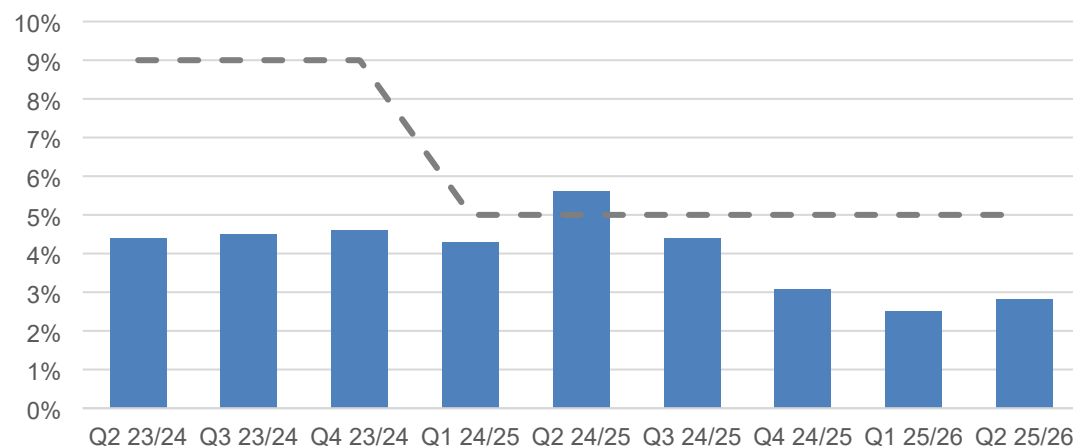


## Appendix 1: Adult Social Care and Health Key Performance Indicators and Activity Performance 2025/26

### ASCH1: The percentage of people who have their contact resolved by Adult Social Care and Health (ASCH) but then make contact again within 3 months.

**GREEN** ↓



The % of people with their contact resolved who return within three months remains within target at 3%.

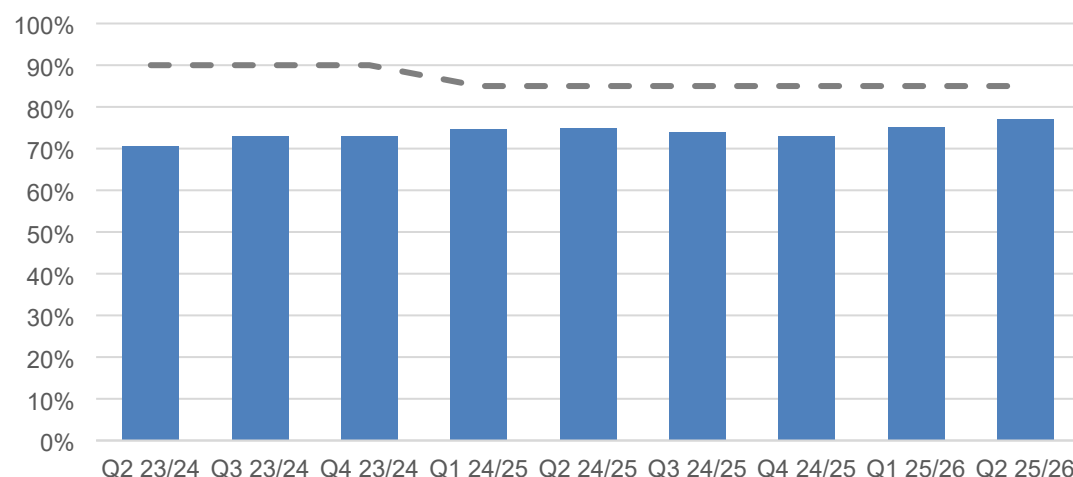
Work continues by the teams at the front door to ensure people are signposted and referred to other agencies or forms of support appropriately.

Reasons for making contact again with adult social care include where someone's needs have changed, or they are making contact for a different reason than their original contact.

(Target 5%, Upper Threshold 9%. Axis does not end at 100%)

### ASCH2: The proportion of new Care Needs Assessments delivered within 28 days.

**AMBER** ↑



The % of Care Needs Assessments (CNA) completed within 28 days continues to increase, and is now at 77%, the highest % seen in two years.

All teams in adult social care work to ensure people receive timely CNAs so they can progress to the next steps in receiving the support they need.

In some cases, CNAs can take longer as adult social care work with people to understand and establish their care needs, and for the person to be confident and happy to sign their assessment

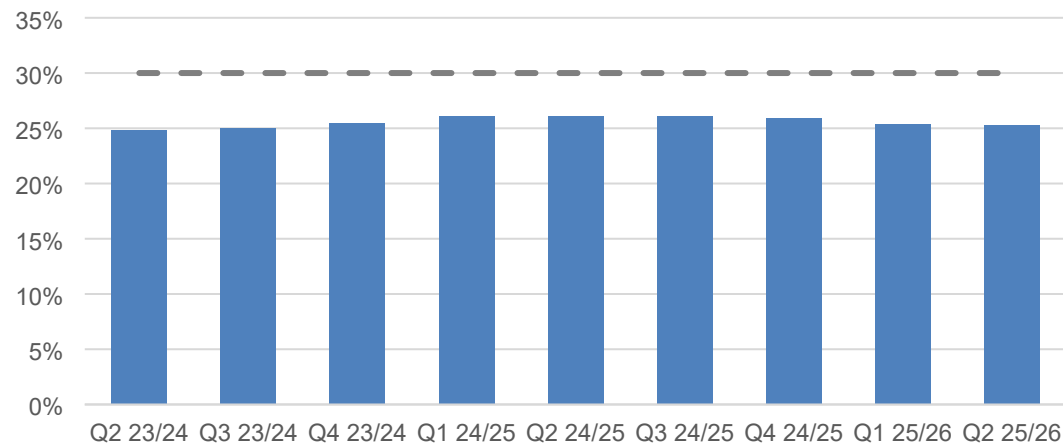
(Target 80%, Floor Threshold 75%)

