

Kent County Council

Core Monitoring Report

**Presented to Cabinet
13 September 2010**

**Including Information up to the end of
June 2010**



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Out of work benefit claimants of working age	68	Amber	Amber

Key to RAG (Red/Amber/Green) and DoT (Direction of Travel) ratings

These are based on quarterly data and movements except where annual data only available.

Where local targets have been set these are illustrated in the graphs with pink lines. For some services the targets represent affordable levels (e.g. adult social services) and RAG assessments are therefore indications of significant budget pressures.

For pupil attainment targets have been in many cases set for us by the Department of Education but in a number of cases these are considered to be unrealistic. RAG assessments are therefore based on comparison to national average for pupil attainment.

Children social services indicators (e.g. referrals and child protection plans) and some other child related indicators (e.g. exclusions) represent a number of difficulties when providing RAG assessments. For these indicators we are tracking local data on a quarterly basis and these indicators are showing significant trends both locally and nationally (upwards for social services indicators and downwards for exclusions). RAG assessment is based on comparison to national average but we only have the national benchmarks available on an annual basis. For these indicators the RAG assessment is therefore based on our current quarterly level compared to the most recently published national benchmark, which is the year 2008/09. New national data for 2009/10 will be available in late September for social services related indicators which may result in a revision to RAG assessments for these indicators.

		RAG Ratings
Green	★	Performance exceeding local targets where set or significantly better than most recently published national average
Amber	●	Performance not significantly different most recently published national average or close to but not exceeding local targets
Red	▲	Performance significantly behind local targets where set or significantly worse than most recently published national average
N/a		Data not available in order to assess performance (e.g. no specific target set and/or awaiting national comparative data)
		DoT Ratings
	↑	Improvement in performance or change in activity levels with a positive impact on budgets and resources
	↓	Fall in performance or change in activity levels with a negative impact on budget and resources
	↔	No change in performance or activity levels

KCC Core Monitoring

Group Managing Director's Commentary

This is our first Core Monitoring report for 2010/11, including information for the first financial quarter, up to the end of June 2010.

The publication of this report is part of our transparency agenda, making the information and data we use as an organisation more open to public scrutiny. We are interested to hear what residents think of this information and how we could improve it, to make it easy to understand and relevant.

Some key highlights from this quarter's report are:

Services for all residents

- Residents are making good use of our new Gateway facilities, based in central retail locations, and transaction levels at our 7 outlets have been over 100,000 for both of the last two quarters
- As part of our 'find and fix' programme, response times for Highway repairs have worsened in the quarter, and we ask residents to be patient as our comprehensive programme systematically works its way to every road in the county that needs attention
- The amount of household waste produced in Kent continues to reduce
- Recycling levels in Kent have fallen back after years of increase, but diversion of waste from landfill continues to improve
- The level of serious injury due to road traffic accidents continues to reduce ahead of the challenging targets we have set
- The level of library visits has held up well despite a number of temporary closures to various libraries due to refurbishment as part of our modernising libraries programme

Children and young people

- Kent children are now performing well at Foundation stage and for GCSE their performance continues to exceed the national average
- We need to do more to help improve exam results for children from poorer backgrounds who receive free schools meals
- We continue to experience increasing rates of referrals to children social services
- We have exceeded our target for take up of Apprenticeship offers
- Less young people are becoming involved in crime and being referred to the youth justice system

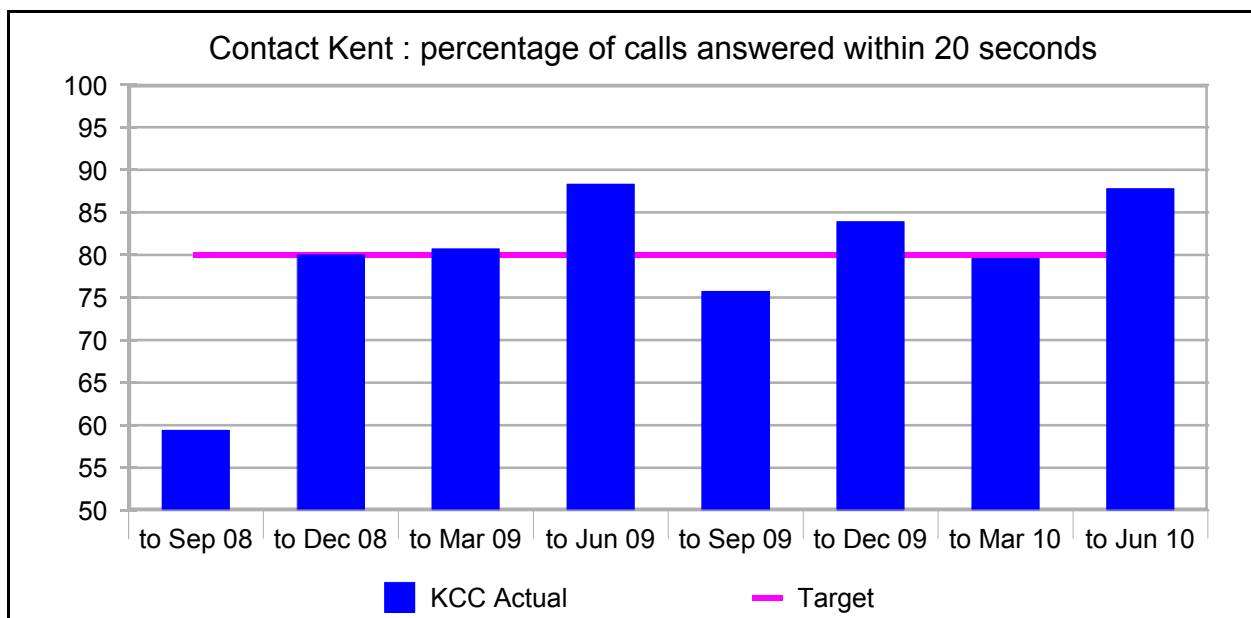
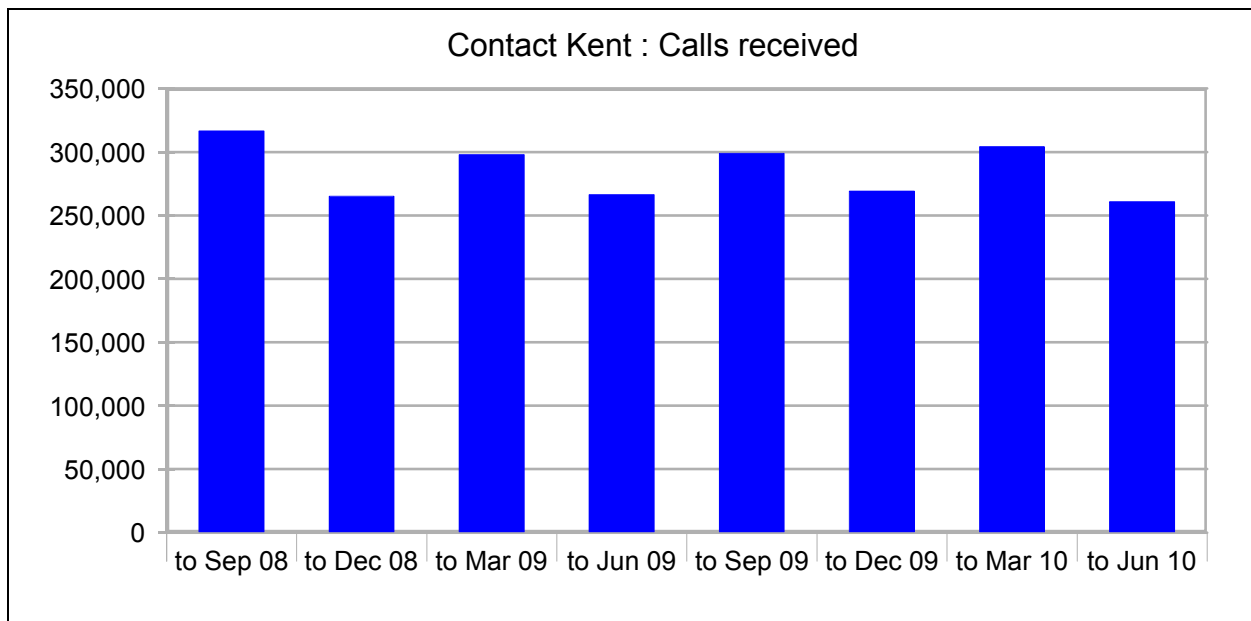
Services for adults and older people

- Adult education enrolments are exceeding target
- We continue to deliver more personalised adult social services with the successful roll-out of Self Directed Support, giving people control and choice over the support we provide, through the allocation of Personal Budgets
- We are experiencing upward demand to support older people who require nursing care but this is within affordable budgeted levels, and expected due to demographic changes
- Similar pressures are being experienced for clients with learning disability who require residential care

Businesses and the economy

- We continue to work hard on our Backing Kent Business campaign to help support local businesses through the worst recession seen in decades
- Unemployment levels are finally starting to show signs of reducing, both nationally and in Kent, with the UK economy in the last quarter experiencing its strongest level of growth in nine years.

**Katherine Kerswell
Group Managing Director
Kent County Council**



	Current RAG	Previous RAG	Current DoT	Previous DoT
Calls answered within 20 seconds	★	●	↑	↓

Comments :

Contact Kent performed well in the quarter ended June 2010 with 87.8% of calls answered within 20 seconds. A total of 260,794 calls were received. The services with the highest volumes of calls received were Libraries, Highways and Registrations.

In the previous quarters to September the call answering target has not been met and this has been combined with higher call levels. However, performance over the last year has shown an improvement over the previous year and we are optimistic of achieving the call answering target for the quarter to September 2010.

Gateways

Transactions	Apr – Jun 09	Jul - Sep 09	Oct – Dec 09	Jan – Mar 10	Apr – Jun 10
Ashford	6,875	8,893	8,461	8,829	11,126
Dover	*	5,944	8,239	11,514	11,780
Maidstone	10,938	12,035	10,576	13,244	12,652
Tenterden	4,670	5,291	4,534	4,633	6,030
Thanet	27,958	25,152	21,835	29,807	33,586
Tonbridge	*	10,381	9,246	15,991	17,640
Tunbridge Wells	14,799	14,720	11,927	17,516	13,409
TOTAL	65,240	82,416	74,818	101,534	106,223

* Dover and Tonbridge Gateways opened in July 2009.

Variations between quarters reflect seasonal variations and other changes to services offered/advertised at any given time.

Footfall	Apr – Jun 09	Jul – Sep 09	Oct – Dec 09	Jan – Mar 10	Apr – Jun 10
Ashford	14,605	16,341	16,607	17,495	22,103
Tenterden		47,883	59,653	61,209	56,940
Thanet	107,570	116,483	99,386	109,813	104,764
Tunbridge Wells			27,840	34,018	30,952
TOTAL	122,175	180,707	203,486	222,535	214,759

The Tunbridge Wells footfall counter was installed in September. Counters are not currently installed at Maidstone, Dover or Tonbridge. Thanet and Tenterden Gateway footfall includes library visitors but library transactions are not counted under Gateways.

	Current RAG	Previous RAG	Current DoT	Previous DoT
Roll out of the Gateway programme	★	★	↑	↑

Comments :

Gateways have had a busy quarter with transaction levels showing their highest level to date. Many transactions are processed through the Meet and Greet function (26%) or as routine transactions (27%). The benefits section takes the most specific enquires (36%). In the last quarter areas showing increased transaction levels include working and learning (up to 9.5% from 6.4%) and self-help (up to 10.6% from 8.6%).

Gateway is working with Gravesham Borough Council to develop the Gravesend Gateway at the Civic Centre, which is expected to open in autumn 2010.

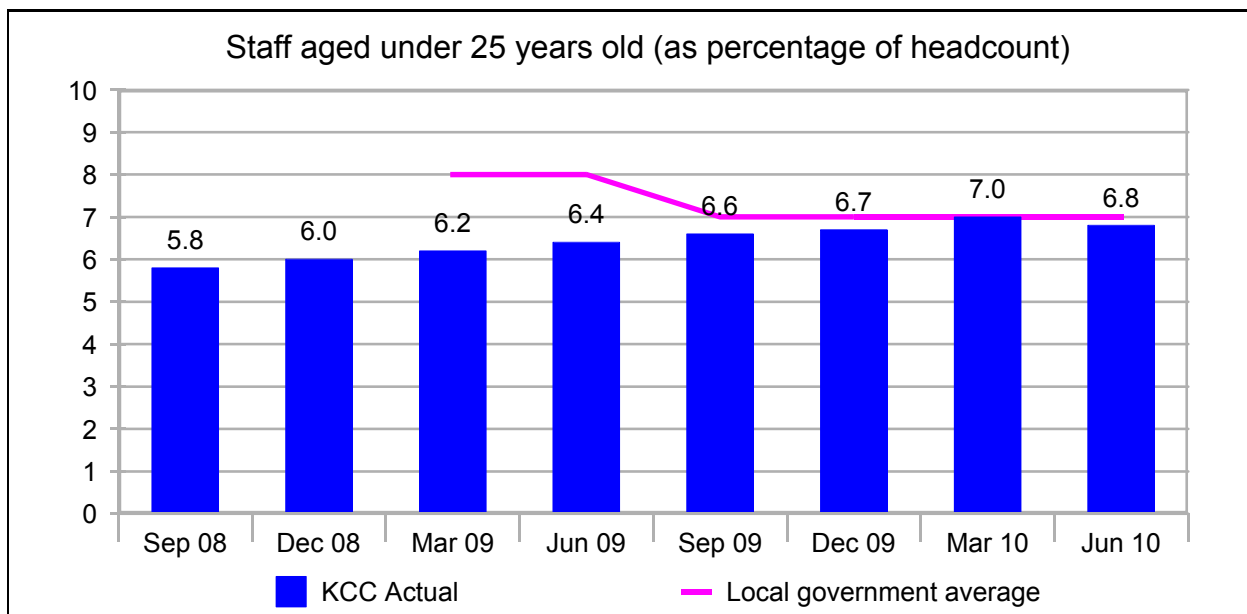
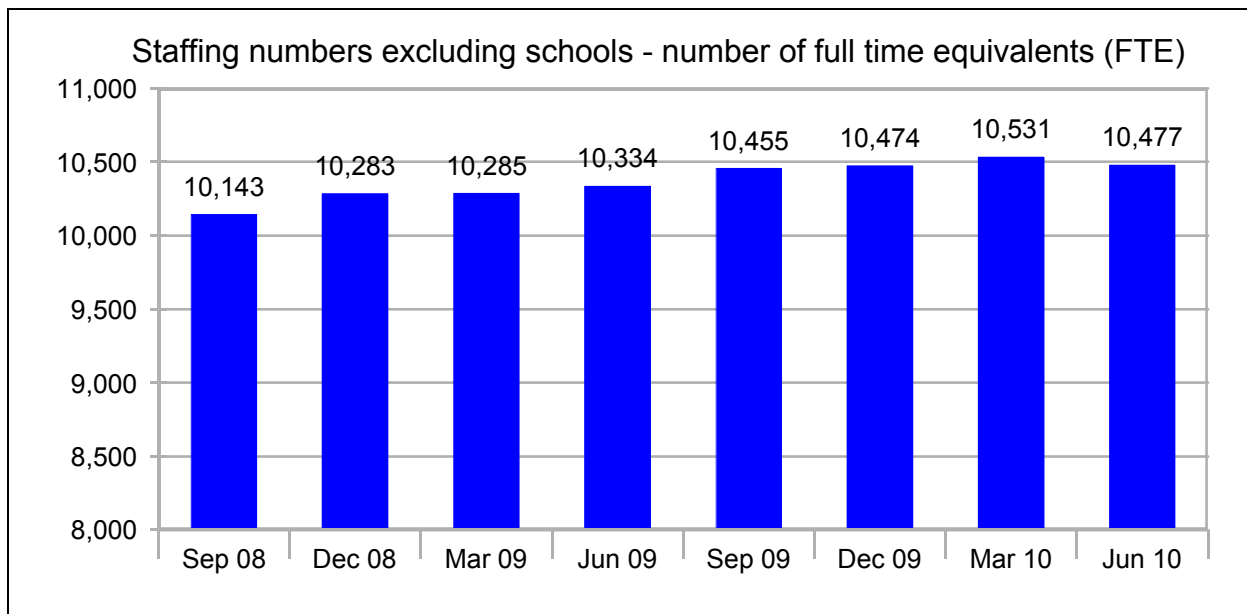
Compliments/Complaints

Data for April to June 2010

Service area	Compliments	Complaints
Kent Highway Services	124	534
Environment & Waste	494	103
Adult Social Services	26	139
Children, Families & Education	14	131
Arts Development	17	0
Community Learning & Skills	14	32
Community Safety	25	2
Emergency planning	4	0
Drug & Alcohol Action Team	0	1
Kent Volunteers	0	0
Kent Scientific Services	3	4
Libraries & Archives	85	45
Registration & Coroners	26	0
Sport, Leisure & Olympics	6	0
Supporting Independence Programme	5	1
Supporting People	4	8
Trading Standards	6	5
Youth Offending Service	0	2
Youth Service	500+	5
Commercial Services	13	0
Media Centre	12	1
Finance	0	1
Legal and Democratic	34	0
Risk Management & Insurance	2	96
Personnel	2	4
Property	1	5
Public Health	0	0
Regeneration & Economy	1	2
Strategic Development & Public Access	0	0
Strategic, Economic Development & ICT & Policy	8	3
Strategic procurement	0	0

A quarterly report on Compliments and Complaints is being prepared and will reported seperately. This will include:

- What we are doing well
- Trends in complaints
- Action we are taking to resolve complaints
- Performance against our acknowledgement and response standards
- Compensation paid
- Ombudsman complaints.



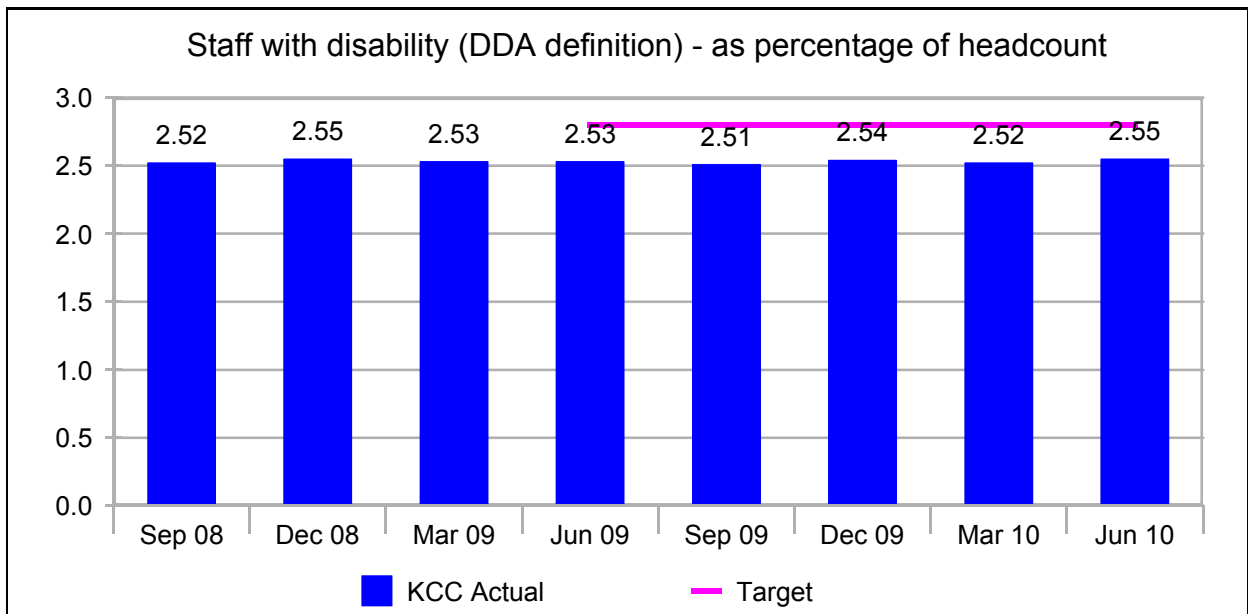
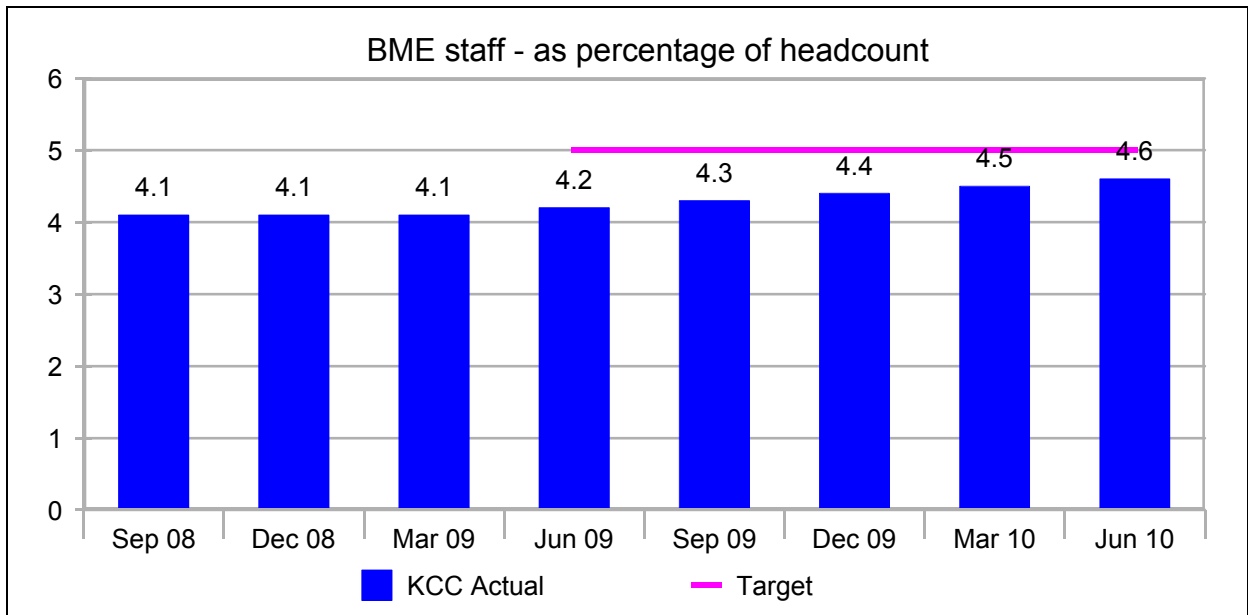
	Current RAG	Previous RAG	Current DoT	Previous DoT
Staff aged under 25	●	●	↓	↑

Comments :

Staffing levels have been slowly increasing in the past due to posts being funded by additional external funding, with core staff levels reducing over time.

The most recent quarter shows a drop in staffing levels as funding becomes reduced and the council prepares for further funding reductions in the years to come.

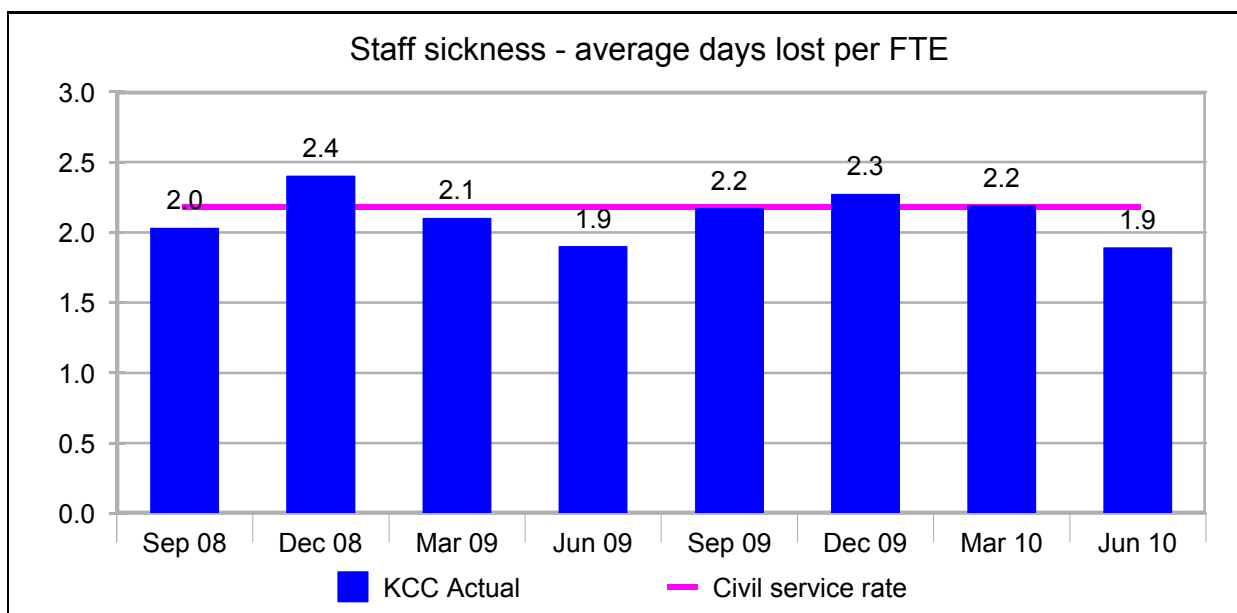
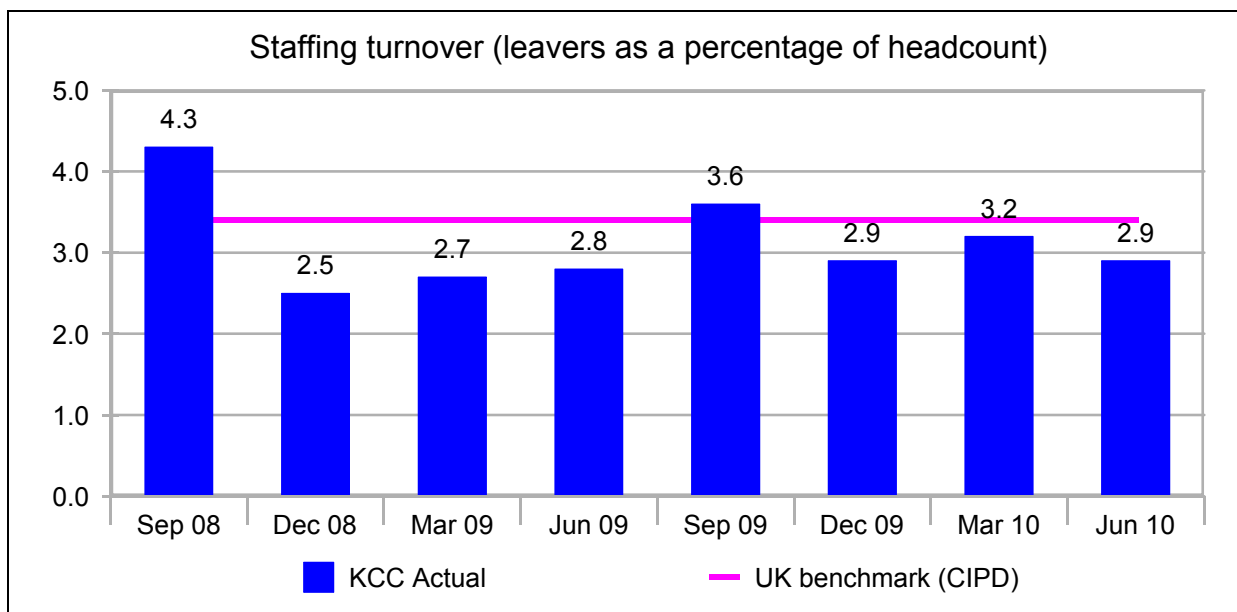
The council has performed well in attracting more younger people into the workforce, including young apprenticeships. Kent now performs close to the local government average of 7% of staff aged under 25 years old, but still has some way to go if we wish to match the rate in the general economy, which is 15%.



	Current RAG	Previous RAG	Current DoT	Previous DoT
Staff from BME groups	●	●	↑	↑
Staff with disability	●	▲	↑	↓

Comments :
 Good progress is being made on attracting and retaining staff from black and minority ethnic groups with numbers continuing to increase.

 Less progress is being made in relation to staff with disability with numbers not changing significantly in the last two years. Performance has however improved marginally in the last quarter and is within tolerance levels of the challenging target that we have set.

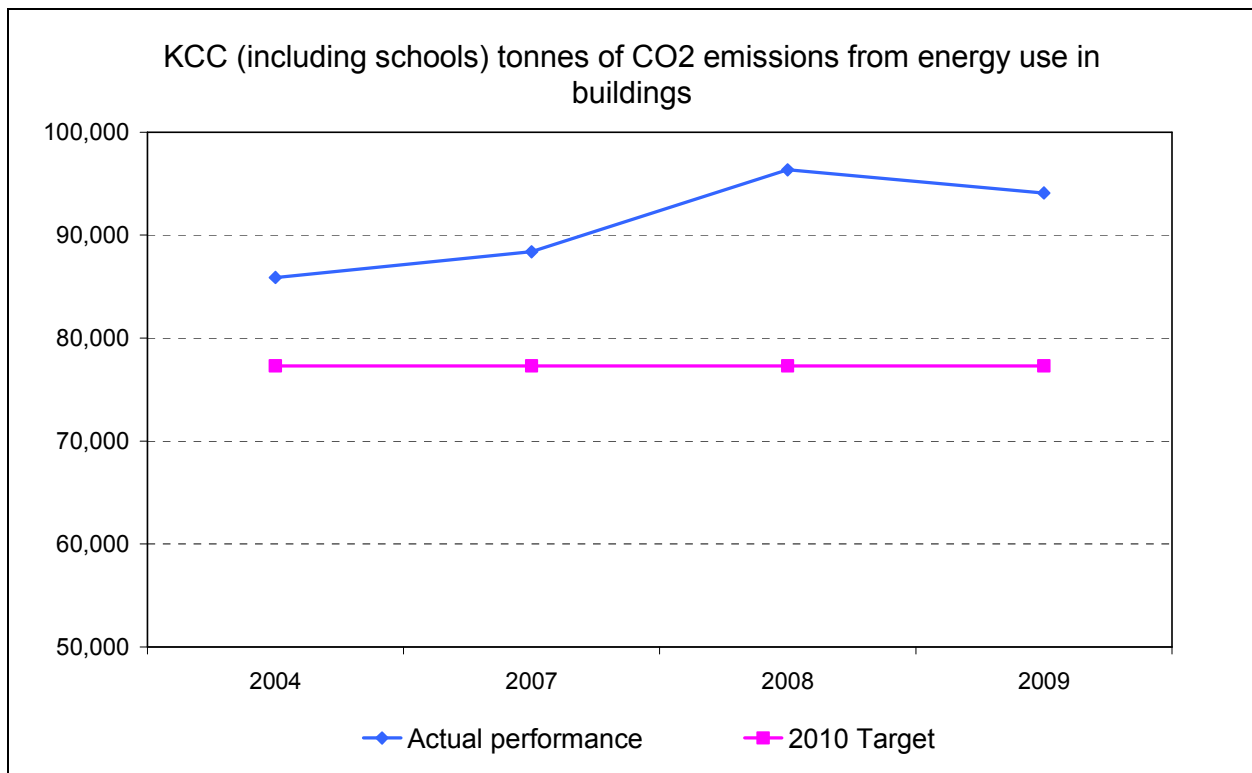


	Current RAG	Previous RAG	Current DoT	Previous DoT
Staff turnover - leavers	●	●	↓	↑
Staff sickness	●	●	↑	↑

Comments :

Staff turnover was 12.4% in financial year 2009/10, down from 12.6% the year before. This compares to a UK rate of 13.5% (Source: Chartered Institute of Personnel and Development). Staff turnover is an indicator where a value neither too high nor too low is preferred. The DoT rating shows whether the rate has increased or decreased and this does not imply these movements are either good or bad.

Sickness days in the last 12 months have averaged 8.6 per full time employee which is slightly up from the position a year ago. This compares to an average of 8.7 for the national civil service.



	Current RAG	Previous RAG	Current DoT	Previous DoT
CO ₂ Emissions	▲	▲	↑	↓

Comments :

KCC has a Towards 2010 target for a 10% reduction in emissions from 2004 levels by 2010. This target has not been met, and in fact a growth in emissions has been seen, primarily due to a 50% increase in electricity use in the schools estate.

The increase in emissions is due to several reasons which include:

- Increase in physical estate (additional school buildings) e.g. Children's Centre Programme
- Significant increase in use of ICT in schools (ongoing)
- Longer 'hours of business' across KCC e.g. Extended Schools Programme
- New schools with higher energy use than those they replace

More than ever, a step change approach is now needed in energy and carbon management if the upward trend in energy demand and carbon emissions is to be reversed or even stabilised. Further options to take renewed action for the future are currently being explored.

Children, Families and Education

Managing Director's Commentary

From September 2010 we implement our new structure which places early years' settings, schools, colleges and youth services at the heart and centre of our work to support children, young people, families and communities, using a "Think Family" and Total Place/Place based budgeting approach.

The structural reorganisation of the local authority children, family and education services into 12 district teams, and the development of the 12 Local Children's Boards will place us in a positive position to deliver our priorities, to enable the resolution of some of our stubborn and persistent problems, and to face new challenges ahead.

Early Years

Inspections of early years' settings are flagging up improvements and the foundation stage results show that Kent is performing well in this area, including narrowing the gap in achievement for children from disadvantaged background. Our investment in children's centres and quality early years learning is paying off with many centres achieving their accreditation and celebrating successful outcomes. In time, we expect that progress in the early years will contribute to children's success throughout the primary phase. We remain committed to investment in the early years, the impact of which is clearly evident from the excellent rate of improvement in foundation stage profile results.

