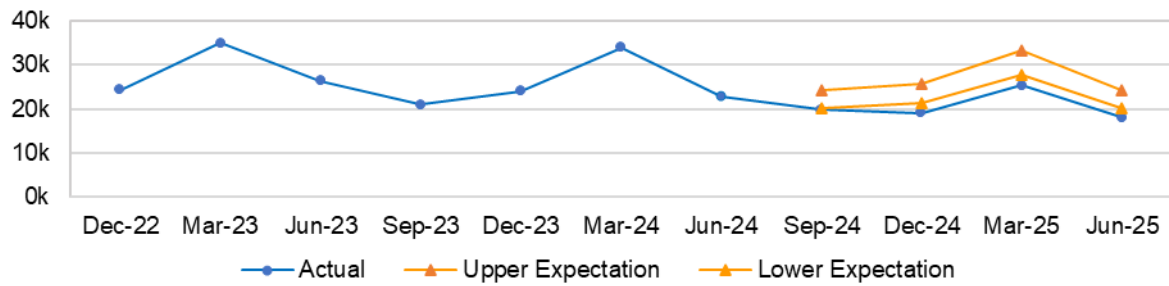
Target: 10,230, Floor: 11,253

Previous: 10,388 (Green)

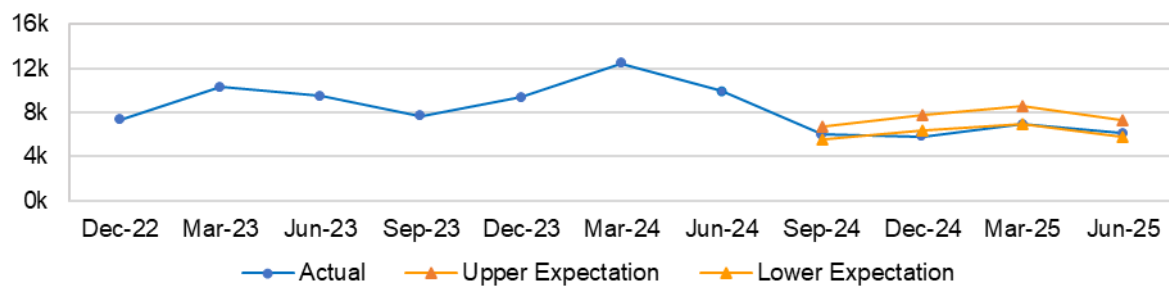
This KPI is reported a quarter in arrears due to the time needed to collect and process data

## Activity indicators

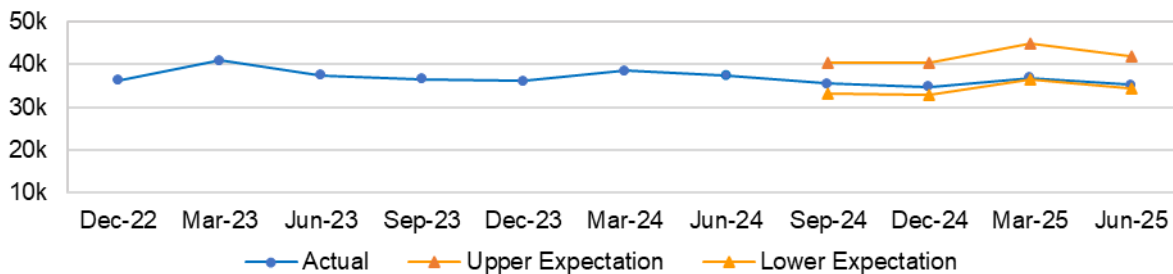
### Number of Highways enquiries raised for action – by Quarter



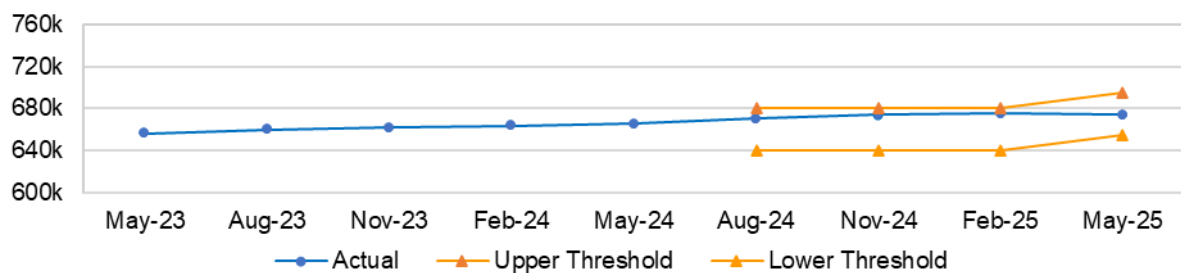
### Highways Work in Progress (active enquires/jobs)



### Number of street work permit applications and change requests submitted



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



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

<b>Cabinet Members</b>	Beverley Fordham
<b>Corporate Director</b>	Sarah Hammond

KPI Summary	GREEN	AMBER	RED	⬆	⇒	⬇
	2	3	1	2	3	1

### Schools

Ofsted inspections are undergoing significant changes, with a move away from overall effectiveness judgments and a greater focus on specific areas like quality of education, behaviour and attitude, personal development, and leadership and management. Full inspections will replace ungraded inspections, and monitoring arrangements are also being revised. These changes aim to provide a more detailed and nuanced view of school performance. Changes will come into effect in November 2025 with inspections paused until then. Report cards will replace the current judgement areas and grades, and will be based on a 5-point scale for different evaluation areas with a short summary of the inspectors' findings.

Current areas for improvement identified from primary school inspections include curriculum adaptation and formative assessment<sup>2</sup> to inform next steps. The Education People (TEP) funded briefings provide regular updates and advice to school leaders in these areas, whilst signposting support and guidance. Specific training is available to schools in-line with the most current key issues. In secondary schools, areas for improvement have been focused on quality of education, planning the curriculum to support short-term placements in pupil referral units and ensuring consistency in implementation. Mention was also made of the support for struggling readers and the importance of expertise in this area in secondary schools, where required.

Key issues and challenges schools are facing are pupil numbers and falling rolls which are impacting on school budgets, rapid escalation of parental complaints and the impact of ongoing complaints on leaders' wellbeing, along with the schools' perception that there are increased challenges linked to SEND and behaviour.

### Early Years

Ofsted inspections of Early Years Providers have not changed, with the overall effectiveness outcome grade remaining, and the KPI relating to this can now be included in the report. In Kent, 97% (520 out of 533) of childcare settings on non-domestic premises are graded good or better, which is one percentage point below national.

Provisional data for the 2025 Summer term shows the take up of Free for Two claims against those potentially eligible on the Department for Work and Pensions (DWP) list decreased to 53.7% with 2,118 children being funded compared to 67.8% last summer.

During April, May and June the Early Years and Childcare Service has been very focussed on the implementation of the KCC Early Years Review, Area Three: *Implement the Revised Model of Universal Support*, and Area Four: *Develop Ordinarily*

<sup>2</sup> Formative assessment is assessing pupils while learning is happening rather than at the end of a topic or sequence of lessons (summative assessment)

*Available Provision.* Plans for these were firmly in place by the end of March in readiness for implementation in April. The particular focus has included carrying out 'Professional Conversations' (which have replaced Annual Conversations) with all group settings, facilitating Early Years Quality Advisers (new role), and Childminding Advisers to take referrals for children in need of additional support to the newly established district based 'Professional Resource Groups. Integral to this new way of working is ongoing support for settings with Requires Improvement or Inadequate Ofsted judgements and those that are newly registered, ahead of their first Ofsted inspection.

The Ordinarily Available Provision guidance and toolkit has also been developed and at the end of June was sent out sector wide as a 'working draft', inviting comments back from all providers and relevant professionals, ahead of a final version being available from September.

Established, regular communications and interactions with the Early Years and Childcare Sector also took place, including:

- Quarterly meetings with the Provider Association
- 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 a year, county-wide round of briefing and networking sessions

The Early Years and Childcare Service's Threads of Success training programme remains primarily virtual, as ongoing recruitment and retention challenges continue to limit providers' ability to attend in-person sessions, even when fully funded.

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

Based on the rolling 12-month average to June 2025, 66% of Education, Health, and Care Plans (EHCPs) were issued within 20 weeks excluding exceptions (1,116 out of 1,702). In the single month of June, 54% of plans (69 out of 128) were issued within timescale.

The rolling 12-month average continues to rise, currently exceeding the 2024 national average by over 20 percentage points. Although recent monthly figures have been temporarily affected by limited Educational Psychology (EP) capacity, they remain above the national benchmark. Assessment teams are engaging with EP lead officers to ensure that addressing backlogs are balanced with completion of new cases to ensure recent improved performance is maintained. In addition, the EP service is investigating opportunities to increase their overall capacity. In spite of these difficulties, there remain no cases over 28 weeks old, and 21 cases over 24 weeks old, a reduction from the previous month's 29 cases.

The percentage of annual EHCP reviews waiting over 12 months, at 37%, is not meeting the target of 25%; this target has been made more challenging this year following improved performance against a 50% target last year.

The percentage of pupils with EHCPs being placed in independent or out of county special schools, at 10.1%, improved on the previous quarter but remains higher than the target of 9.0%.

Internal reorganisation of casework teams into dedicated Phase Transfer and Annual Review teams has been completed, with some smaller scale recruitment activity to fully transition this area of the service away from agency support. This redistribution will allow the new teams to focus on either the year-long statutory function of Phase Transfer or the rolling transactional Annual Review workload; previously, staff were required to continually balance both requirements, often at the expense of Annual Review completion. Monthly output fell slightly due to the additional tasks associated with the split, which coincided with the strengthening of the target as a result of previous improvements. This has resulted in the KPI shifting to a Red RAG rating, however, this is expected to rebound in Quarter 2.

As previously reported, Kent continues to feel the effect of the delayed provision of two new special schools, leading to a continued over-reliance on independent specialist provision to compensate. Both schools were anticipated to open in September 2026 but have been delayed beyond September 2027 due to various issues concerning the proposed sites and DfE agreeing Heads of Terms (initial agreement). Improved placement decisions are seeking to ensure efficient use of this resource. For example, analysis of Phase Transfer activity for the 2025 intake shows that KCC made 41 fewer specialist placement decisions than forecast. This was a result of 69 **more** independent placements, and 110 **fewer** maintained special placements than expected. This indicates that overall decision making around specialist placements is reaching more settled levels, but there is still insufficient capacity in maintained settings. As Phase Transfer allows for the largest refocussing of place provision, this impact is expected to be felt for the whole 2025/26 academic year.

### **Wider Early Help**

Ninety-one pupils were permanently excluded during the rolling 12-month period to 30<sup>th</sup> June 2025, which equates to 0.04% of the school population. This is significantly below the latest published (2023/24) national average of 0.13%. Thirty-three were issued to 'primary' phase pupils and 58 to 'secondary' phase pupils. The districts with the highest level of permanent exclusions are Dartford (20) Tonbridge and Malling (15) and Sevenoaks (11).

The total of 91 permanent exclusions continues a downward trend since June 2024, when there were 105 permanent exclusions. This decline is largely attributed to a notable reduction in 'secondary' phase permanent exclusions, which has fallen from 81 (12-months to June 2024) to 58 (12 months to June 2025). In contrast, the number of primary phase permanent exclusions has increased during the same period (from 24 pupils for the 12-months to June 2024 to 33 for the 12 months to June 2025).

The work of the Kent PRU and Attendance Service (KPAS) continues to be a key focus of the local authority. As such, school attendance has currently been a theme at the most recent Integrated Children's Service conference with key speakers presenting on topics such as Relational Approaches, Children Missing Education, Elective Home Education, Emotional Based School Absence, and the statutory attendance guidance.

In addition, the TEP Governor Conference, attended by over 150 governors, had a presentation on suspensions and permanent exclusions and a conference arranged by KPAS and the Kent Educational Psychology Team was themed around school attendance and inclusion.

Each permanent exclusion is scrutinised by Exclusion Intervention Advisors (EIAs) 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. KPAS officers continue to support schools, and regular training is provided to senior leaders, governing boards, and academy trustees across the county.

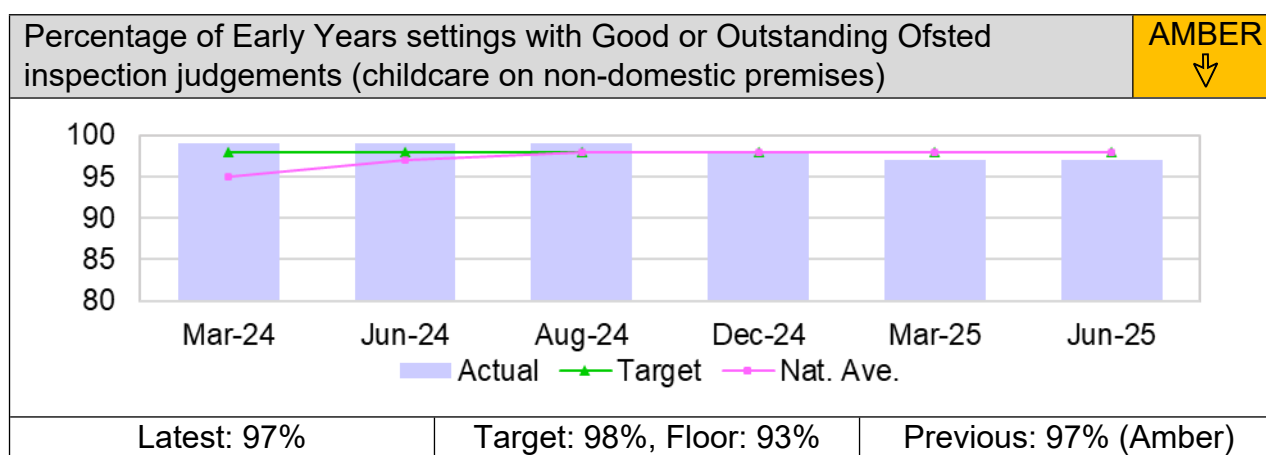
The First-Time Entrants to the Youth Justice System per 100,000 in June 2025 was 169 (rolling 12-month figure) which equates to 274 young people. This remains the lowest level reported since March 2023.