For measures that include the provision of a service or service activity over time, the values for last four quarters have been updated with backdated information  
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## Appendix 1: Adult Social Care and Health Key Performance Indicators and Activity Performance 2025/26

### ASCH3: The percentage of people in receipt of a Direct payment with Adult Social Care and Health

**AMBER** ⇄



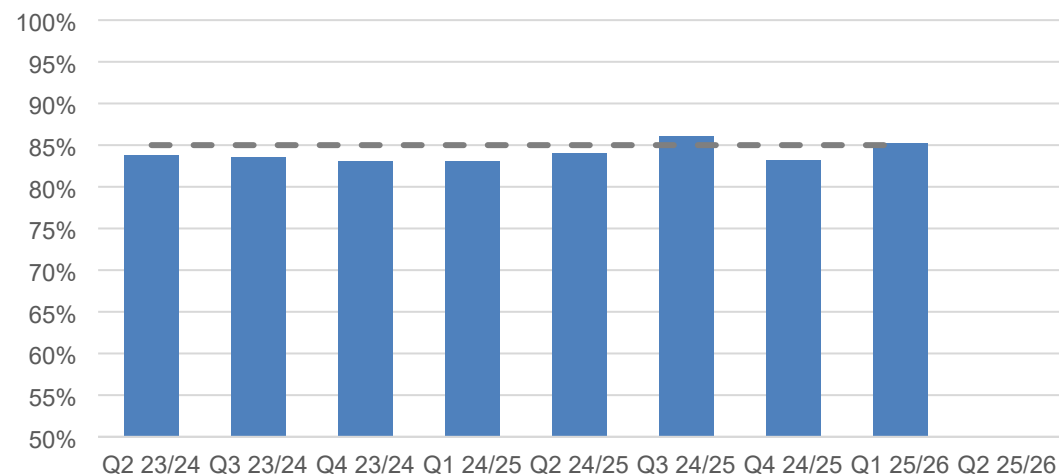
Adult social care continues to see 25% of people with community services having a Direct Payment (DP).

Although the % has remained the same, adult social care did see an increase in the number of people with Learning Disabilities with a DP.

Adult social care has seen increases in people receiving homecare services, as a community service this is counted in the denominator and impacts this KPI.

### ASCH4: Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services

**GREEN** ↑

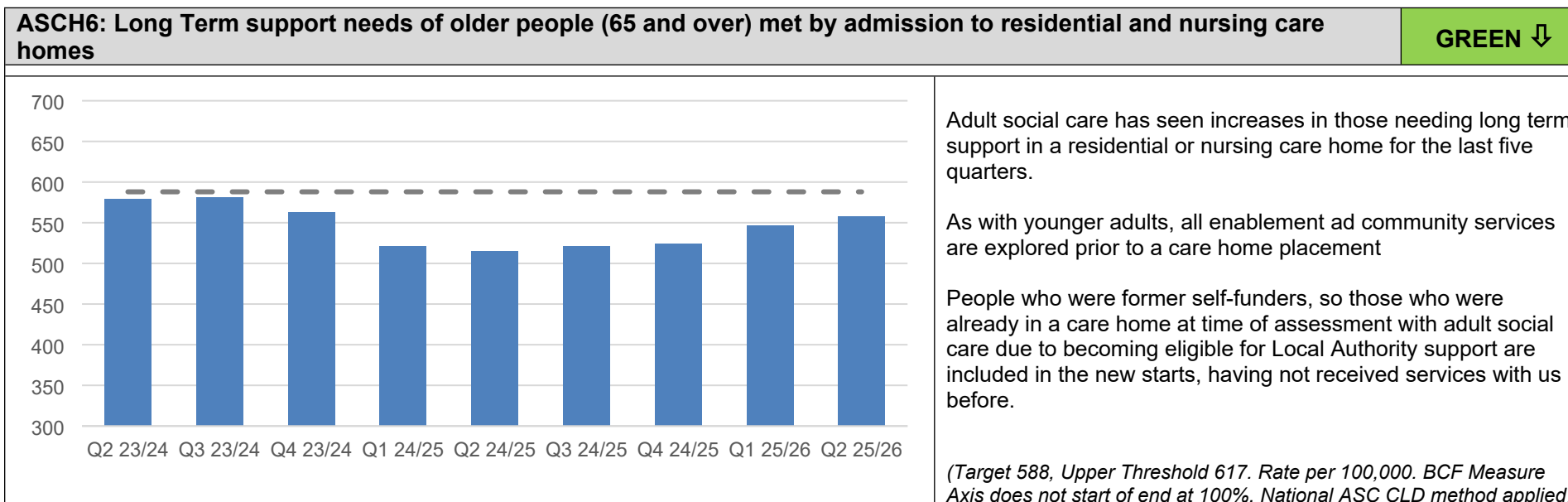
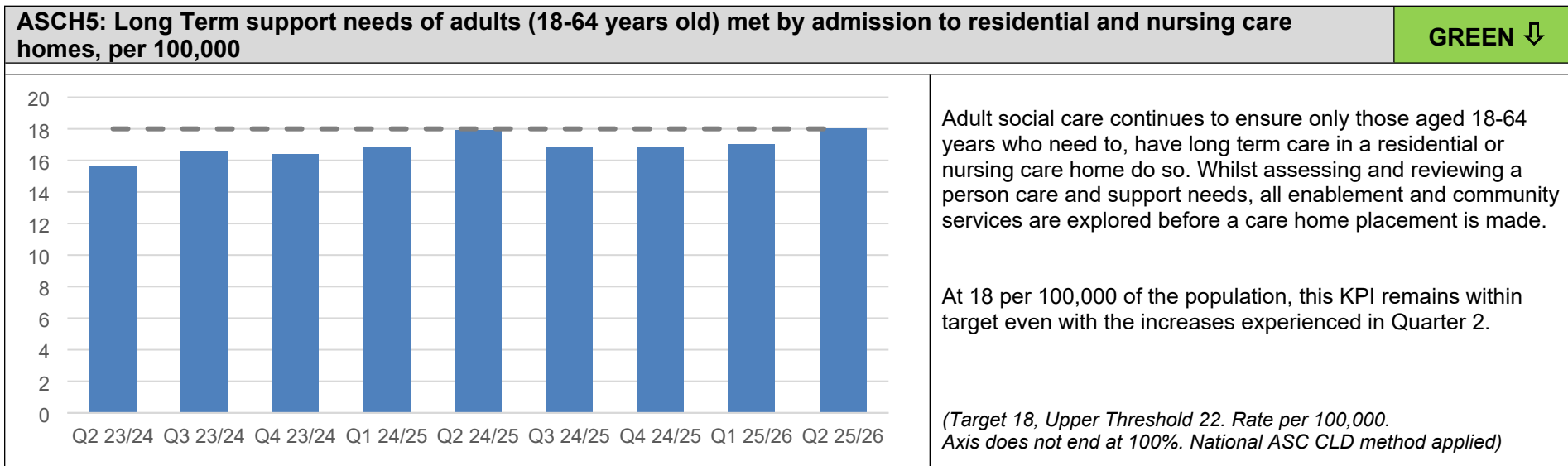