Primary attainment

Progress has been made in key stage 2 achievement in Kent primary schools this year, after much focused work from schools and our support teams, and we now have fewer schools below the national floor target of 55% year 6 pupils gaining the expected level in their SATs. There is still more to do and this will continue to be a major focus for our new district school improvement teams.

Only a small percentage of Kent primary schools boycotted this year's SATs tests. A much higher proportion of schools failed to conduct the tests nationally, which will make comparison of results more difficult this year.

Secondary attainment

We are delighted and immensely proud of the success of our schools in this year's GCSE results. Overall performance on the provisional figures released on 24 August show an improvement of 5.3% bringing 5 or more A*-C grades to 78.3% of entrants, and 5 or more A*-C grades including English and Maths to 56.7% (an improvement of 4.7%). Provisional A-level results recently announced also show better performance in many of our secondary settings. We expect all these results will be above the national rate of improvement, when these comparisons become available.

What is particularly impressive is the improvement made by Kent schools in the National Challenge. In 2008, Kent had 33 schools below the 30% floor target of 5+ A*-C GCSEs including English and Maths. This reduced to 21 in 2009 and this year it has reduced to 5. No-one can doubt the immense focus and effort made by these schools to achieve these results, which will increase the opportunities for their pupils to progress into further education and employment. Schools have driven these improvements, with the support of the local authority team and our National Challenge Advisers.

We will want to ensure we build on this and consolidate the success which has been boosted by additional resources which may cease from next year. We will look with interest at the proposals for the pupil premium which may be targeted on schools serving areas, and pupils, of disadvantage.

NEETs

The percentage of young people Not in Education, Employment or Training (NEET) is being exacerbated nationally by the difficulties in the UK economy. In Kent, however, the rate has remained at a reasonably low level, still comfortably better than the national average. There is some evidence that the downturn may encourage more young people to stay on in education which is encouraging when work is difficult to find.

Narrowing the gap

It is of concern that the attainment gap between children from disadvantaged backgrounds is higher in Kent than the national average, and is not closing to any significant degree at KS2 or at GCSE level. This is particularly relevant for children looked after by the local authority. This will be a key area of focus for our new teams, working with the schools, and we hope that the pupil premium, a key plank of the new Coalition government's policy, will be used to good effect by schools once the detail is announced. We have also appointed a new post of a headteacher to champion the educational needs and outcomes for our looked after children.

School inspections

Many children and schools do very well in Kent, but the new Ofsted inspection framework puts a high emphasis on attainment of Level 4 (the national benchmark) for all primary pupils, which has been an area of concern in Kent for many years, and on gaining 5 good GCSEs including English and Maths for secondary schools. As the emphasis on raw attainment is a limiting factor in the inspections, this has led to an increase in the number of schools going into special measures. We will continue to support schools to ensure there is a joined up approach from across CFE and our Children's Trust Partners so that all children and young people can reach their full potential.

Special Educational Needs

SEN assessment numbers are steady and are below the national average. Support for children with special needs is a key priority for Kent County Council, and a report setting out a proposed review of our strategy will be presented to cabinet on 13 September.

School exclusions and attendance

Positive results can now be seen from the sustained action which is taking place to reduce exclusions and poor attendance, with the rate of exclusions in particular now clearly declining. Yet we know that some schools and academies, as well as some groups of young people, are not meeting expectations on this measure. Working with and across KCC Directorates and partners we can deliver more closely targeted support for those young people likely to disengage from school.

Children and families social care services

The continuing pressure on our social care services for both safeguarding and corporate parenting remains a key concern, with exceptionally high numbers of referrals and increasing numbers of children subject to Child Protection plans. Our number of looked after children has been increasing, and while these are national trends, it is

critical that we maintain strong child protection practice throughout Kent and work through the Kent Safeguarding Children's Board to reduce risks to safeguard children.

Kent has been very successful in the past in reducing the numbers of LAC (looked after children) through options outside the care system which is better for both children's outcomes and value for money. The appointment of 12 District Preventative Services Managers will boost the coordination of early identification and intervention, using the children's centres and other community based family support services.

This, along with working on the high referral rates from some agencies, particularly the police, aims to reduce the pressure on our duty teams who are struggling to meet the increased demand to respond to a significant number of referrals which do not meet the criteria for child protection assessments.

This pressure is a national phenomenon, as is the capacity of social care to meet demand due to difficulties in recruiting experienced social workers. Kent has been successful in recruiting and retaining newly qualified social workers, along with social workers from Europe and the USA, but we still have high vacancy rates, and are looking to develop a better skills mix in the teams to ensure we have manageable caseloads.

The recruitment and retention of social workers remains a critical priority as does reducing family risks linked with child abuse and neglect (e.g. domestic abuse, parental mental health, and substance misuse). Resolution of these key issues can only be done through integrated and joined up working with our Children's Trust Partners.

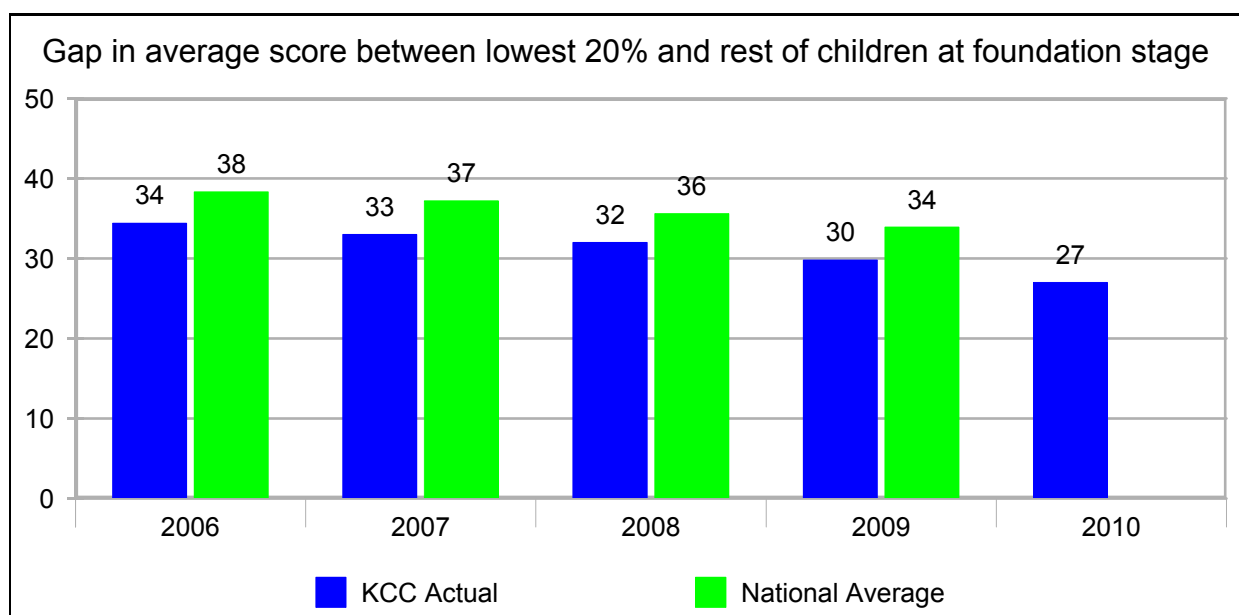
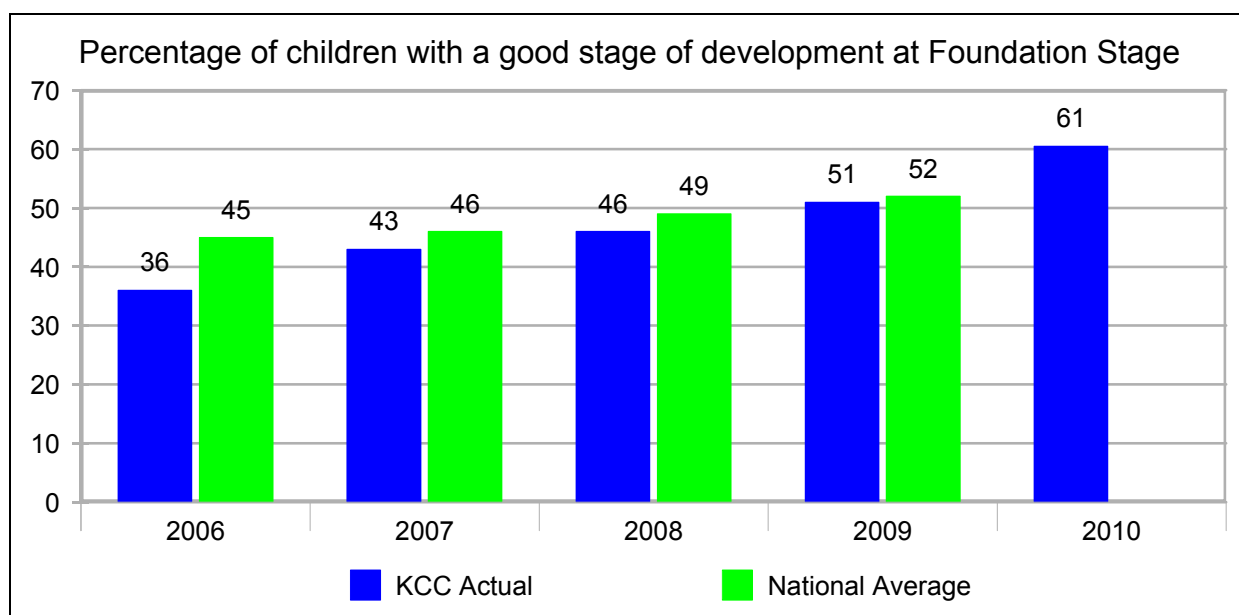
Policy context for children, families and education

The new Coalition government is bringing a different policy environment that will need us to take stock, along with the expected financial challenges for public sector services. We have already faced significant in-year budget reductions in national grant funding, in addition to the savings achieved from our major reorganisation within CFE, and the review of the Building Schools for the Future programme.

Other developments include the Academies Act, the NHS White Paper 'Equity and excellence: Liberating the NHS', announcements on 16-19 funding arrangements, and we have a forthcoming white paper on education and children's services, and a green paper on SEN and disabled children's services. In the context of a new political climate and ongoing economic uncertainty, it is vital that we remain focused on making a positive difference to outcomes for children and young people.

While the Government is intending to remove some legislation in respect of Children's Trusts, it is clear that Ministers mean that local areas should decide what suits them best. From our discussions so far, there is huge enthusiasm in Kent for agencies continuing to move forward together to gain the benefits of shared planning, commissioning and delivery around schools, children's centres and communities at local level. Our new structural arrangements will create capacity to support this progress.

Rosalind Turner
Managing Director
Children, Families and Education



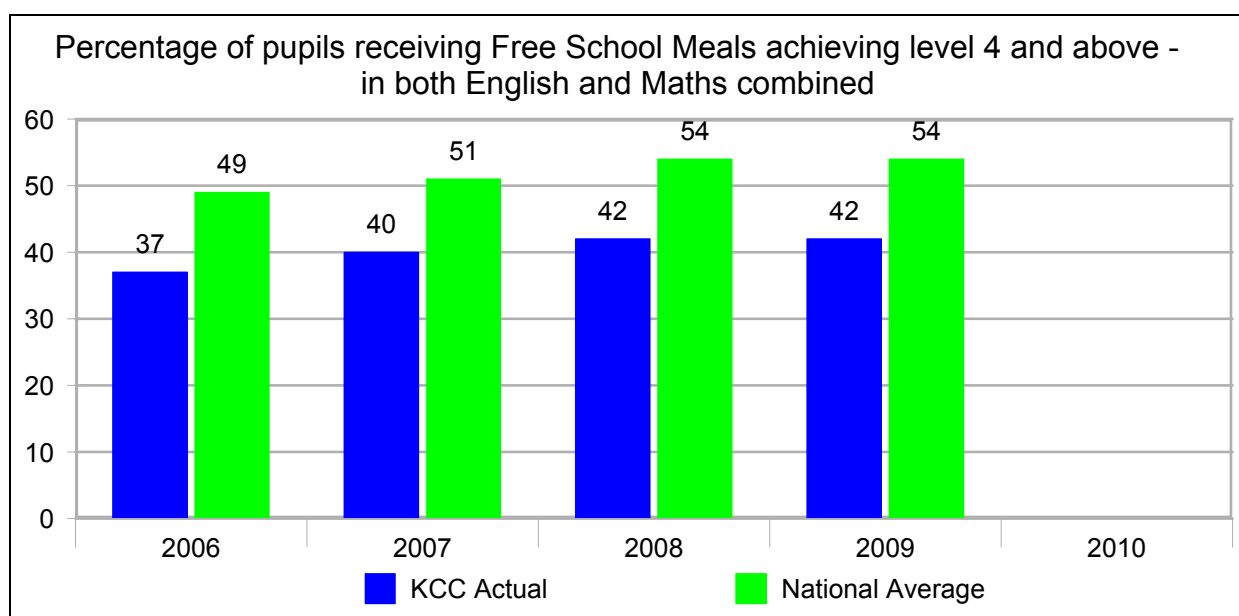
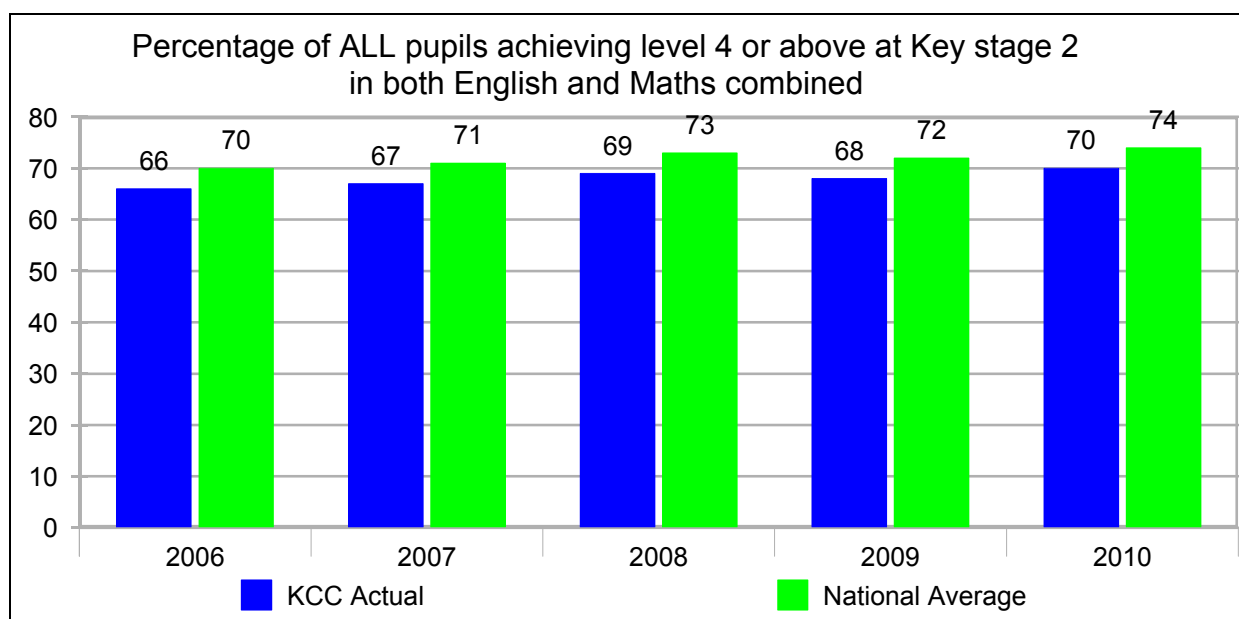
	Current RAG	Previous RAG	Current DoT	Previous DoT
Percentage pupils with good stage of development	Awaiting national data	●	↑	↑
Gap between lowest 20% and others		★	↑	↑

Comments :

The 2010 Foundation stage assessments, taken in a child's first year of Reception, show a significant improvement. 60.5% of children now reach the level of development considered as good. This is the fifth year in succession that Kent's Foundation Stage outcomes have shown improvement.

For the fourth year in succession Kent has reduced the achievement gap between children in the lowest 20% of the cohort and their peers.

National data for 2010 is expected to be available in October.

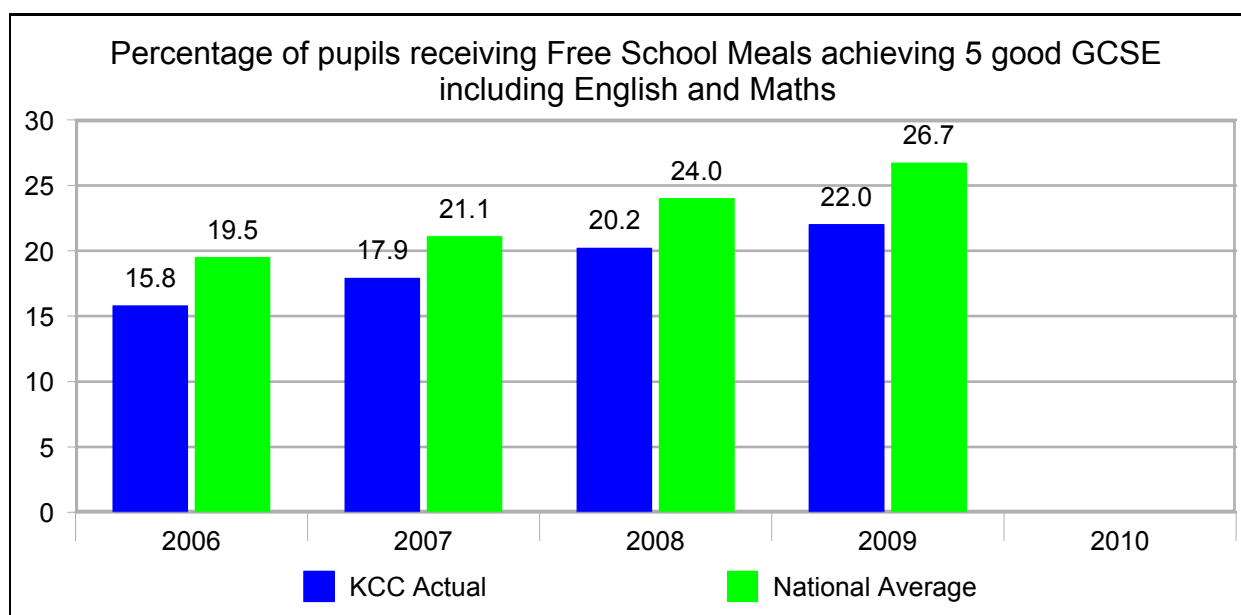
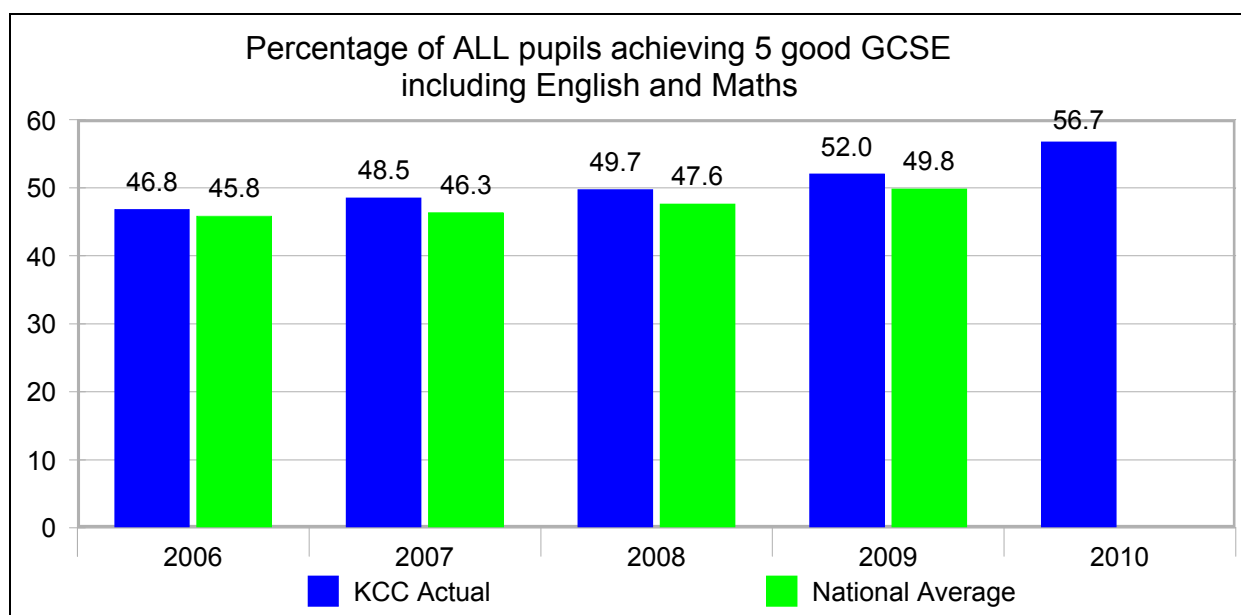


	Current RAG	Previous RAG	Current DoT	Previous DoT
Level 4 and above – all pupils	●	●	↑	↓
Achievement gap for children with free school meals		▲		↑

Comments :

Provisional 2010 results for combined English and Maths show improvement in Kent by 2 percentage points which matches national improvement. 100% of children in 14 Kent schools achieved at least a Level 4, an improvement from 5 schools in 2009. However, Kent remains below national performance. This year's SATs boycott questions confidence in national figures for 2010, given 26% of schools nationally did not conduct SATs. 6% of Kent schools boycotted the SATs (24 schools).

Note that the RAG and DoT ratings for children with free schools meals are based on the gap in performance between children with free school meals and other children. The gap reduced in 2009.

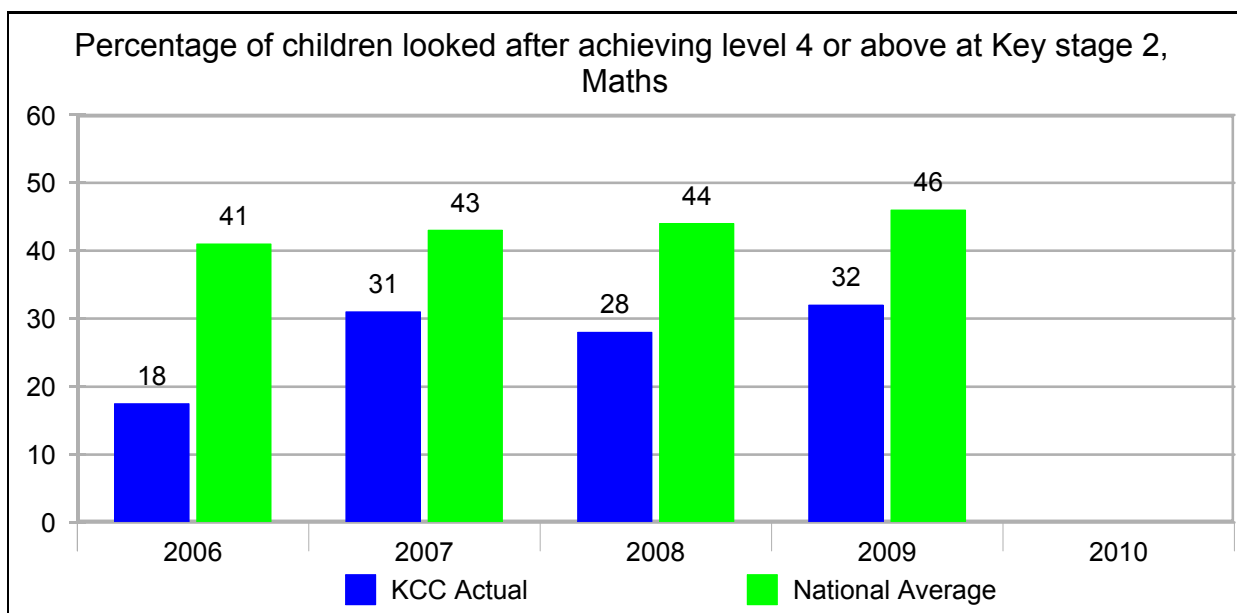
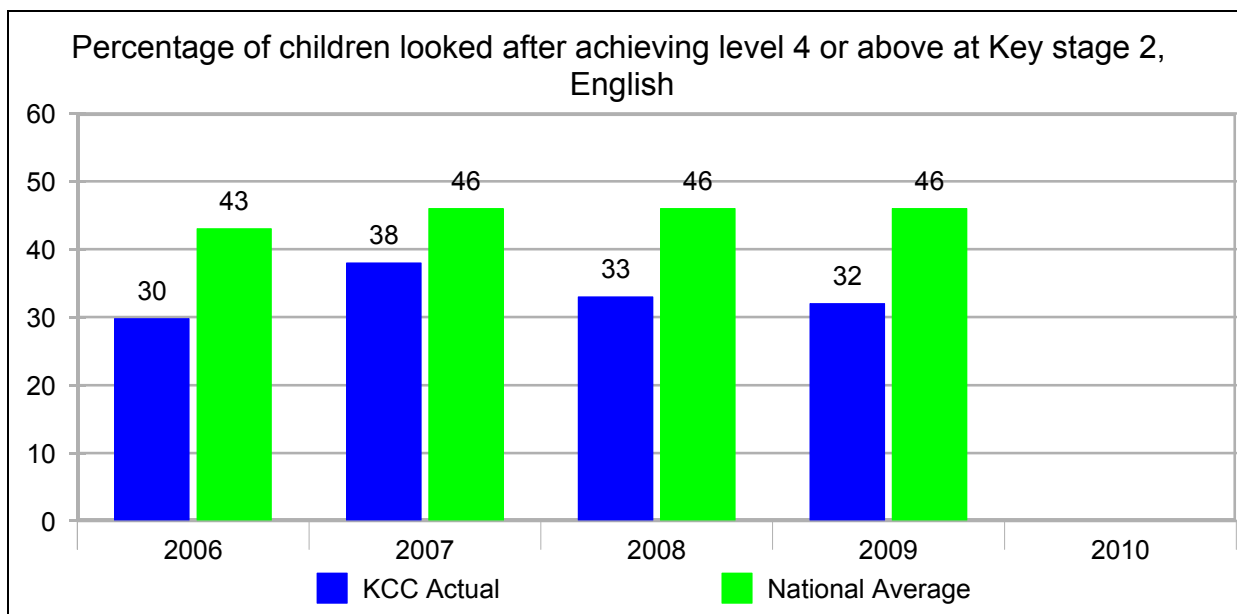


	Current RAG	Previous RAG	Current DoT	Previous DoT
5 good GCSE – all children		●	↑	↑
Achievement gap for children with free schools meals		▲		↓

Comments :

Kent's provisional GCSE results for this indicator improved on 2009 performance by 4.7%, bringing the 5+ A*-C result (including English and Maths) to 56.7%. This has met our local authority 2010 target. We believe this will be above the national rate of improvement, for which data will be available in October.

In 2009 children in Kent overall performed above the national average for GCSE but children eligible for free schools meals performed below the national average. Note that the RAG and DoT ratings for children with free schools meals are based on the gap in performance between children with free school meals and other children. The gap widened in 2009, but expectations are for it to narrow in 2010.

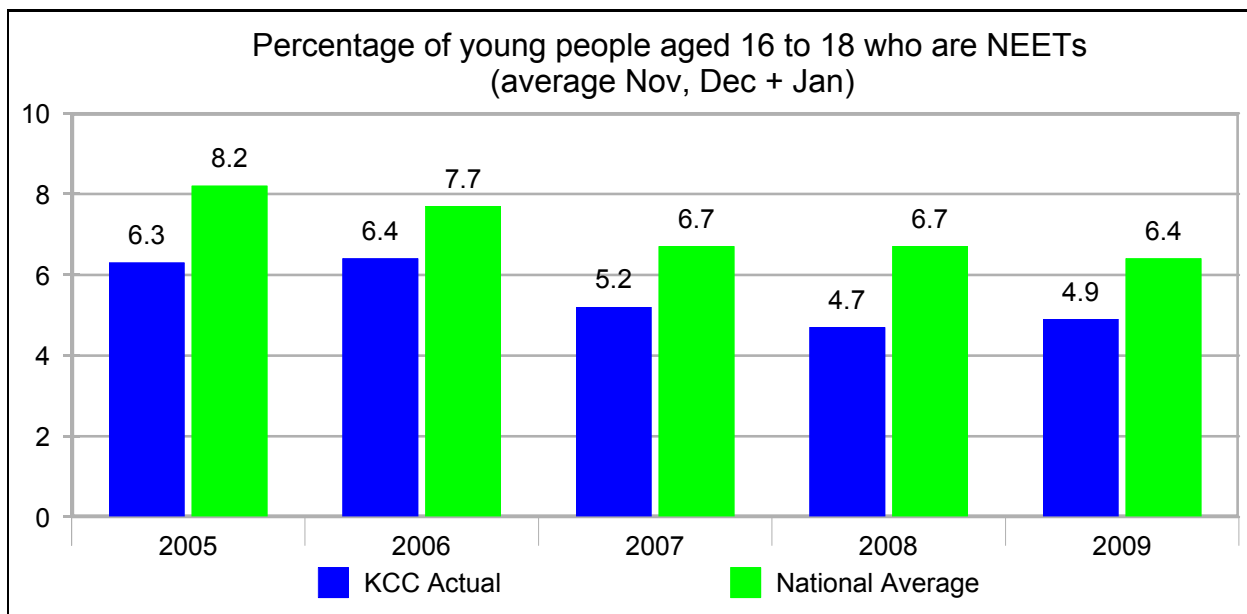
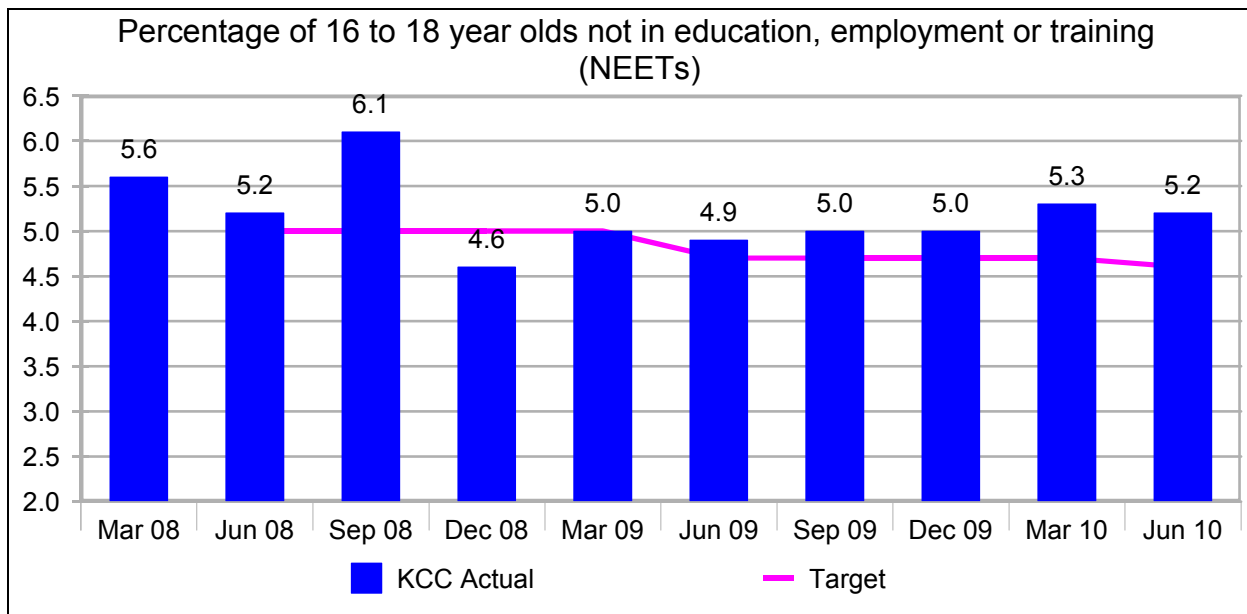


	Current RAG	Previous RAG	Current DoT	Previous DoT
LAC Key stage 2 English		▲		↓
LAC Key stage 2 Maths		▲		↑

Comments :

Data for 2010 will not be available until the autumn.

In 2009 results for looked after children (LAC) had not significantly improved. The introduction of a Head Teacher for all LAC and Care Leavers will be key in the delivery of improvement in this area, ensuring a greater level of leadership and influence in practice of both schools and social workers.