Kent Youth Justice and Adolescent Early Help continue to embed and develop, with Kent Police, a range of effective and appropriate interventions and outcomes for children who can be dealt with by an out of court process. The current trend of low First Time Entrants (FTEs) reflects the high confidence of the Police in those approaches.

It remains too early to predict what impact the updated national child gravity matrix (a system for scoring offences) will have on First Time Entrants. The partnership continues to adapt and respond to national change, to ensure practice remains effective and proportionate to reduce children's entry into the justice system, and to prevent their offending and reoffending.

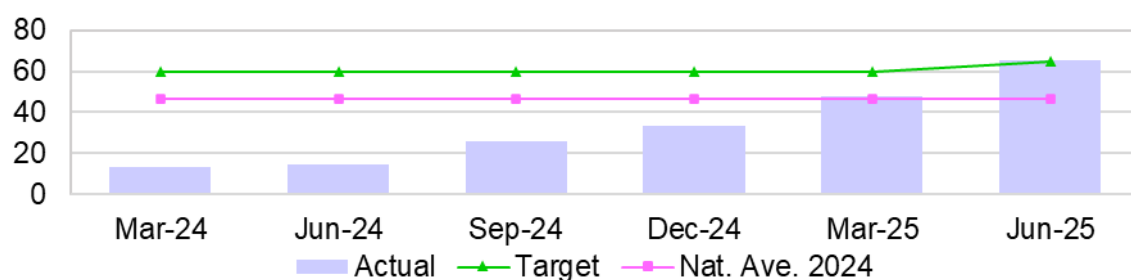
As a result of feedback from an HMIP Out-of-Court Resolution thematic inspection in February 2025, there is a robust partnership improvement plan in place and the partnership has implemented an out of court risk management panel and reinstated the out of court resolution scrutiny panel. There is also a comprehensive training program for practitioners and managers regarding out of court resolutions, which has been implemented with both Early Help and Youth Justice services.

### Key Performance Indicators





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

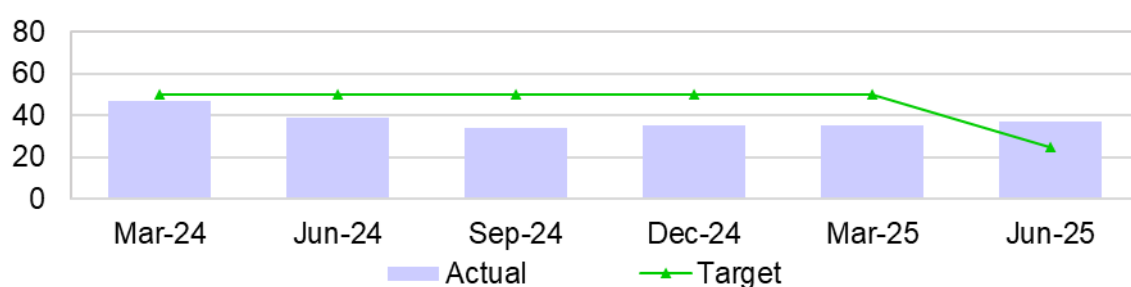
**GREEN**  


Latest: 66%

Target: 65%, Floor: 55%

Previous: 48% (Red)

### Percentage of annual EHCP reviews waiting over 12 months

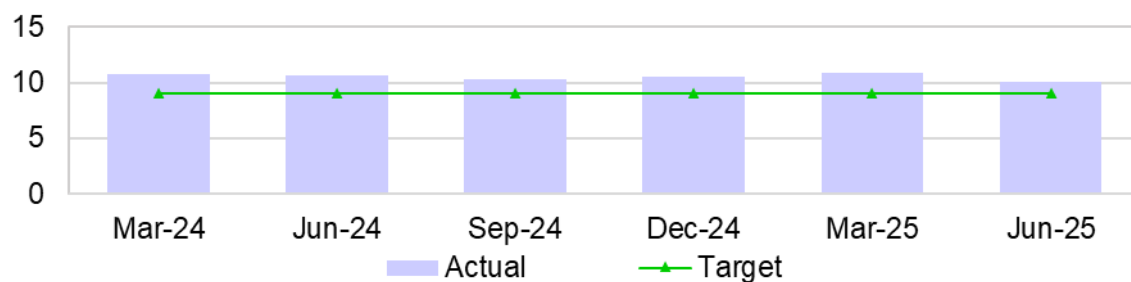
**RED**  


Latest: 37%

Target: 25%, Floor: 35%

Previous: 35% (Green)

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

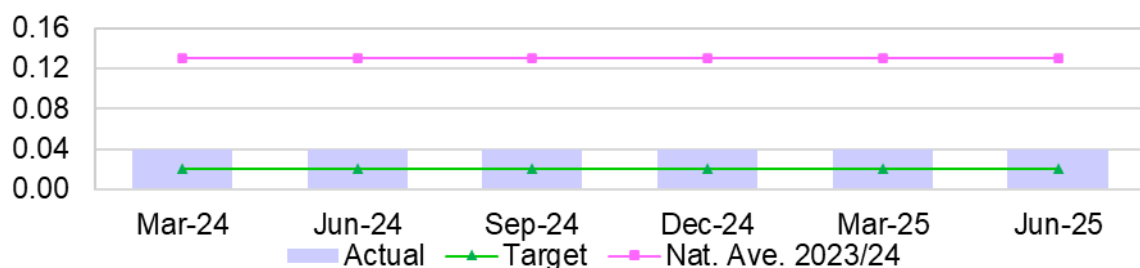
**AMBER**  


Latest: 10.1%

Target: 9.0%, Floor: 10.5%

Previous: 10.9% (Red)

### Percentage of pupils permanently excluded from school – rolling 12 months

**AMBER**  


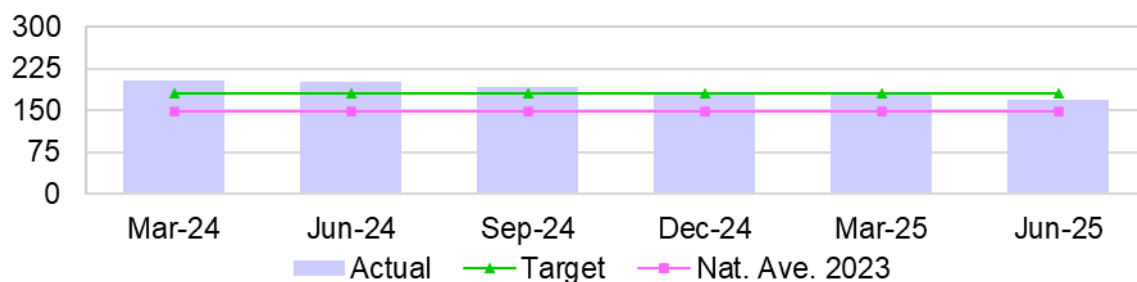
Latest: 0.04%

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

GREEN



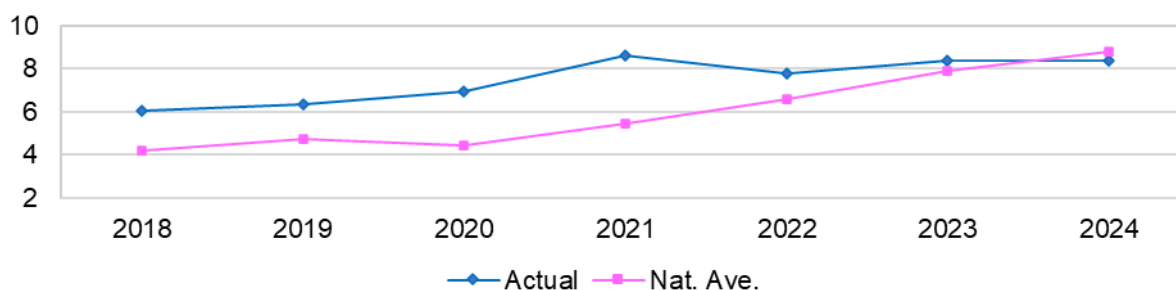
Latest: 169

Target: 180 Floor: 240

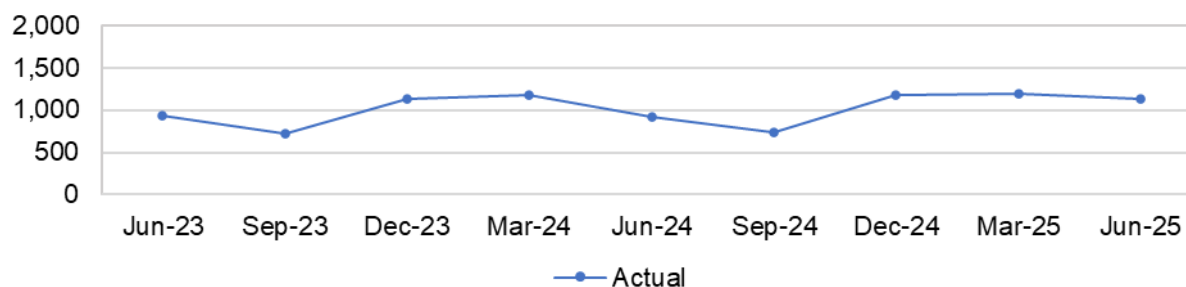
Previous: 177 (Green)

## Activity indicators

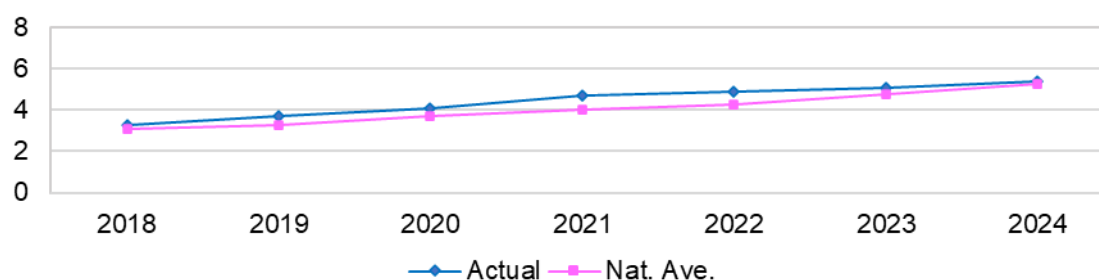
Number of initial requests for statutory assessment (for an EHC plan) per 1,000 aged 0-25



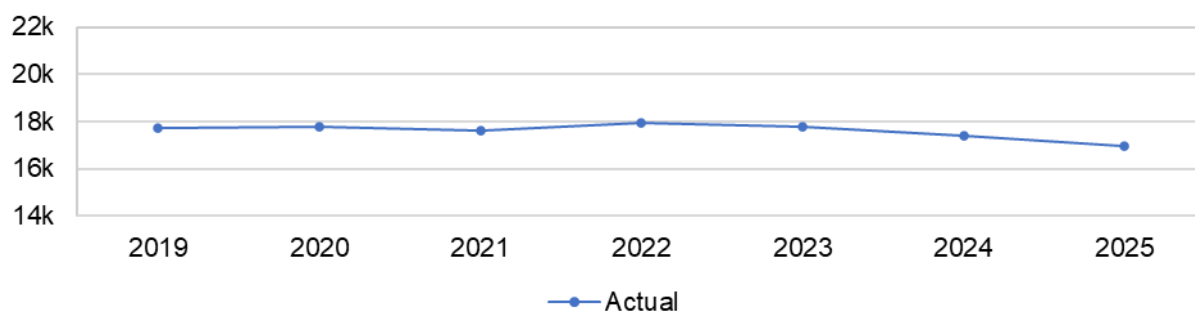
Number of initial requests for statutory assessment for an EHC plan (Quarterly)



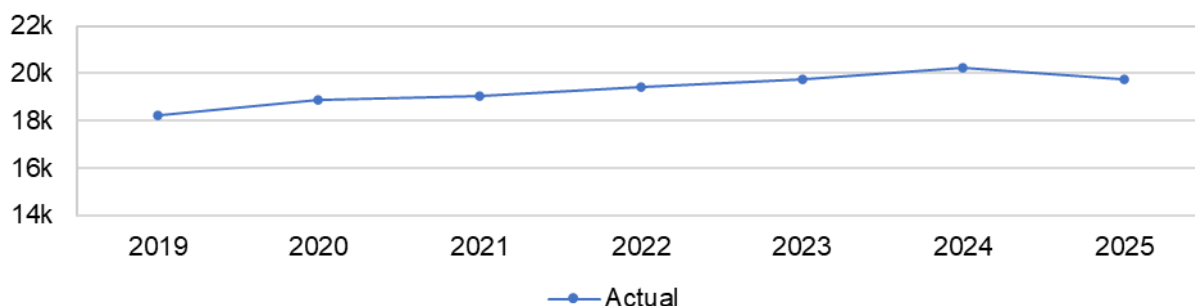
Percentage of pupils with an EHCP



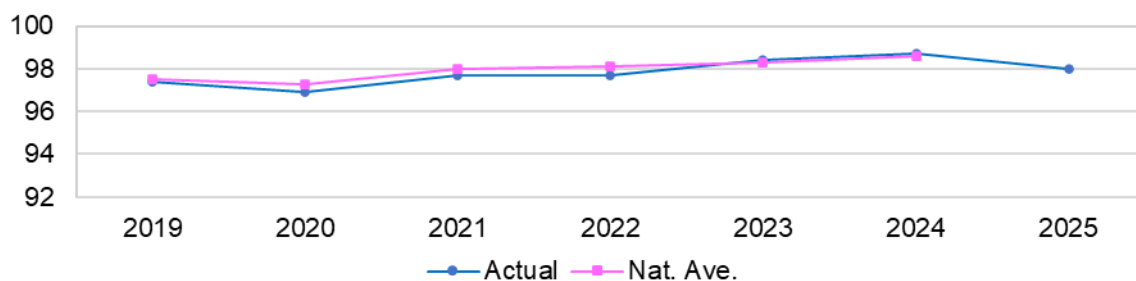
Number of pupils in Reception year (Kent state funded schools)