Adult social care has met target on the number of people still at home 91 days after discharge for the second time in the past two years.

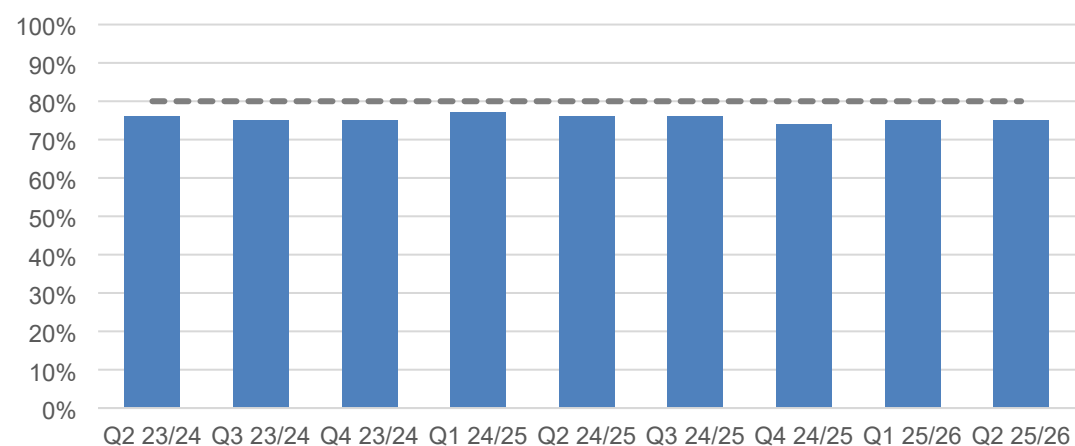
For Quarter 1 the best outcomes within this measure were for those accessing the Kent Enablement at Home Service.

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## Appendix 1: Adult Social Care and Health Key Performance Indicators and Activity Performance 2025/26

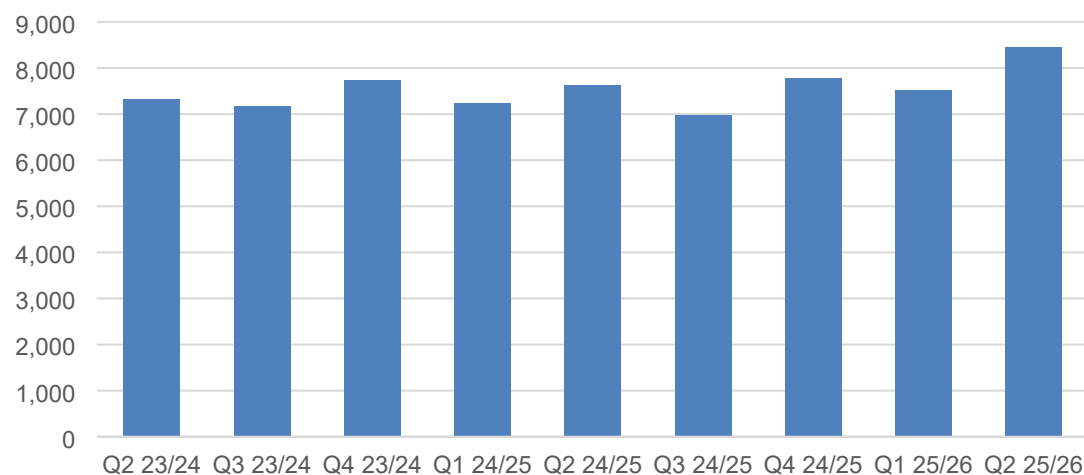


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**ASCH7: The % of Kent Count Council (KCC) supported people in residential or nursing care where the Care Quality Commission rating is Good or Outstanding****AMBER** ⇄

75% of those supported by adult social care in a care home rated Good or Outstanding by the Care Quality Commission.