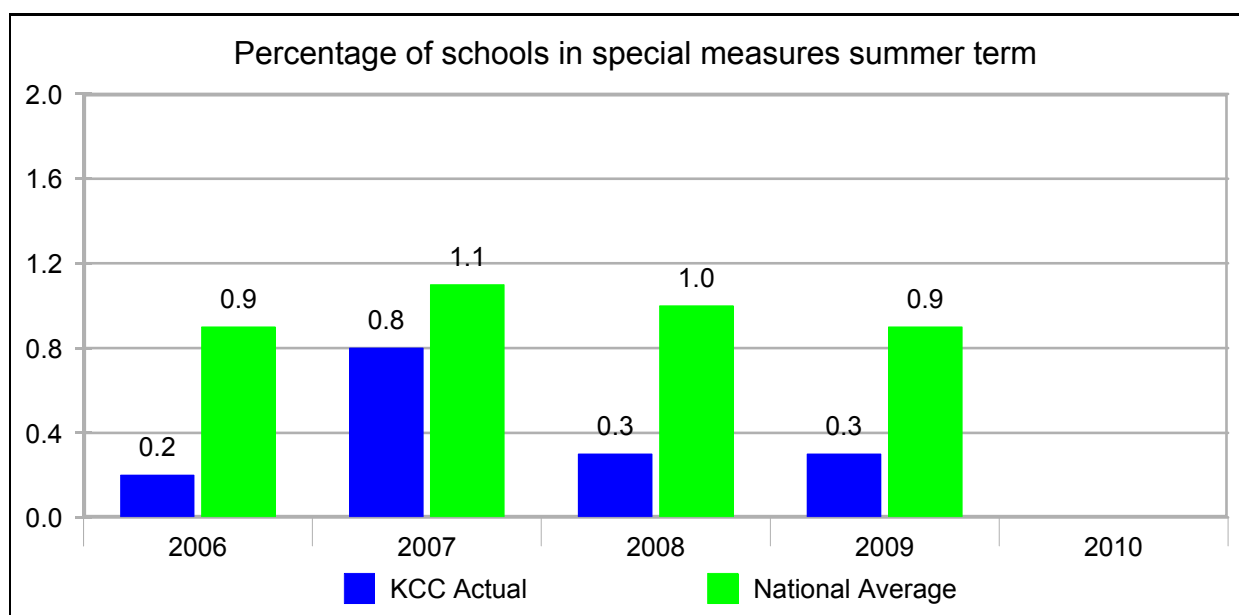
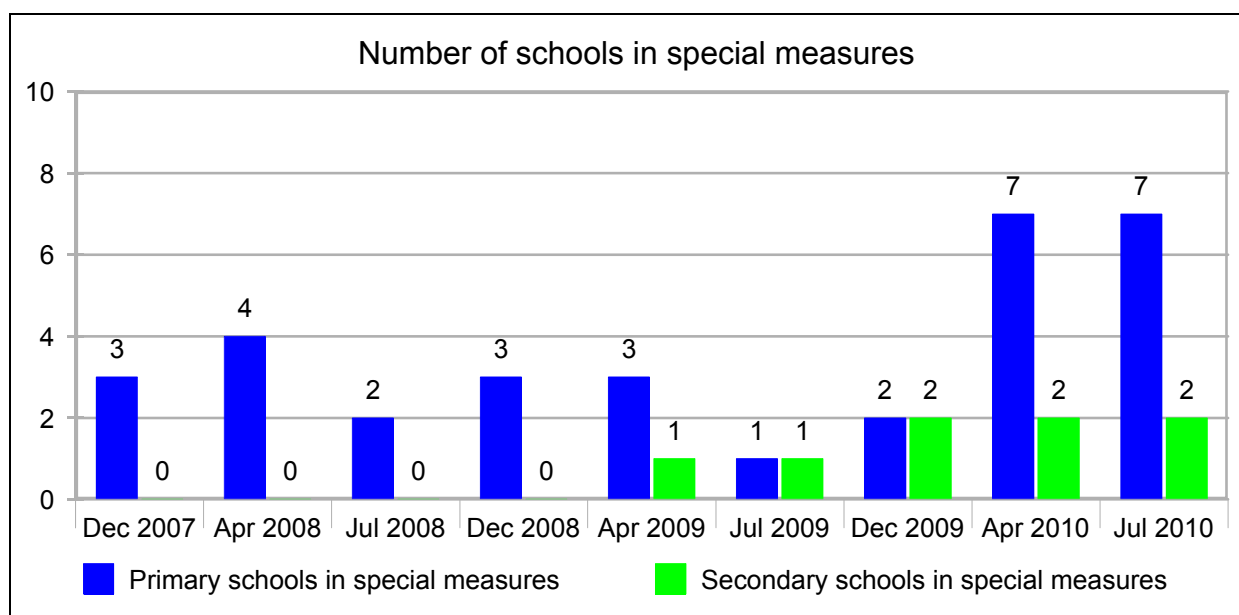


	Current RAG	Previous RAG	Current DoT	Previous DoT
NEETs	●	●	↑	↓

Comments :

The national downturn in the economy means that there is likely to be an increase in the number of young people not in education, employment or training (NEET). However, performance in Kent remains better than the national average.

The June 2010 NEET figure in Kent of 5.2% equates to just under 2,000 young people.



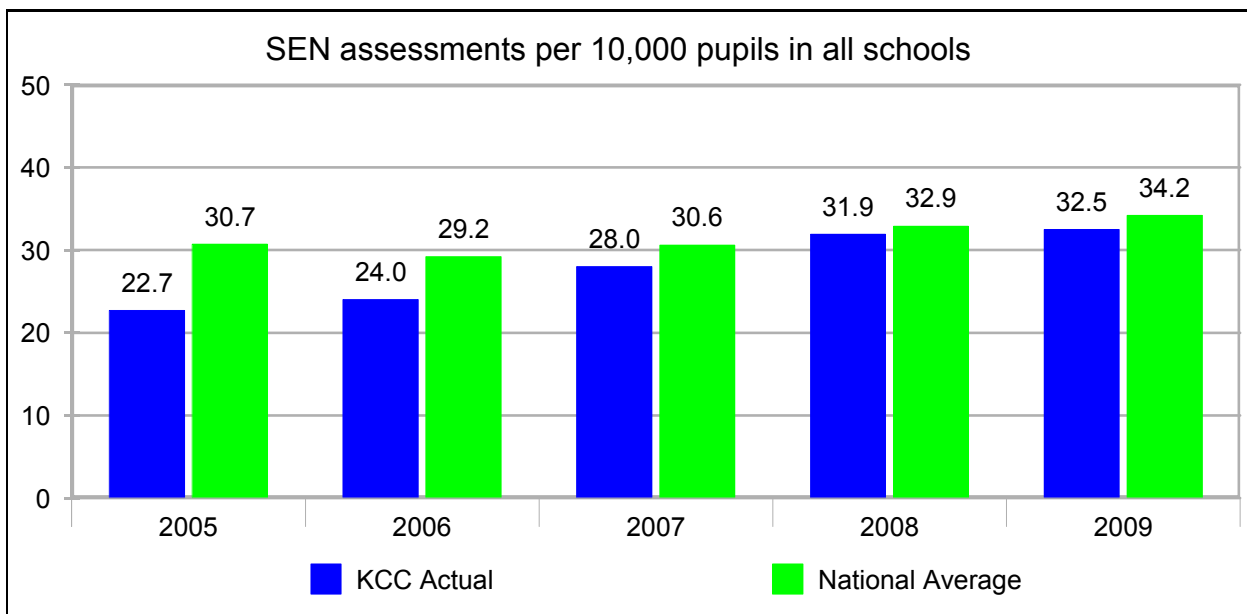
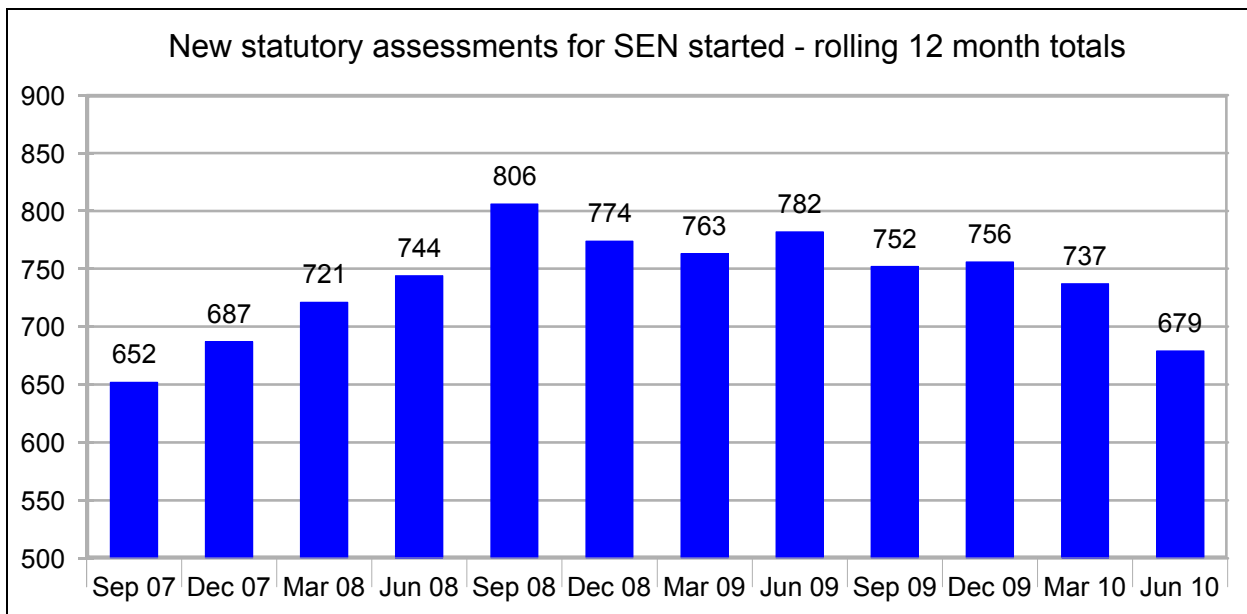
Schools special measures :	Current RAG	Previous RAG	Current DoT	Previous DoT
Primary schools	●	●	↔	↓
Secondary schools	●	●	↔	↔

Comments :

7 Primary and 2 Secondary schools are currently in Special Measures, and all are predicted to exit the category within 12 months of entering.

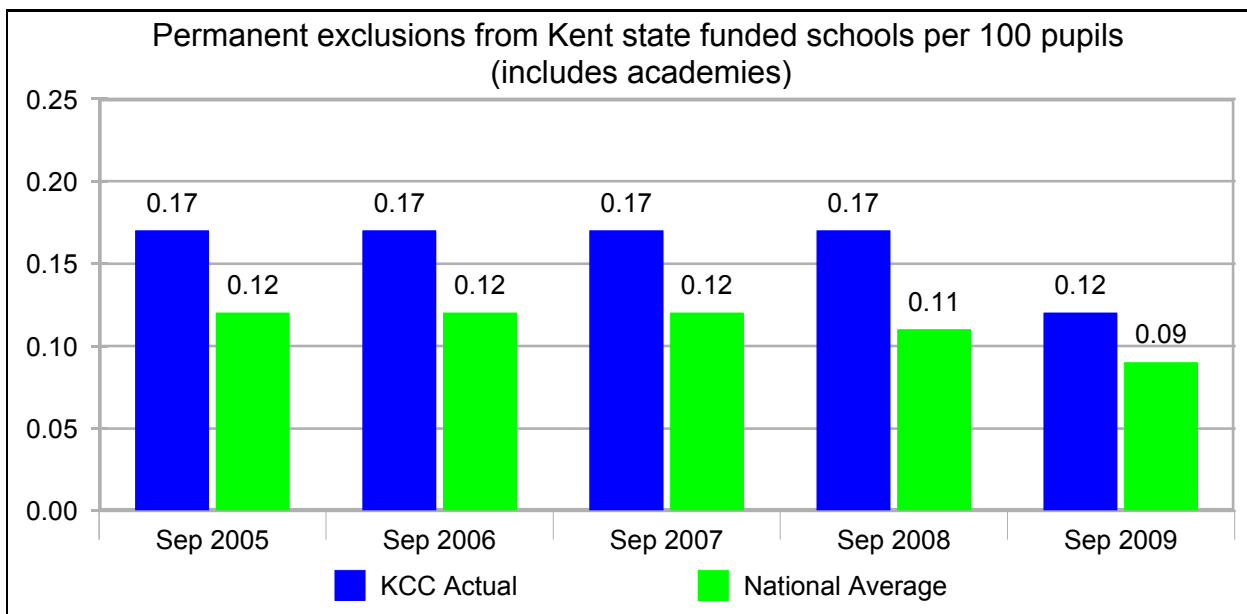
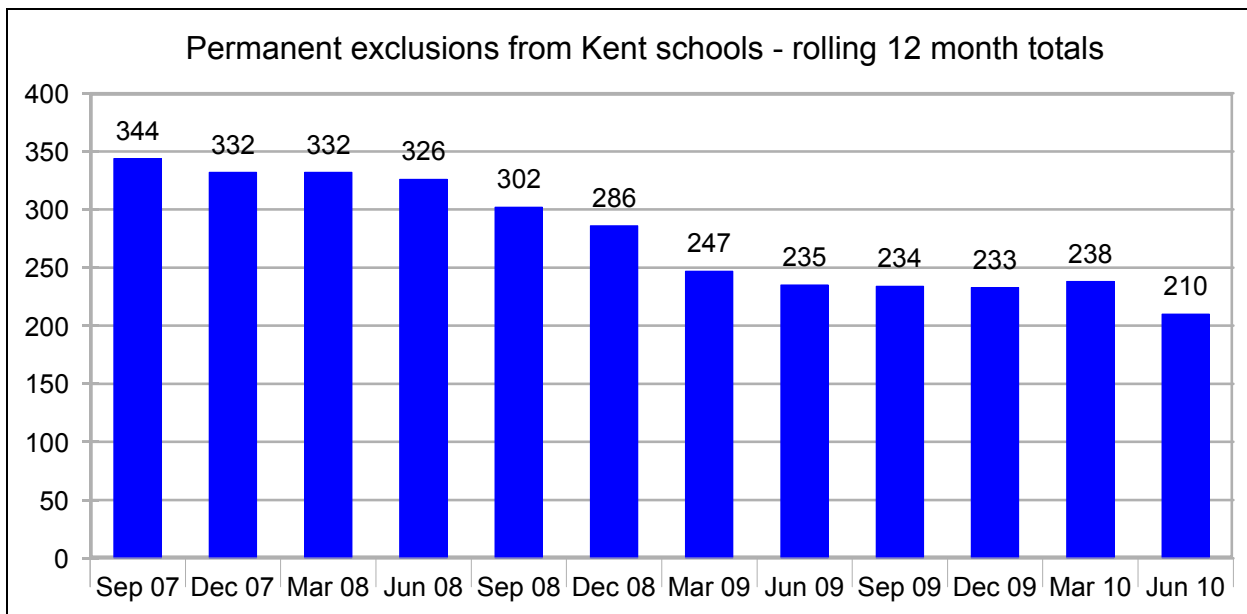
Schools are being supported (and challenged) to ensure rigorous tracking and monitoring of pupil progress and to intervene through the provision of additional support. Kent's new strategy is to identify schools that are vulnerable and intervene early to establish priorities for improvement, a key commitment being to have no school in Special Measures in the next 12 months.

National data for the summer term will be available by November and it is expected that this will show a rate similar to that now in Kent of 1.5% of schools.



	Current RAG	Previous RAG	Current DoT	Previous DoT
SEN assessments	★	●	↑	↑

Comments :
 The number of new assessments for Special Educational Need continues on a downward trend from a peak in the year to September 2008. Assessment rates continue to be below national rates.

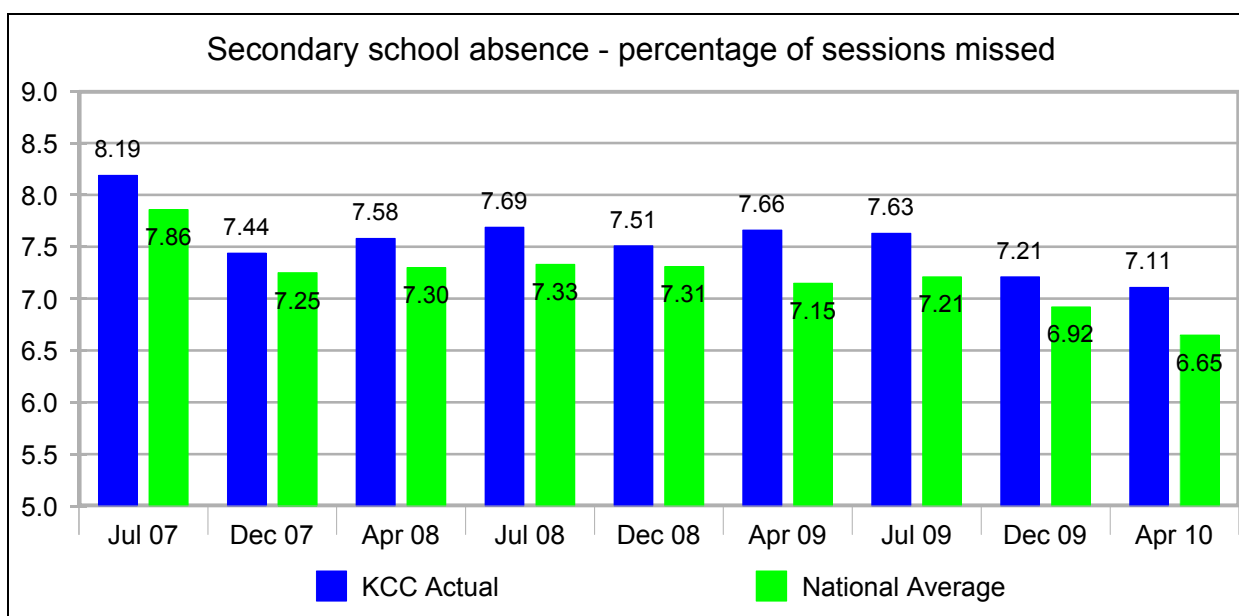
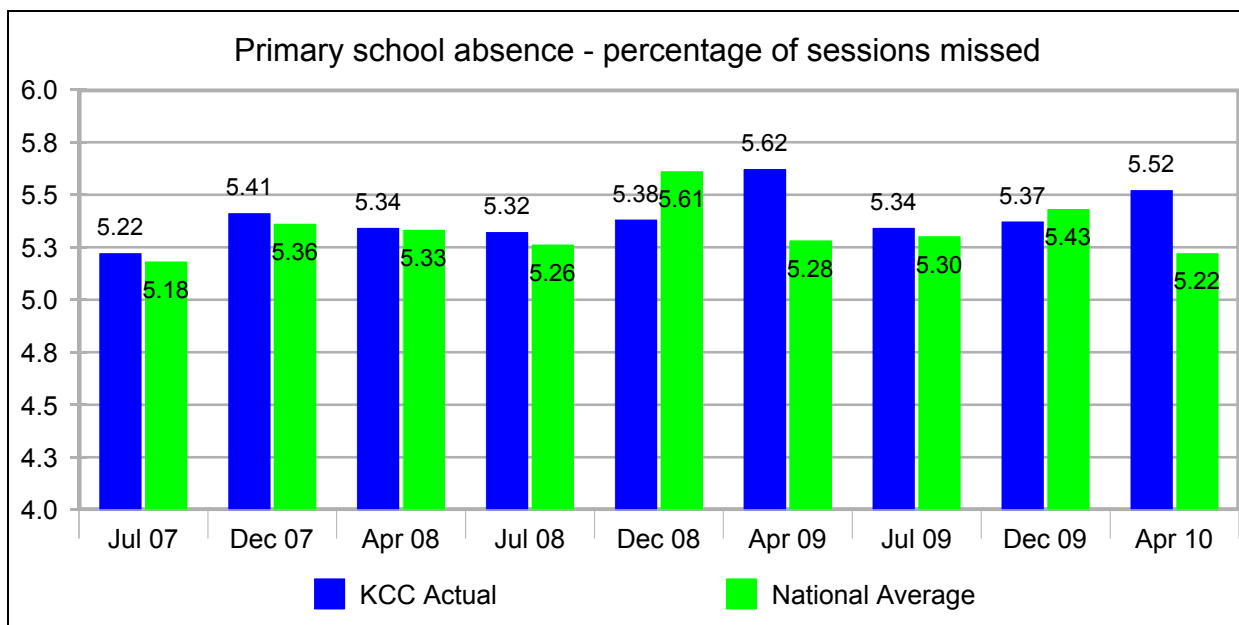


	Current RAG	Previous RAG	Current DoT	Previous DoT
Pupil exclusions	●	▲	↑	↓

Comments :

Having persisted at 0.17% of pupils, the permanent exclusion rate fell in the 2008/09 academic year to 0.12%, closing the gap to the national rate. Local data shows this reduction has been sustained during 2009/10.

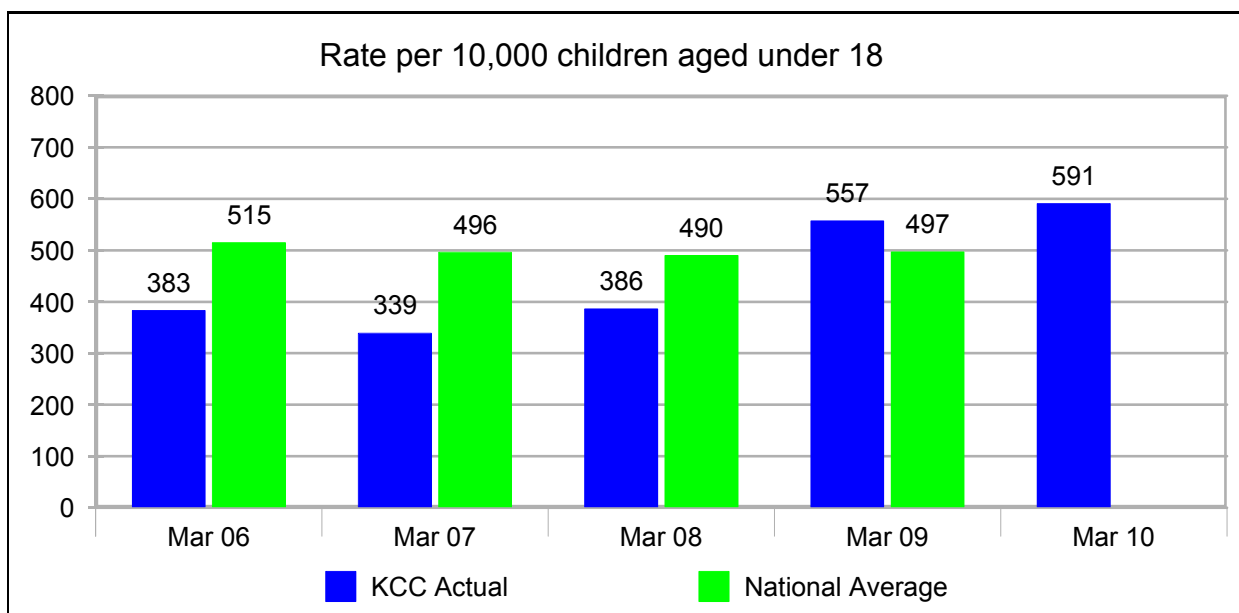
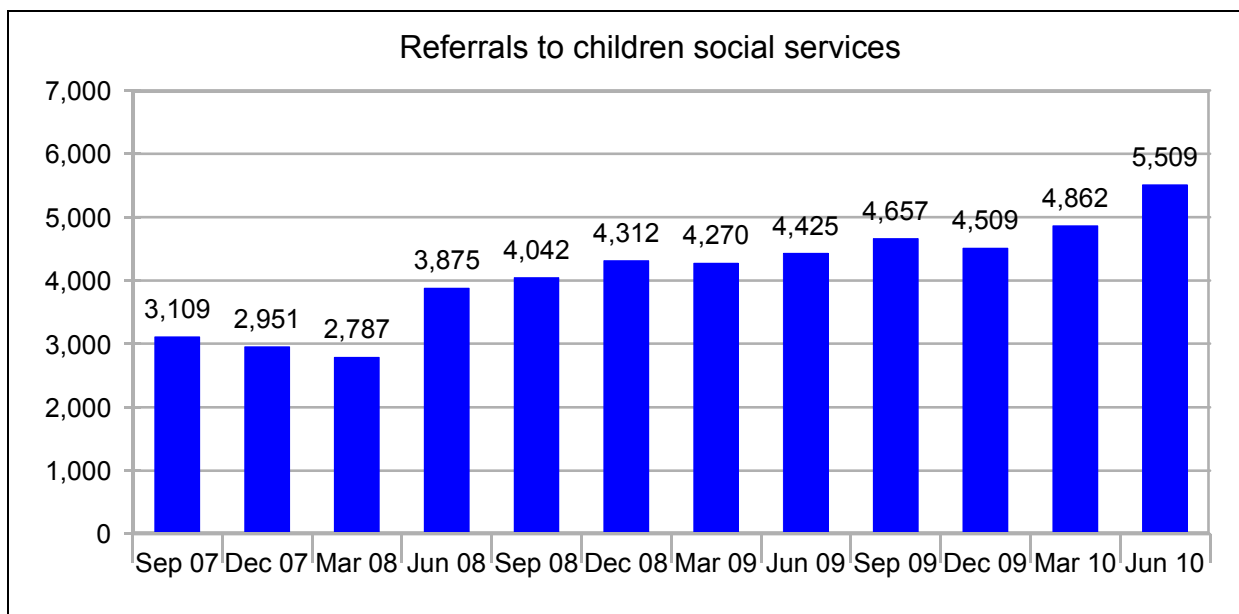
There is very long delay in publication of national data for exclusions and the 2008/09 data has only recently become available. Based on this latest benchmark Kent would need to reduce pupil exclusions down to 191 pupils to be equal to the national rate. This has nearly been achieved in the last year.



	Current RAG	Previous RAG	Current DoT	Previous DoT
Primary absence	●	●	↓	↓
Secondary absence	●	●	↑	↑

Comments :
 Up to April 2010 primary school absence rate has been much in line with national performance, although with larger differences in the Spring term.

The secondary school rate has been higher than national performance. However, a robust strategy is now in place to reduce secondary absence.

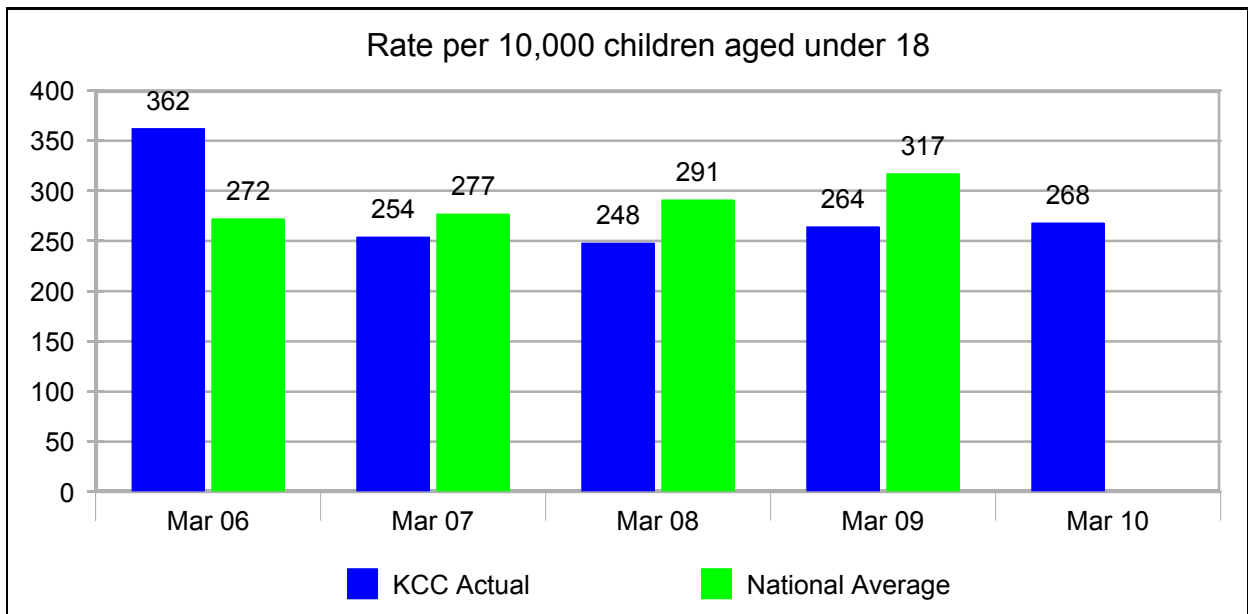
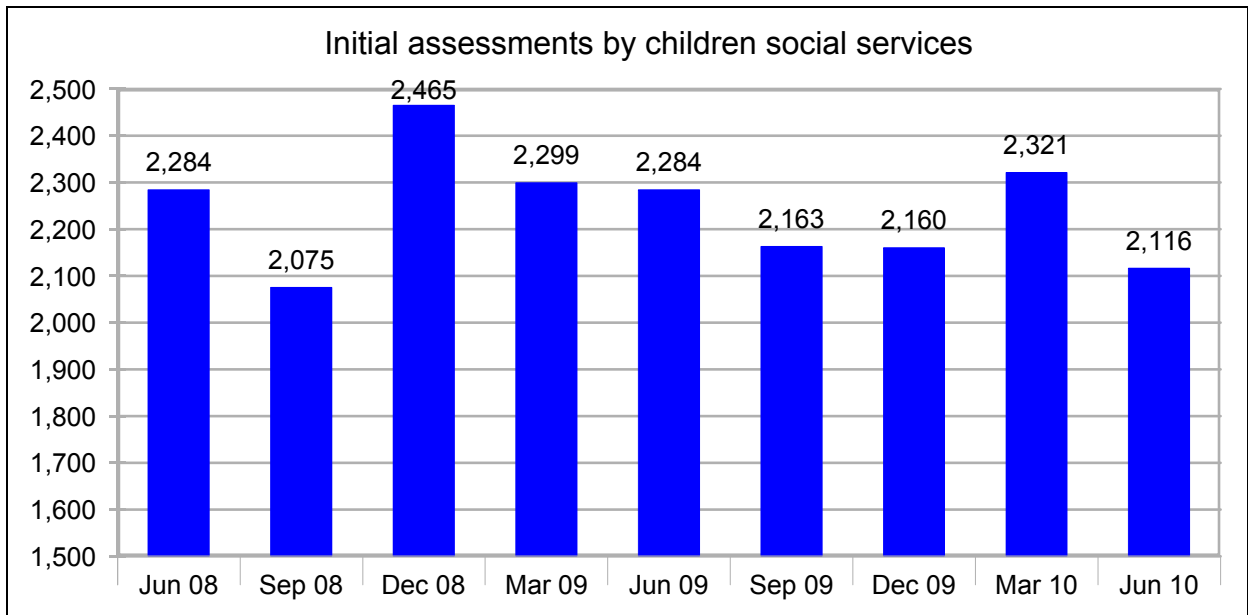


	Current RAG	Previous RAG	Current DoT	Previous DoT
Referrals	▲	▲	↓	↓

Comments :

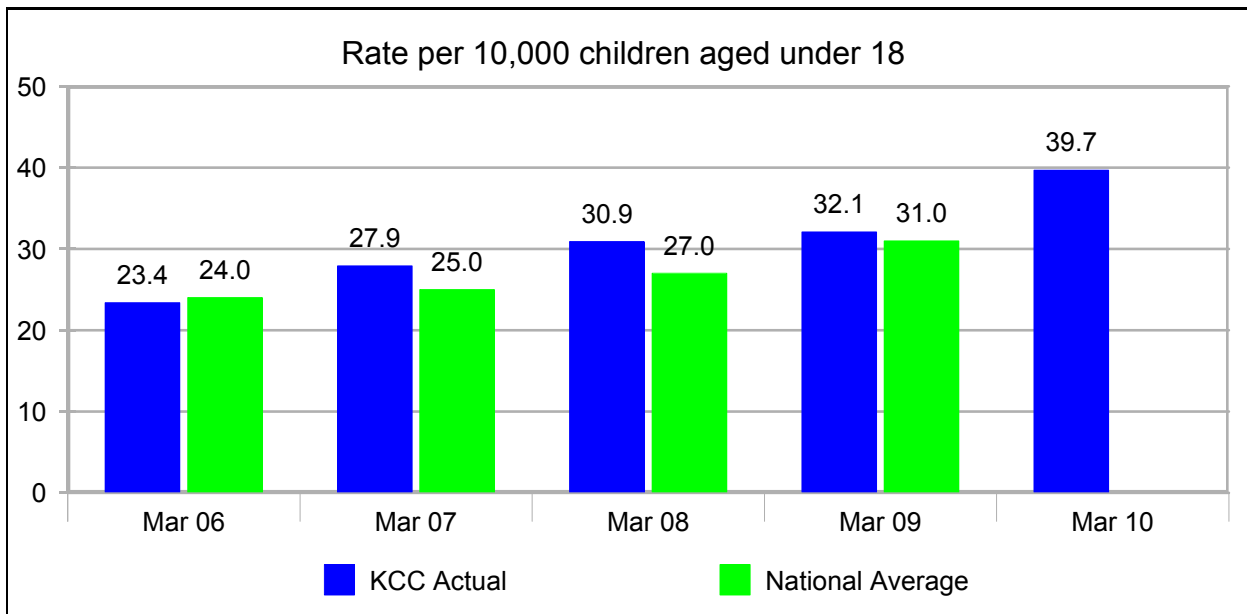
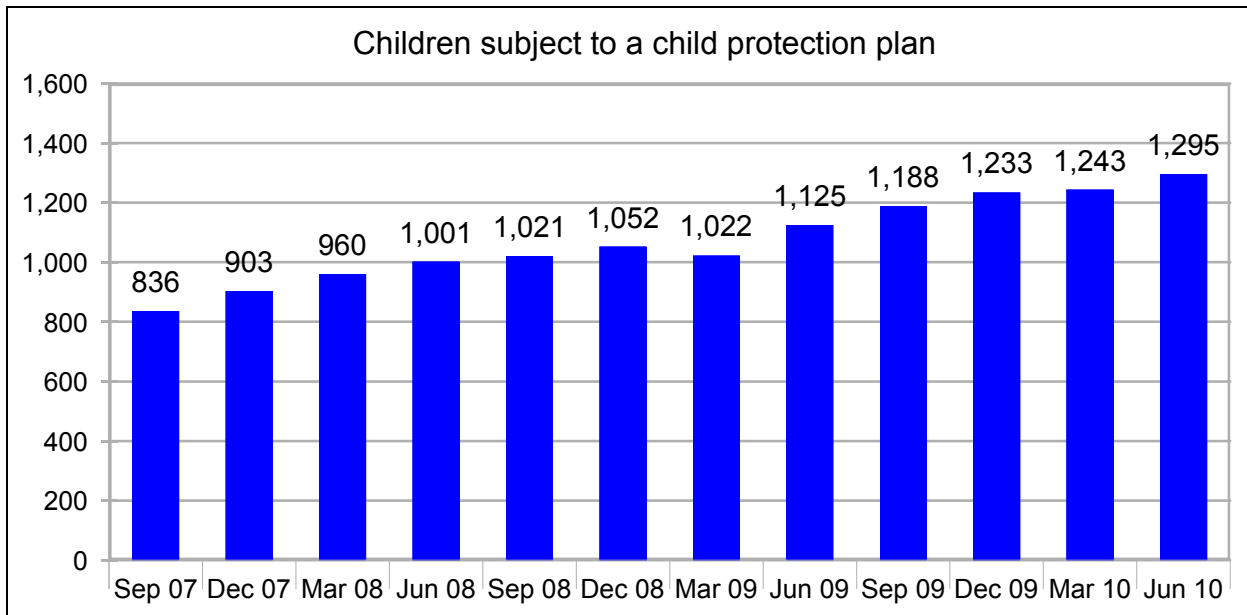
The rate of referrals in Kent continues to increase and for 2008/09 had moved above the national rate. Action is being undertaken to address this issue, including work with agencies which make referrals, most notably the Police.