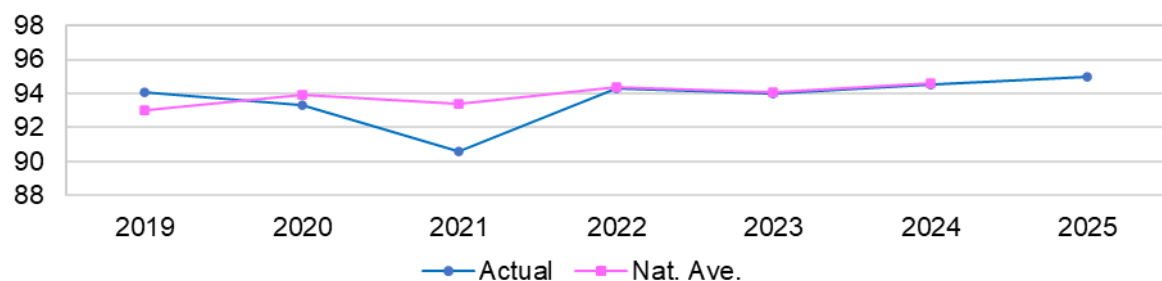
Number of pupils in Year 7 (Kent state funded schools)



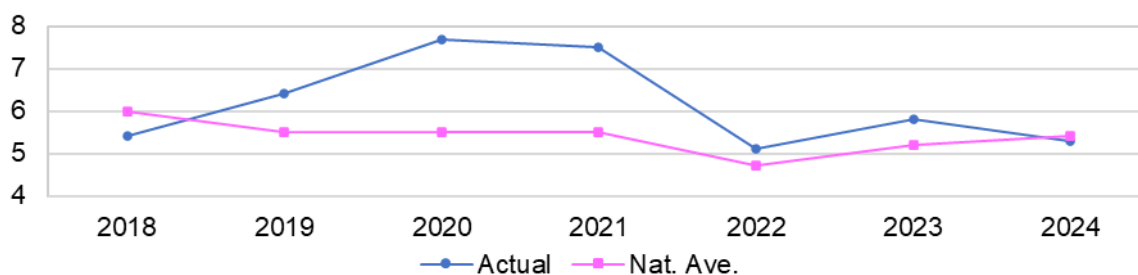
Percentage of Primary school applicants offered one of top three preferences



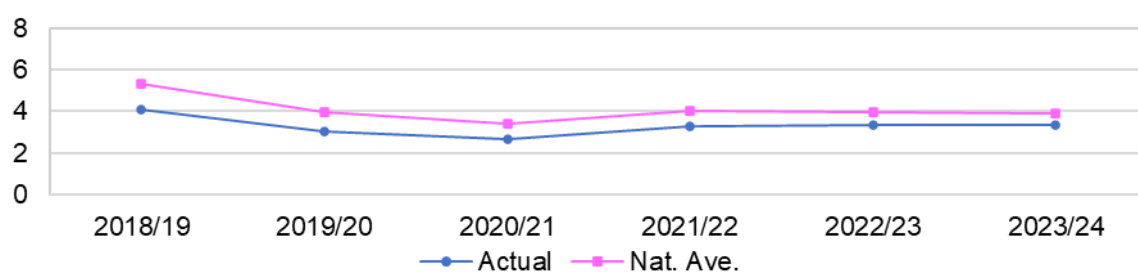
Percentage of Secondary school applicants offered one of top three preferences



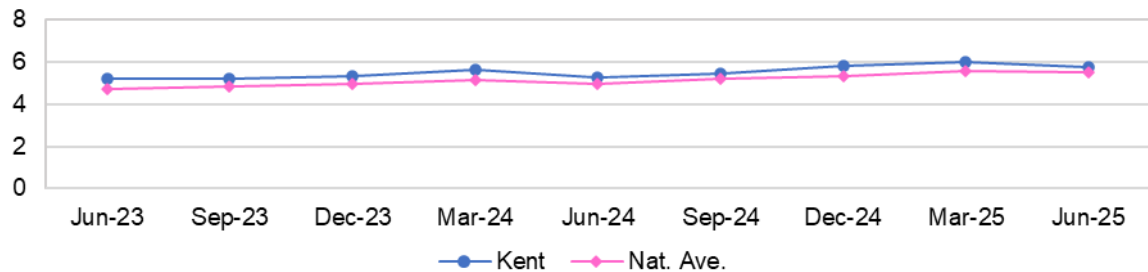
### Percentage of 16-17 years olds Not in Education, Employment or Training (NEETs) or whose activity is Not Known



### 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>	Christine Palmer
<b>Corporate Director</b>	Sarah Hammond

KPI Summary	GREEN	AMBER	RED	↑	⇒	↓
	2	3	2	2	3	2

**Early Help**

At the end of June 2025, there were 2,118 family cases open to Early Help units, providing support for 4,392 children and young people under the age of 18. This is a 3.1% decrease in the number of families supported when compared to the end of the previous Quarter (2,187), and 16.9% fewer families than Quarter 1 last year (2,548).

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 14.5%, compared to 14.9% in the previous quarter, continuing to achieve the target of being 15.0% or lower.

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

On 30<sup>th</sup> June 2025, the number of open cases (including those for care leavers above the age of 18) was 11,316, a decrease of 20 children and young people when compared to the end of the previous Quarter (11,336).

There were 5,781 referrals to children's social care services in the Quarter, a 2.7% reduction when compared to the previous Quarter (5,943) and 2.3% lower than Quarter 1 last year (5,919). The rate of re-referrals within 12 months for the 12 months to June 2025 was 22.0%, compared to 21.9% the previous Quarter, continuing to achieve the target of 25.0% or lower. This compares to the latest 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 is 73.9%, which has reduced from 74.5% in March 2025 and is below the floor standard of 75.0%. Previous data indicates a seasonal trend for the reduction of Social Worker numbers at certain points of the year which is aligned with the cycle of recruitment. It is anticipated that numbers will increase from September 2025 when Social Workers from The Approach to Social Work and Social Work Step-Up programmes complete their training and join the workforce, along with a new intake of Newly Qualified Social Workers.

**Child Protection**

On 30<sup>th</sup> June 2025, there were 1,174 children subject to a child protection plan, an increase of 24 children from the end of the previous Quarter (1,150). The rate per 10,000 children (aged 0-17) was 33.1, 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 increased by 12 in the Quarter to 1,455. The number of unaccompanied asylum-seeking children (UASC) in care increased by 23 to 472, with some of these young people awaiting transfer to another local authority under the National Transfer Scheme (NTS). The percentage of NTS Referrals made within 2 working days of a referral to KCC was 89.0%, close to the target of 90.0%.

Status	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25
Non-UASC	1438	1431	1411	1443	1455
UASC	434	476	540	449	472
<b>Total</b>	<b>1872</b>	<b>1907</b>	<b>1951</b>	<b>1892</b>	<b>1927</b>
Gender					
Male	1220	1248	1287	1208	1245
Female	648	656	660	679	678
Non-binary	4	3	4	5	4
Age Group					
0 to 4	238	245	247	272	273
5 to 9	227	230	220	226	231
10 to 15	632	617	627	615	616
16 to 17	775	815	857	779	807
Ethnicity					
White	1310	1305	1268	1272	1286
Mixed	107	114	110	120	119
Asian	28	26	30	33	32
Black	118	106	137	176	199
Other	309	356	406	291	291

The number of children in care placed in Kent by other local authorities (OLA) increased by 7 children over the Quarter to 1,233.

The percentage of Children in Care (excluding UASC) placed in KCC in-house foster care or with family/friends remains below the floor standard of 75.0%. For the 12 months to June 2025 performance for this measure was 71.1% compared to 72.8% 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. Since the legal judgement of July 2023 requiring KCC to safely accommodate and care for all UAS children who arrive in Kent and are awaiting transfer on the National Transfer Scheme, KCC has had between 35-40 in-house fostering beds available for unaccompanied children under the age of 16 years that are in our care. The number of in-house fostering beds required was reviewed following the opening of the new KCC Children's homes and supported accommodation. In December 2024, 12 in-house fostering beds were released from the UASC scheme and made available for other children. This change in availability should lead to a gradual improvement in performance. The number of foster beds available for the UASC scheme is reviewed on a monthly basis with consideration given to usage and predicted demand. The predicted number of new arrivals has increased for the summer months, and a decision has been taken to keep the current capacity of fostering beds available throughout August and then release an additional 13 in-house fostering beds for use by other children in September 2025. This will be coordinated with the opening of an additional children's home for unaccompanied children which is planned for end of August 2025.

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 recruitment hub, Fostering Southeast, launched on 8th July 2024, followed by national recruitment activity encouraging people to foster for their Local Authority. Additional DfE funding was secured to develop the Mockingbird Scheme - part of a support package to retain our existing foster carers. The scheme, which sees hub foster carers supporting other foster carers, launched in October 2024 and three Mockingbird 'constellations' are now live in South Kent, West Kent and East Kent. A fourth for North Kent is being explored but is dependent on the availability of ongoing funding. DfE funding for the Recruitment Hub is agreed for a further 12-month period to cover 2025/26.

As of 30<sup>th</sup> June 2025, there were 599 approved fostering households, 89 of whom are approved Kinship Foster Carers. Actions taken to increase the number of fostering households include increased information events and recruitment stands at large community 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. Legal advice will inform the development of a policy prior to presenting to the Corporate Director for a decision on implementation. 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, having a small extension or loft conversion. This has been combined with a project focusing on adaptations to foster carers homes, to support foster carers to consider caring for disabled children, with an aim to match five children currently living in residential care with a fostering family.

### **Care Leavers**

The number of care leavers at the end of June 2025 was 2,000, a decrease of 19 from the previous Quarter. Of the 2,000 care leavers, 1,055 (52.7%) were non-UASC care leavers and 945 (47.3%) were UASC. At 57.3% the percentage of care leavers in education, employment or training remained below the target of 65.0% but has improved slightly since the previous quarter (56.6%). The service has held a range of events focusing on a Future Aspirations Programme to improve the number of care leavers in Education, Training and Employment. This included:

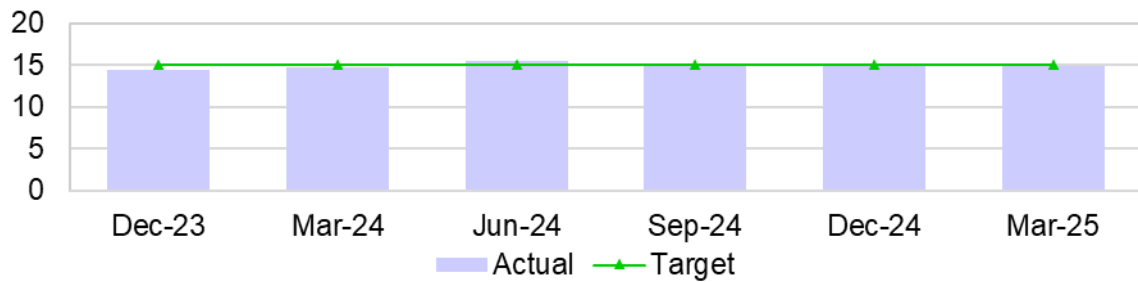
- A Summer Activity Event on 16th July held jointly with the University of Kent
- A joint collaboration with Price Waterhouse Copper (PwC) for a 2-day work experience on 23rd-24th July.
- Events with the Family Hubs throughout August for care leavers who are young parents.
- Continued partnership for apprenticeship opportunities with commissioned providers including Amey, Skanska and Balfour Beatty.

A number of our unaccompanied young people remain without status (asylum claim not yet settled), having entered the country after 23rd 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, impacting upon the overall numbers in education, training and employment. The Home Office 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.

## Key Performance Indicators

Percentage of Early Help cases closed with outcomes achieved that come back to Early Help or Children's Social Work teams within 3 months

**GREEN**  
⇒



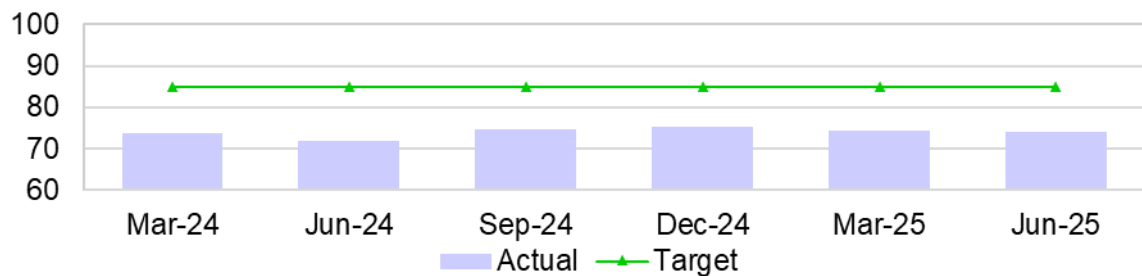
Latest: 14.5%

Target: 15%, Floor: 20%

Previous: 14.9% (Green)

Percentage of case holding posts filled by permanent qualified social workers

**RED**  
⇒



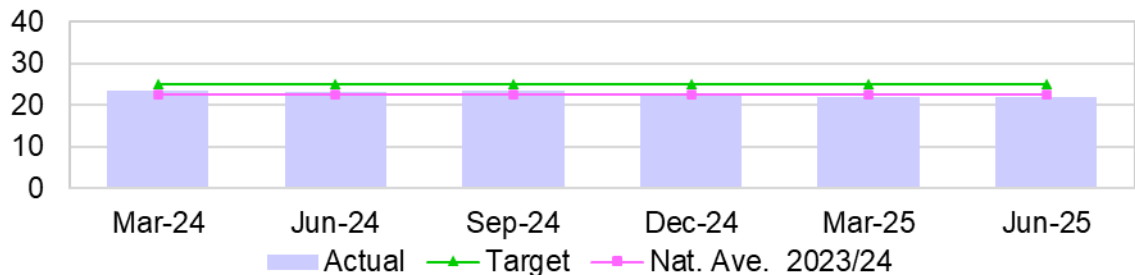
Latest: 73.9%

Target: 85%, Floor 75%

Previous: 74.5% (Amber)