The percentage of homes rated as inadequate remains at 2% but the overall number of them has fallen by 25

**ASCH8: The number of people making contact with Adult Social Care Connect**

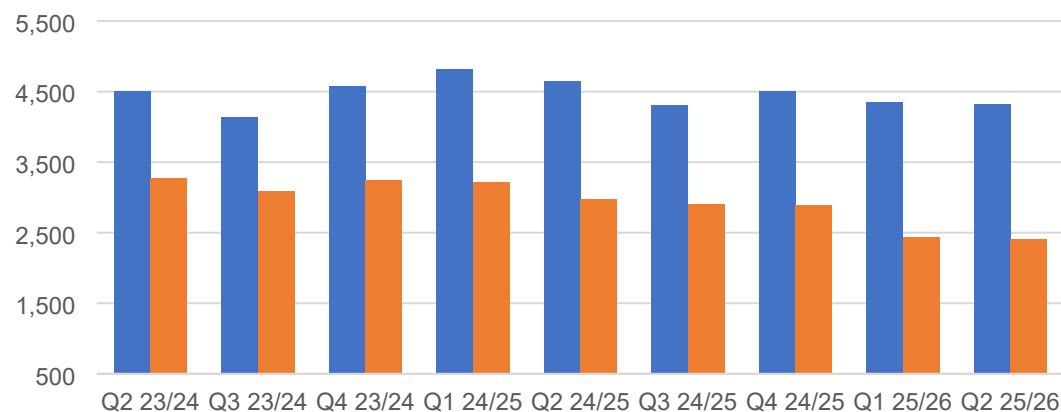
The number of people making contact with the Adult Social Care Connect Team was over 8,400 in Quarter 2, this was a 12% increase on those in Quarter 1, and the highest volume seen for over 2 years.

Contact activity was at its busiest in July, with 3,368 people making contact. For comparison, only 2,824 people made contact in the same month last year.

(New measure for 2025/26 concentrating solely on the work of the ASC Connect Teams)

## Appendix 1: Adult Social Care and Health Key Performance Indicators and Activity Performance 2025/26

### ASCH9: Care Needs Assessments



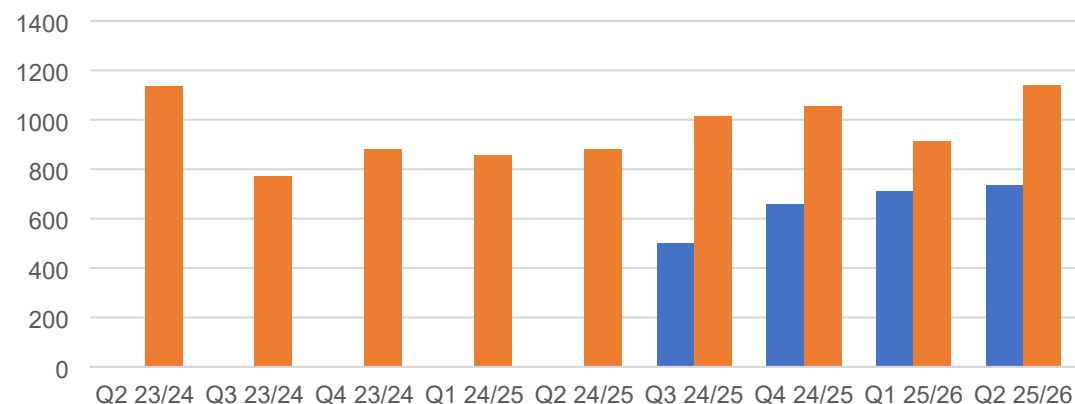
Adult social care had 4,320 CNAs incoming in Quarter 2, continuing an ongoing downward trend.

Adult social care completed 4,326 CNAs in Quarter 2, slightly more than was incoming. July 2025 saw the highest number of completions in 14 months.

The number of people awaiting completion of a CNA remained at same level of 2,400 compared to the previous month, but was 500 less than Quarter 2 last year.

(Blue – New assessments to be undertaken. Orange – Assessments needing to be completed. Axis does not start at 0)

### ASCH10: Number of carer referrals to ASCH and those supported with IAG or an assessment



Carer referrals received increased for the 4th consecutive quarter.

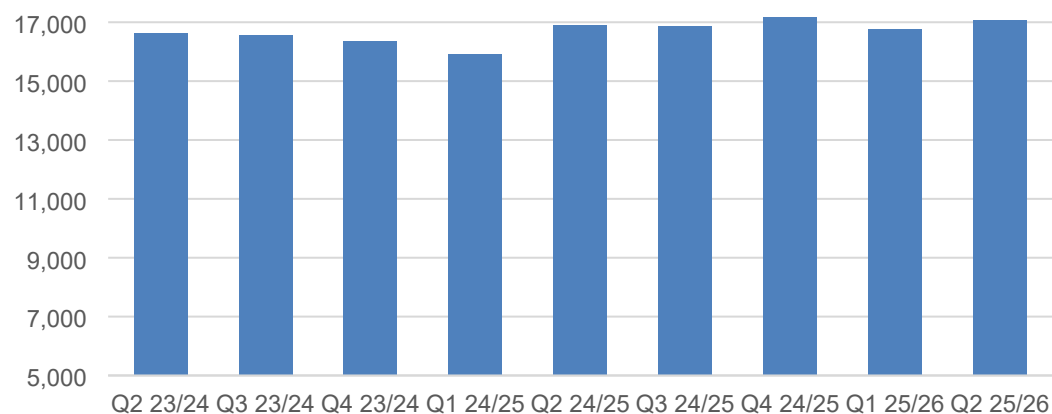
531 carers 'assessments were completed in Q2, a 58% increase on the previous quarter, while a similar level of carers received information and advice as an outcome of their referral compared to the previous quarter.