The new Preventative Services Managers (PSMs) take up their posts in September with the objective of reducing referrals to Children's Social Services. This reduction will be achieved by embedding the Common Assessment Framework (CAF) process for earlier intervention with vulnerable children and their families, and by refining the single point of access process.



	Current RAG	Previous RAG	Current DoT	Previous DoT
Initial assessments	★	●	↑	↓

Comments :
 Despite the increase in referrals, the number of initial assessments remains reasonably stable and has remained below the national rate which has shown an increase in previous years.



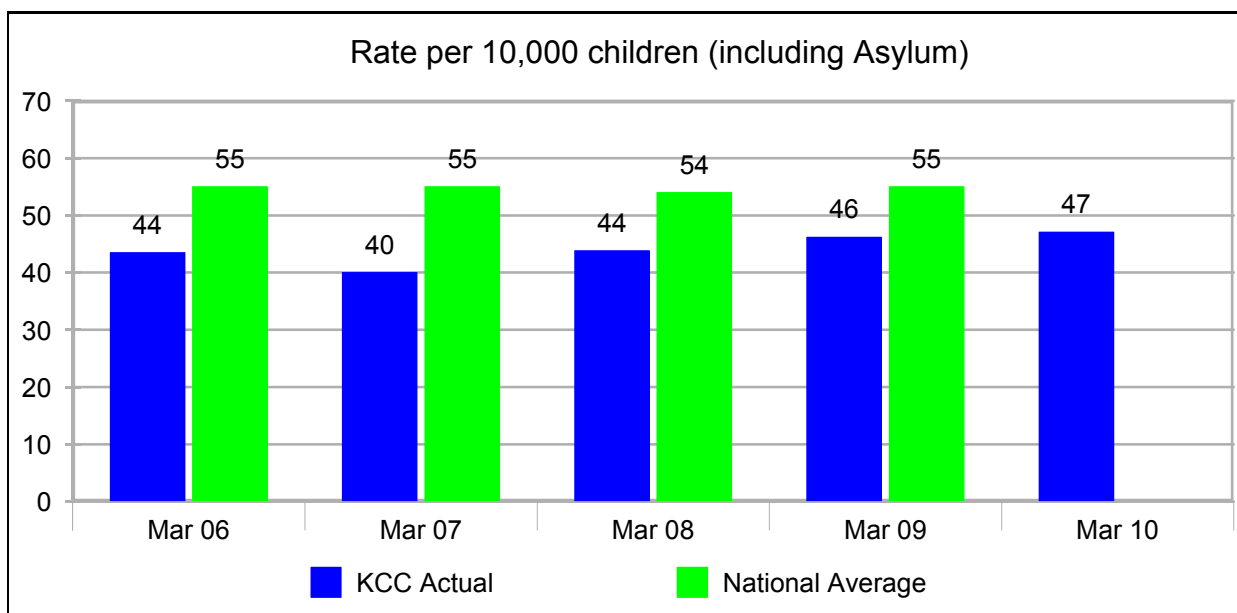
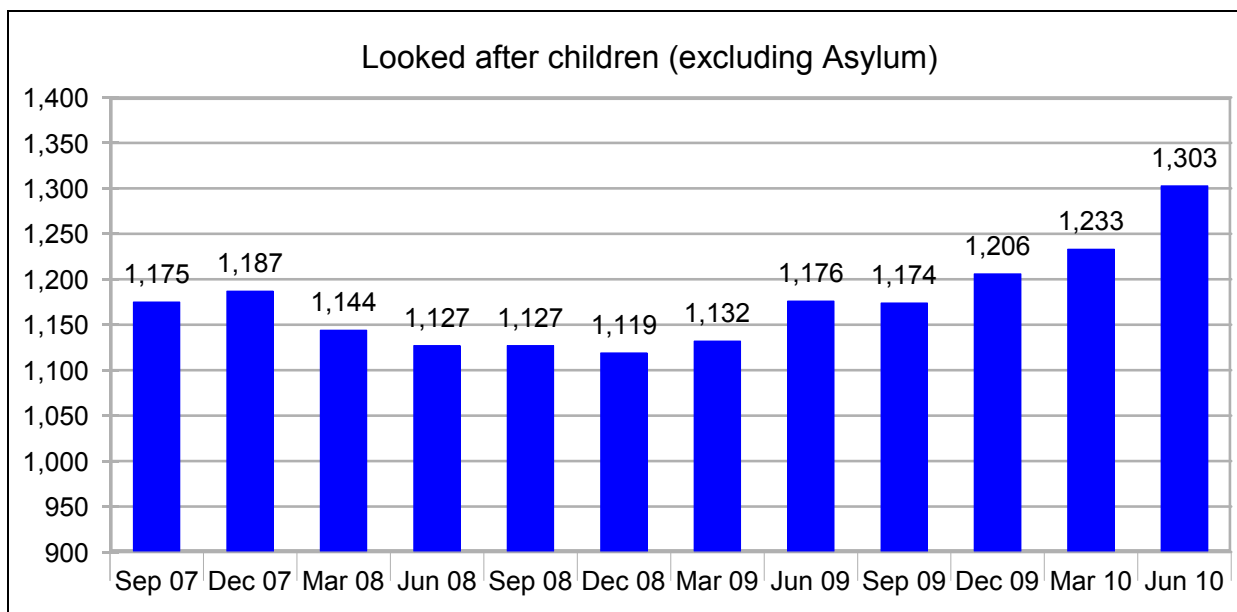
	Current RAG	Previous RAG	Current DoT	Previous DoT
Child protection plans	▲	▲	↓	↓

Comments :

The number of children subject to a child protection plan continues to increase, and further increase is anticipated, given the rise in referral activity. There is a national trend of increased child protection activity and this is being investigated by a number of agencies including the Association of Directors of Children's Services.

The majority of children with child protection plans have them due to a combination of factors including, parental substance misuse, domestic violence, and parental mental illness.

The Kent Safeguarding Children's Board is seeking to address these issues on a multi-agency basis.



	Current RAG	Previous RAG	Current DoT	Previous DoT
Looked after children	★	★	↓	↓

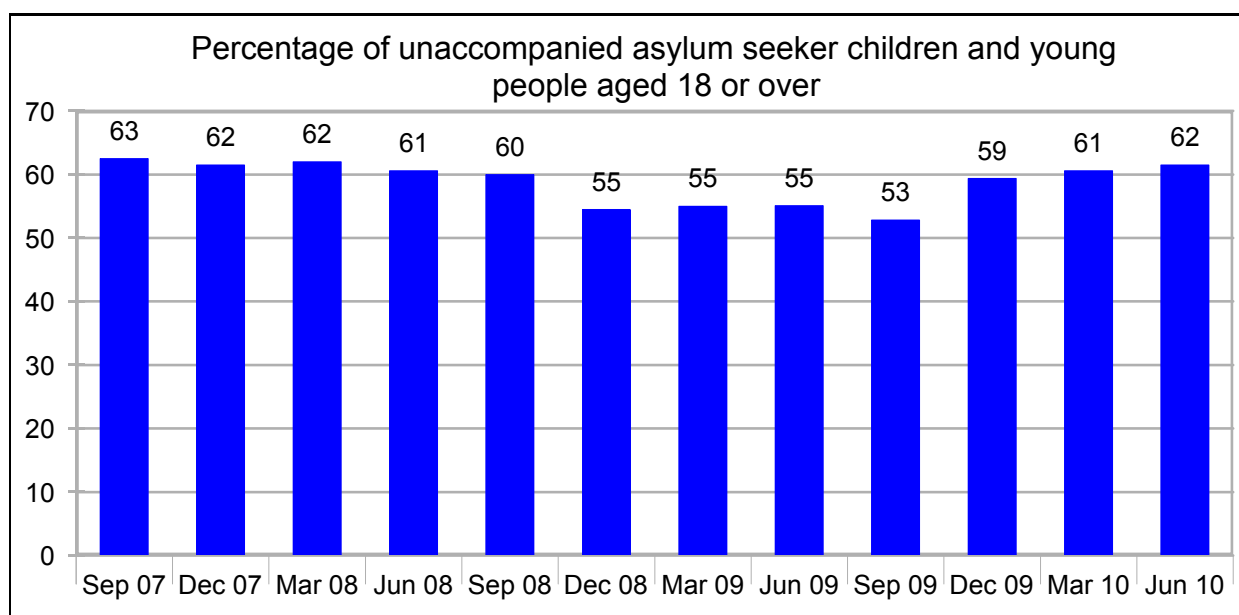
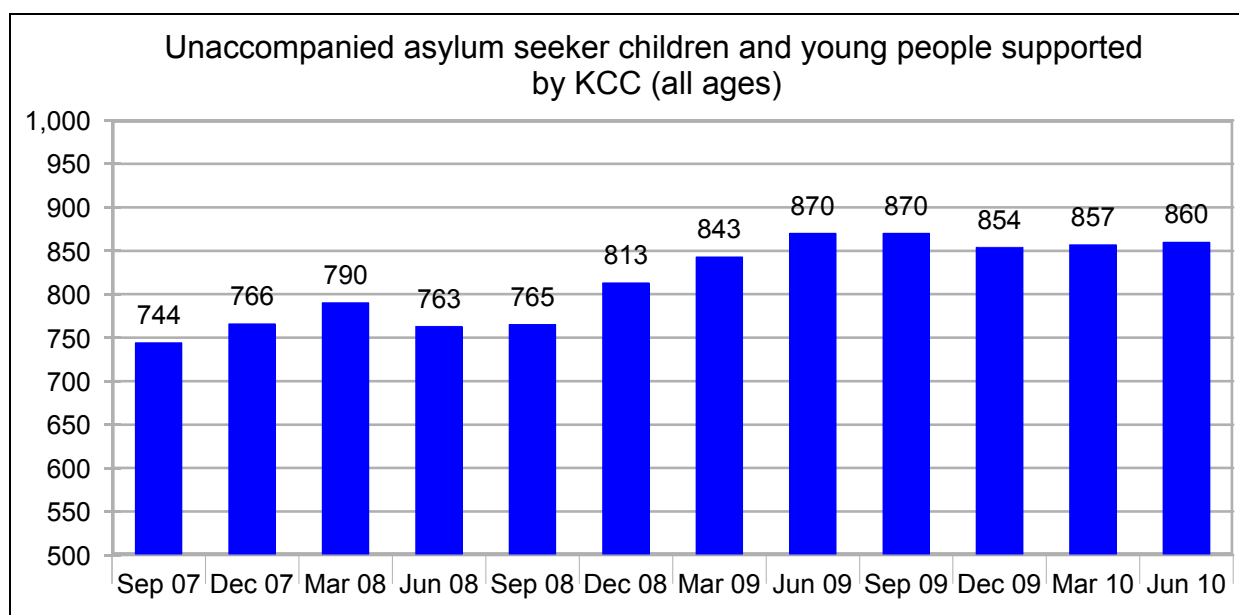
Comments :

There has been a steady increase in the numbers of looked after children since January 2009. The overall rate is likely to remain below the national average for 2009/10.

The reasons for the increase are:

- Rise in care proceedings to protect children (mainly younger children)
- Rise in teenagers (13-15) being looked after due to a family breakdown
- Rise in accommodation of homeless 16-17 year olds as a result of the Soutwark Judgement.

It is possible that the number of looked after children in Kent will continue to rise in line with the significant increase in children subject to child protection plans and in line with the national trend.

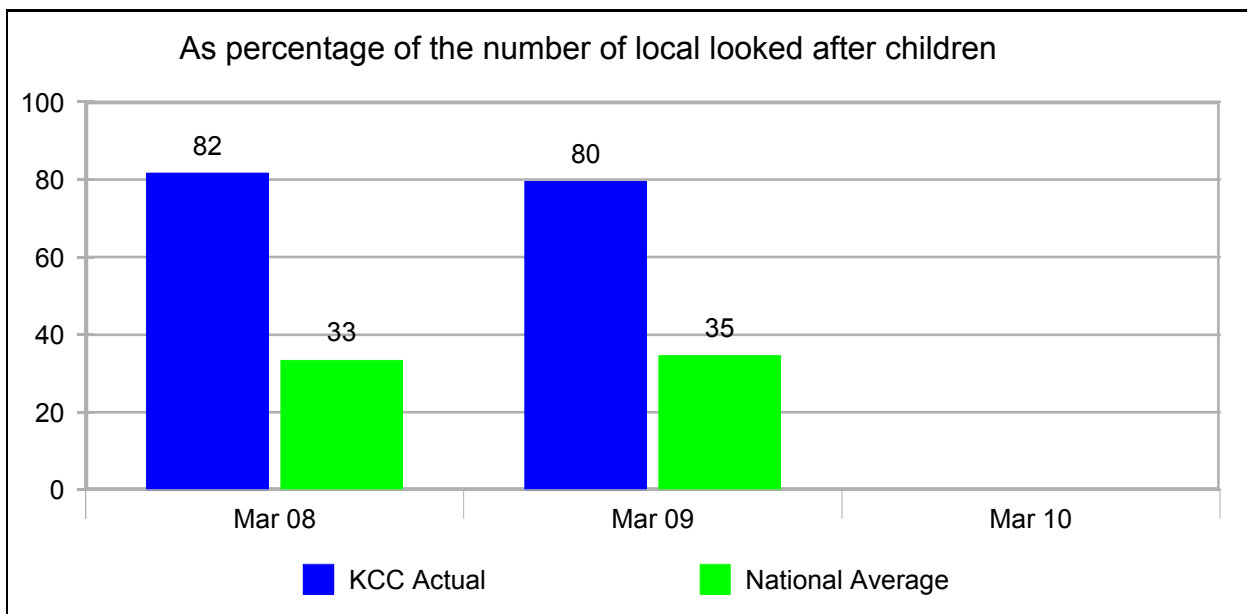
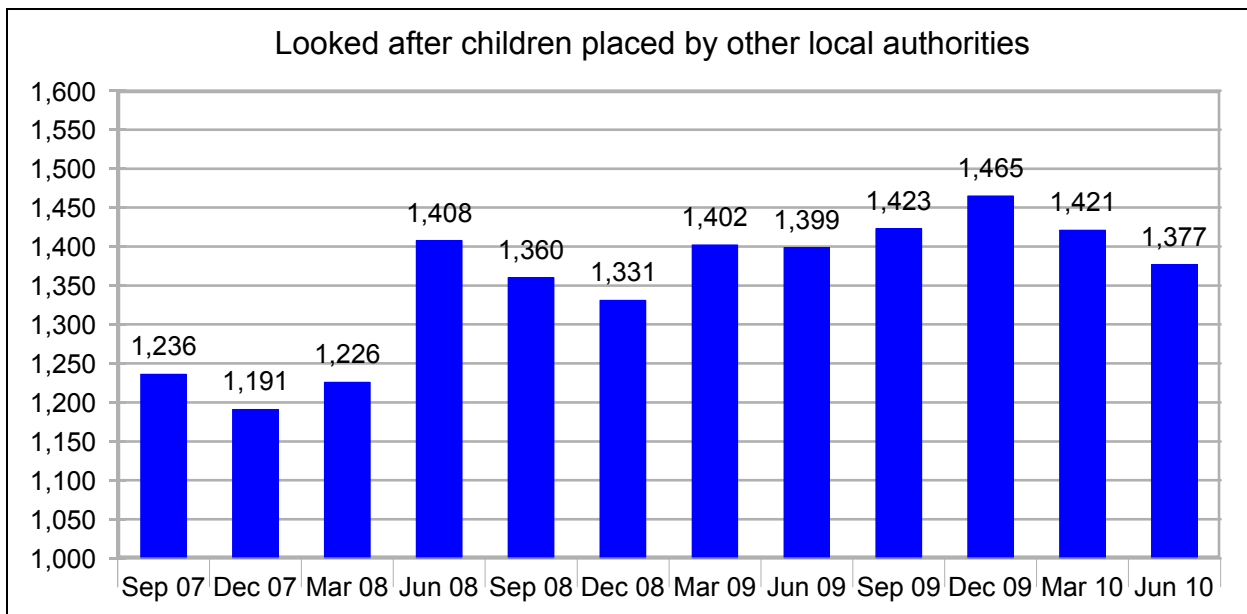


	Current RAG	Previous RAG	Current DoT	Previous DoT
Unaccompanied asylum seeker children	●	●	↓	↓

Comments :

The overall number of asylum seeking children and young people remains around the 860 mark. The majority of these are aged 18 and over.

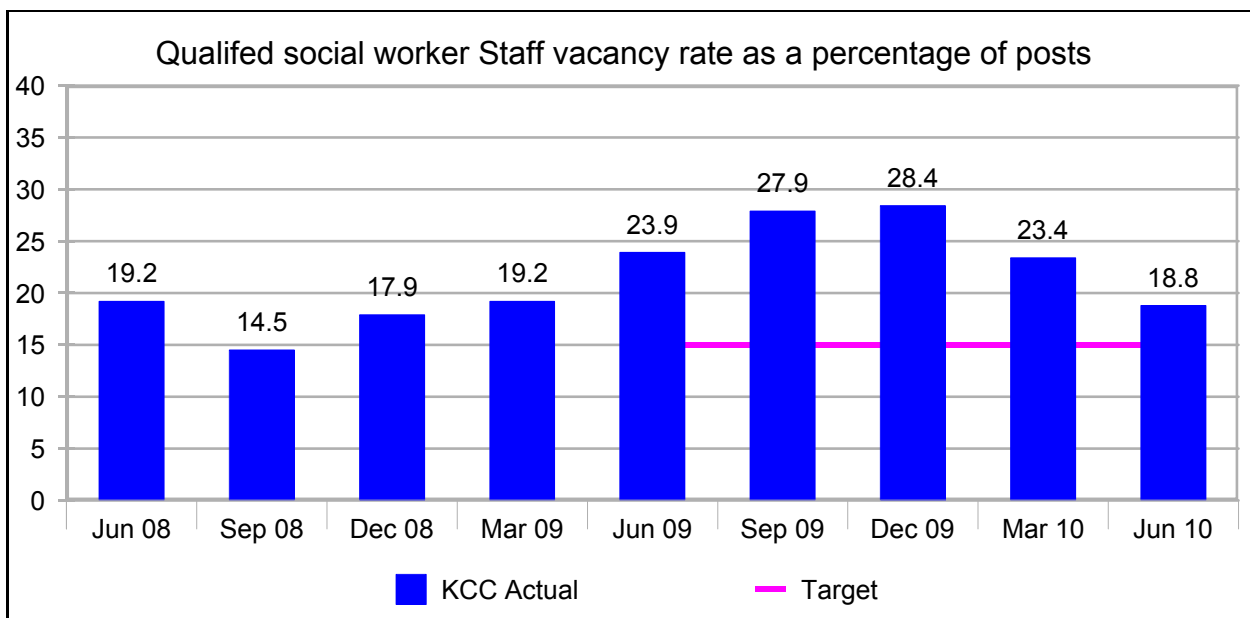
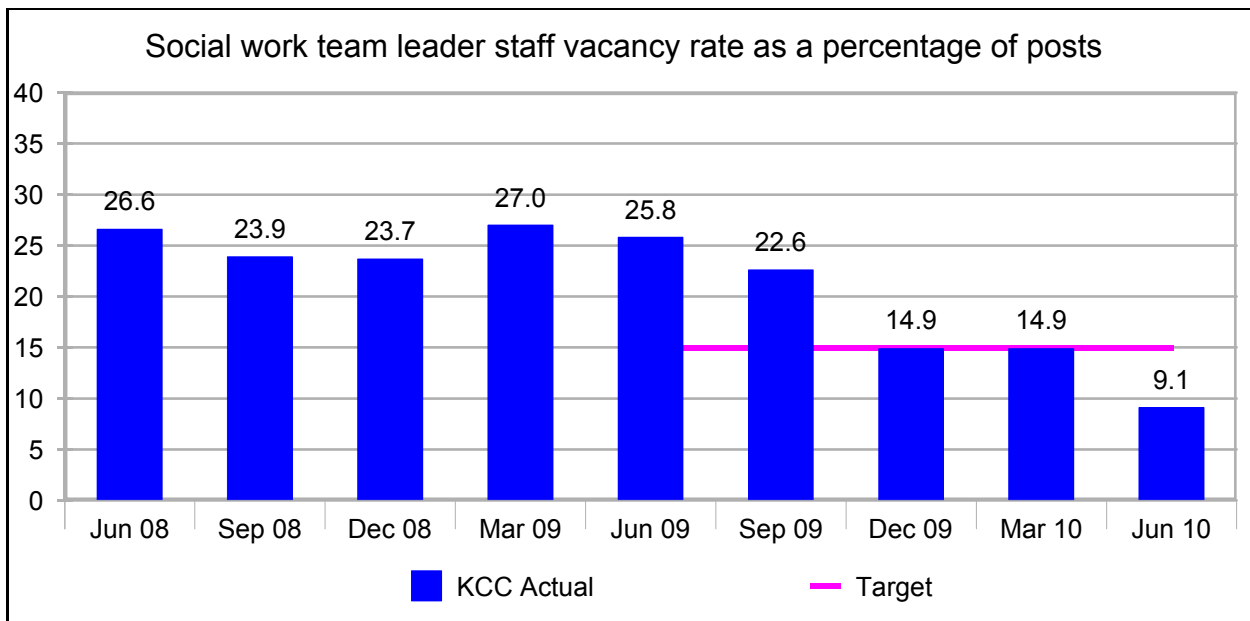
The RAG rating for this indicator is based on the projected level of 820 young people for 2009/10.



	Current RAG	Previous RAG	Current DoT	Previous DoT
Looked after children placed in Kent by other authorities	▲	▲	↑	↑

Comments :
 The number of looked after children placed by other local authorities has reduced slightly from a peak in December 2009. The proportion remains high compared with the national average. This has a significant impact on health services, schools and the youth offending service. Discussions are taking place with London authorities in an effort to reduce their reliance on placements in Kent.

The used for annual comparison includes Asylum seeker children and the national statistics show a lower number of children placed by other authorities in Kent than we have recorded locally.



	Current RAG	Previous RAG	Current DoT	Previous DoT
Team Leaders	★	★	↑	↔
Qualified social workers	▲	▲	↑	↑

Comments :

Vacancy rates continue to fall for both team leaders and qualified social workers, showing progress made by the proactive recruitment strategy.

However, vacancies rates for qualified social workers are still around 20%; this number will drop during the autumn as 60 new qualified social workers will be joining the service and we anticipate recruitment of another 30 social workers from overseas.

Adult Social Services

Managing Director's Commentary

The future of Health and Social Care is high on the national agenda. The coalition Government has published the white paper 'Equity and Excellence: Liberating the NHS'. As well as a commission on the funding of long term care there will be a White Paper on public health-published by the end of 2010 and a White Paper on social care reform published in 2011.

There will also be an update on Putting People First – the 2007 vision for personalising adult social care – this autumn. It looks like the themes will be much the same - prevention, personalisation, partnership and protection but with a further focus on productivity. But this time it will be working with a very different health service, going through massive change.

The future of KASS' **Older Person's Service Provision** has been a focus for recent activity with the launch of the formal consultation process. Since 21 June 2010, consultation meetings with Members and District Councillors, staff, residents, day care service users and relatives have taken place to provide information on the proposals for future provision. The consultation period will run until 1 November 2010 after which a report will be prepared incorporating the feedback received. This will be presented to a meeting at ASSPOSC and then to Cabinet in January 2011 for individual decisions on each facility.

Other key activity:

1. Increasing **demographic demand** has been well documented. While medical advances are welcomed it does mean that people are now living longer with more complex needs. This will continue to have a major impact on budgets and resources. Referrals have continued to increase year on year and early indications for 2010/11 are that referral rates will increase by 4%. This monitoring paper demonstrates the increasing demand on nursing and residential care, due principally to an increase in the number of people with dementia. We continue to take robust action to manage resources.
2. We have continued the drive towards **personalisation**. The Self Directed Support (SDS) project was implemented last October and is now being bedded down across the Directorate.

The take up of Personal Budgets continues to increase and Personal Budgets are being implemented in Mental Health. An action plan is in place to ensure that SDS is embedded in Learning Disability, which already has well placed building blocks to support it.

Given this good progress in implementing SDS, there will no longer be a dedicated SDS project team from October.

We are also working with the market to ensure SDS and personalisation is embedded so that people have a choice of care and support wherever they live. A significant characteristic of social care in Kent is that KASS now commissions almost 90% of its services from outside the Directorate. We have worked well with partners

to develop a vibrant private and voluntary sector and we have a range of activity in place to support the sector in realigning its services to meet the challenges of the recession and to fully implement 'Putting People First'.

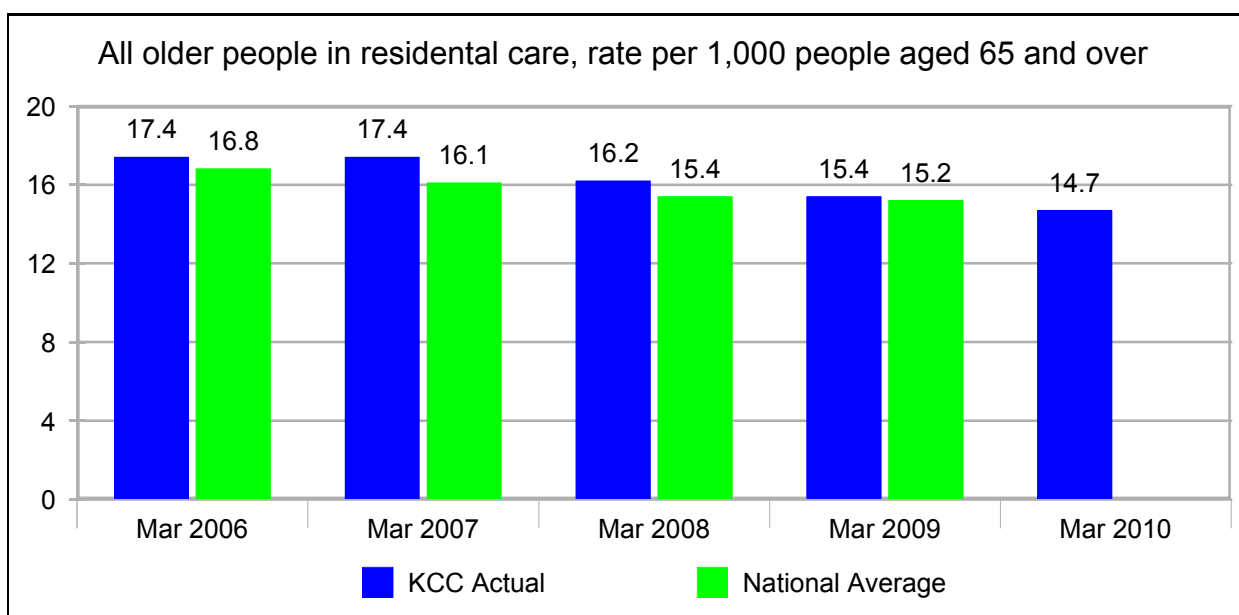
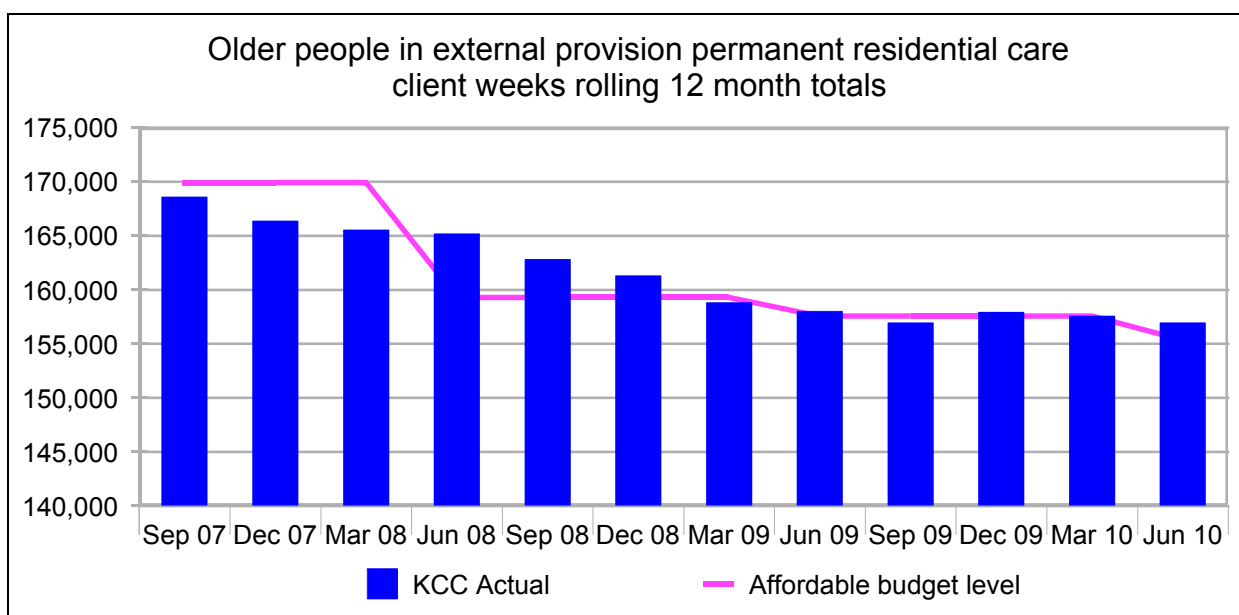
3. We are maintaining the strategic shift to **prevention and early intervention** as the key to promoting the independence of older and disabled people. We continue to target preventative interventions through:
 - identifying people at risk, or people potentially able to benefit from **signposting** and early decision-making, including information and advice. We surveyed a small sample of people who contacted Kent Contact and Assessment Service and 94% reported that the information, advice and guidance given to them met their needs
 - supporting people in making decisions and providing access to **advocacy and brokerage**, to assist their choice of support options
 - providing **equipment and adaptations**. The Equipment Survey 2010 was recently published and reported that 94% of all respondents from Kent have a level of satisfaction with 44% being extremely satisfied
 - mainstreaming of **Assistive Technologies** (e.g. TeleHealth, Telecare). Indications from the Kent pilot are that the use of TeleHealth technology is associated with fewer hospital admissions (A & E visits and bed days of care) along with high patient and carer satisfaction. It is notable that the general and physical health of patients increased during the trial period
 - embedding **enablement services** - an intensive, short term service which assists people to maintain daily living skills. Between April 2009 and June 2010 1,631 clients had completed the programme or were receiving enablement at that time. Early analysis suggests positive results with a higher than expected number of people who had completed the programme not needing any further services. Further analysis will be done to confirm these findings
 - **Intermediate Care** continues to develop across the county to support people who are discharged from hospital, but also to prevent them from entering hospital. There has been ongoing partnership with the PCTs to provide services such as rapid response, resulting in more people being treated within their own homes and not going into hospital
 - providing **support to voluntary and community organisations**.
4. Continued implementation of the Good Day Programme and a full review of in-house **learning disability services**.
 - **Residential Change Programme**. Currently Kent has 1,300 people with a learning disability in residential care and a further 440 are transferring from the PCT. A significant number of people have moved from their family home to supported accommodation avoiding a long term residential placement or from residential care to community settings, including sheltered housing. This work has ensured that there has only been an increase in residential

placements by 68 people, despite demographic pressures and the NHS transfer

- **NHS Transfer and NHS Re-Provision Programme** is part of the DOH programme to transfer NHS Social Care Commissioning to KASS which has meant a transfer of 440 people who received services commissioned and paid for by the NHS - £34 million in total.
5. Completion or mainstreaming of activity from the External Action Plan drawn up with Care Quality Commission. This has included:
- continued promotion of safeguarding awareness across Kent. In June we undertook a 'Safeguarding Awareness Week' with events held across the County
 - development of a carers' action plan. The recently published national carers' survey 2009 shows that 74% of Kent carers were satisfied with the help they received from Kent Adult Social Services.
6. Continued focus on joint working with our partners, especially Health. The publication of the **Health White Paper** 'Equity and Excellence: Liberating the NHS' has far reaching implications. For adult social care there is a strong emphasis on the integration of health and social care with a much stronger role for local government, for example through proposed local Health and Well-being Boards. Local Involvement Networks (LINKs) will become the local HealthWatch, their role will be to ensure that views and feedback from patients and carers are an integral part of local commissioning across health and social care.

The key will be working with NHS colleagues over the next weeks and months in helping shape our response to the White Paper and how jointly we can help the new GP consortia to deliver the kind of personalised service which makes best use of the resources we have jointly available.