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

**GREEN**  
⇧



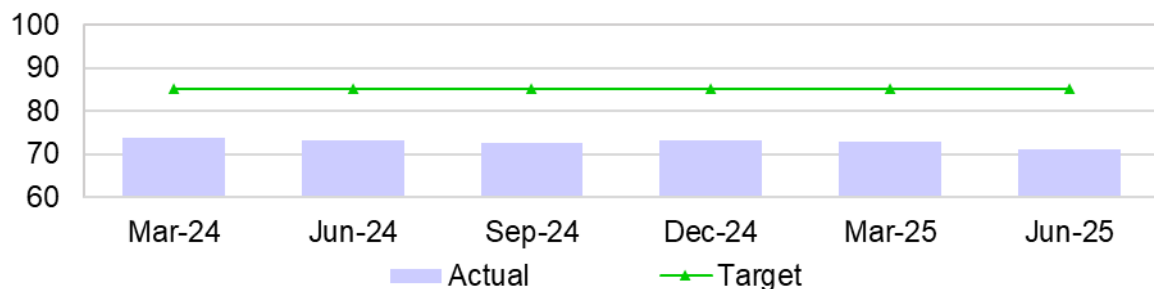
Latest: 22.0%

Target: 25%, Floor 30%

Previous: 21.9% (Green)

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

**RED**  
⇩

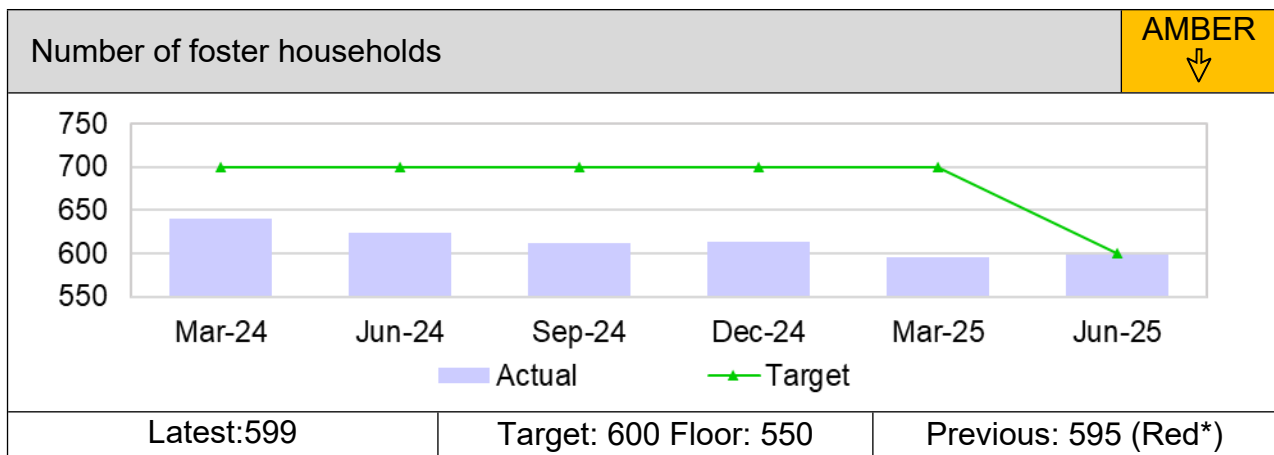


Latest: 71.1%

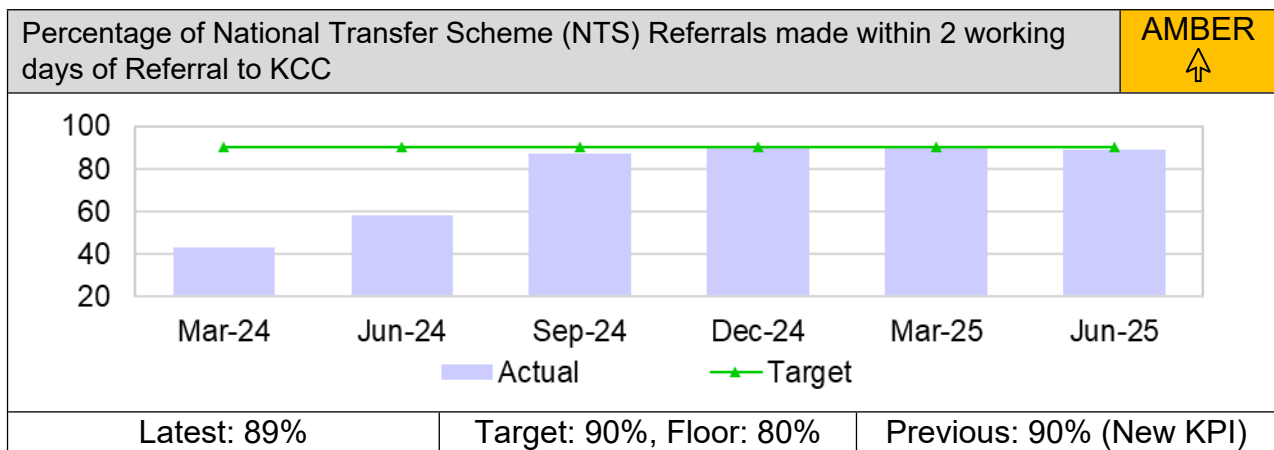
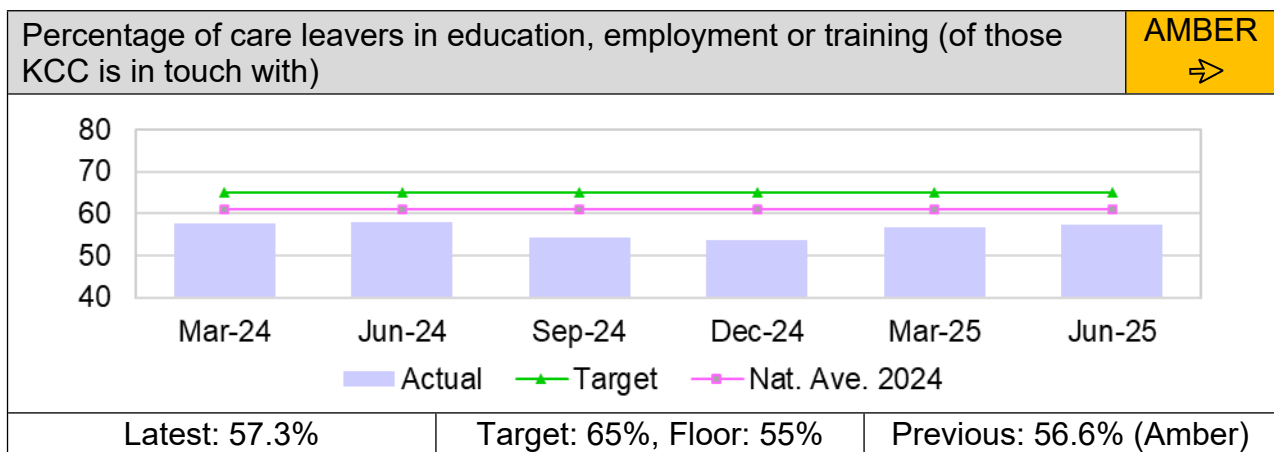
Target: 85%, Floor: 75%

Previous: 72.8% (Red)



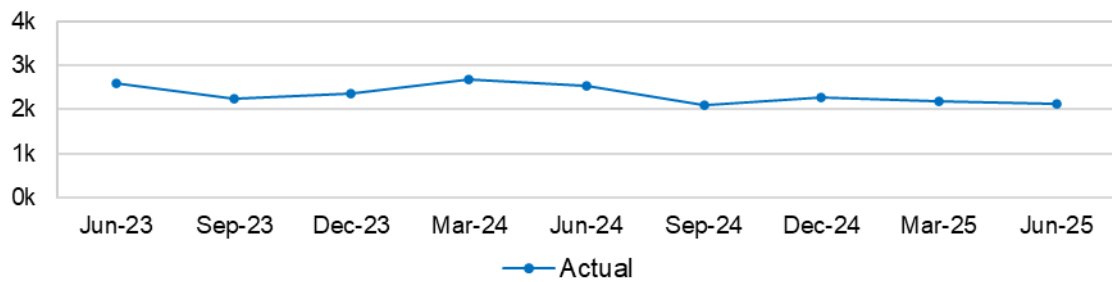


\* Based on Floor of 650 in 2024/25

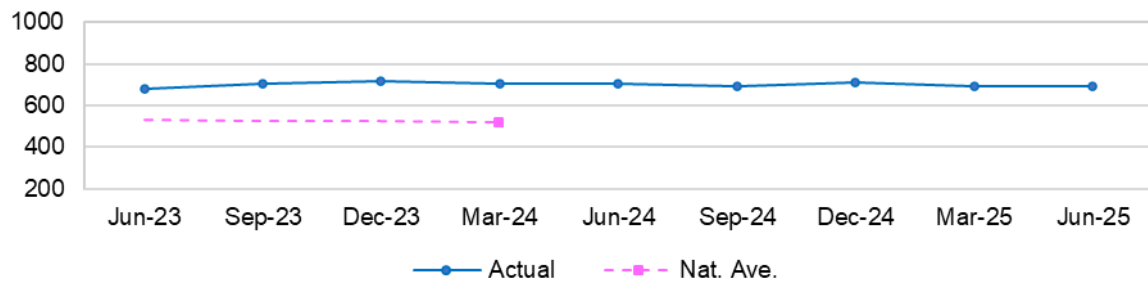


## Activity indicators

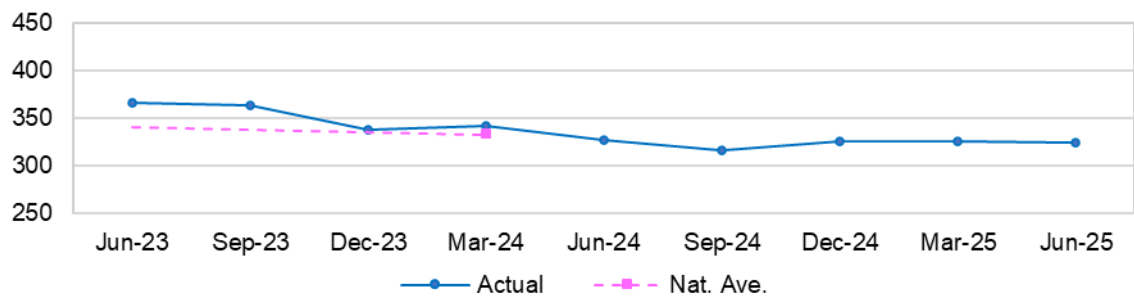
Number of open Early Help cases managed by Units



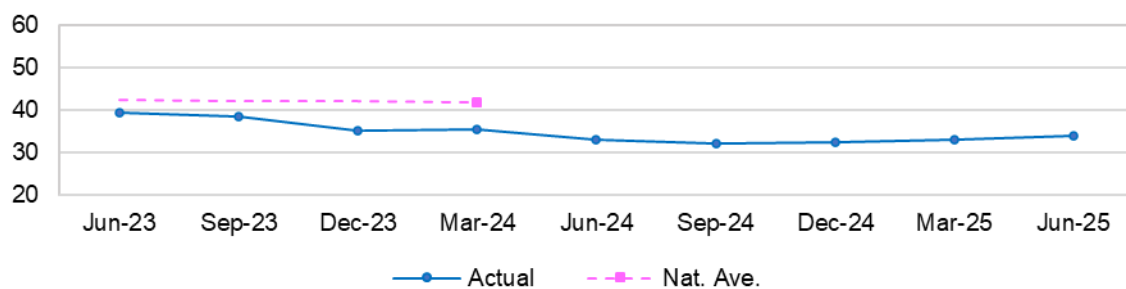
Rate of CSW referrals per 10,000 population aged under 18 – rolling 12 months



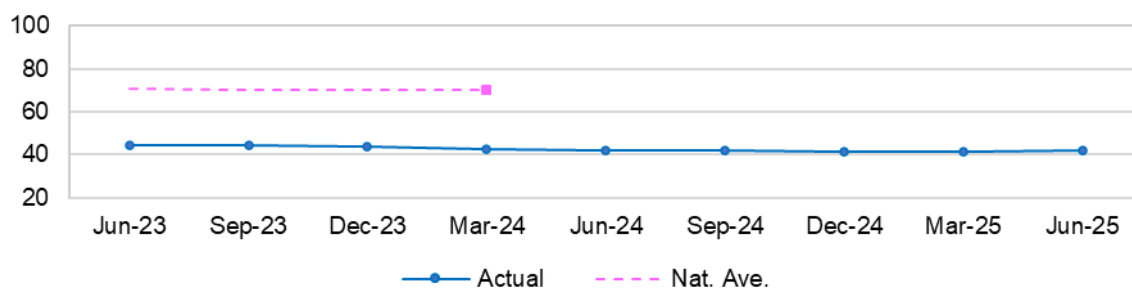
CSW caseload per 10,000 child population – snapshot at Quarter end



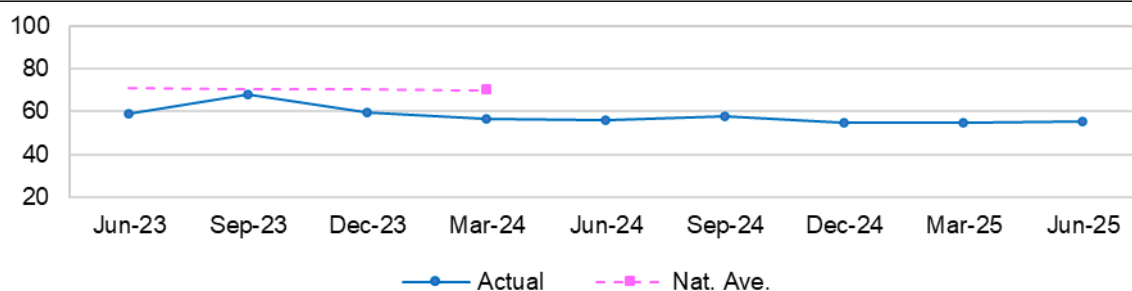
Rate of children with Child Protection Plans per 10,000 child population – snapshot at Quarter end