(Blue – Carer referrals made. Orange – Carer Assessments delivered or IAG provided)

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## Appendix 1: Adult Social Care and Health Key Performance Indicators and Activity Performance 2025/26

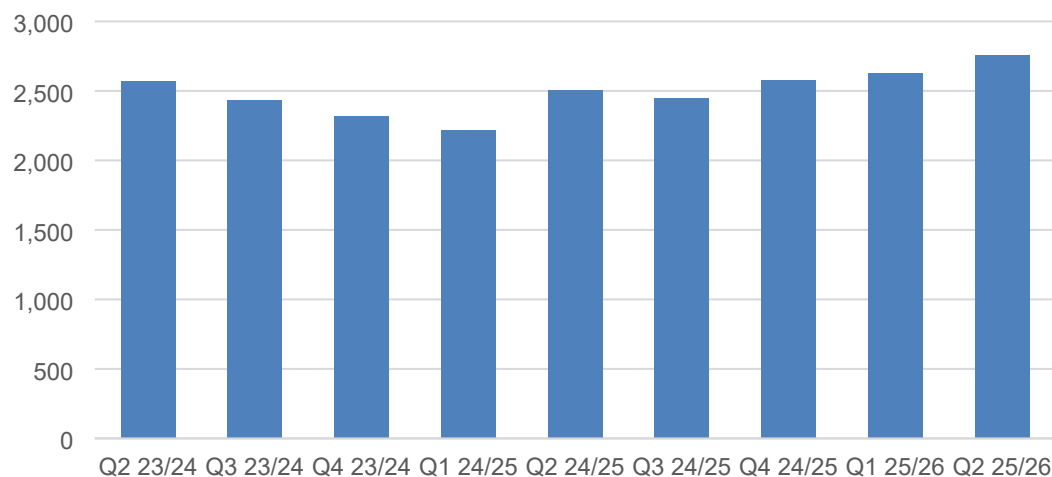
### ASCH11: The number of people with an active Care and Support Plan at the end of the Quarter



The numbers of people with an active care and support plan remains relatively stable over the past five quarters, with over 17,000 people in Quarter 2.

(Axis does not start at 0)

### ASCH12: The number of new support packages being arranged for people in the quarter

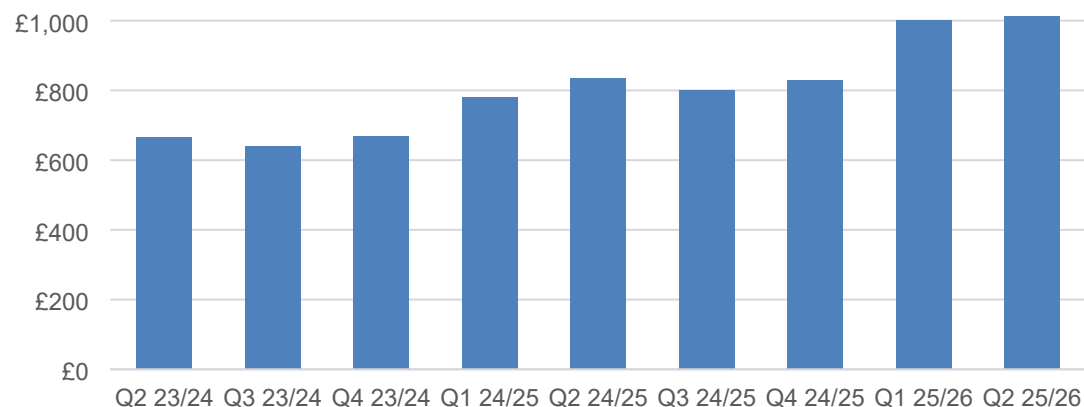


Over 2,700 new packages of care were arranged in Quarter 2, which is an increase on previous quarters, and currently follows a seasonal trend on increased packages in each Quarter 2.

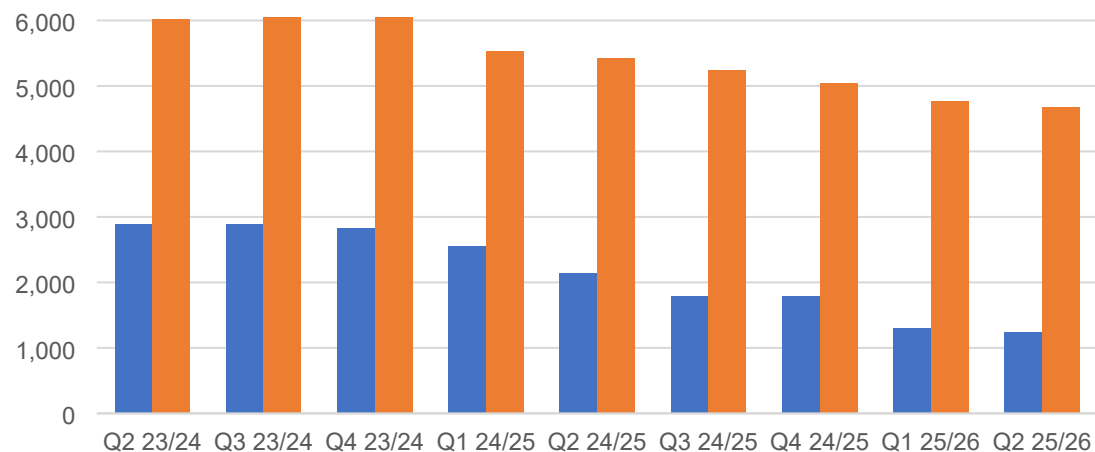
Just over a quarter of new support packages were short term beds (26%), followed by Homecare (21%). Direct Payments were the third most common (14%) with day care and supporting independence services both around 8%.