Oliver Mills
Managing Director
Kent Adult Social Services

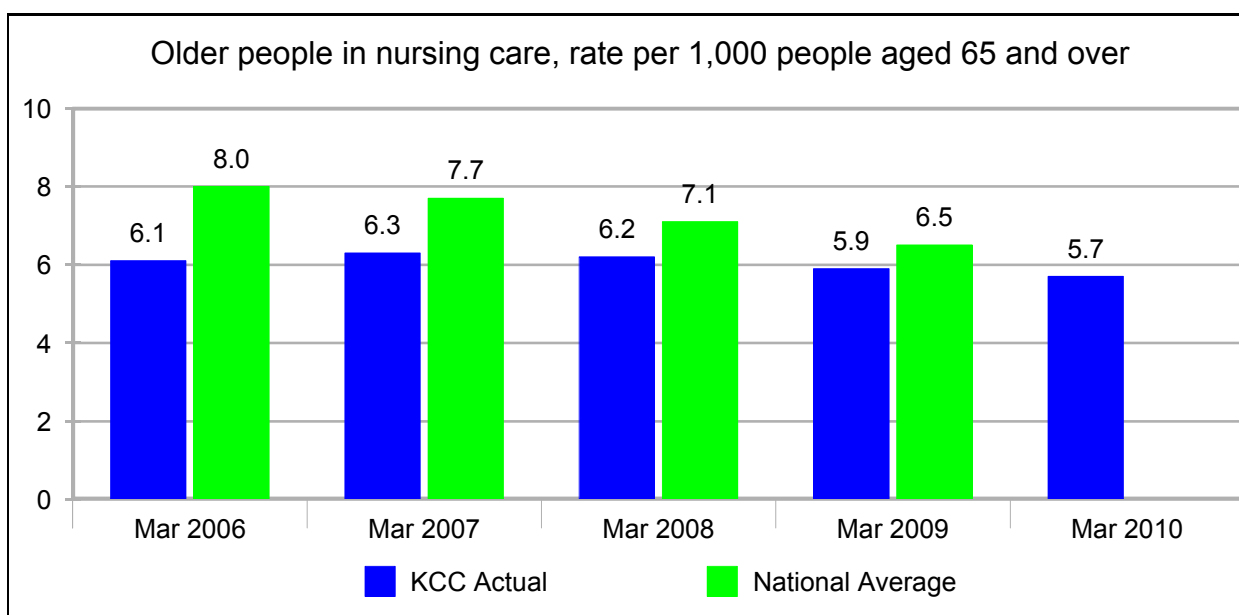
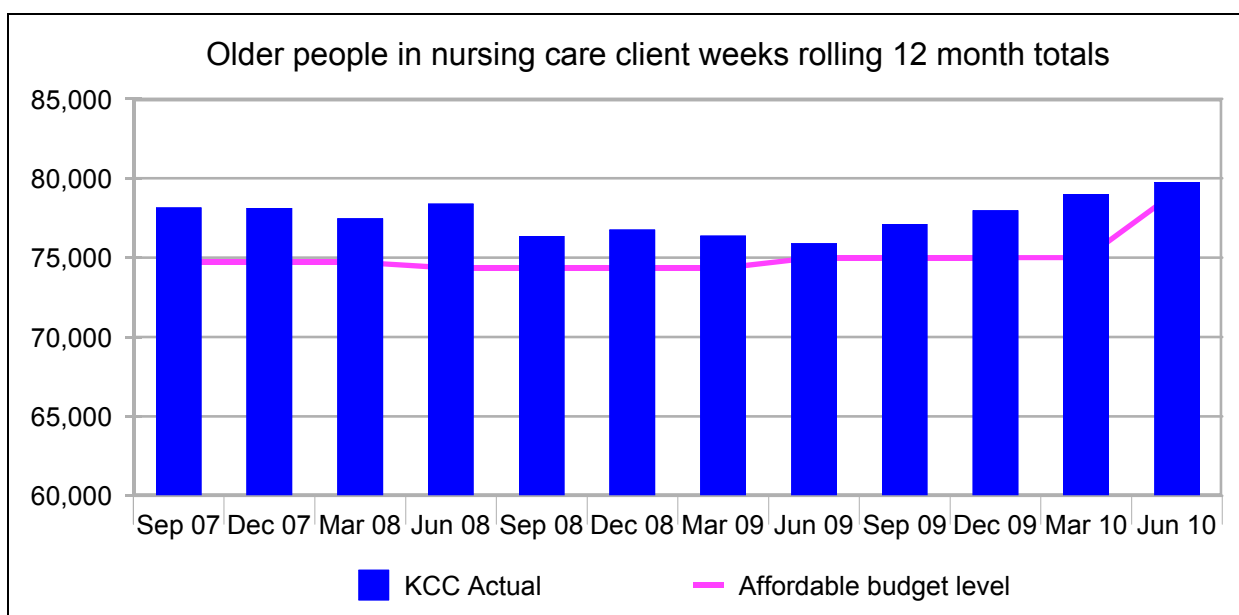


	Current RAG	Previous RAG	Current DoT	Previous DoT
Residential care - older people	●	●	↑	↑

Comments :
 The long term trend for the total number of clients aged over 65 in residential care continues to show a decline, with Kent showing a similar fall and rate of provision to national levels.

The number of clients in permanent non-KCC residential care at the end of June 2010 was 2,819, up from 2,751 in March. It is evident that there are ongoing pressures relating to clients with dementia and the number of clients with dementia has increased from 1,195 in March to 1,241 in June.

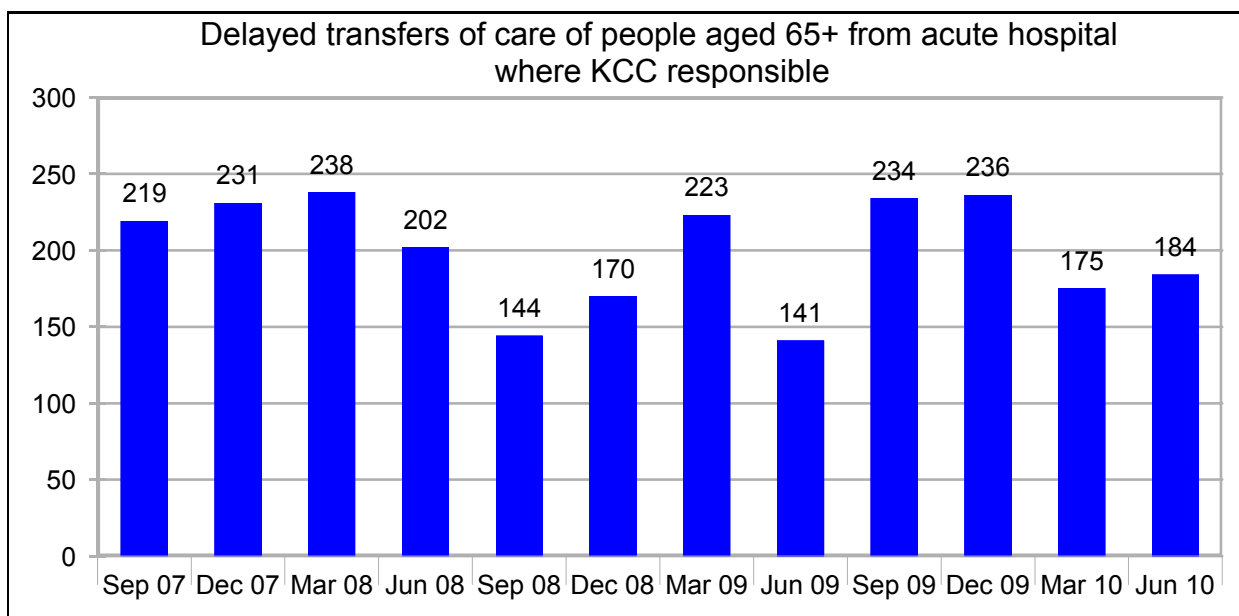
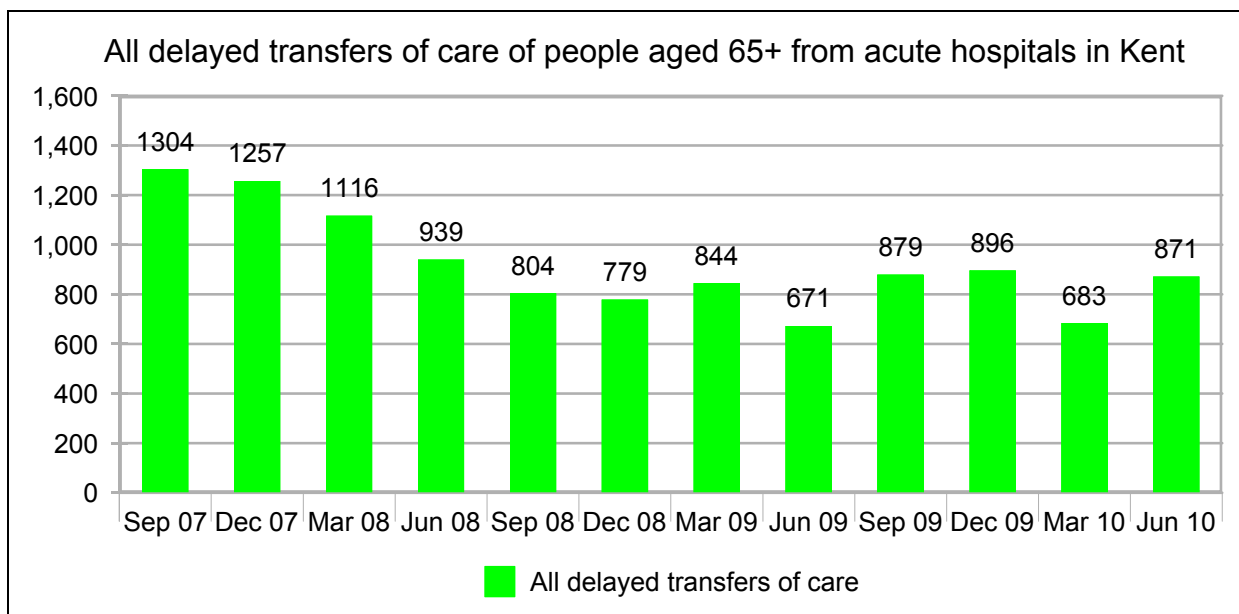
The current full year forecast is 155,570 weeks of external care against an affordable level of 155,351.



	Current RAG	Previous RAG	Current DoT	Previous DoT
Nursing care - older people	●	▲	↓	↓

Comments :
 The number of clients and weeks of care provided for people aged 65 and over in nursing care has been increasing in Kent over the last year. Against last year's budget the position at March was rated as a Red alert. However, the budget/affordable target level has been increased for the current financial year and even though placements have shown a further increase, this has allowed the alert to drop to Amber. The current full year forecast is 78,429 weeks of care against an affordable level of 79,199.

Kent has historically maintained a lower level of provision for nursing care than the national average, which also indicates that this service should not be showing a Red alert. The number of clients in nursing care at the end of June 2010 was 1,417 up from 1,374 in March.

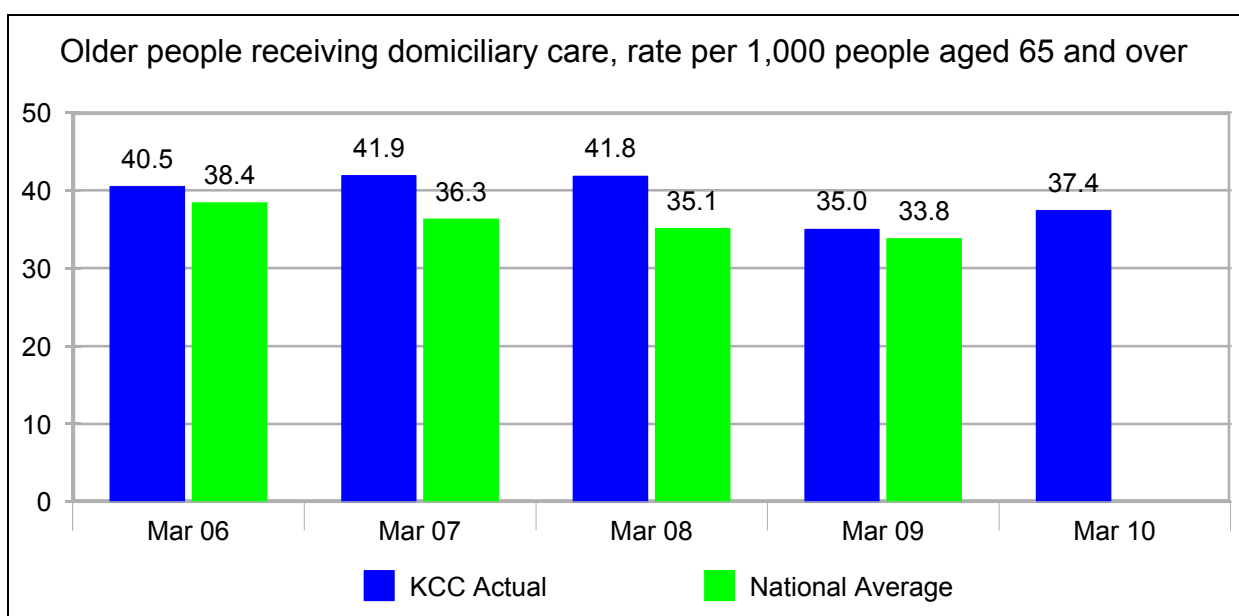
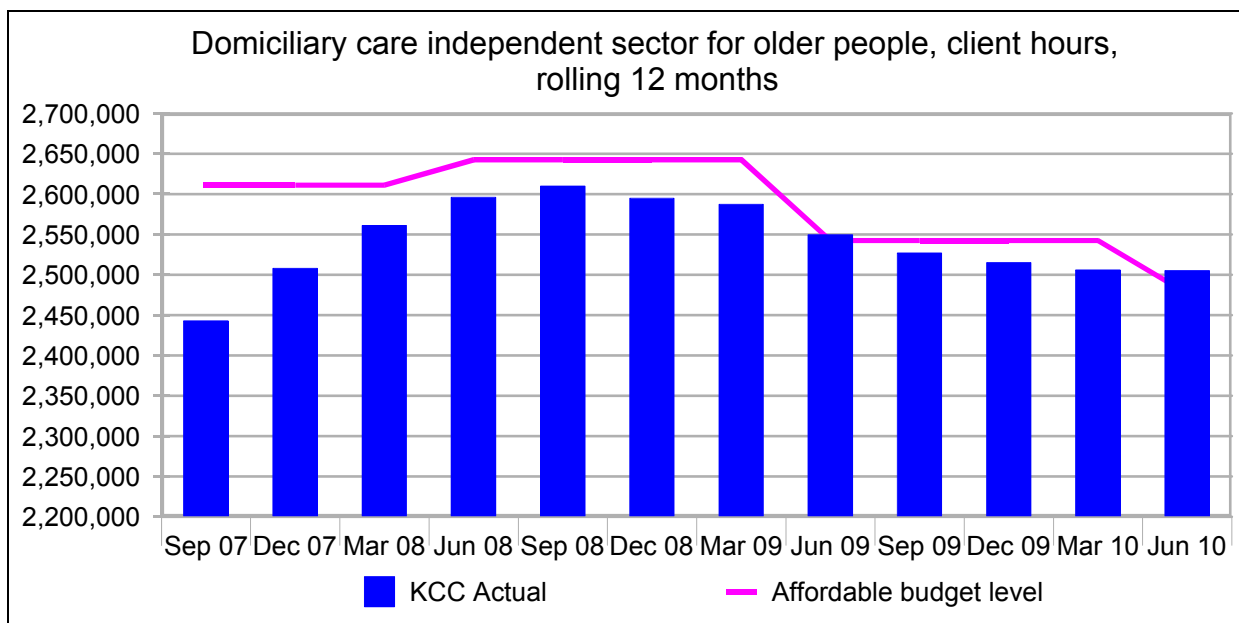


	Current RAG	Previous RAG	Current DoT	Previous DoT
Delayed transfers of care KCC responsible	●	★	↓	↑

Comments :

Delayed transfers of care from acute hospitals for older people have reduced since 2007/08 and are averaging about 800 in a typical quarter. Of these KCC is responsible for about 200, or one quarter, which are therefore subject to reimbursement penalties.

The RAG rating is based on a level of 200 being maintained for KCC responsibility. In the previous quarter only 175 were due to KCC but this was up to 184 in the most recent quarter.

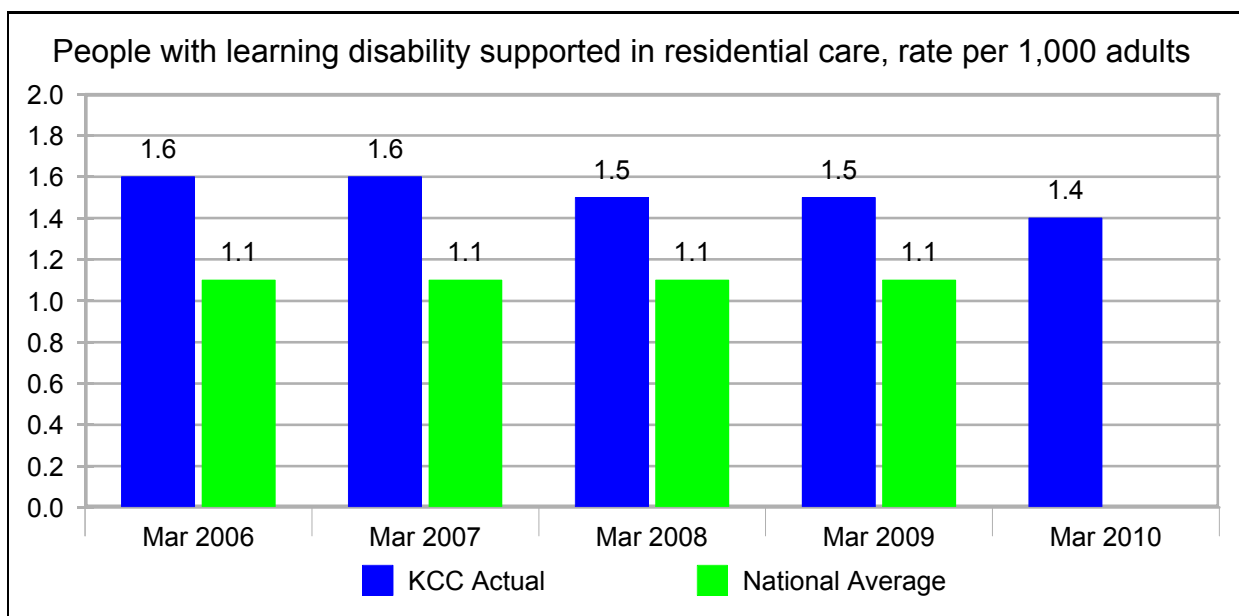
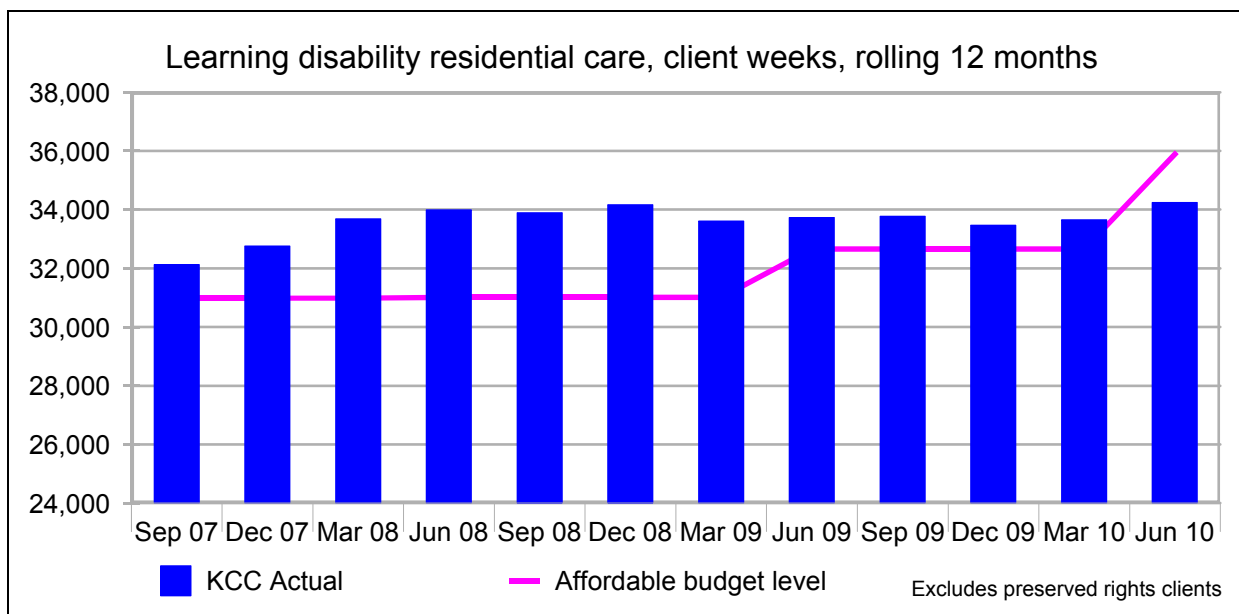


	Current RAG	Previous RAG	Current DoT	Previous DoT
Domiciliary care - older people	●	●	↑	↑

Comments :
 Figures in the top graph exclude services provided directly by KCC from Kent HomeCare Services, whereas the second graph includes all clients, whether the service is provided in-house or purchased from external suppliers.

The provision of externally purchased domiciliary care has decreased since 2008/09, and this is expected due to other services being provided such as intermediate care, Telecare and TeleHealth and increased take up of direct payments as well as further development of voluntary sector provision.

The current forecast for independent sector provision is 2,493,000 hours of care against an affordable level of 2,477,000 which is slightly down from last year's total of 2,506,000.



	Current RAG	Previous RAG	Current DoT	Previous DoT
Residential care – people with learning disability	●	▲	↓	↓

Comments :

The 12 month provision up to the end of June was below the financial year target level resulting in an Amber alert compared to a previous Red alert. This is the result of an increased budget/affordable level provided for this year.

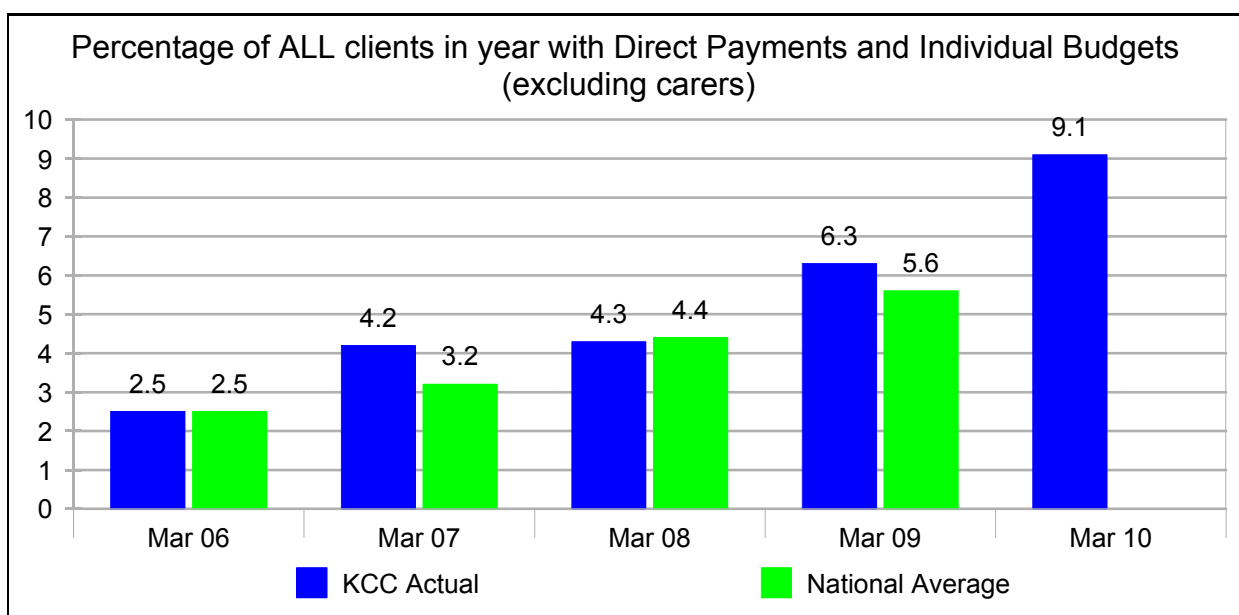
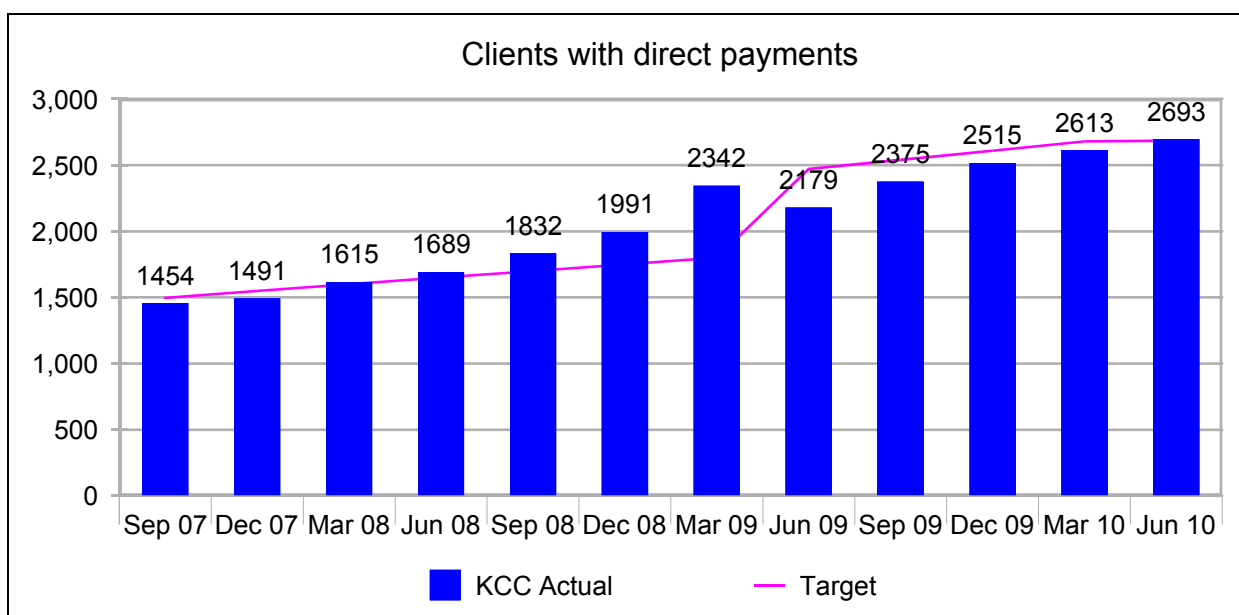
Demographic pressures and the NHS transfer continue to impact on Learning Disability services, particularly residential care. The number of clients non-preserved rights clients in residential care at the end of June 2010 was 703, up from 635 in March. This increase is likely to have an on-going impact for the rest of year and the current forecast is 37,026 weeks of care for the year against an affordable level of 35,893. It is therefore expected that this indicator will be rated Red again as the year progresses.

Kent Agreement Target	Mar 09	Sept 09	Mar 10
NI125 Achieving independence for older people through rehabilitation/intermediate care *	75%	77%	78%

* The proportion of older people discharged from hospital to their own home or to a residential or nursing care home or extra care housing bed for rehabilitation with a clear intention that they will move on/back to their own home (including a place in extra care housing or an adult placement scheme setting) who are at home or in extra care housing or an adult placement scheme setting three months after the date of their discharge from hospital.

	Current RAG	Previous RAG	Current DoT	Previous DoT
Rehabilitation/intermediate care	●	●	↑	↑

Comments : Currently we are making steady progress on this indicator. Our LAA (Kent Agreement 2) target for 2010 /11 is 79%.



	Current RAG	Previous RAG	Current DoT	Previous DoT
Direct Payments	★	●	↑	↑

Comments :
 The number of clients with direct payments continues to increase in line with targets set. 2009/10 is also the first year of significant roll out of Self Directed Support with new clients now being offered individual budgets.

The national comparative data shows Kent has kept ahead of national rates for clients taking up direct payments, and particularly for the main target group – adults with disabilities.

From 2009/10 the national data now also includes Individual Budgets and we await the release of the new national benchmark to determine if Kent has remained ahead of national uptake rates.

Environment, Highways and Waste

Managing Director's Commentary

This report sets out how the EHW directorate has performed in a number of key service areas covering waste disposal (recycling levels and diversion from landfill), highway and streetlight repairs, traffic congestion management and road accident casualties.

This is only a snapshot of the diverse range of services and initiatives for which the directorate is responsible. Among these other areas of responsibility is the promotion of strategic transport improvements, where we are pressing the new government hard for decisions on a new lower Thames road crossing to relieve the chronic congestion at Dartford, and to act as a catalyst for much needed economic growth. We are lobbying the new government to help bring closure to the long-running problems of Operation Stack, and have met with ministers to press for improvements to rail services, especially retention of longstanding rail services which have suffered following the introduction of High Speed 1. In the area of planning and environment, we celebrated the government's rejection of a rail freight depot near Maidstone, which this directorate also strongly opposed with evidence to last year's public enquiry.

Commenting specifically on the core monitoring performance charts for EHW, overall tonnage of **household waste** managed in Kent continues to fall. Predicting how long this beneficial trend will continue is inherently difficult due to the range of variables involved. There is some evidence the downward trend is levelling out, and we actively monitor tonnage monthly and constantly test the accuracy of our forecasting.

While recycling and composting levels for household waste have fallen back very slightly after years of increase, we continue to make dramatic progress in reducing the amount of waste sent to landfill sites. This has approximately halved in six years, benefitting both the environment and the costs of waste disposal to the Kent taxpayer. In East Kent we have been pursuing a ground-breaking venture with the four districts of Thanet, Shepway, Dover and Canterbury City Council to bring together all the waste collection, processing and disposal activities into a single set of arrangements. This joint working delivers savings for all parties and will contribute to a significantly improved level of recycling in East Kent over the coming years. We believe this joint KCC/district approach to waste management is the way forward elsewhere in the county.

The handling of waste has in recent years become a complex and sophisticated business, unrecognisable from years ago and heavily influenced by government regulation, targets and incentives. On the horizon is a requirement for the UK to bring into domestic legislation, by the end of 2010, a revised EU Waste Framework Directive. This will have a number of impacts on KCC and district collection authorities, including increased rigour around separate collections of certain waste streams and the requirement to reach a 50% recycling level by 2020.

Kent Highway Services has undergone significant organisational change in recent years, and the focus is now heavily on cultural change which places customer satisfaction and value for money outcomes at the centre of everything it does.

Major efforts are being made to tackle the widespread damage to the highway network caused by last year's prolonged severe weather, especially by the freeze/thaw effect which causes potholes. The backlog of repair work built up over this period is being

comprehensively addressed through the '**find and fix**' initiative of systematically working through every road in the county in need of attention. We anticipate completing 'find and fix' around the end of September. The county council's commitment to this work, and the additional funding provided, appears to have been gone down well with the public and improved the perception of the services provided by KHS. It is expected that average highway repair times will return to normal levels once this peak of repairing winter defects is passed.

Performance by KHS in repairing **streetlights** is now consistently beating the target of 90% within 28 days, which is an impressive turnaround. EDF's performance with streetlights within their area of responsibility has also improved significantly but remains below target. Work is ongoing to further reduce our reliance on EDF.

The performance measure for **average journey times** remains within target. We are expanding the traffic centre management infrastructure to Canterbury and Gravesend. Congestion management is assisted by efforts at more 'sensitive' road works programming and control. Kent is one of the first authorities to implement new government powers to control roadworks carried out by utility companies, aimed at minimising the congestion they cause and improving their timeliness and safety.