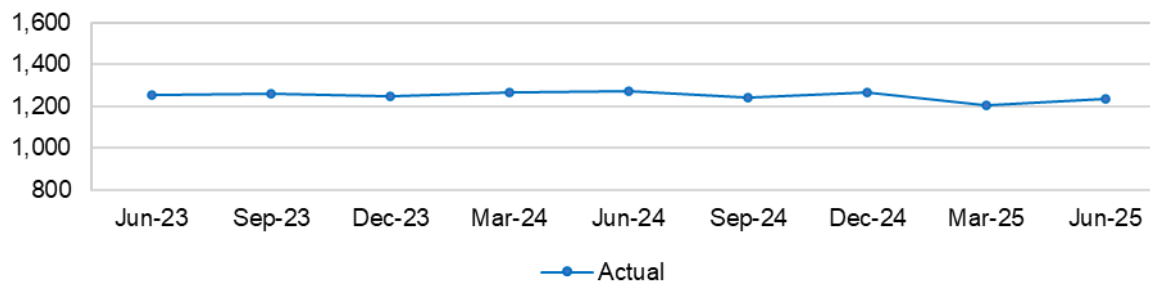
Rate of Children in Care (excluding UASC) per 10,000 child population – snapshot at Quarter end



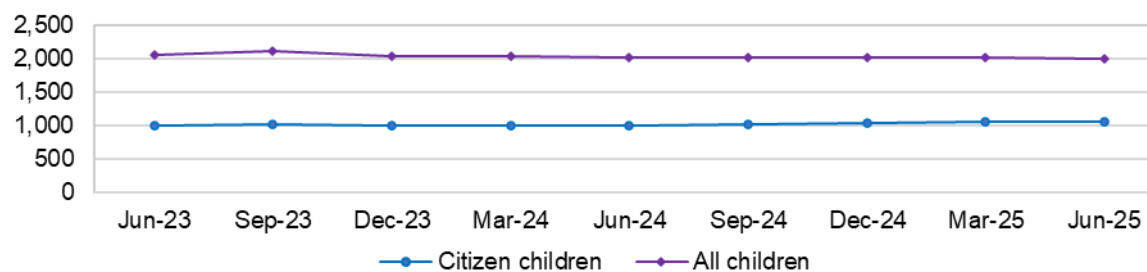
Rate of Children in Care (including UASC) per 10,000 child population – snapshot at Quarter end



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>	Diane Morton					
<b>Corporate Director</b>	Richard Smith					
KPI Summary	GREEN	AMBER	RED	↑	⇒	↓
	3	4			7	

### Contacts

Adult Social Care Connect received contacts from 7,529 people during Quarter 1. On receiving a contact, adult social care will look to resolve any issues that arise, this may take the form of offering information and advice, signposting to external agencies or partners that can assist or, where appropriate, by exploring options along a care and support pathway. Through actions at first contact, adult social care's aim is to avoid 'repeat' contacts; where a person makes contact again following an unsuccessful resolution to their initial query. In Quarter 1, **3%** of the contacts received were from people who had had a previous contact 'resolved' in the past 3 months. This matches the previous quarter's figure with the measure continuing to be RAG Rated Green.

The transition towards a more prevention-focused approach, implemented by community teams and through early intervention at the initial point of contact, demonstrates that individuals are increasingly having their needs addressed promptly or are being appropriately directed to relevant community resources.

### Assessments

Care Needs Assessments (CNA) are delivered in order to ascertain a person's eligible care needs under the Care Act (2014). 4,353 requests for a CNA were received by adult social care in Quarter 1 and 4,799 were completed (**a 6% increase**). The number of people awaiting assessment at the end of the quarter continued to decrease, with **a 16% decrease** in those waiting for an assessment to be completed when compared to the previous quarter (5th consecutive quarter of more CNAs being delivered than were requested).

Adult social care aims to have 85% of CNAs completed within 28 days from when they were first requested. In Quarter 1, **75%** of assessments were delivered with 28 days which was an **improvement of 2 percentage points** compared to the previous quarter. The measure is now RAG Rated Amber as it meets its floor standard.

KCC commissions carers organisations in Kent to help support carers. In Quarter 3 2024/25, new techniques were added to the client recording system which enabled the capture of carer referrals and the offering of information and advice as an outcome. In Quarter 1, 712 referrals were made for support for a carer, an 8% increase on the previous quarter. 911 carers were supported with either information and advice or a carers assessment in Quarter 1.

### Care and Support Plans (C&SP)

Following a person's CNA being completed they may be eligible for care and support. If this is the case then they will receive a care and support plan detailing how their needs are going to be met. At the end of Quarter 1, 16,777 people had an active care and support plan, maintaining a similar level of activity as previous quarters.

One such way a person's needs may be met is through a package of care. This may be delivered in a residential setting or within the person's own home. Quarter 1 saw 2,585 new packages arranged, with an **average weekly cost of £821**. Often in the first quarter of a new financial year a larger than usual increase in average weekly cost can be observed largely due the 'uplifts' that are applied to ensure that service cost reflects movement in inflation. The most recent quarter is the first time the average weekly cost has gone above £800 a week. 52% of new packages were in a residential/nursing setting, followed by Homecare at 26%.

### Reviews of the Care and Support Plan

A first review (at 6-8 weeks) is carried out once a care and support plan is in place and a service has started, with an annual review scheduled thereafter. Overall, the number of reviews requiring completion decreased in Quarter 1 to 6,071 which is an **11% decrease** from the previous quarter. Within this figure, first reviews awaiting completion had decreased by 27% alone, following focused review work by adult social care teams. 5,561 reviews were completed in total in Quarter 1, the largest volume of completions for a quarter and a 22% increase on the previous quarter.

### Enablement

KCC provide enablement services to people in the community through its Kent Enablement at Home (KEaH) service and the Kent Enablement Service (KES). Through these services, work is done with a person to set and achieve goals that enable the person to stay independent at home, with no further support needed. Quarter 1 saw 3,556 people engage with these services, an **8% increase** on the previous quarter. The KES team saw the number of people supported exceed 1,000 and KEaH saw their involvement increase once more, with its 5th consecutive quarter of growth in activity. 488 people started with the KES teams in Quarter 1, with 2,193 starting with KEaH.

A provision of short-term support of around 6-8 weeks in a residential or nursing setting may be provided to meet a person's needs. This allows for a further period of assessment and enablement for a person whilst long-term provision is assessed. This is often utilised for people on a hospital discharge pathway. The number of people in a short-term bed **increased by 8%** in Quarter 1 to 1,576.

### Hospital Discharge Pathway

A person who has been discharged from hospital and who needs adult social care involvement will be assisted to ensure they remain as independent as possible on their return home. This is to minimise the risk of them being readmitted to hospital. In Quarter 4, **83%** of people over the age of 65 who were discharged from hospital were still at home 91 days later. This is a **decrease of 3 percentage points** when compared to the previous quarter. The measure is now RAG Rated Amber, being below the target of 85% but above the floor standard of 80%.

### Direct Payments

Direct Payments are a flexible form of support that can be offered to a person to help meet their care and support needs, maintaining their independence and giving them full control over the care that they receive. The percentage of people in receipt of a Direct Payment was **25%** in Quarter 1. The measure continues to be RAG Rated Amber, sitting below the 30% target but above the 24% floor standard. 160 started to receive a Direct Payment in Quarter 1 and 3,067 people were in receipt of a Direct Payment during the quarter.

## Residential and Nursing care

When a person's needs cannot be met in their own home, they may need long term care in a residential or nursing home. A new measure, the long-term needs of adults (18-64 years old) met by admission to residential and nursing homes per 100,000, is at **17 per 100,000** and is RAG Rated Green.

For older people (65 years and older) in Quarter 1, **546 per 100,000** had their long-term support needs met by admission to a residential or nursing care home and is RAG Rated Green. This metric, alongside its 18-64 variant, uses the national Client Level Dataset (CLD) methodology to measure the number of individuals who have started a local authority funded long-term residential or nursing care service for the first time within a 12-month period.

Residential and Nursing homes are registered for their care and inspected by the Care Quality Commission (CQC). In Quarter 1, **73%** of KCC support people were in a home that had a CQC rating of Good or Outstanding an **improvement of 1 percentage point** on last quarter. Despite this improvement, the measure continues to be RAG Rated Red with a target of 80% and a floor threshold of 75%.

## Mental Health needs

The number of people accessing an adult social care provision with a mental health need continues to increase, with Quarter 1 up by 3% on the previous quarter. The number of people accessing services with mental health needs has **risen 8%** since the same quarter last year.

## Deprivation of Liberty Safeguards (DoLS)

There were 2,616 Deprivation of Liberty Safeguards (DoLS) applications received in Quarter 1, a **3% increase** on the same quarter last year. 2,250 applications were completed in the quarter.

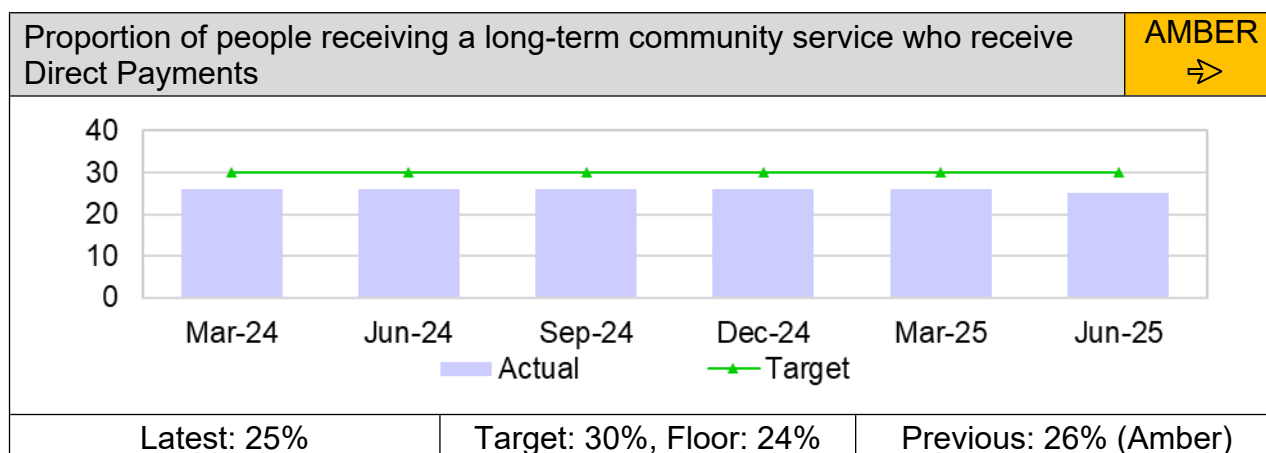
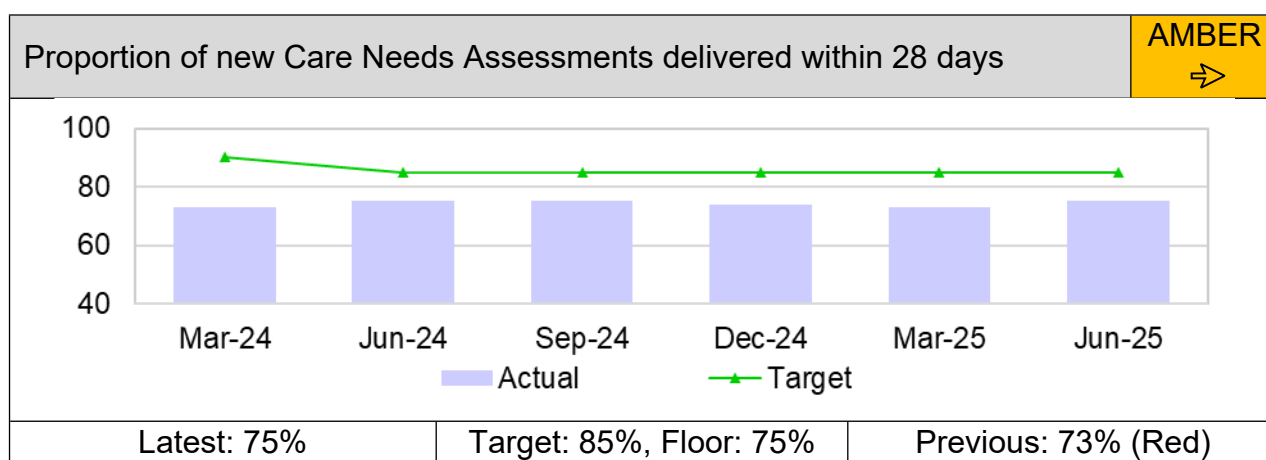
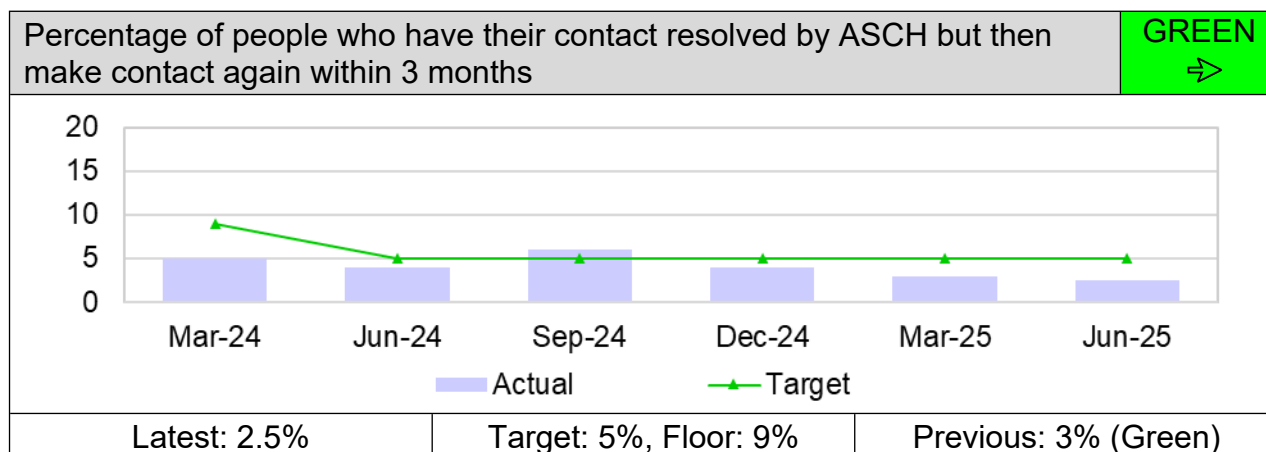
There is increasing demand for DoLS. This year, focus has been given to workforce planning, which has seen a surge in practitioners being nominated to undertake a Best Interest Assessor (BIA) qualification. This, in turn, will increase the number of practitioners available to undertake DoLS assessments.