(Corporate Risk Register CRR0015)

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**ASCH13: The average cost of new support packages arranged for people in the quarter**


The cost of new support packages has increased in 2025/26. The more prominent increases seen from Quarter 4 to Quarter 1 includes the annual price uplift given to providers.

**ASCH14: The number of people requiring a first review (6-8 weeks) or an annual review to be completed on the last day of the quarter**


Work by all adult social care teams to ensure people are receiving the review of their care and support plan, continues to lead to decreased numbers of those with one to be completed.

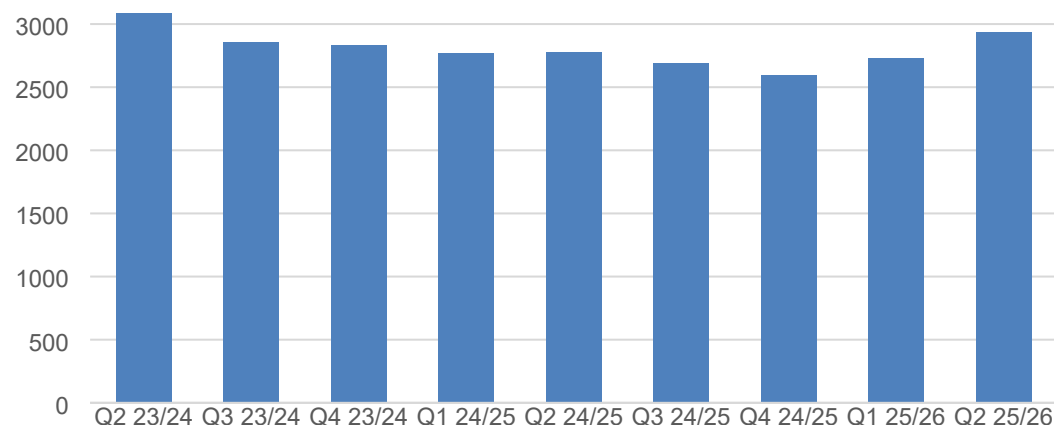
Adult social care has the lowest number of people with a review to be completed for over two years.

2,309 first reviews were completed in Quarter 2, 6% more than the previous Quarter 2.

3,061 annual reviews were completed as well, 28% more than the previous Quarter 2

(Blue – first reviews to be completed  
Orange – annual reviews to be completed)

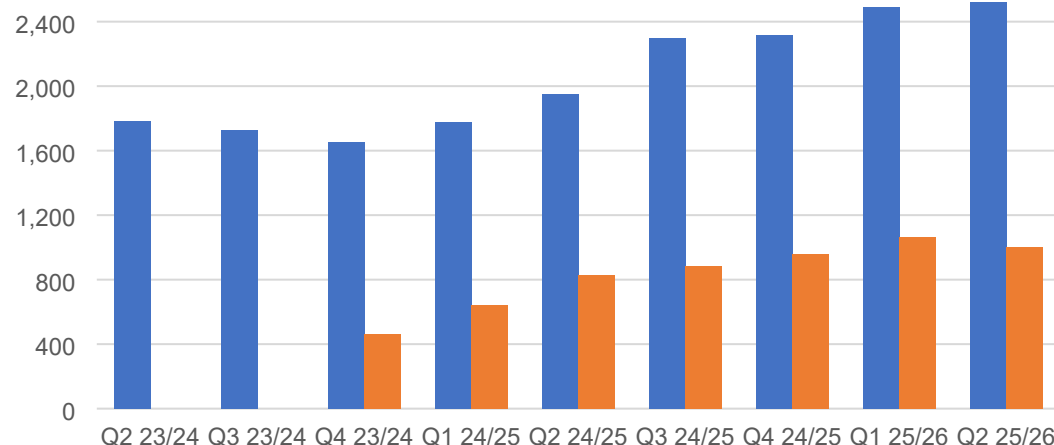
### ASCH15: The number of Occupational Therapy assessments completed



The Occupational Therapy (OT) Teams continue to increase the number of OT assessments completed, with 2,932 completed in Quarter 2, 200 more than the previous quarter.

(New 2025/26 measure)

### ASCH16: The number of people in a KCC community enablement service



Kent Enablement at Home (KEaH) continues to increase the number of people receiving enablement with their service.

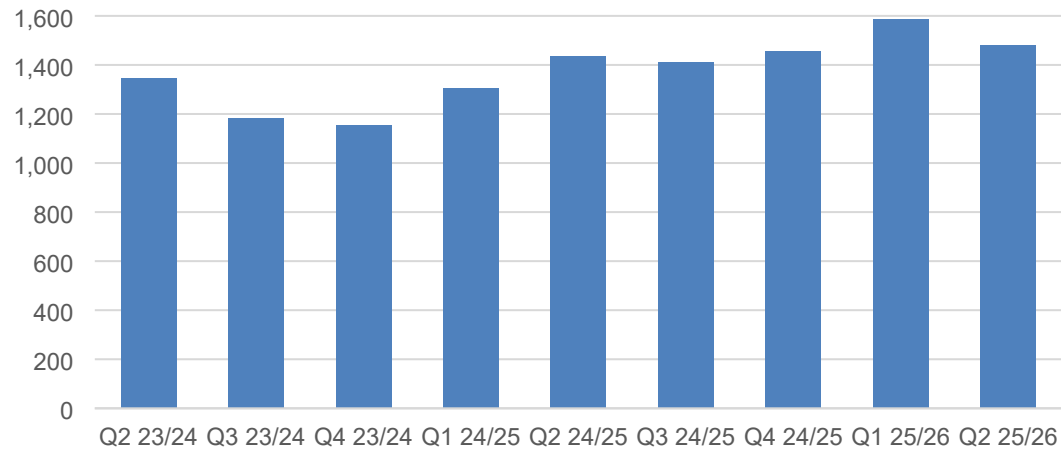
Quarter 2 saw the highest number of people with the service recorded.