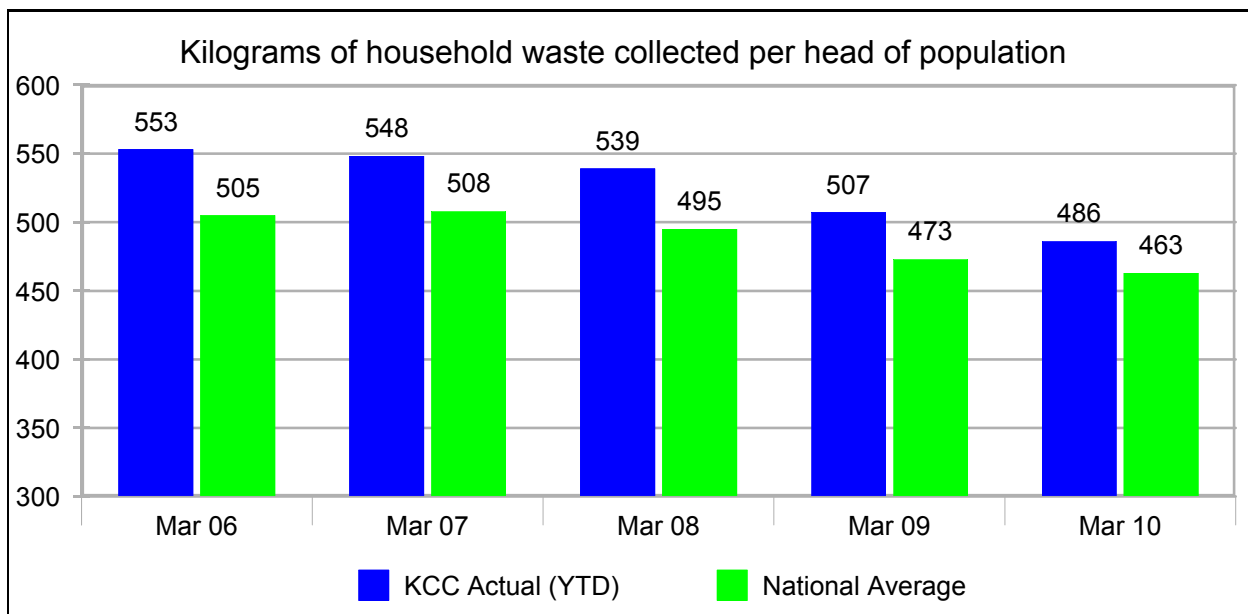
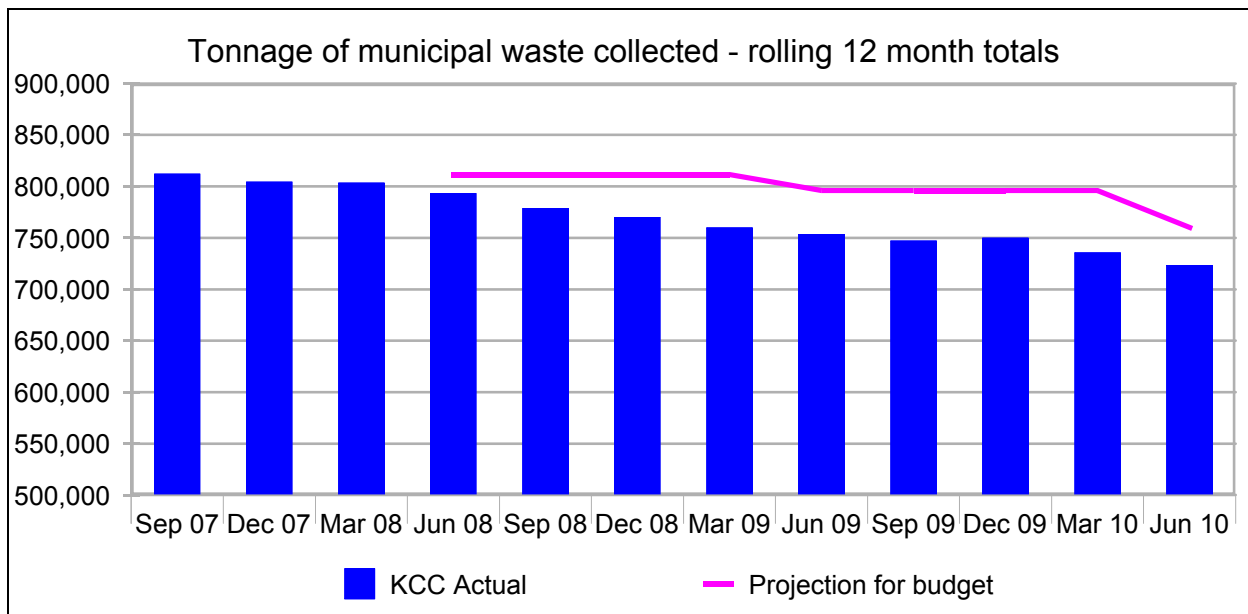
A further contributor to reduced congestion is the popularity of the **Freedom Pass** for young people, allowing unlimited bus travel in return for a £50 initial purchase. Take up and usage has exceeded expectations. This success contributes to the council's objectives but does create an in year budget pressure.

Delivery is well underway, and on programme, with one of KHS's largest ever programmes of **new road infrastructure**, with major schemes under construction in East Kent, Sittingbourne, Queensborough/Rushenden and Ashford. The number of people killed or seriously injured on Kent's roads continues to be better than target and than the national average.

Looking ahead, we are on target to procure a new **highways maintenance contractor** in 2011. The current provider, Ringway, is not on the list of contractors with whom we are in 'competitive dialogue', meaning that Kent will be working with a new maintenance contractor for the first time since 1999 when the in-house contracting arm was outsourced. There has been much interest from the market for one of the largest highway maintenance contracts in the country.

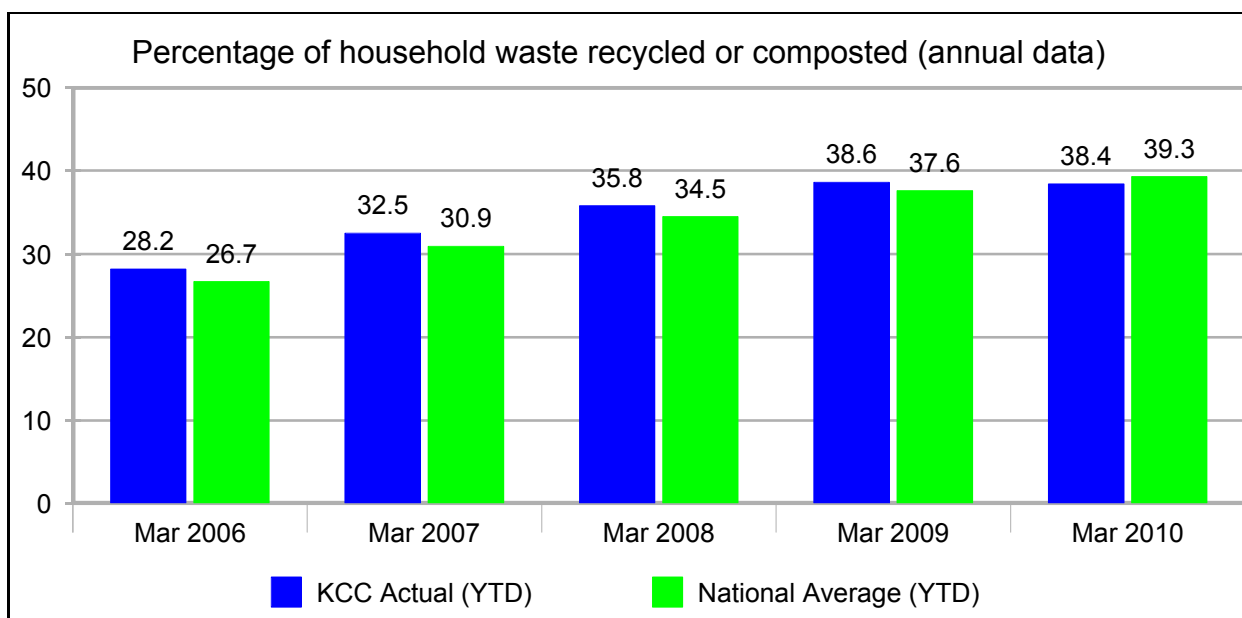
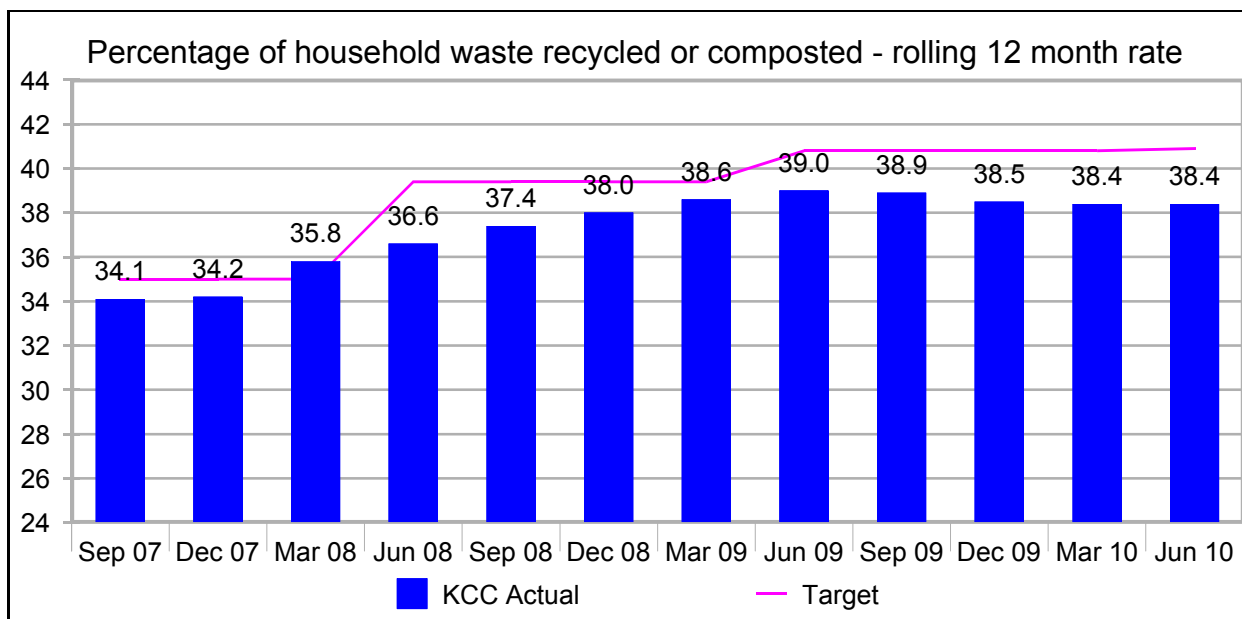
Following the worst winter in recent times, a fundamental review has been carried out of the **winter service** operational arrangements and policies. Consultations took place with KCC members, district and parish councils and community groups. A number of important changes are planned in readiness for the forthcoming winter, including a better, more community based approach to clearing snow from footways and how residents and businesses are supported with salt bins and supplies of salt in winter emergency situations.

Mike Austerberry
Managing Director
Environment, Highways and Waste



	Current RAG	Previous RAG	Current DoT	Previous DoT
Municipal waste collected	★	★	↑	↑

Comments :
 Overall tonnage of municipal waste managed in Kent continues to fall. The amount of household waste collected, which accounts for over 90% of municipal waste, measured on a per capita basis is moving closer to the national average.

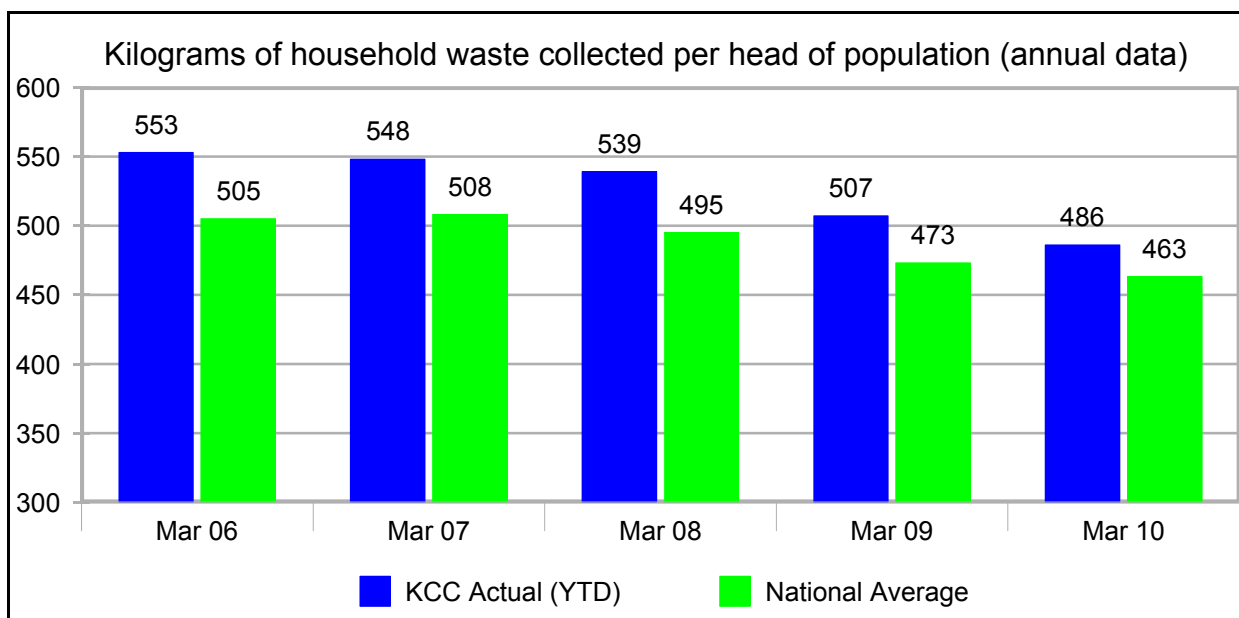
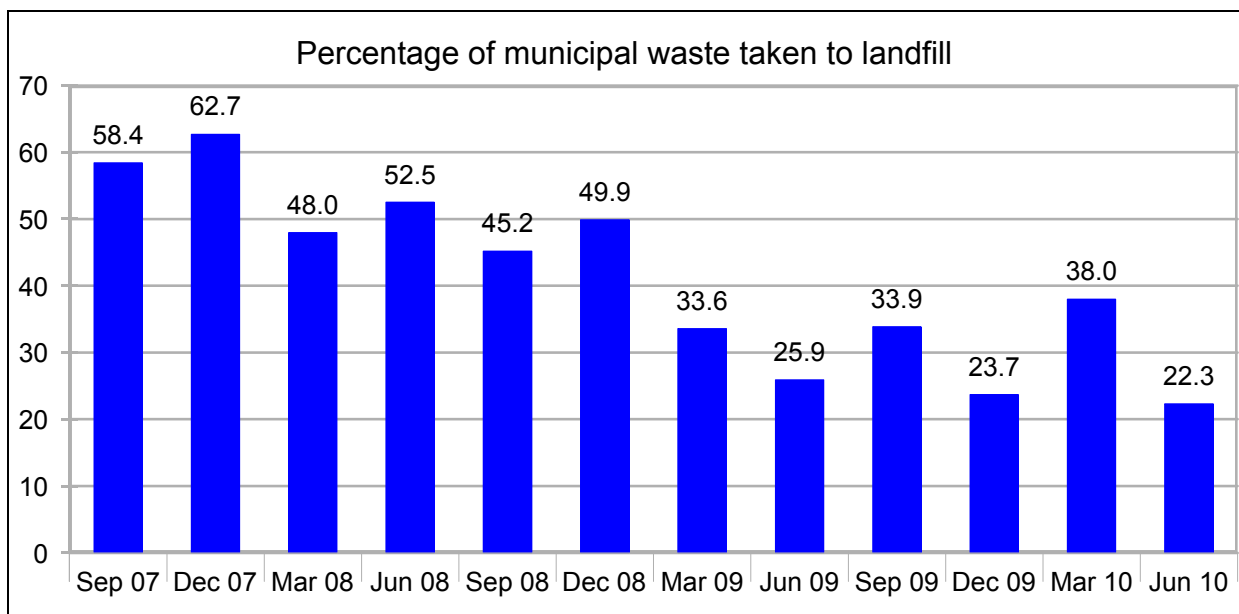


	Current RAG	Previous RAG	Current DoT	Previous DoT
Waste recycling	●	●	↔	↓

Comments :

The percentage of recycling in Kent has levelled in the last year. Various factors have contributed to this including: a reduction in the amount of waste produced including the amount available for recycling; limited additional recycling services provided by the Districts; the impact of the recession on recycle markets; and the increased level of reporting by recycling plants relating to un-marketable materials and materials collected by the public that are not fit for recycling.

However, overall recycling performance will improve in the future through the planned roll-out of new recycling services for the four East Kent Districts (generating an expected increase in overall performance from around 39% to 42% by 2013). In addition, Maidstone, Ashford and Swale BC's waste collection contracts are to be re-let in 2013, providing additional potential for an increase in recycling.

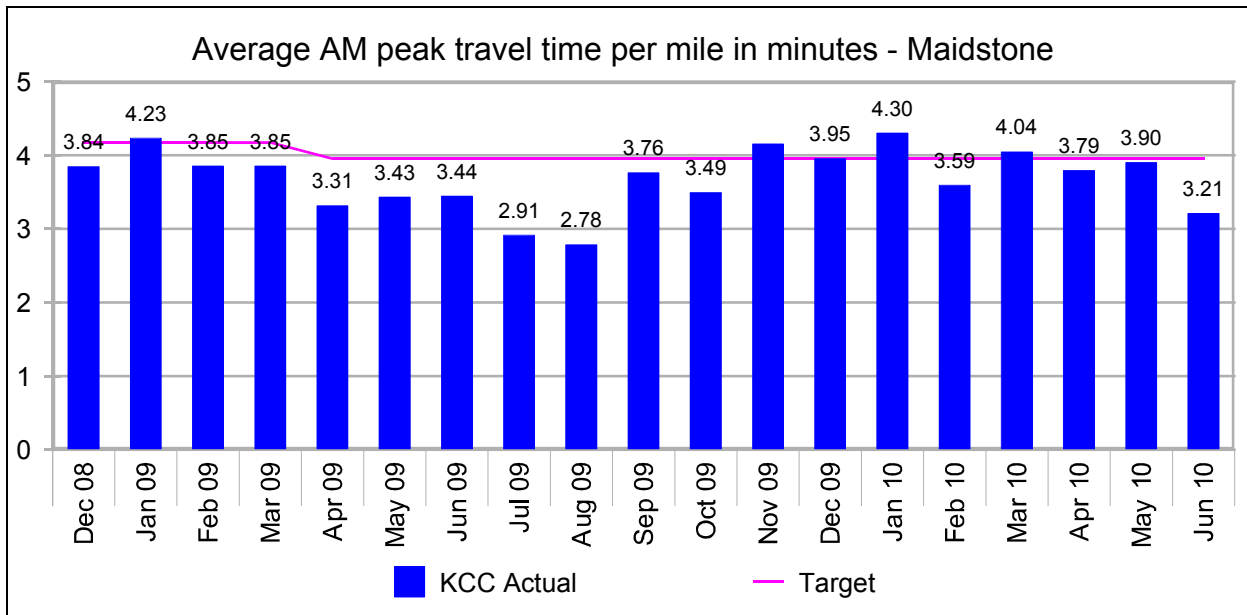


	Current RAG	Previous RAG	Current DoT	Previous DoT
Municipal waste taken to landfill	★	★	↑	↓

Comments :

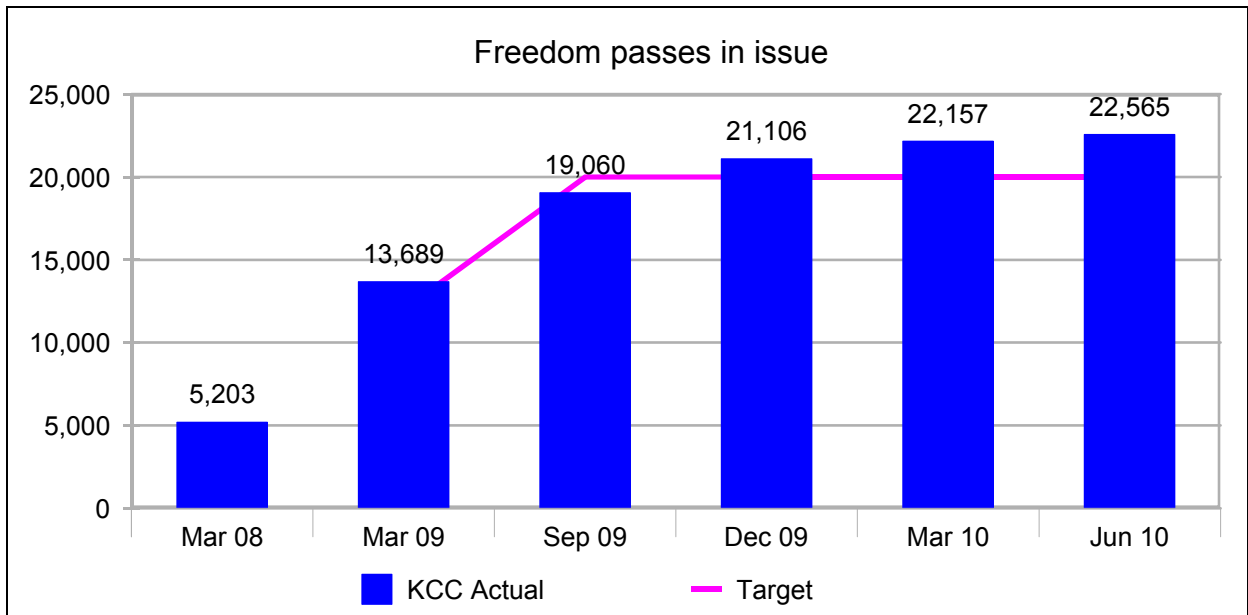
Diversion from landfill, a key performance measure given the impact of the landfill tax, is showing a significant improvement in 2009/10 compared to 2008/09 (percentage of municipal waste taken to landfill down from 46% to 30%), placing Kent well ahead of the national average. This improvement is largely due to diversion of waste from landfill to the Allington Waste to Energy Plant. A reduction in the amount of municipal waste taken to landfill reduces waste management costs for the Kent taxpayer.

A further 10% reduction in waste going to landfill is forecast during 2010/11, and plans are in place to reduce it to 15% by 2013/14. The aspiration is to reach a target of not more than 10% of municipal waste being landfilled by 2015/16.



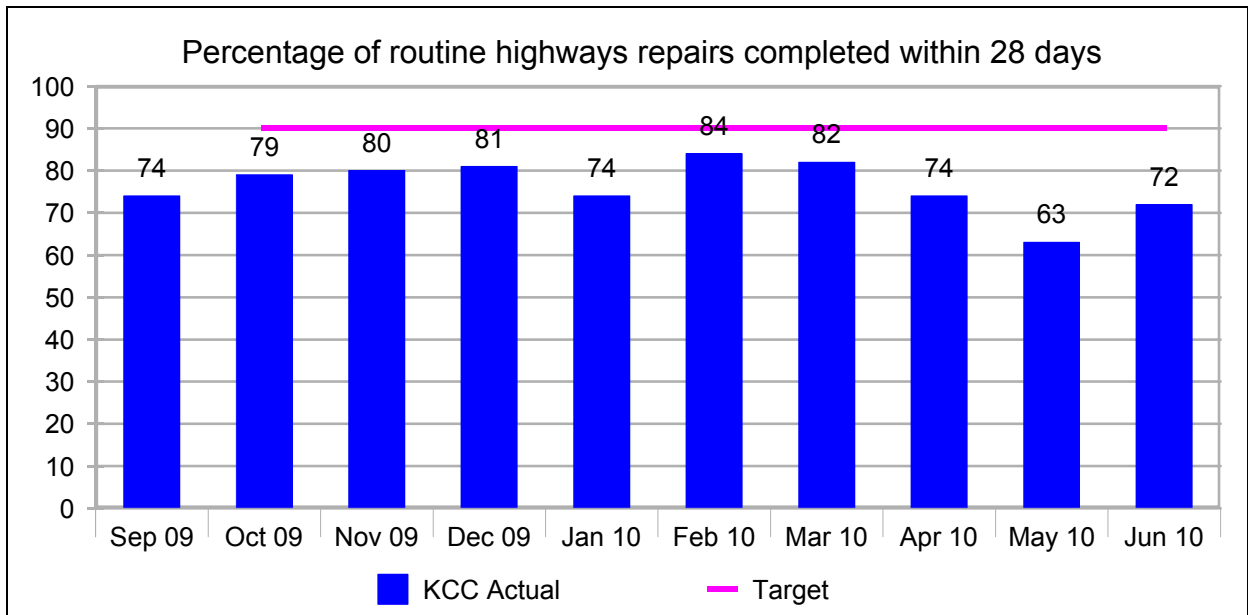
	Current RAG	Previous RAG	Current DoT	Previous DoT
Congestion - Maidstone	★	●	↑	↓

Comments :
 Congestion levels fluctuated around the target line during the winter months caused by the poor weather and significant road works in the Town. This target line is based on a 10% reduction on the baseline prior to investment in the Traffic Management Centre and the infrastructure that enables active intervention to ease congestion. It is critical that KHS continue to demonstrate a rate of return on this investment as these tools are rolled out to Canterbury and Gravesend. There may however be months where roadworks or abnormal peak demand cause a rise above the pre-investment target.



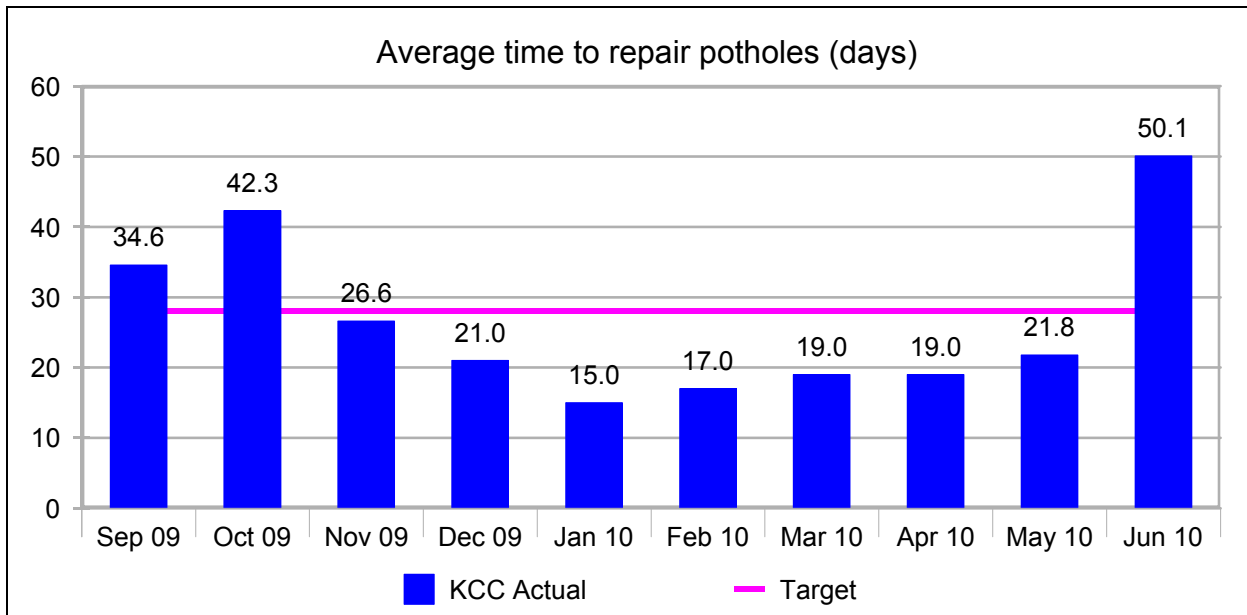
	Current RAG	Previous RAG	Current DoT	Previous DoT
Freedom pass	★	★	↑	↑

Comments :
 The Freedom Pass continues to be a success with take up rates exceeding targets. Surveys at schools with a high take up of the pass have shown a 2-6% reduction in journey times and a 30% reduction in the usage of the car as the primary mode of travel to and from schools. This success contributes to the county council's objectives but creates an in-year budget pressure.



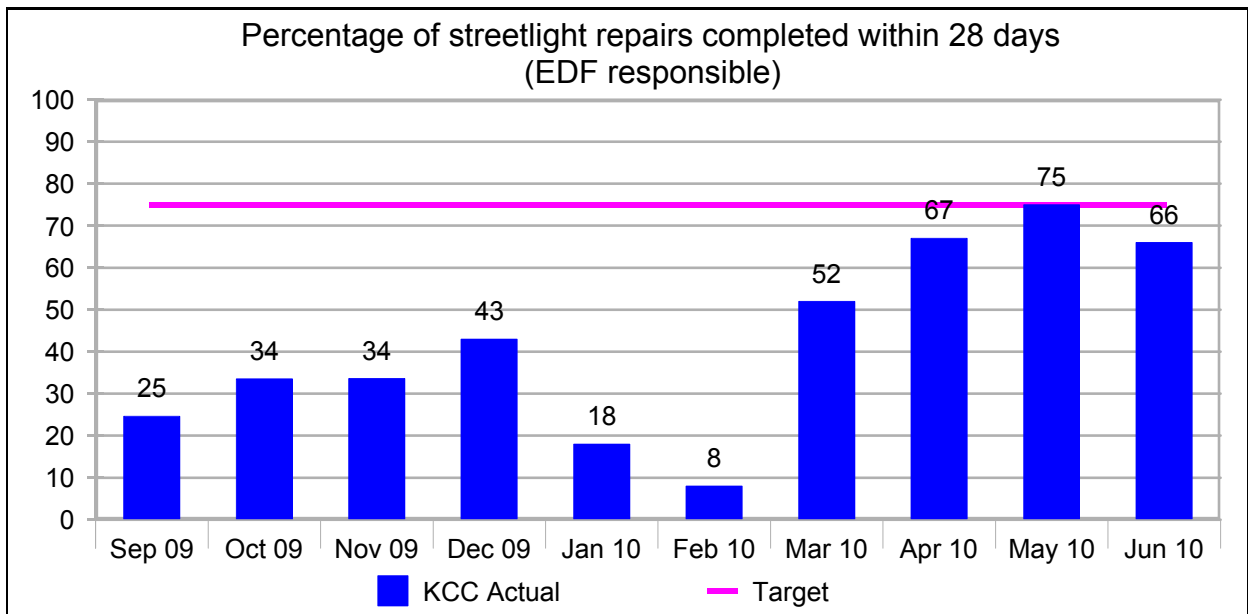
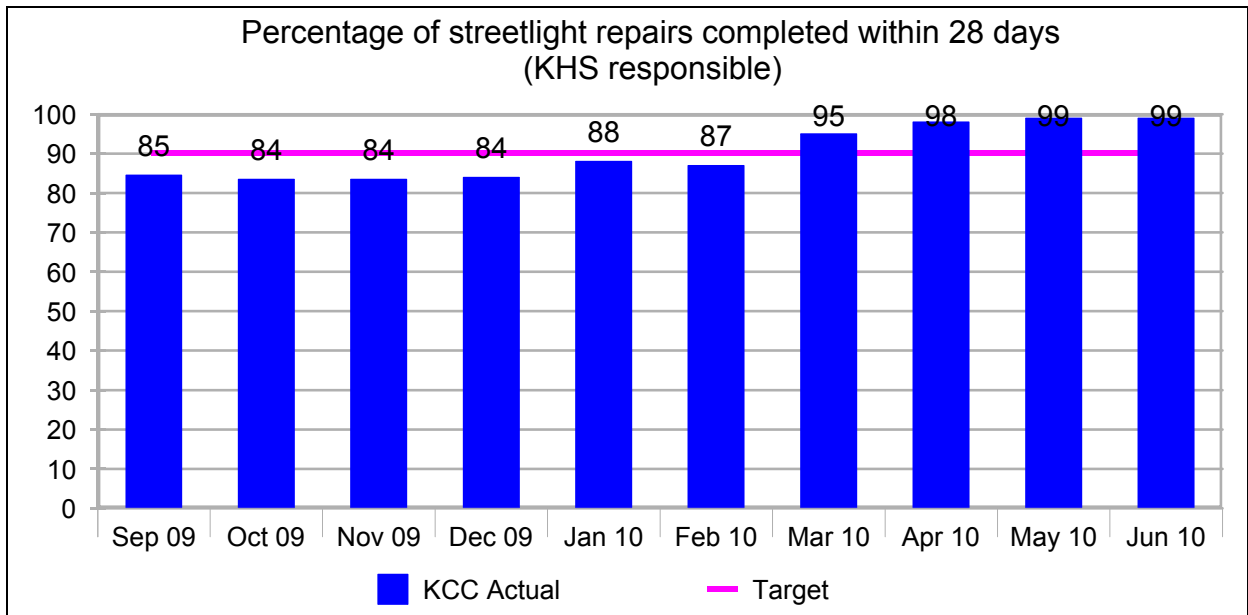
	Current RAG	Previous RAG	Current DoT	Previous DoT
Routine repairs	▲	●	↓	↑

Comments :
 This indicator measures response times for routine highways repairs including potholes (which are also shown separately below). Although performance in this area is shown as below target, this in part reflects an anomalous statistical effect of the recent sustained effort to tackle the large backlog of defects which accumulated over the winter months. Defects are now being fixed which have been known about for some time, thus increasing the overall average time to repair. Over the summer months, as the backlog is eliminated and fewer defects reported, the average repair times are expected to return to previous better performance.