## Safeguarding

Adult social care receive a safeguarding concern if someone is concerned that a person is at risk of abuse or neglect. In Quarter 1, 6,132 safeguarding concerns were received - the highest quarterly total for over two years, and continuing an upward trend.

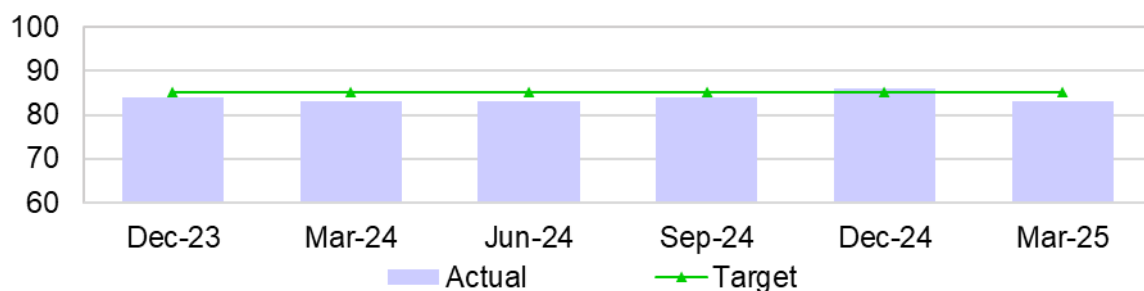
If the conditions are met, a Section 42 safeguarding enquiry will be carried out. In Quarter 1, 1,430 Section 42 enquiries were initiated and at quarter end 1,384 safeguarding enquiries were open, which was a **22% decrease** on the previous quarter despite the growth in incoming activity. On completion of a safeguarding enquiry, the identified safeguarding risk to the person is assessed. The proportion of those whose risk was removed (30%), risk reduced (58%) or risk remained (11%) has not changed since last quarter.

## Key Performance Indicators



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

AMBER  
⇒



Latest: 83%

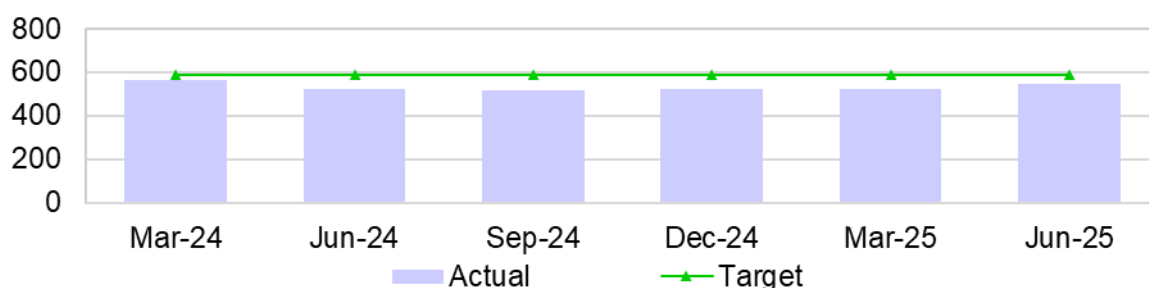
Target: 85%, Floor: 80%

Previous: 86% (Green)

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 – rolling 12 months

GREEN  
⇒



Latest: 546

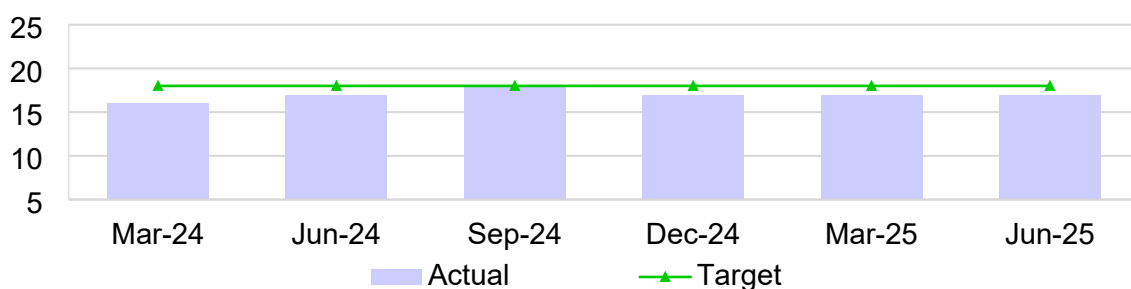
Target: 588, Floor: 617

Previous: 524 (Green)

Following the introduction of the Client Level Data return, the data used for this measure has been updated to more accurately reflect the figure reported to the NHS

Long Term support needs of **adults** (18-64 years old) met by admission to residential and nursing care homes, per 100,000

GREEN  
⇒



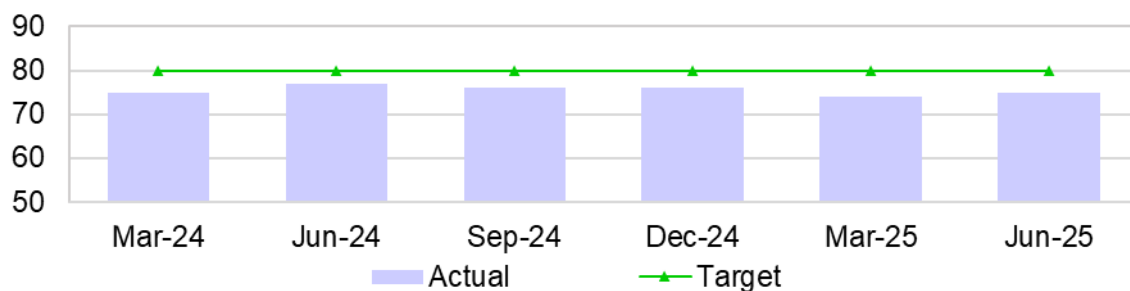
Latest: 17

Target: 18, Floor: 22

Previous: (New KPI)



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

**AMBER**  
⇒


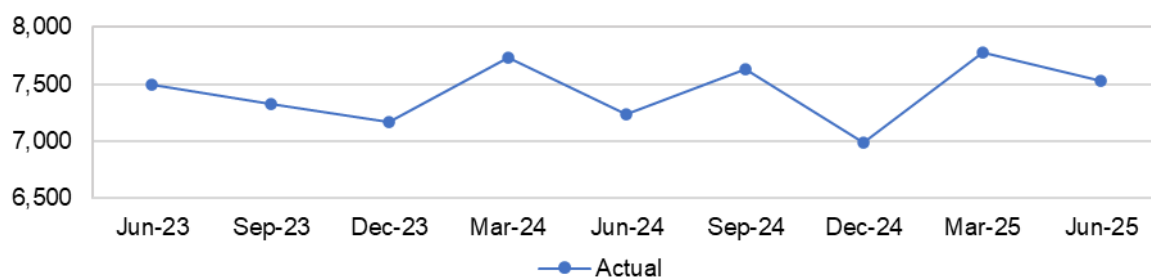
Latest: 75%

Target: 80%, Floor: 75%

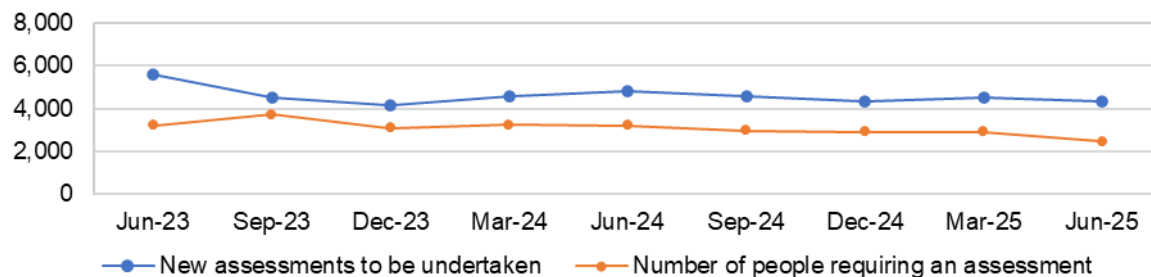
Previous: 74% (Red)

### Activity indicators

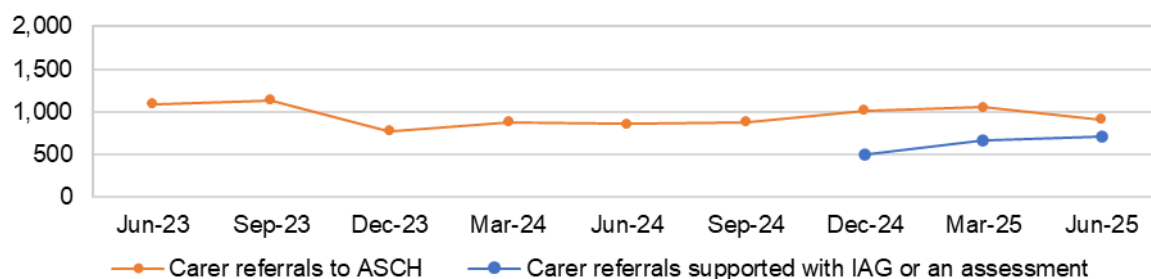
#### Number of people making contact with ASC Connect



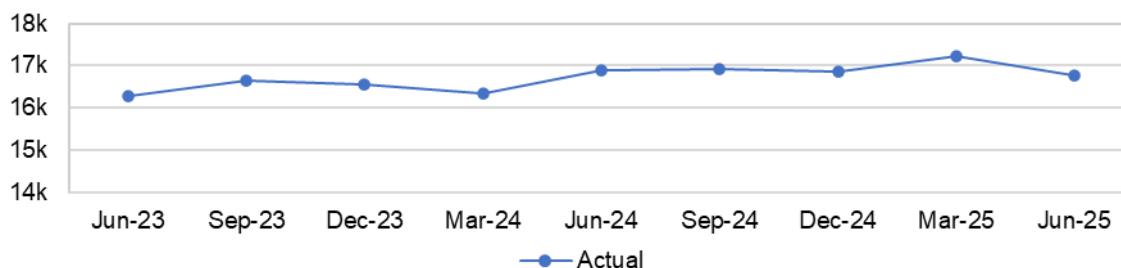
#### Number of new Care Needs Assessments to be undertaken and the number of people requiring a Care needs Assessment on the last day of the quarter



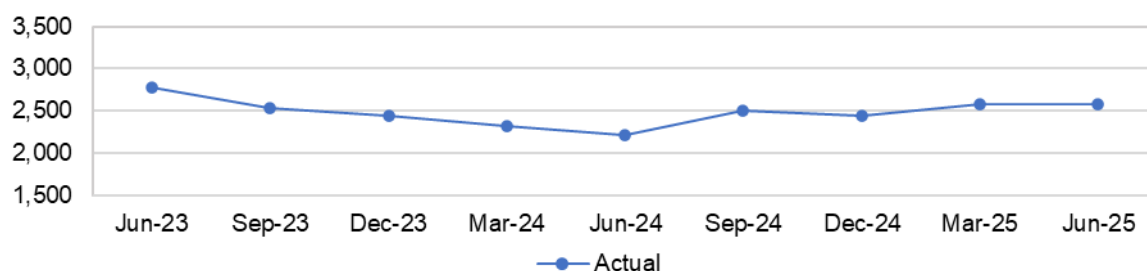
#### Number of carer referrals to ASCH and those that are supported with Information, Advice and Guidance (IAG) or an assessment



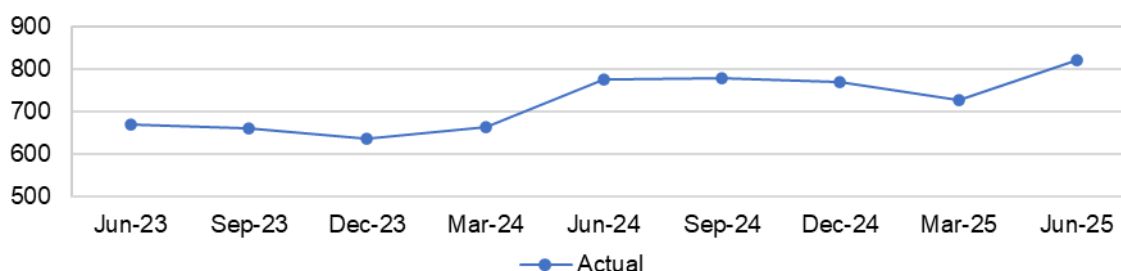
### Number of people with an active Care & Support Plan at the end of the Quarter



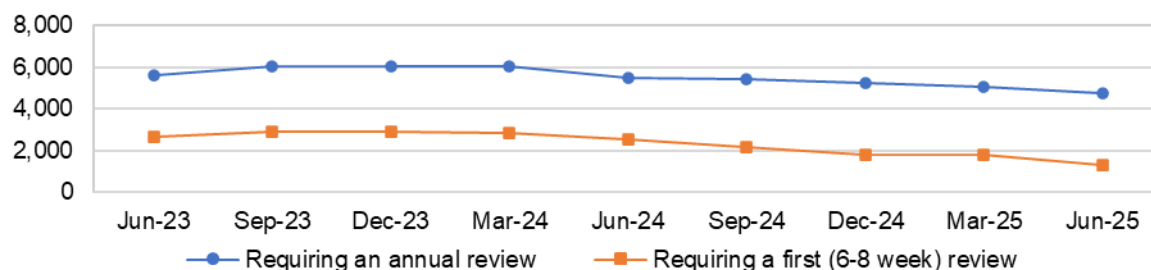
### Number of new support packages being arranged for people in the Quarter