Kent Enablement Service (KES) saw a slight decrease in those with their service, however this does remain high at just under a 1,000 people.

(Blue – Kent Enablement at Home (KEaH)  
Orange – Kent Enablement Service (KES)



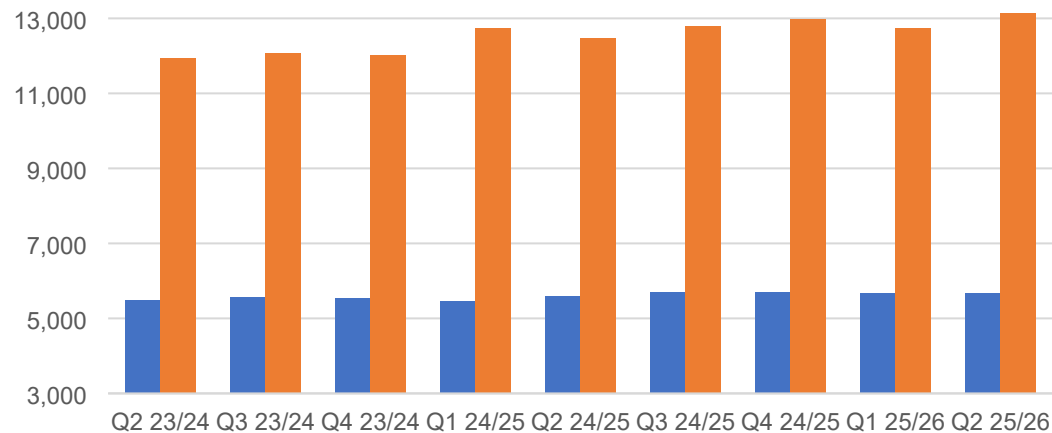
### ASCH17: The number of people in Short Term Beds



Quarter 2 continued to see Community and Short Term Pathway Teams working to make sure people who no longer needed to be in the short term bed either return home with other or no services, or are made a long term placement if that is the most appropriate for that person care.

Due to this, and at time of reporting seeing a lower number of short term bed starts in the quarter (subject to change) there is a decrease in the number in a short term bed.

### ASCH18: The numbers of people in Long Term Services

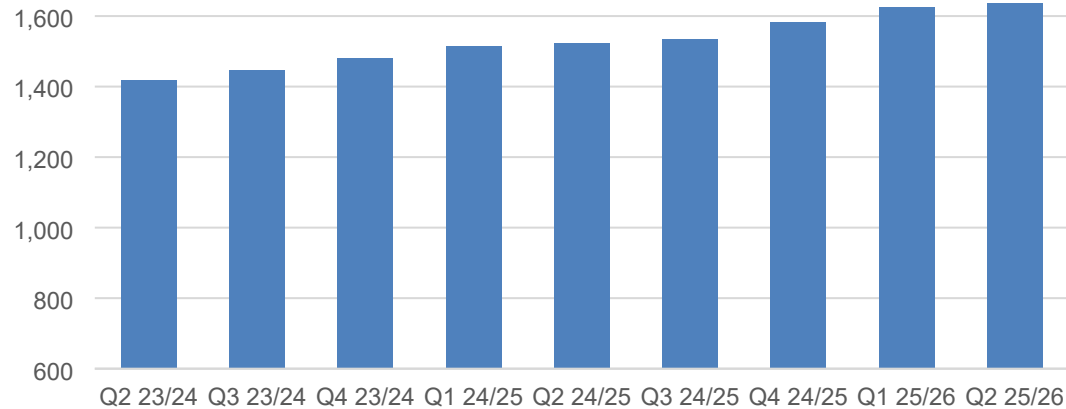


The number of people in a Long Term Service (residential or nursing) in quarter 2 is currently at a similar level to the previous quarter (subject to change), however there is an increase in the number of people in a community service, part of which is due to an increase in the number of people receiving homecare.

(Blue – Residential or Nursing services  
Orange – Community Services)

## Appendix 1: Adult Social Care and Health Key Performance Indicators and Activity Performance 2025/26

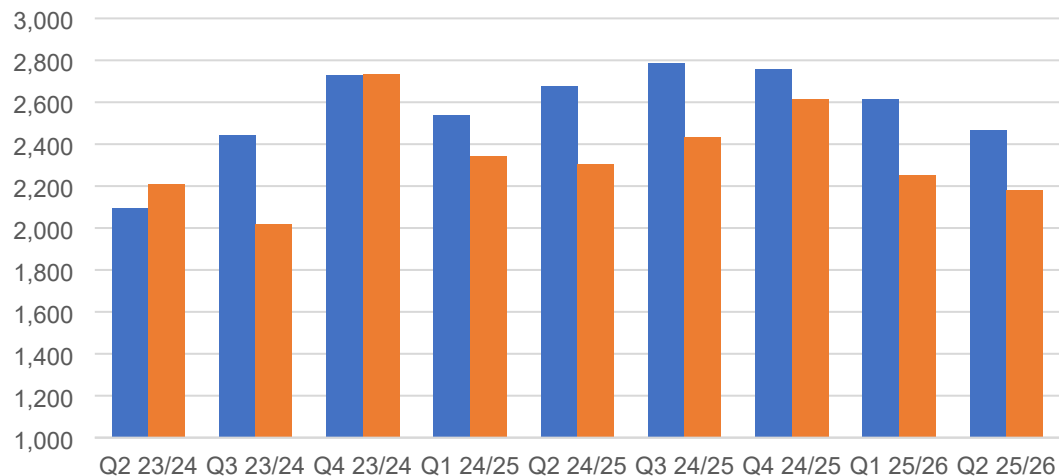
### ASCH19: The number of people accessing Adult Social Care and Health Services who have a mental health need