	Current RAG	Previous RAG	Current DoT	Previous DoT
Pothole repairs	●	★	↓	↑

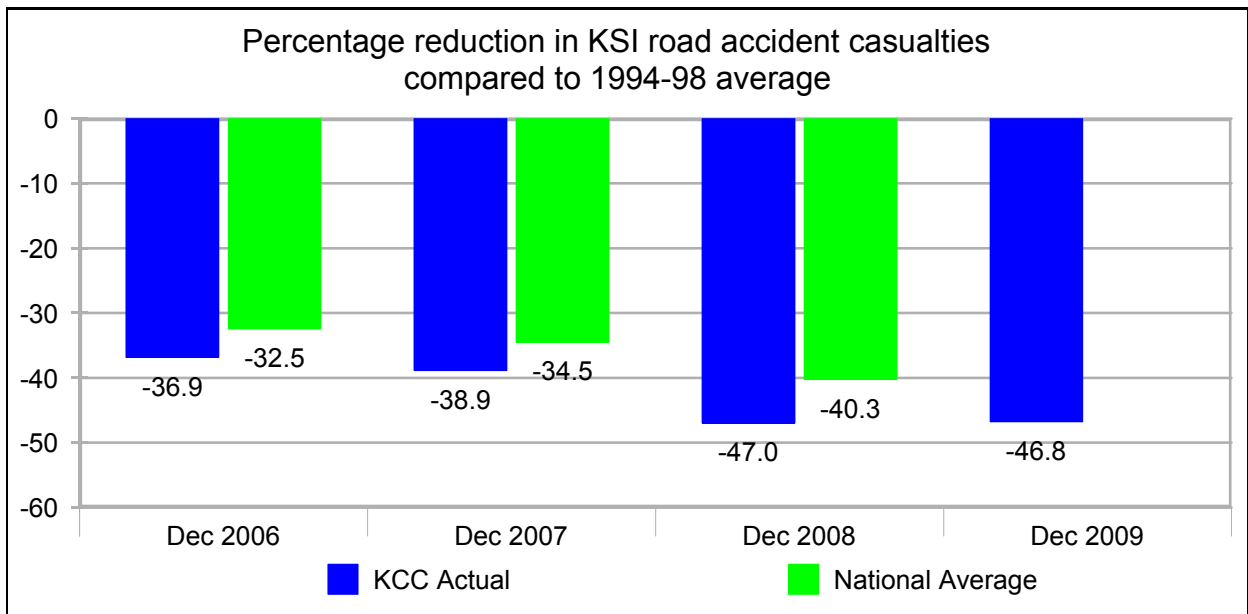
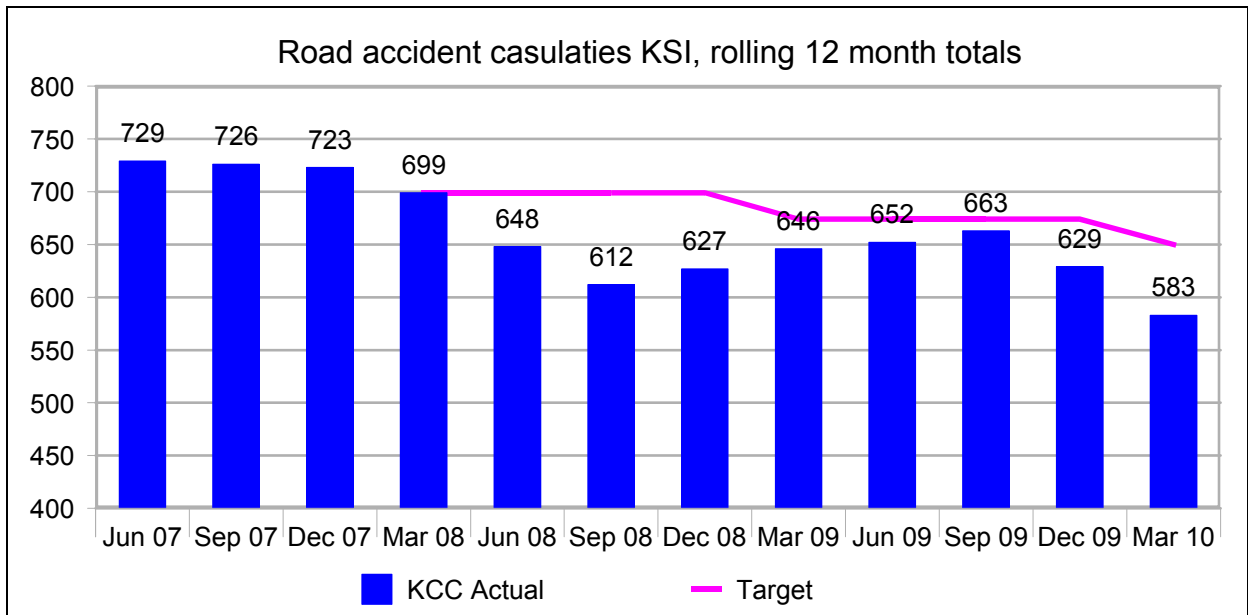
Comments :
 The recent find and fix process for highway maintenance repairs has delivered significant improvements to the network. However the approach of undertaking all repairs in a road in one visit on a systematic basis has slowed the overall reaction time. As explained in the commentary above, there is an anomalous statistical effect of a concerted effort to clear the potholes backlog, which pushes KHS above target by bringing into the statistics jobs which were reported a while ago. This is likely to be the case for the next couple of months while the find and fix initiative completes its task.



	Current RAG	Previous RAG	Current DoT	Previous DoT
Streetlight repairs - KHS	★	★	↑	↑
Streetlight repairs - EDF	●	▲	↑	↑

Comments :
 Streetlight repair times continue to improve. The great majority of streetlight repairs fall with the responsibility of KHS, who exceeded the target every month this quarter.

Where the responsibility falls to EDF, the target was met in May and performance is significantly improved compared to the last quarter. The key improvement from a customer perspective is KHS identify quickly which faults require EDF input and placing orders quickly and ensuring EDF meet their service level agreement.



	Current RAG	Previous RAG	Current DoT	Previous DoT
Road accident casualties - KSI	★	★	↑	↑

Comments :
 Road accident casualty rates (number of people killed or seriously injured) continue to reduce, remaining both better than target and the national rate of reduction.

Communities Directorate

Managing Director's Commentary

The Communities directorate, like other parts of KCC and public sector agencies, has been working in a time of rapid change in the past few months. In-year grant reductions have either already occurred or are anticipated. For example, the Supporting People Administration Grant, worth £730k has disappeared; there has been a 10% reduction of the Safer and Stronger Communities Fund; Adult Education is anticipating a reduction of approximately £500k; the Youth Capital Fund has been reduced by 50%, in addition to the Youth Opportunity Fund being reduced and de-ringfenced; and the Sport, Leisure & Olympics Service is facing a grant reduction of over £70k. Looking ahead, much focus is on preparations for delivering a very tough Medium Term Plan for the 2011-2014.

On a positive note, several Services have received external evaluation / inspection in recent weeks:

- The week commencing 21 June saw an Ofsted inspection of the Community Learning & Skills Service, as a provider of Adult and Community Learning. The inspection report was published on 30 July and is very positive. Overall effectiveness of provision was graded as “Good” with “Good” capacity to improve. Inspectors commented that learners achieve qualifications well; there is good quality teaching, coaching and learning; courses are well managed; and learners develop good skills, often to a professional standard
- The national Youth Justice Board conducted a review of quality and performance of youth justice services both provided and co-ordinated by the Youth Offending Service in early 2010, reporting findings to the county Youth Justice Board in July. YOS has been assessed by the Youth Justice Board as performing well both in terms of the quality of the youth justice services delivered and when compared on most of the measures in the Youth Justice Board performance framework with Teams in the same comparator family
- The Library Service, which has held Chartermark Status since 1992, has been successfully accredited with the Customer Service Excellence Standard, which tests in great depth those areas that research has indicated are a priority for customers, with particular focus on delivery, timeliness, information, professionalism, staff attitude and developing customer insight.

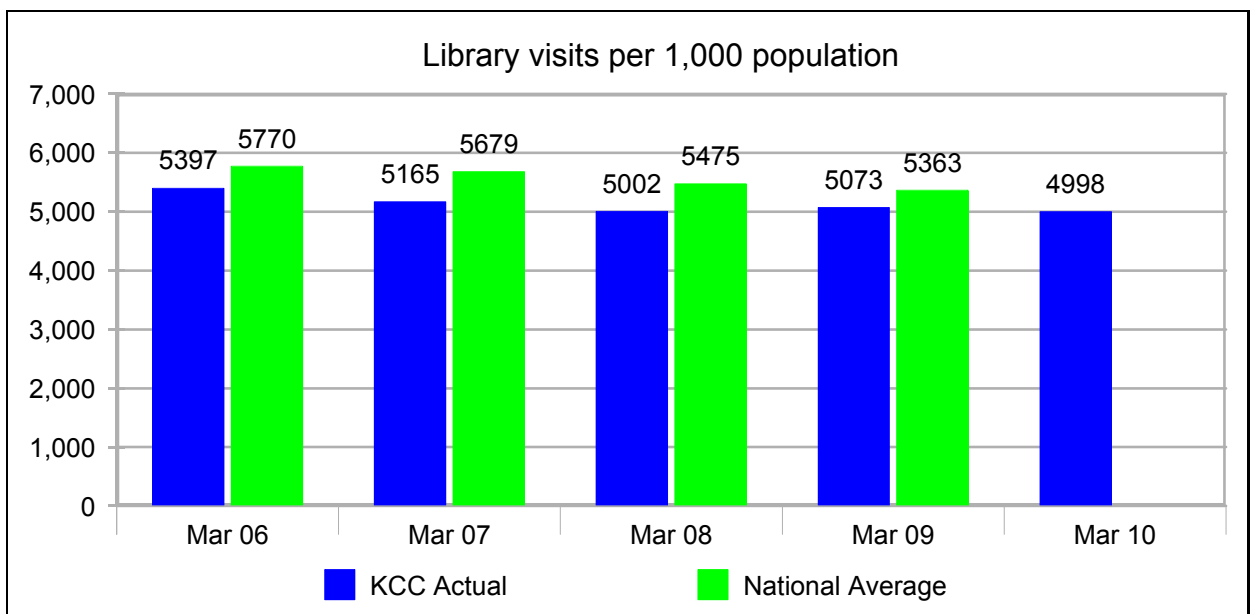
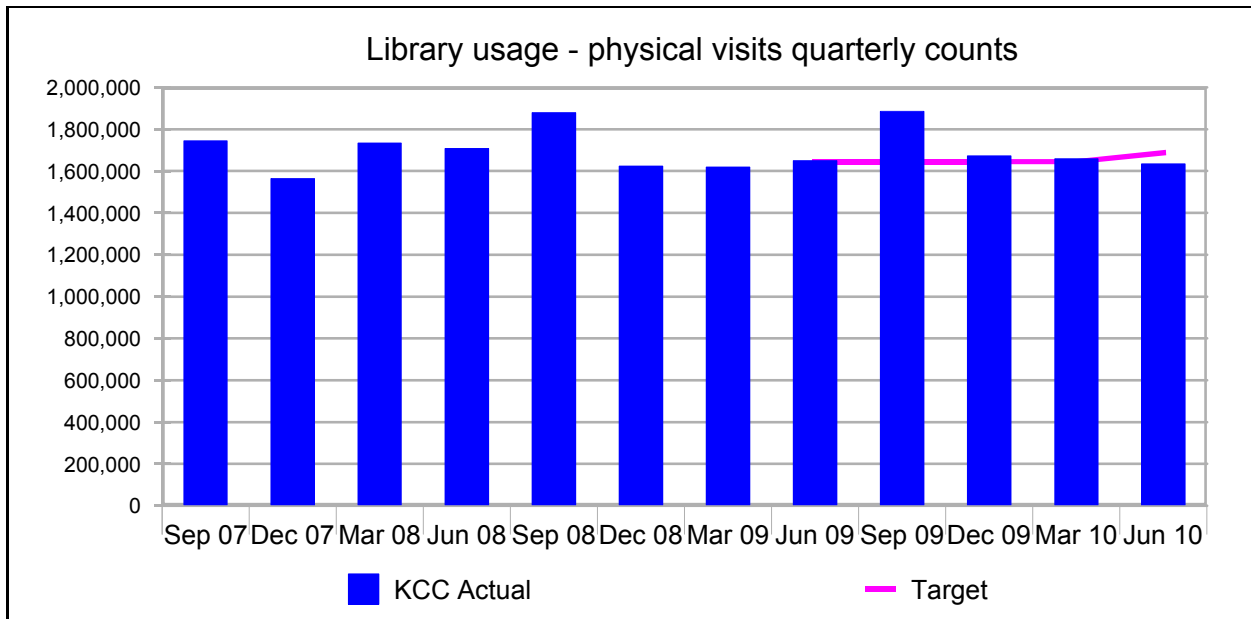
The following pages feature performance and activity against the agreed Core Monitoring indicators, with commentary featured under each graph. Performance is either above or close to target for almost all indicators. Points worth highlighting are set out below:

- Local and national data is showing a reduction (improvement) in the number of *first time entrants to the youth justice system* across all districts in the county, indicating a positive outcome from various prevention initiatives, particularly involving the Police
- Ensuring young people are in *education, training & employment (ETE)* is one of the key factors in reducing the risk of young people offending. Approximately

70% of young people known to the Youth Offending Service are in ETE; this is in line with national average and slightly better than statistical neighbours. However, this is still below the Youth Justice Board's national aspiration and work is ongoing to improve the rate in Kent

- *Physical Visits to Libraries:* Library modernisation schemes continue to progress. Modernised libraries have seen increases in footfall, and CIPFA comparator information shows that physical visits per 1,000 population in Kent increased in 2008/09, while the English Counties total decreased. Stanhope and Folkestone Libraries are scheduled to open before the end of summer, while the modernisation of Deal library is due to begin in the coming weeks. As a result of the modernisation programme, several libraries have temporarily re-located and this may well lead to an impact on loans and footfall
- The number of KCC *apprenticeships* taken on over the past four years has comfortably exceeded the target set at the beginning of the Towards 2010 period. Data is currently being gathered from other Training Providers in Kent to produce the final figure for apprenticeships taken on by other public and private sector organisations. This will be reported in KCC's Towards 2010 Annual Report in the autumn
- The latest Active People Survey results (April 2009 to April 2010) show little change in the level of *adult participation in sport and active recreation* in the County. Performance is slightly behind target but it is hoped that the outcomes of partnership initiatives will start to come through during the remaining 14 months of measurement. However, it is likely that the tough economic climate will mean a reduction in resources available to fund initiatives in the county in the coming year(s).

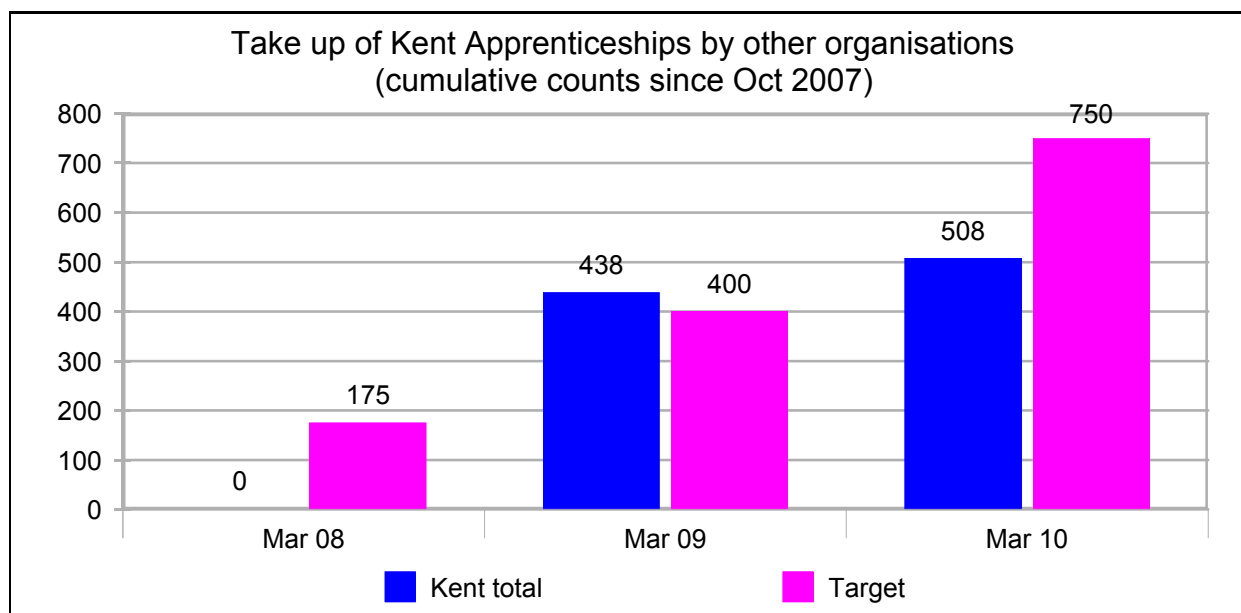
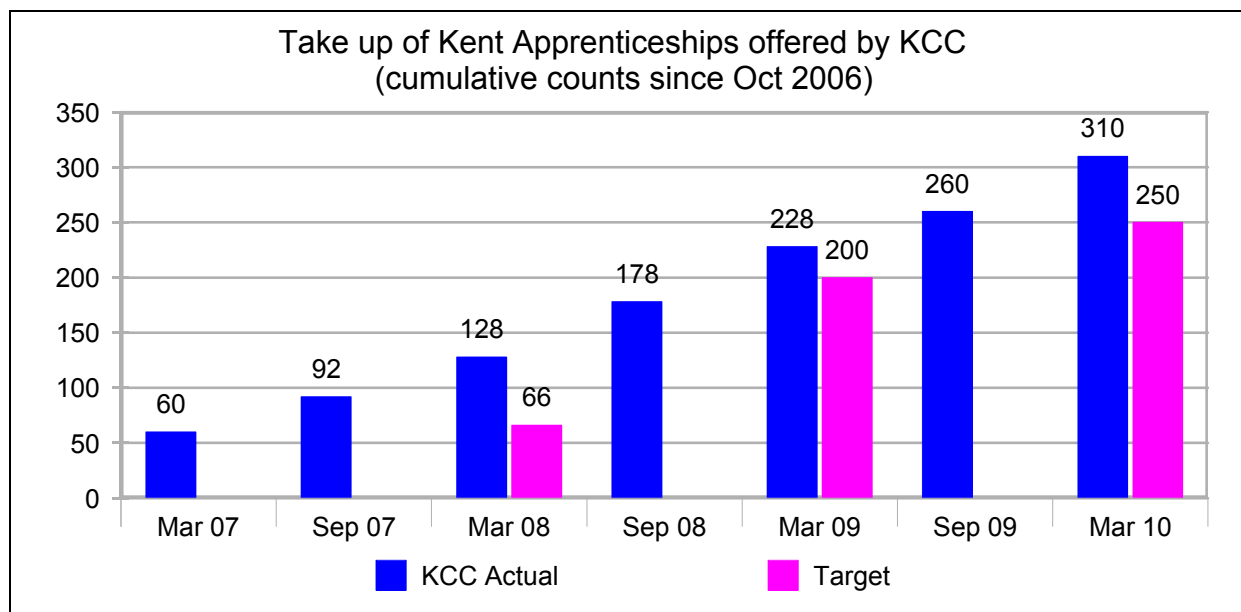
Amanda Honey
Managing Director
Communities Directorate



	Current RAG	Previous RAG	Current DoT	Previous DoT
Library visits (physical visits)	●	●	↓	↓

Comments :
 Footfall in Libraries has held up well despite being affected by several temporary library re-locations as part of the modernisation programme. There was an increase in library activities such as Reading Clubs and Baby Bounce & Rhyme Time during 2009/10, as well as usage of Library PCs. There were 1.2 million 'virtual visits' to Libraries during 2009/10.

Kent closed the gap to the national average for visits to libraries in 2008/09, with Kent showing an increase against a national reduction.

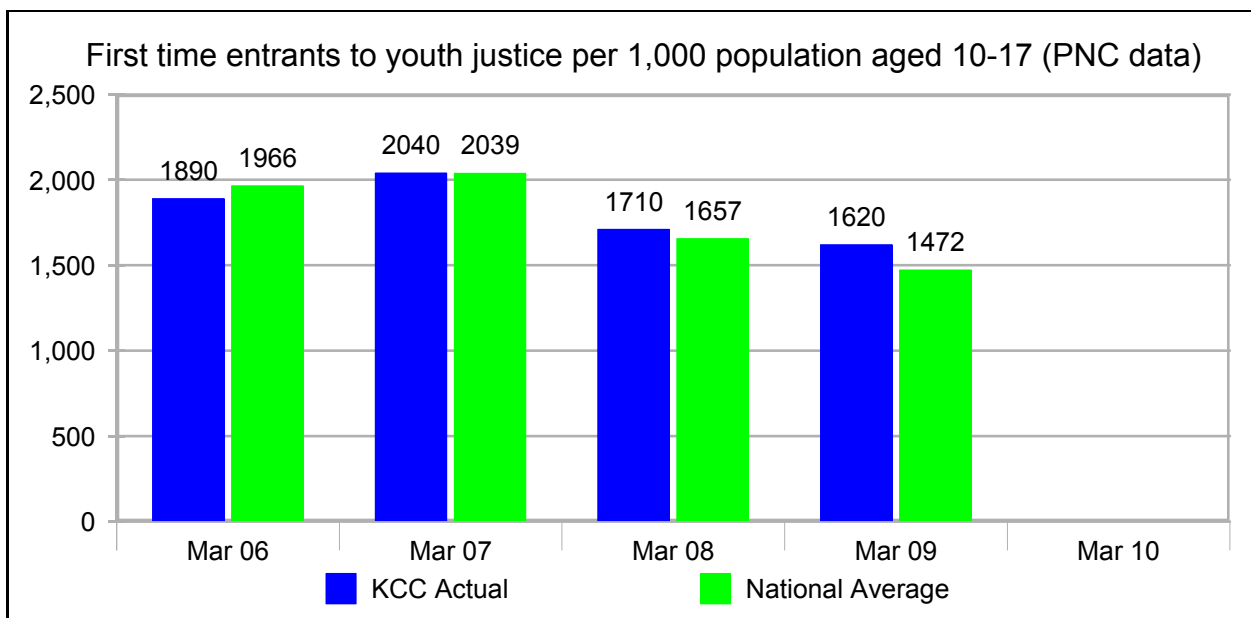
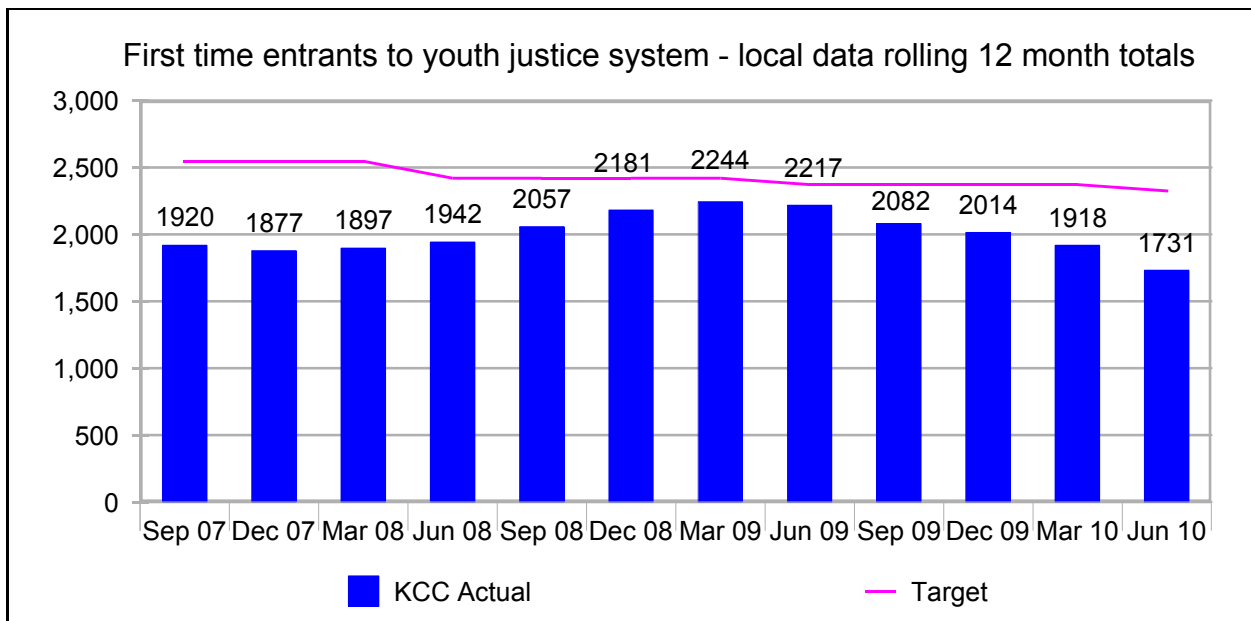


	Current RAG	Previous RAG	Current DoT	Previous DoT
KCC Apprenticeships	★	★	↑	↑
Kent Apprenticeships with other organisations	●	●	↑	↑

Comments :

KCC apprenticeships have surpassed the 250 target comfortably.

Data for Kent Apprenticeships other organisations is provisional and final data is being collected from Training Providers to be reported in September. The target of 750 is from the Towards 2010 programme and new apprenticeships starting at any date before the final progress report in October will be counted towards this target.

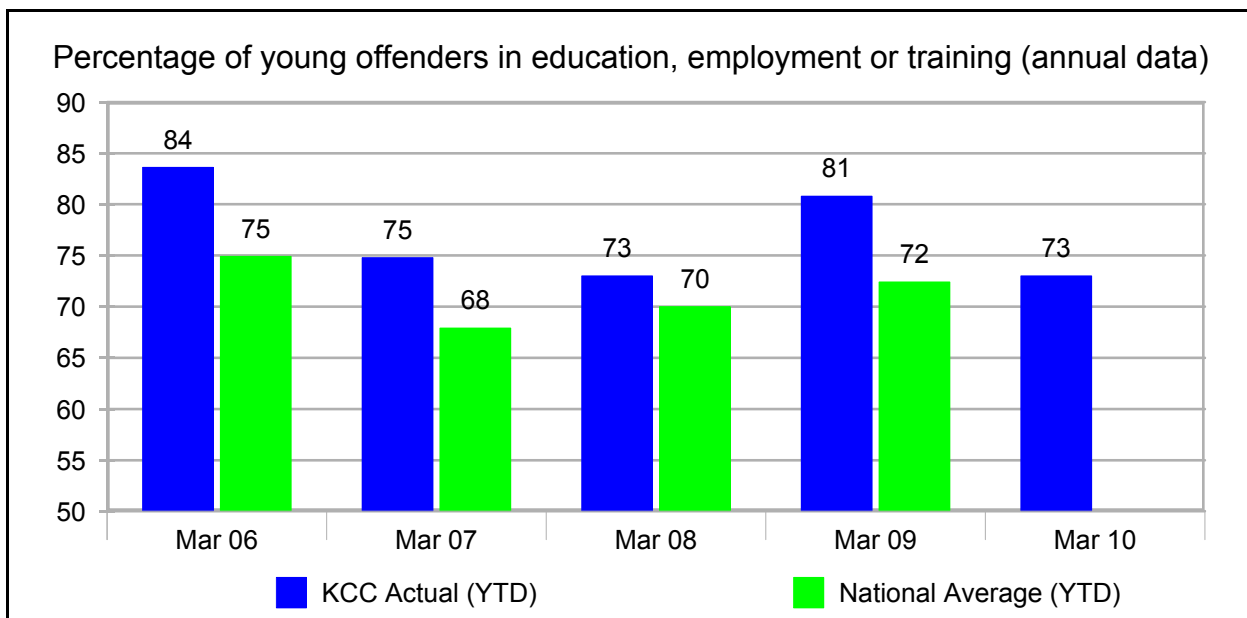
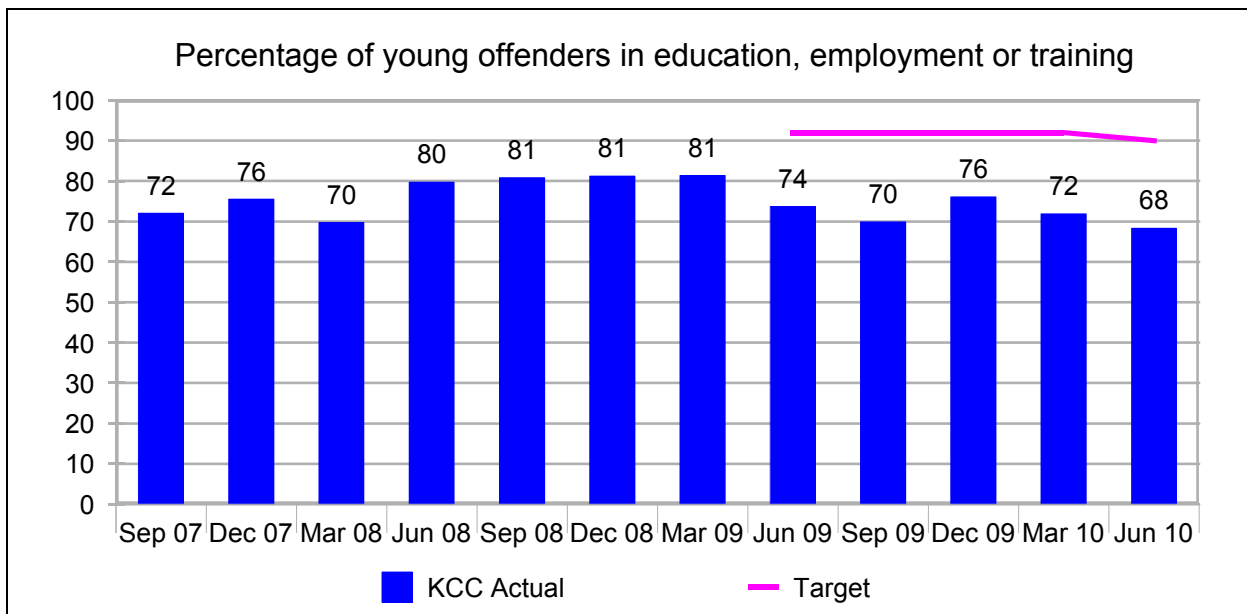


	Current RAG	Previous RAG	Current DoT	Previous DoT
First time entrants to youth justice system	★	★	↑	↑

Comments :

Both local and national data shows a reduction in the number of first-time entrants to the youth justice system in Kent. The quarterly data is based on local records while the annual figures are based on the Police National Computer (PNC). Kent rates were above national average for the year to March 2009. National data for the year to March 2010 will be available in November.

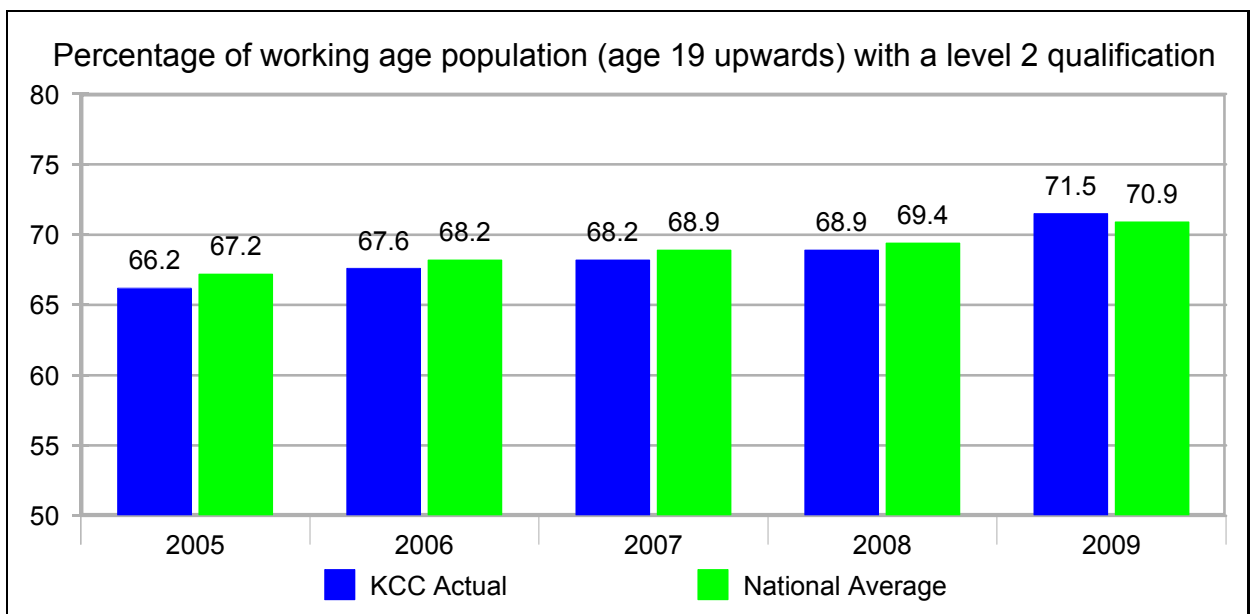
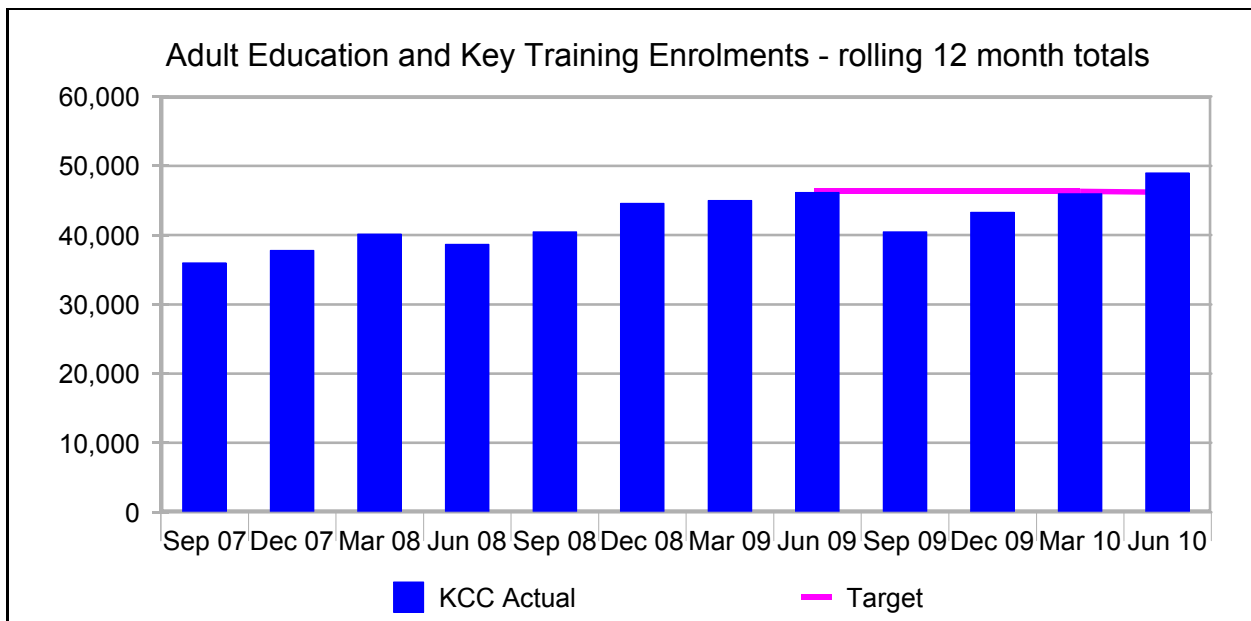
Restorative justice developments are due for countywide implementation by Kent Police during 2010, and will include support for the diversion of children and young people from the youth justice system.