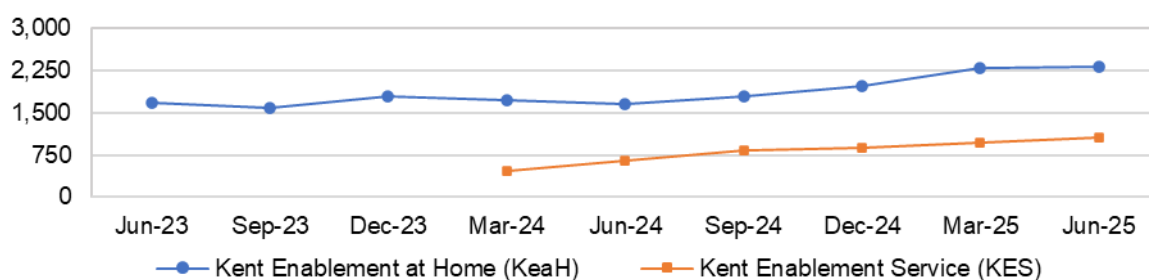
### Average cost (£s per week) of new support packages arranged for people in the Quarter



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

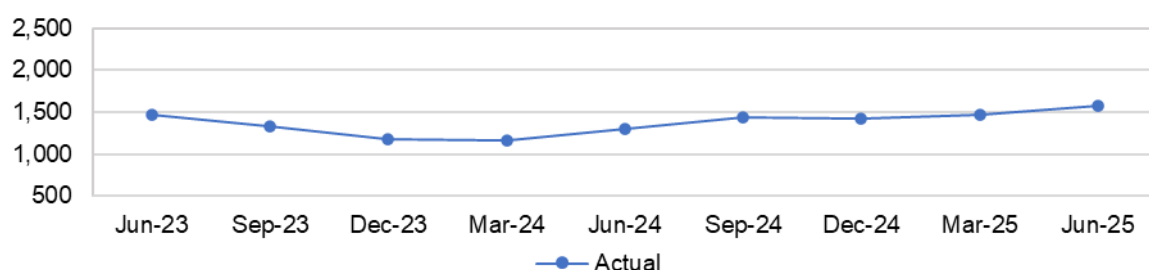


### The number of people in a KCC community enablement service

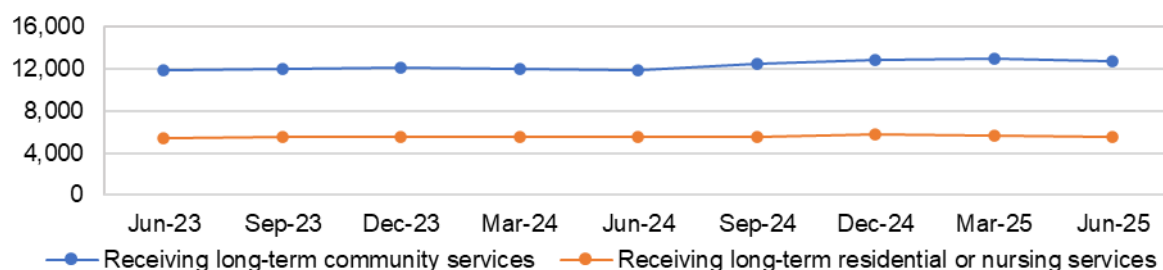


KES operational from Mar-24 onwards

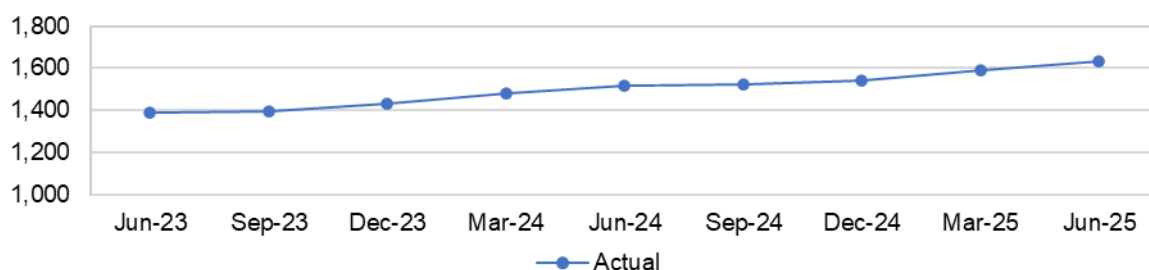
### Number of people in Short Term Beds during the Quarter



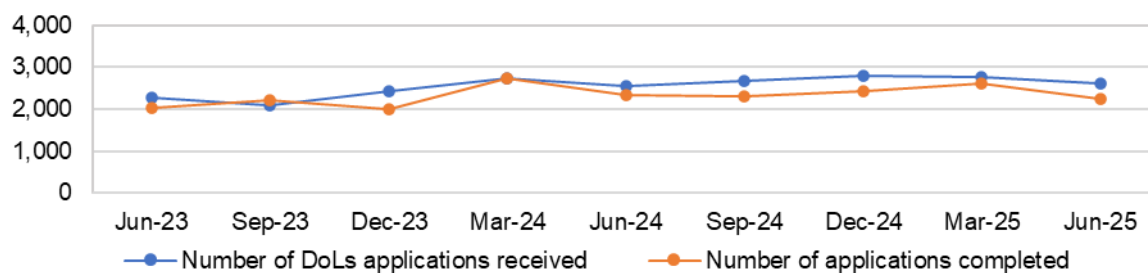
### Number of people in Long Term Services



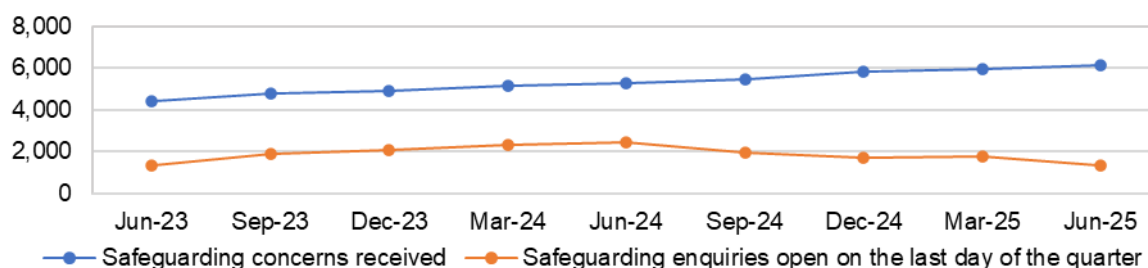
### Number of People accessing ASCH Services who have a Mental Health Need



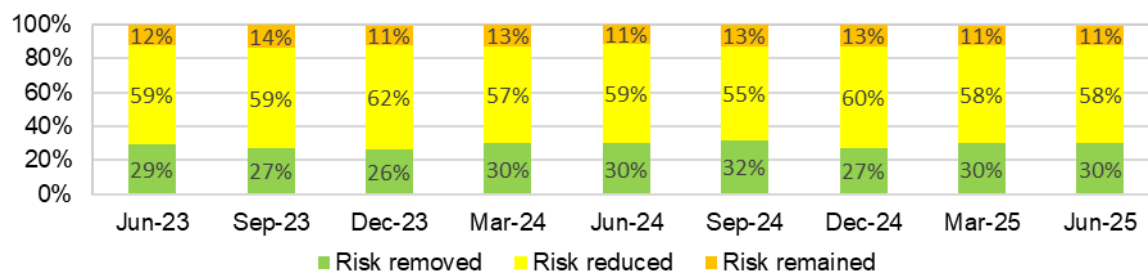
### Number of DoLS applications received and completed



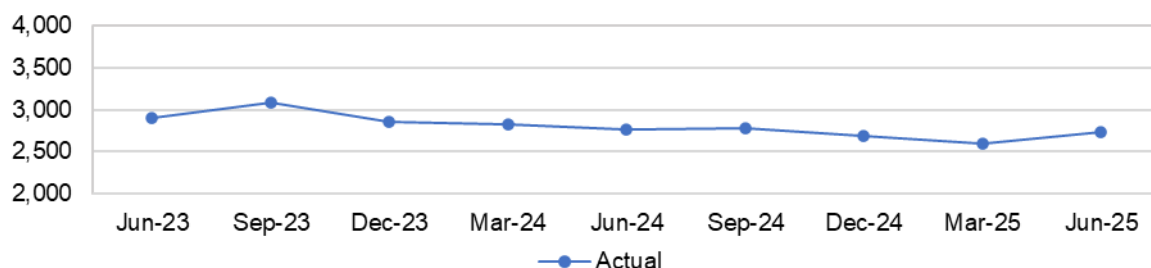
### The number of incoming safeguarding concerns, and open enquiries on the last day of the quarter



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



### The number of Occupational Therapy assessments completed



Public Health						
Cabinet Member		Diane Morton				
Director		Anjan Ghosh				
KPI Summary	GREEN	AMBER	RED	⬆	➡	⬇
	4	2		2	4	

### NHS Health Checks

In Quarter 1, there were 7,869 NHS Health Checks delivered to the eligible population in Kent. This represents a **decrease of 11%** (-962) from the 8,831 checks that were delivered in the previous quarter. However, this is still in line with the expected amounts of delivery. The programme is on track to invite the entire eligible population for 2025/26, with 22,898 (25%) invites sent out in Quarter 1.

### Health Visiting

In Quarter 1, the Health Visiting service completed 16,526 out of 18,918 scheduled health and wellbeing reviews, achieving a completion rate of 87%. On a 12-month rolling basis, 66,831 out of 76,244 (**88%**) were completed, which exceeds the 86% target. This continues a consistent level of performance in recent quarters and demonstrates the service's ongoing commitment to early years support.

Three of the five mandated health and wellbeing reviews met or exceeded their respective targets. Performance for New Birth Visits completed within 10–14 days was 94%, slightly below the 95% target, but remains in line with the previous quarters. Antenatal contacts delivered face-to-face, online, or by telephone, or via antenatal information letters reached 98%, exceeding the 97% target. However, the proportion of antenatal contacts excluding antenatal information letters was 47%, falling short of the 50% target. Commissioners continue to monitor antenatal performance closely, with improvement action plans in place.

The Family Partnership Programme (FPP) is a targeted service that empowers parents and families who have experienced difficulties such as poverty, mental health issues, family problems, or domestic abuse, to lead happier, healthier lives. The service continues to demonstrate strong engagement and continuity of care, with 78% of families attending at least 80% of their scheduled contacts, exceeding the 75% target.

### Sexual Health Service

Kent County Council commissions several organisations to deliver statutory sexual health services. These include free testing and treatment for sexually transmitted infections (STIs), access to a broad range of contraception, and the provision of information and advice to support optimising sexual health and wellbeing across Kent.

In Quarter 1, 97% of first-time patients were offered a full sexual health screen and **63%** of first-time patients accepted, which is below the 72% target and therefore RAG rated Amber. Kent County Council has worked with the providers to understand barriers to achieving this target. A dedicated workshop has been planned, and effective solutions will be explored and implemented during Quarter 2 to support improved uptake.

During Quarter 1, 10,764 home testing kits were ordered through the online STI Testing service and 4,650 packs of condoms were issued to under-25s through the Kent Condom Programme. In addition, 868 issuances of Emergency Oral Contraception for under-30s were processed through Community Pharmacies, and General Practice reported 2,086 Long Acting Reversible Contraception (LARC) procedures.

The Sexual Health service continues to develop its strategic approach, which will incorporate recommendations from the 2024 Kent Sexual Health Needs Assessment. Transformation of the Sexual Health services remains a key priority for the commissioning team.

### **Drug and Alcohol Services**

The Adult Community Drug and Alcohol services data for Quarter 1 had not been released at the time of reporting. The latest available data (Quarter 4, 2024/25) shows that **28%** of people (1,573 out of 5,543) successfully completed treatment in the 12-month rolling period to March 2025, exceeding the 25% target and RAG rated Green. The target for this Key Performance Indicator has been increased to 28% for 2025/26.

Regarding the substance groups, the service is currently meeting the targets for successful completions among *opiate* and *alcohol* users. The successful completion rate for alcohol and non-opiate users and other non-opiate users are currently below target. However, the substance group targets are ambitious, particularly for non-opiate users, and Kent's performance exceeds both the regional and national performance for all substance groups. These targets have been adjusted for 2025/26 to ensure they can remain ambitious but can reasonably be expected to be met.

The number of people accessing treatment continues to be an area of focus, with a recent campaign implemented to increase awareness of treatment services (the impact of which will be monitored). The providers are continuing to implement their opiate improvement plans and the number of people accessing structured treatment is monitored and reviewed monthly.

In Quarter 4, service user satisfaction remains high, with the percentage of feedback rating the service as 'good' or 'excellent' ranging between 93 and 100% for all pathways.