People accessing adult social care with a mental health need continues its upward trajectory. Currently, the majority of people presenting with a mental health need are supported through a Supporting Independence Service (SIS).

An increasing number are supported in their own home with a Homecare provision – with 101 people in receipt of their care in this way at the end of Q2 compared to 70 in Q2 24/25.

### ASCH20: Number of Deprivation of Liberty Safeguards applications received and completed

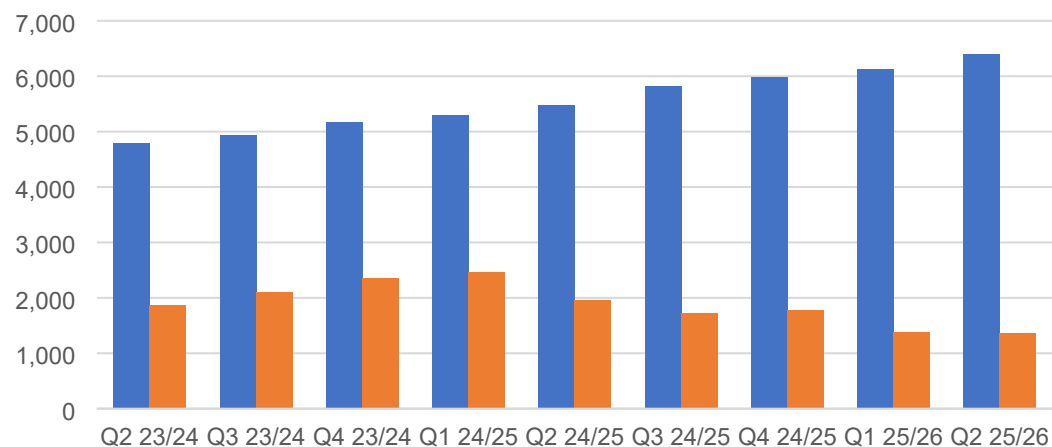


Deprivation of Liberty Safeguards (DoLS) applications continue to be at a high level, with 2,400+ received in each quarter since Q3 2023/2024.

Adult social care completed more than 2,000 applications again in Q2 but incoming demand outstripped completed work for the 6th consecutive quarter.

(Blue – applications received  
Orange – applications completed)

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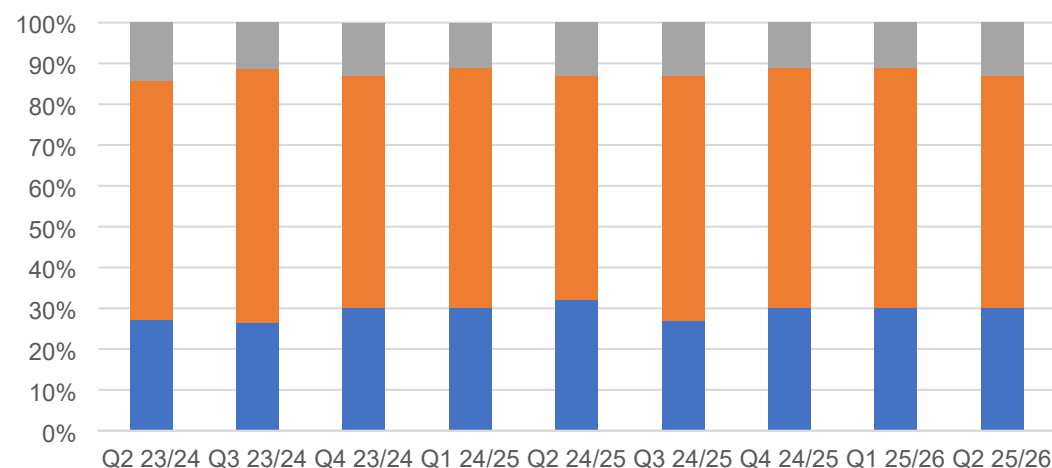
**ASCH21: The number of concerns received safeguarding enquiries open on the last day of the quarter**


Adult social care one again saw an increase in the number of concerns which have been received in the quarter, continuing an ongoing trend of increasing demand.

Operational teams and managers are utilising data around referrers to organise workshops discussing trends in referral reason to ensure safeguarding concerns are being raised appropriately.

Open safeguarding enquiries continue to fall, with targeted action carried out in each of the teams to manage increased demand whilst concluding open work.

(Blue – concerns received  
Orange – enquiries open on the last day of the quarter)

**ASCH22: Outcome of concluded Section 42 Safeguarding Enquiries where a risk was identified**


There continues to be a high number of safeguarding work concluded, with 1,487 Section 42 enquiries completed in Q2.

The average duration of concluded work is at its lowest point since Q3 2023/24 at 38 days.

There continues to be a focus in the teams in bringing those enquiries which have been open for the longest to a close.

(Blue – risk removed, Orange – risk reduced, Grey – risk remained)