	Current RAG	Previous RAG	Current DoT	Previous DoT
Young offenders in education, employment and training	●	●	↓	↓

Comments :
 The target level shown is the national Youth Justice Board target and not a local target.

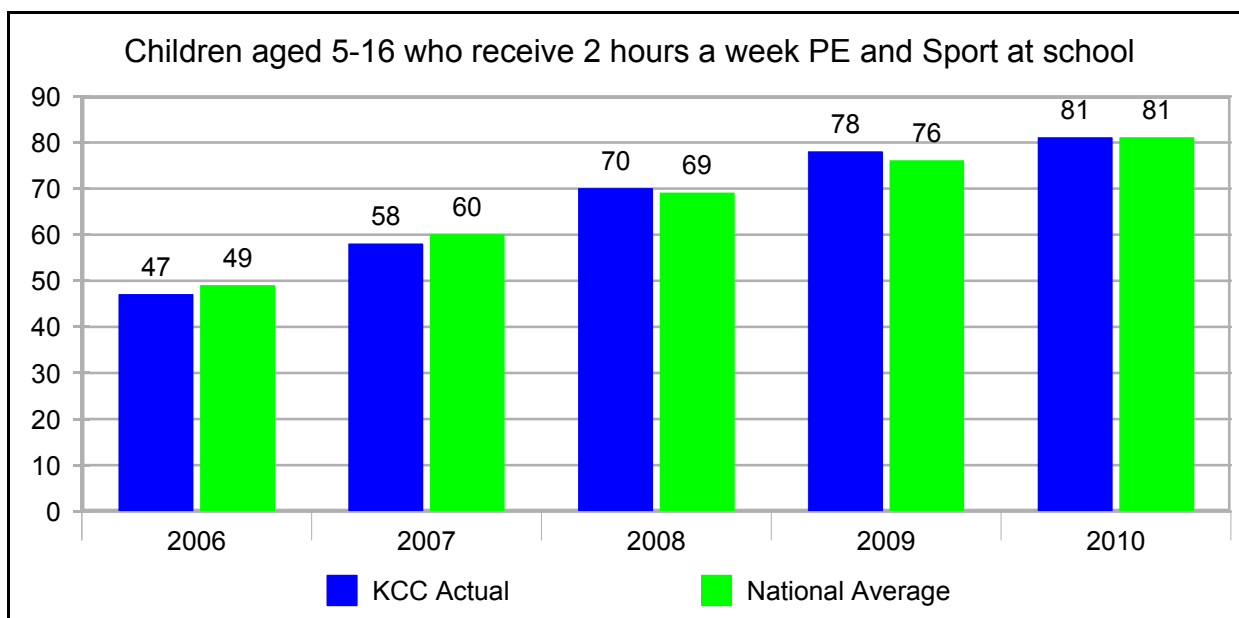
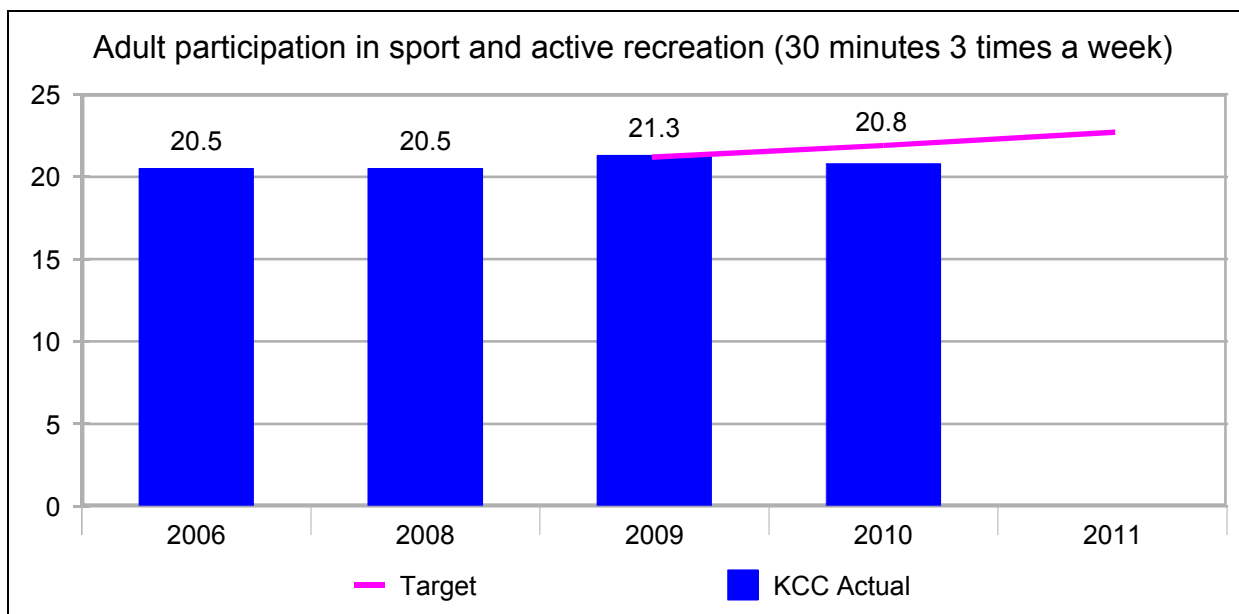
Despite a drop in performance in the last year and with results somewhat behind the national target, this indicator is assessed as amber, due to Kent having better performance than the national average for the last four years.



	Current RAG	Previous RAG	Current DoT	Previous DoT
Adult education and key training enrolments	★	●	↑	↑

Comments :
 All enrolments on Adult Education and KEY Training (fee paying and non fee paying) courses exceeded target by 2.6% for the period April to June 2010.

Recent data for calendar year 2009 shows that for the first time in five years, a higher percentage of Kent working age population has a level 2 qualification than is the case nationally.

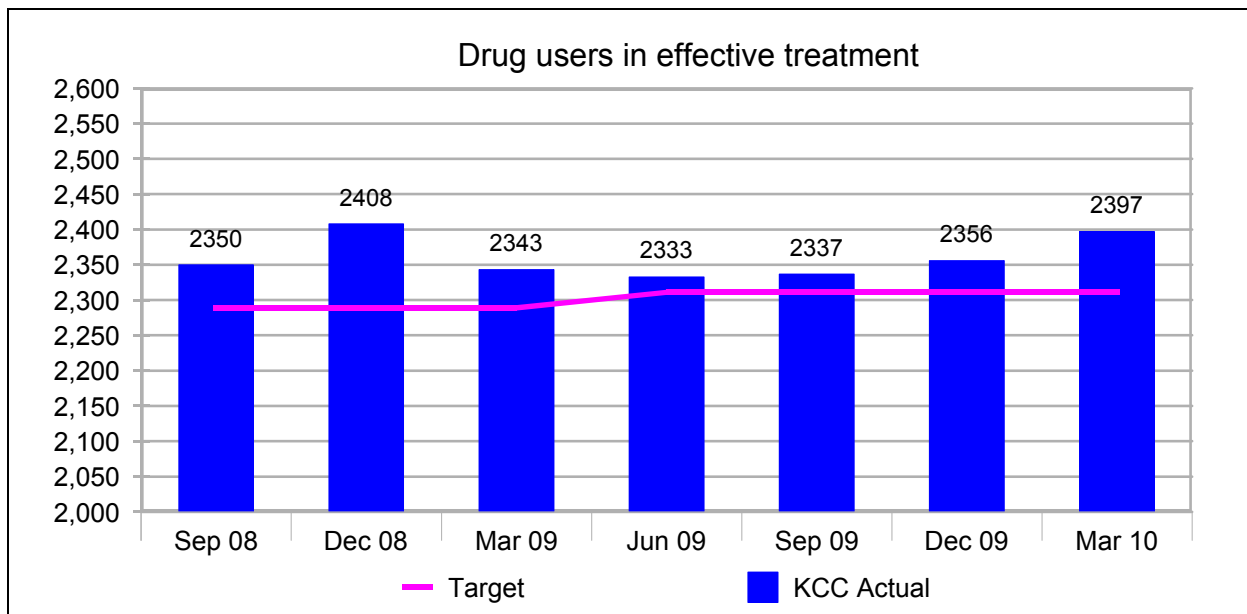


	Current RAG	Previous RAG	Current DoT	Previous DoT
Adult sports	●	●	↓	↑
Children's sports	●	●	↑	↑

Comments :
 Both indicators above are based on national surveys. There was no adult sports survey in 2007.

Adult Participation in Sport is an LAA target. Latest data shows a marginal decline in reported participation, although not enough to be of significant concern at this stage. However it is possible that grant reductions could impact on the number of initiatives running in the county.

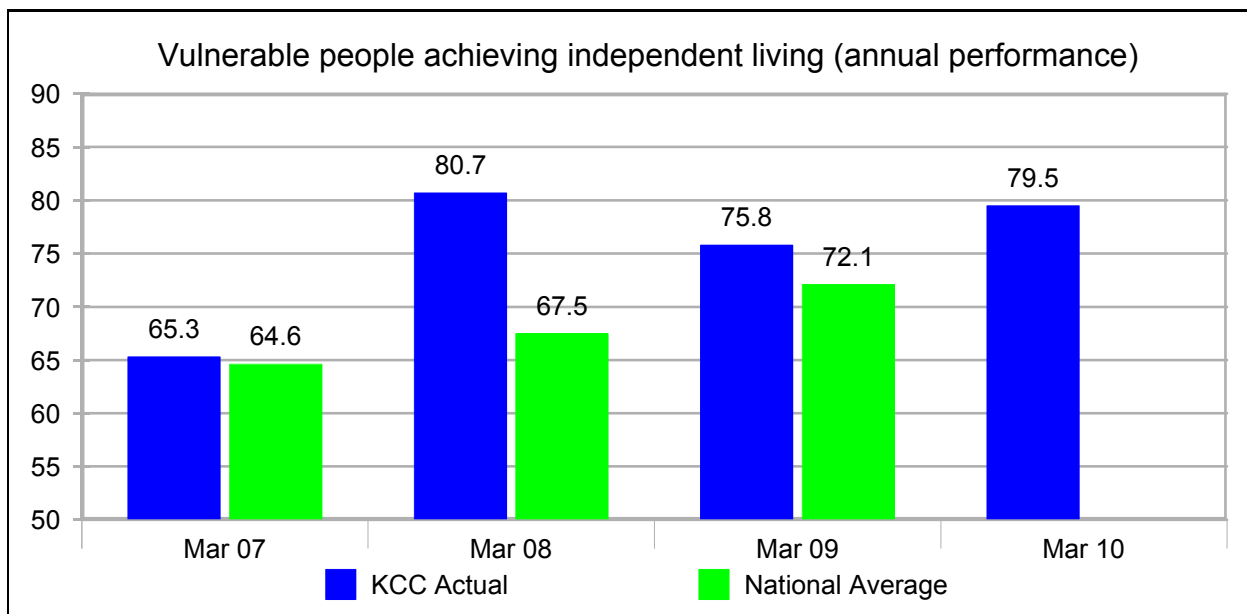
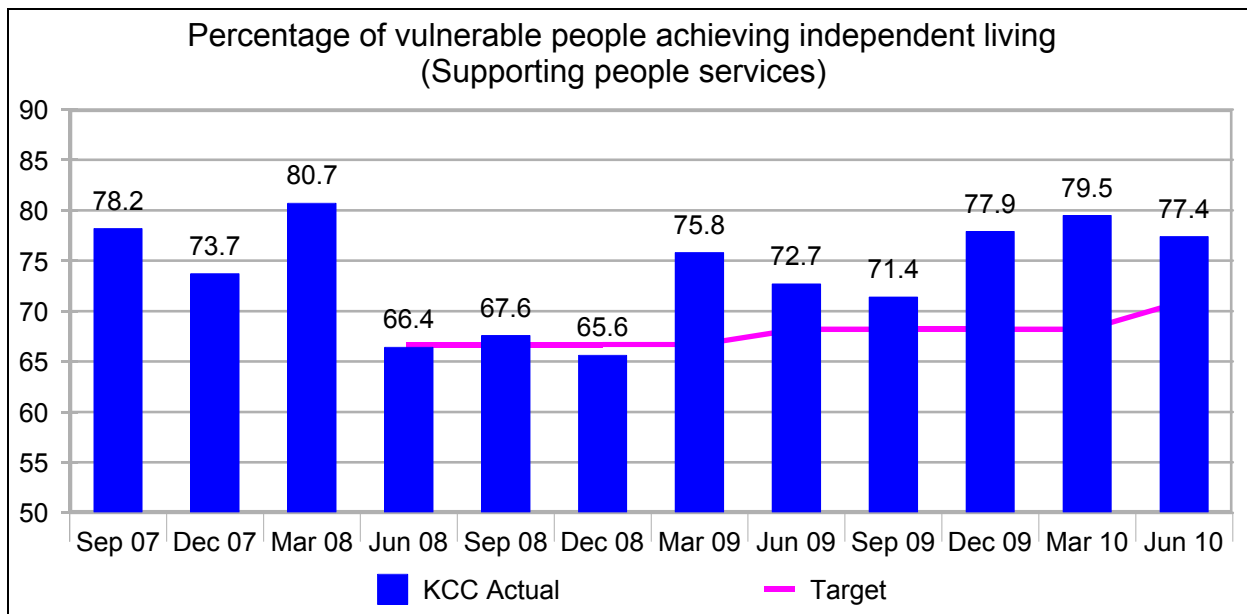
For Children's Sport provided within the school curriculum Kent continues to improve in line with national trends.



	Current RAG	Previous RAG	Current DoT	Previous DoT
Drug users in effective treatment	★	★	↑	↑

Comments :

Totals are 12 month rolling figures. The number of drug users in treatment for 12 weeks is currently ahead of final Kent Agreement target levels, although performance needs to be maintained through to March 2011.



	Current RAG	Previous RAG	Current DoT	Previous DoT
People achieving independent living following housing support	★	★	↓	↑

Comments :

This indicator is a Local Area Agreement target. Performance continues to remain above target and above the national average.

NB – Data from December 2009 to June 2010 is provisional and subject to revision following publication of national data by CLG later in the year.

The Kent Economy

Executive Director's Commentary

In common with the national economy, recovery from the economic recession in Kent has been fragile. Furthermore, the Coalition Government is introducing a radical restructuring of the landscape of economic development, planning and housing which will have a significant impact on the structure and delivery of regeneration and economic development activities in the county. The proposed Kent & Medway Local Enterprise Partnership (LEP) will take on some of the activities which were previously led by SEEDA. Discussions are ongoing with our partners in the districts and other public sector organisations as well as businesses, with a view to reshaping economic development and regeneration activities in Kent to respond to both the establishment of the proposed LEP as well as the era of public sector funding restraint.

Kent County Council recognises that a vibrant, innovative and forward looking business community is absolutely vital for the future health of the county. This was threatened by the onset of the worst recession for decades, which made it imperative that businesses are given the best possible support through these difficult times. KCC responded with the launch of the 10 commitments of the Backing Kent Business campaign in December 2008.

Progress ratings for the 10 Backing Kent Business commitments are shown below, along with data on the local economy for context and information.

**David Cockburn
Executive Director
Strategy, Economic Development and ICT**

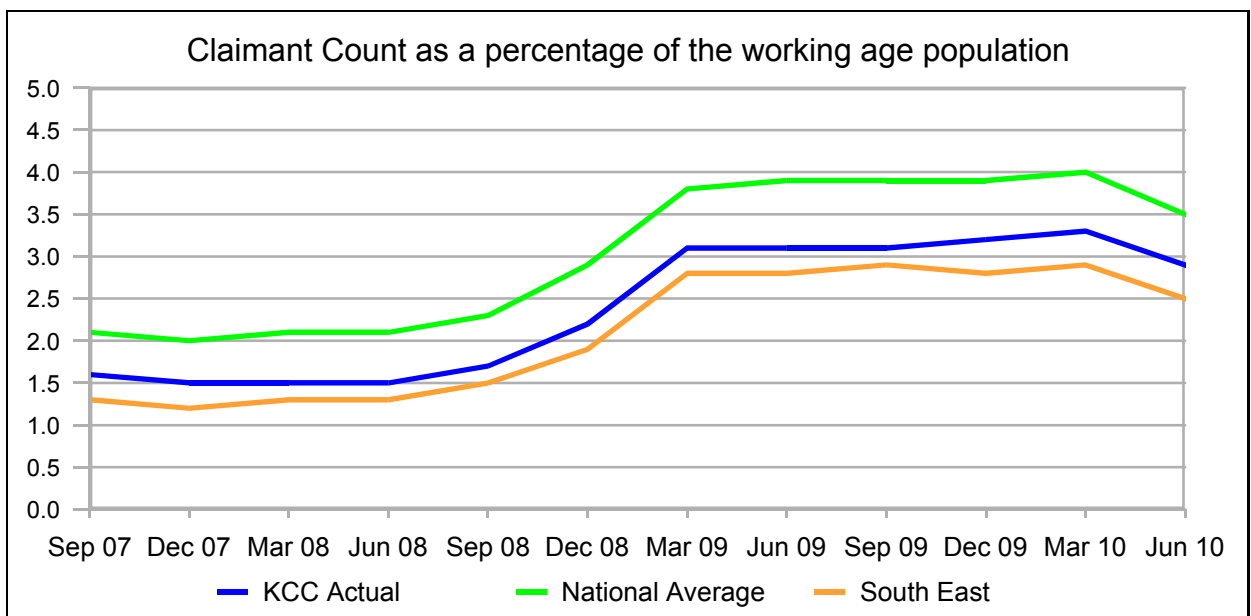
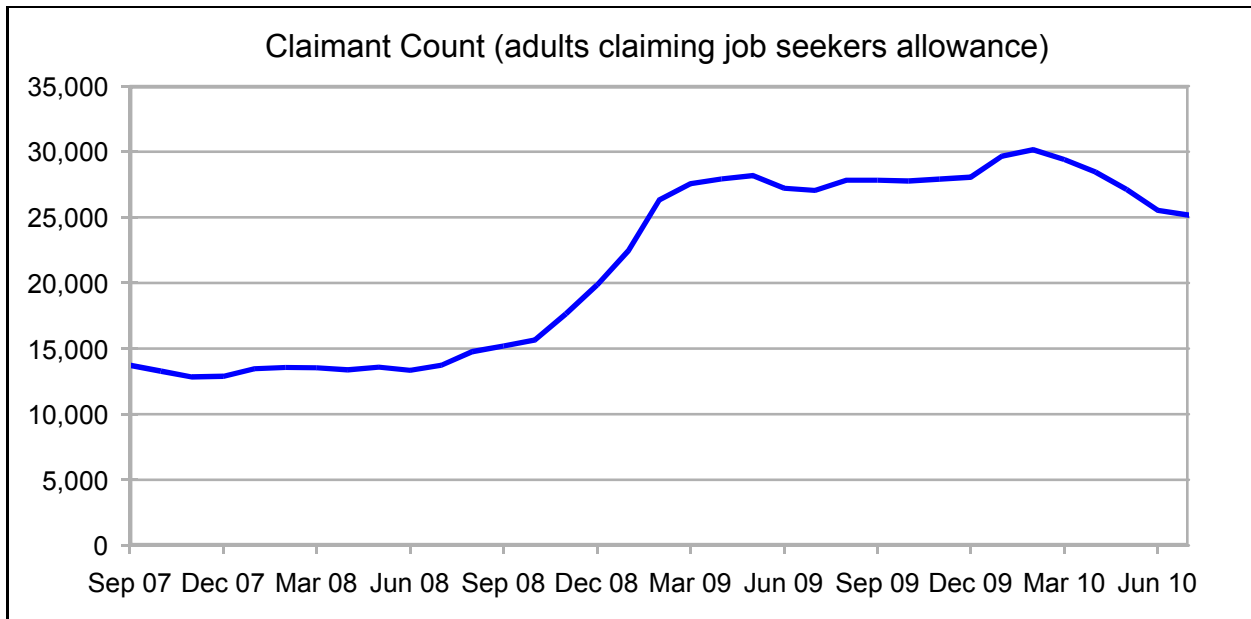
Backing Kent Business (BKB)

Green – done and ongoing, Amber – on track, Red – more progress needed

Commitment	Status
1. Payment of invoices within 20 days	Green
2. Capital programme - maximising employment opportunities for Kent firms	Green
3. Kent Property Enterprise Fund 2 - joint venture developments with the private sector	Green
4. Expand KCC's approved list of contractors	Green
5. Streamline KCC's contracts process for SMEs and raise awareness of tendering opportunities in and outside Kent	Amber
6. Provide a 'Kent business support centre' on KCC's website	Green
7. Support businesses towards grant aid and Small Business Rate Relief scheme	Green
8. Lobby government for a reduction and removal of unnecessary regulation and bureaucracy and lead by example : ecology review	Green
9. Encourage and facilitate a consortia of Kent businesses to compete for larger public sector contracts outside of Kent	Amber
10. Review Kent's marketing and promote Kent's Unique Selling Points	Green

BKB Actions April to July 2010

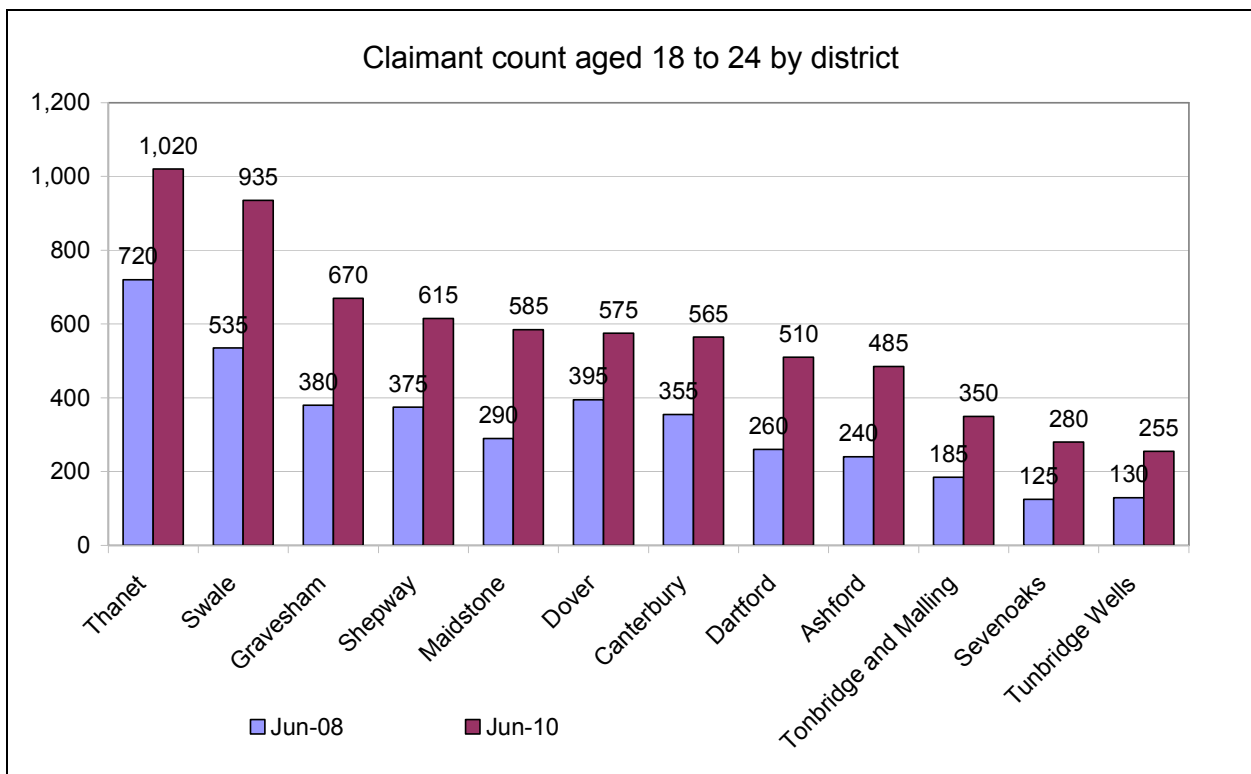
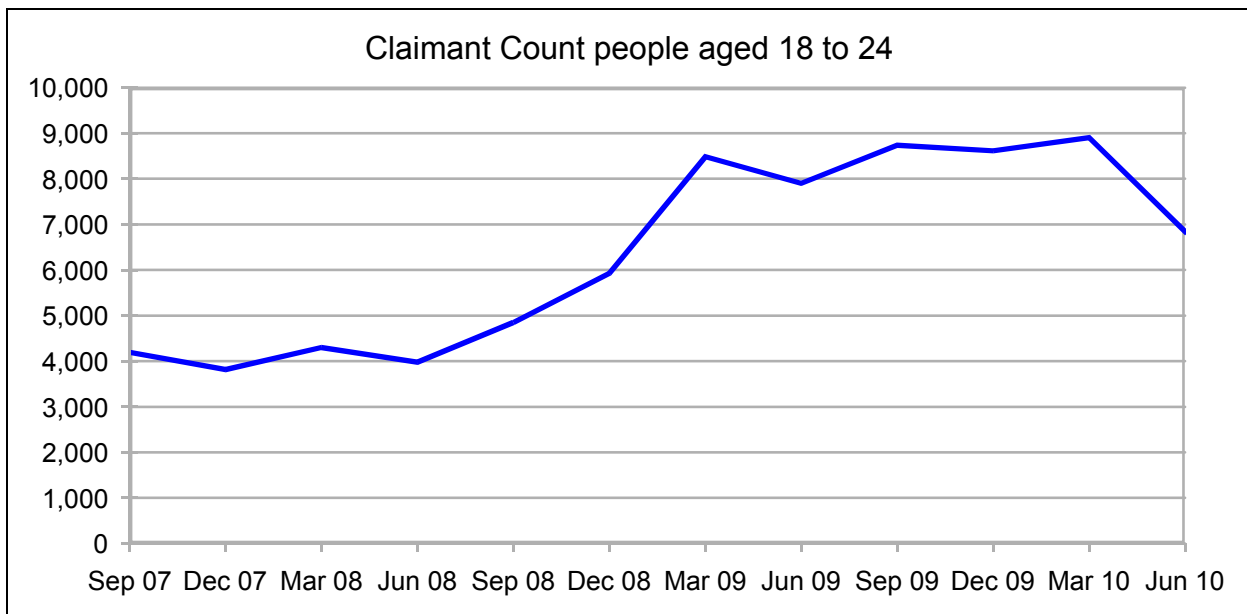
April	<ul style="list-style-type: none"> • BKB partners meetings which reaffirming the need to sustain the campaign • Kent 2020, the largest business-to-business exhibition in the South East, sponsored by KCC as part of Backing Kent Business. • '<i>Backing Kent Business: A Year of Progress</i>' published, updating on the 10 Commitments – available as a pdf on the KCC online Business Support Centre • BKB 'Did You Know: 50 Way KCC supports Kent Business' document published • BKB meeting with Channel Chamber of Commerce members • Chairman's Reception Shepway with KCC supporting case for new nuclear power station at Dungeness
May	<ul style="list-style-type: none"> • BKB meeting with Thames Gateway (Kent) Chamber of Commerce members • BKB meeting with Channel Chamber of Commerce members • BKB with 'Canterbury for Business' members
June	<ul style="list-style-type: none"> • BKB partners meeting • Invicta Chamber business exhibition with a stand for BKB
July	<ul style="list-style-type: none"> • Launch of the offshore wind supply chain directory, with funding by KCC but managed and delivered through the BKB partners. • BKB featured at the Kent County Show



	Current RAG	Previous RAG	Current DoT	Previous DoT
Claimant rate	●	●	↑	↓

Comments :
 Claimant counts have reduced significantly in June and July which is a positive sign of recovery in the economy.

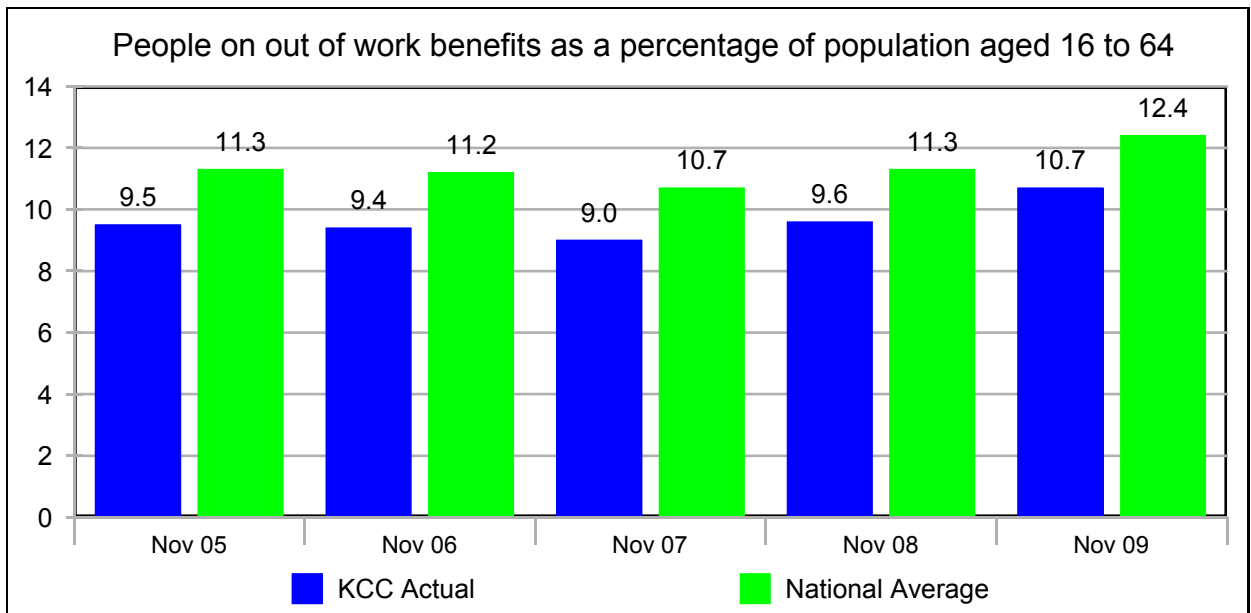
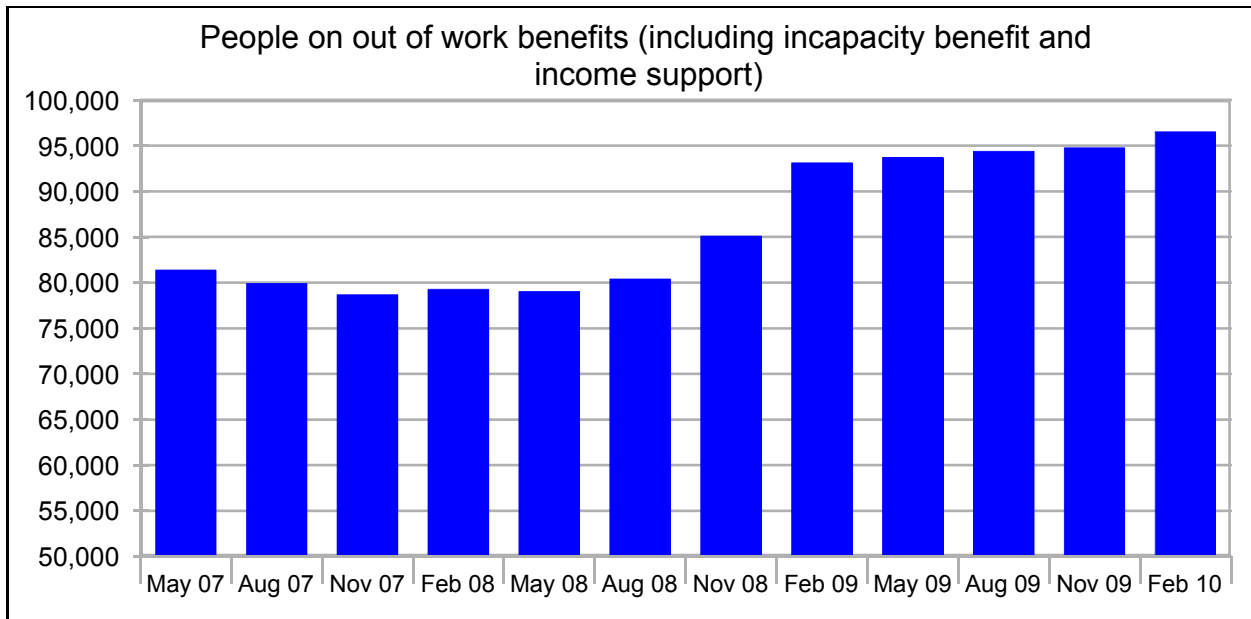
Although claimants counts have risen to high levels during the recession and are still nearly double the level of two to three years ago, the increase in Kent has been no worse or better than seen national or regionally. Hence this indicator is rated as Amber.



	Current RAG	Previous RAG	Current DoT	Previous DoT
Youth claimant count	●	●	↓	↑

Comments :
 The increase in the claimant count for young people has been relatively consistent with the increase for all ages.

Young people are more likely to be claimants than other age ranges, although the rate of claimants who are younger people has recently reduced. In June 2010 26.8% of claimants in Kent were aged 18 to 24 (the south east rate was 25.1% and for England 26.9%), while in March 2009 the rate was higher at 30.8% (south east 28.6%, England 29.8%).



	Current RAG	Previous RAG	Current DoT	Previous DoT
Out of work benefits	●	●	↓	↓

Comments :
 National statistics on working age population claiming out of work benefits are published by DWP usually with a 6 month delay.

Latest data from February showed that rates at that time were still increasing, mainly due to the increase in claimants of job seekers allowance, but with claimants of other benefit types also showing an increase.

As with the claimant count, the increase in Kent has been no worse or better than nationally or regionally and hence this is rated as Amber.