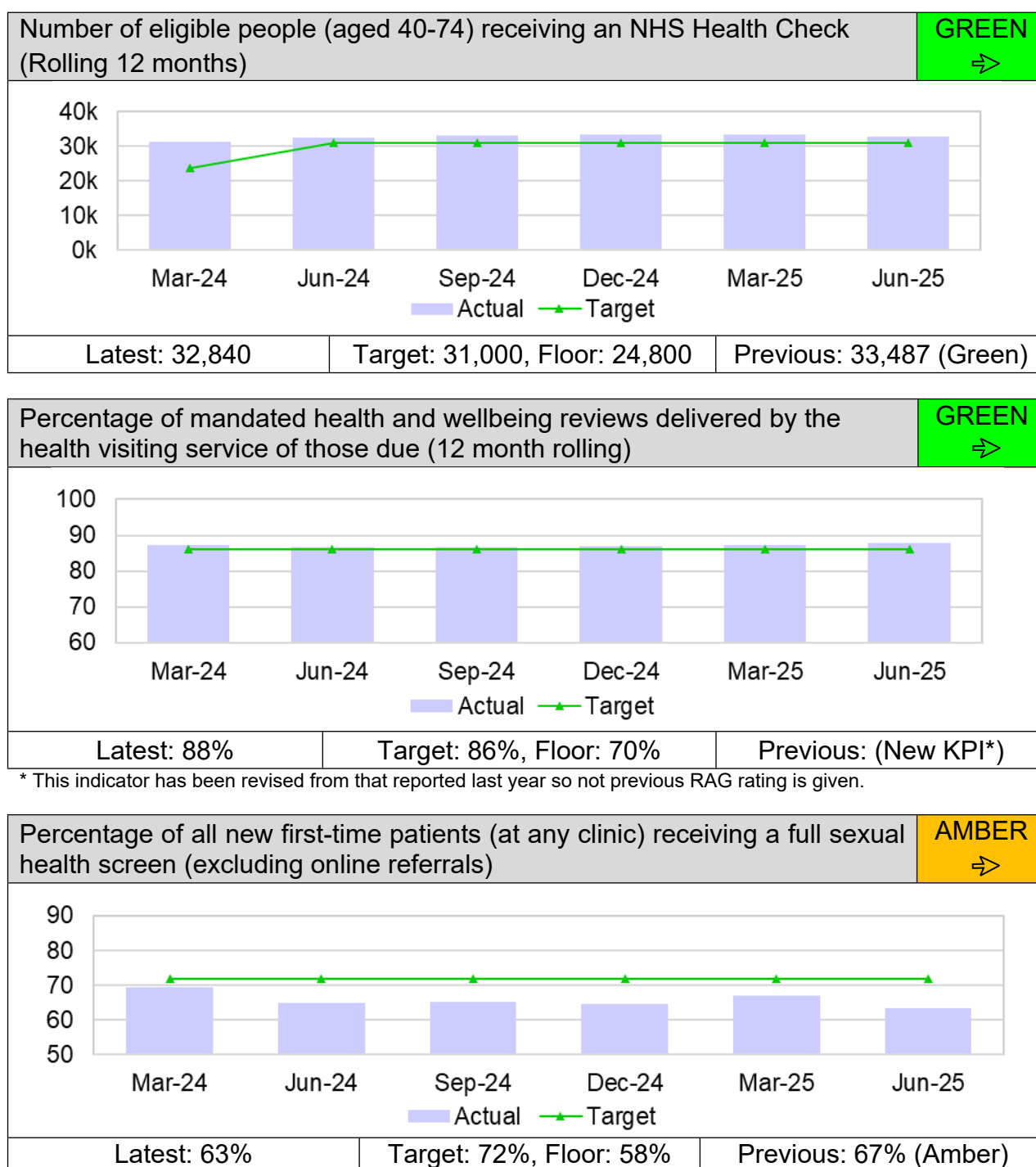
The services continue to focus on utilising additional grant funding to improve service delivery, which supports activities such as additional training to ensure staff remain highly skilled, specialist roles to support those with complex needs, and increased harm reduction through drug testing and naloxone distribution.

### **Live Well Kent and Medway**

Live Well Kent and Medway is our commissioned community mental health and wellbeing service. The service supports adults across Kent with issues such as anxiety, depression, isolation, housing, and financial stress. The service is delivered by Porchlight and Shaw Trust, working with a wide network of local voluntary organisations.

In Quarter 1, Live Well Kent and Medway received 2,016 referrals countywide, representing an increase of 8% compared to the same quarter the previous year. This growth reflects its integration into the Mental Health Transformation programme and stronger referral pathways from secondary care. The service remained responsive to demand, with 99% of eligible referrals contacted within two working days. Of those completing support, 88% showed improved or maintained wellbeing scores using the DIALOG Scale<sup>3</sup>. Exit survey completion rates also increased, demonstrating strong engagement with the service.

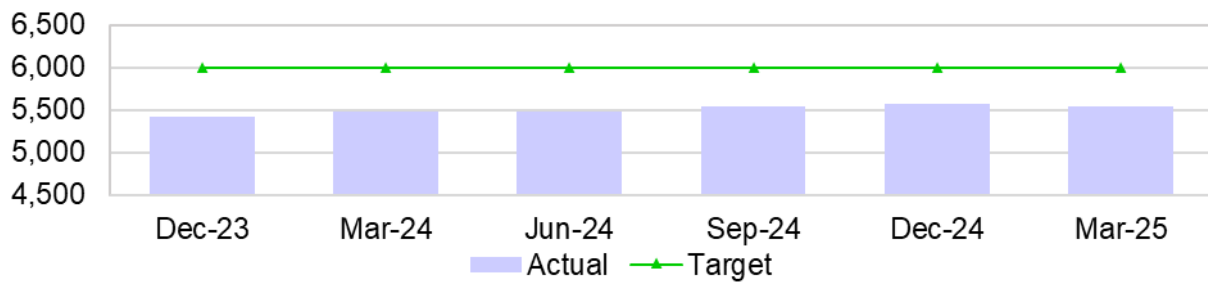
### Performance Indicators



<sup>3</sup> The DIALOG Scale is a 11-question tool used in mental health services to assess a patient's satisfaction with their subjective quality of life and their treatment experience

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

**AMBER**  



Latest: 5,543

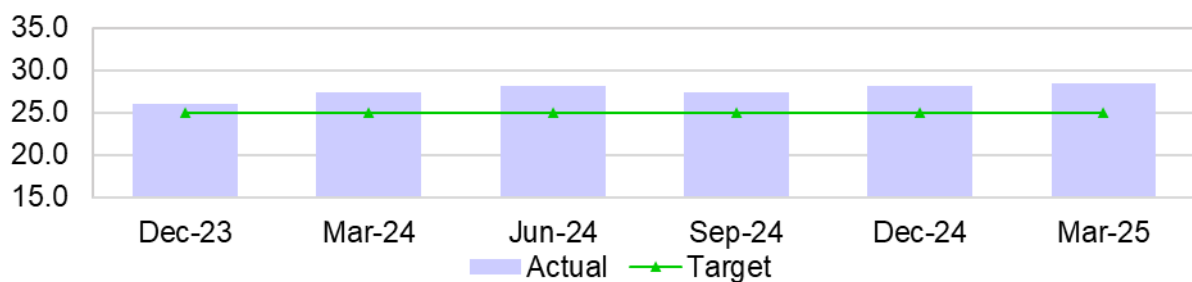
Target: 5,770, Floor: 4,616

Previous: 5,566 (Amber)

No data for Jun-25 available at time of reporting

### Percentage of successful completions of drug and alcohol treatment – rolling 12 months

**GREEN**  



Latest: 28.4%

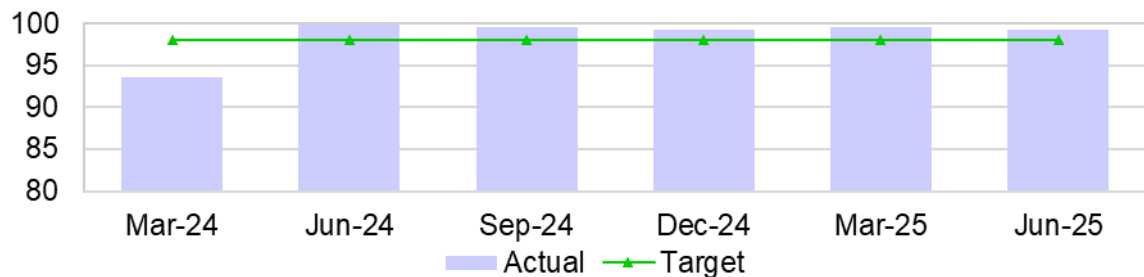
Target: 25%, Floor: 20%

Previous: 28.2% (Green)

No data for Jun-25 available at time of reporting

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

**GREEN**  



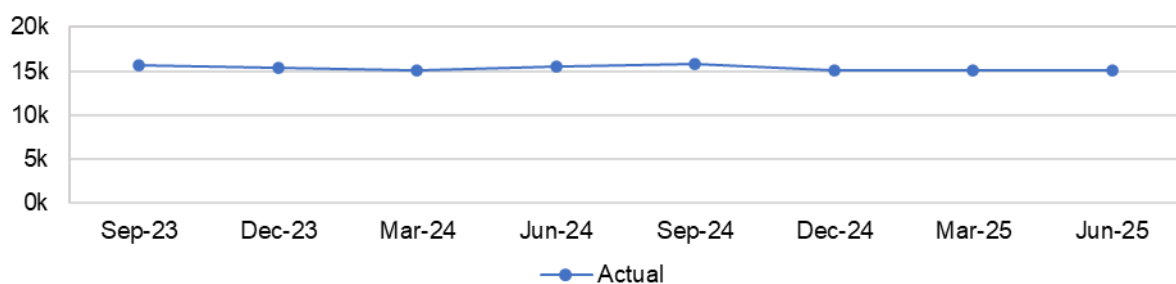
Latest: 99.2%

Target: 98%, Floor: 91%

Previous: 99.5% (Green)

### 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 August 2025 compared with May 2025.

	Low Risk	Medium Risk	High Risk
<b>Current risk level August 2025</b>	0	5	13
<b>Current risk level May 2025</b>	0	5	13

### KEY CHANGES DURING LAST QUARTER

#### **CRR00059 - Risk of significant adverse variance to the level of savings and income agreed in KCC's budget**

The risk rating was reduced from the maximum rating of 25, to recognise the range of activities set out in the Council's budget (e.g. resisting spending growth pressures, achievement of savings) designed to deliver to the budget set. However, the risk still remains high due to the delivery risks highlighted in papers to the February 2025 meeting of the County Council. The impact will be measured against pressures on reserves and will be monitored at each quarterly budget monitoring return.

#### **CRR0042 - Border fluidity, infrastructure and resilience**

The current risk rating was reduced at the end of June, from a High rating of 20 down to 16 (still High). The implementation date has been set for 12<sup>th</sup> October 2025 with a phased approach being adopted across the relevant ports. This phased approach may lead to the risk rating being reduced further, once modelling information, including worse-case scenarios laid out by the Cabinet Office and Department for Transport has been shared locally and analysis conducted.

## 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 9 actions to mitigate elements of corporate risks that were due for completion or review up to August 2025. These are summarised below.

Due Date for Review or Completion	Actions Completed / Closed	Actions Partially complete	Actions subject to Regular Review	Actions Outstanding
Up to and including August 2025	3	4	2	0

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

#### Partially Complete

**Kent Design Guide** is being refreshed and will be published to ensure consistency with national policy and legislation supporting the delivery of high quality design in new development.

(Previous target date 31/03/25. Refreshed target date April 2026 onwards).

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

#### Completed

KCC have submitted a response to the Government published consultation titled 'The Fair Funding Review 2.0'. This consultation proposes significant changes to the grant funding system for English local government. (Target Date 15/08/25)

#### Partially Complete

Developing better scrutiny of spending bids and more detailed savings plans, to improve the overall robustness of the budget setting process, thereby improving financial resilience.

(Previous target date 31/03/25. Target date now 30/09/25).

### **CRR0014: Cyber Information Security Resilience (High)**

#### Partially Complete

Data Protection and Information Governance training is mandatory and requires staff to refresh periodically. Progress rates monitored regularly. Agreed for cyber security to be added to the Information Governance training offer by December 2025.

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

No actions due for completion this quarter

**CRR0039: Information Governance (Medium)**Partially Complete

Services are completing data mapping processes for their respective areas (Target Date changed from 31/05/25 to 31/08/25).

**CRR0042: Border fluidity, infrastructure and regulatory arrangements (High)**Complete**Preparation for impacts**

The organisation has completed various activities to prepare for two separate but interconnected schemes that will affect non-EU citizens travelling to most EU countries; the EU Entry/Exit System (EES – implementation date TBC) and the EU European Travel Information and Authorisation System (ETIAS). Regular presentations have been given to Members on potential impacts relating to people and goods as a result of implementation of the EU Entry/Exit System. The implementation date has been set for 12<sup>th</sup> October 2025 with a phased approach being adopted across the relevant ports.

**CRR0045: Maintaining effective governance and decision making in a challenging financial and operating environment. (High)**

No actions due for completion this quarter

**CRR0049: Fraud and Error (Medium)**

No actions due for completion this quarter

**CRR0052: Adaption of KCC Services to Climate Change impacts (High)**Regular Review**Delivery of the KCC Climate Change Adaptation Plan**

Delivery of the KCC Climate Change Adaptation Plan will be monitored regularly and will include service level climate change adaptation risks and incorporate climate adaptation into project and BAU activity.

Regular Review**Organisation-wide environmental risk management**

The Environment team will be continuing to support the organisation to build environmental risks into KCC project work and the delivery of the KCC Environment Plan.

**CRR0053: Asset Management and Degradation and associated impacts, linked to Capital Programme affordability (High)**

No actions due for completion this quarter

**CRR0058: Capacity & capability of the workforce (High)**

No actions due for completion this quarter

**CRR0059: Risk of significant adverse variance to the level of savings and income agreed in KCC's budget. (High)**Complete

Maximise scope of effective scrutiny by all Members - In response to the report from the Member Governance Working Party, supported by recommendations from the Selection and Member Services Committee, Full Council (March 2025) agreed the implementation of an External Audit recommendation to require the Chair of the Scrutiny Committee to be a member of an Opposition Group, as well as specific updates to the Scrutiny Committee arrangements within the Constitution to support planned, organised and meaningful scrutiny, involving Members in the identification and investigation of policy choices or service delivery arrangements which may represent risks to the Council's sustainability and efficacy.

**CRR0063: Capacity to accommodate and care for Unaccompanied Asylum-Seeking (UAS) Children (Medium)**

No actions due for completion this quarter

**CRR0064: Risk of Failing to Deliver Effective Adult Social Care Services (High)**

No actions due for completion this quarter

**CRR0065: Implementation of fit-for-purpose Oracle Cloud system (Medium)**

No actions due for completion this quarter

**CRR0066: ASCH recommissioning programme (High)**

No actions due for completion this quarter

**CRR0067: SEND Delivery Improvement (Medium)**

No actions due for completion this quarter

**CRR0068: Delivery Against Safety Valve Agreement (High)**

No actions due for completion this quarter