

TOWARDS 2010 ANNUAL REPORT - September 2010

Appendix One

**Towards 2010:
Final Report**

DRAFT AS AT 2nd SEPTEMBER

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Target 9: Through our Kent Supporting Independence Programme, work towards reducing the number of people dependent on welfare benefits		
Lead Cabinet Member: Mike Hill	Lead Managing Director: Amanda Honey	Lead Officer: Pauline Smith

Status: Good Progress

List the partners with whom we are working to deliver this target:

Department of Work & Pensions (DWP), Jobcentre Plus (JCP), Primary Care Trusts, Royal British Legion Industries, Learning and Skills Council (LSC), central government departments, employers, Kent Economic Board, KCC directorates, Slivers-of-Time, Kent Top Temps, Connexions Kent, Kent Public Service Board, Kent Partnership and the private/business sector.

Outcomes delivered:

This Towards 2010 target has been directly affected by the economic downturn. Nevertheless, some significant areas of work have been delivered to try to reduce the number of people on welfare benefits which is described below. It is for this reason that the status of good progress has been allocated to this target.

Provide practical help for people who need it, helping individuals to move off benefits and into secure employment:

- KCC successfully tendered and won a contract to manage the Future Jobs Fund (FJF) initiative across Kent. FJF (value £6.5 million over 18 months from October 2009 to March 2011) is providing funding to cover the salary costs of 18-24 year olds currently unemployed and claiming Job Seekers Allowance. The scheme, will provide job opportunities for a maximum of 1,000 young people for a minimum of six months in a variety of job roles, with posts being paid at the national minimum wage
- After a slow set up of national arrangements for FJF there has been a steady flow of interest from employers, with a wide range of job opportunities identified. Interest and engagement by young people was slow to start but has gained momentum with a high daily referral number now being enjoyed as young people are actively applying for the widespread job opportunities on offer
- Over 100 individuals secured full time employment and moved off Incapacity Benefit as part of the Kent NOW initiative run between 2006 and 2008. The potential financial saving to the public purse could amount to £5.8m (as per PSA2 Kent NOW Incapacity Benefit report and findings)
- Through a variety of strategies, personalised support was provided to assist individual Incapacity Benefit claimants with very complex needs. Many of these individuals had been out of work for over five years and had lost all hope of ever returning to work
- An innovative Health, Happiness and Wellbeing Programme was developed, targeting support for long term ill-health welfare benefit claimants, which focuses on strategies to empower individuals to return to work and liaises with employers to provide a range of flexible work opportunities to assist those on the edges of the labour market back into work. The programme started in spring 2008 and is being revised to include a web-based element
- Version 2 of the Health and Wellbeing programme has been developed and is being rolled out early in 2010. The revised and improved modules will enable a wider roll out of the programme and assist the Supporting Independence Programme to use the resource

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with a range of individuals and groups. These will include FJF clients, apprentices, NEETs and vulnerable young people requiring focused intervention and support

- ‘Slivers of Time’ - a new, flexible way of getting people into work, launched in Maidstone in March 2008. The scheme has been described as being based on the eBay model of an online market place. Through the scheme, people can offer to work at times to suit them by registering and noting the times they are available. Employers enter details of work they need completing and the Slivers of Time database matches these two requirements. It was developed as part of the Supporting Independence Programme (SIP) and is now managed by Kent Top Temps
- Folkestone Forward delivered projects through sport and culture within the four most deprived wards in east Folkestone during 2009/10. It was project managed by a dedicated SIP resource and specific projects targeted three of the SIP Archetypes - young people with low attainment and aspiration, welfare benefit claimants and vulnerable older people
- Motivational interviewing workshops were organised to help advisors engage more effectively with their clients. Participants included staff from Sure Start, Kent Supported Employment (KSE) and other KCC directorates. Due to the success and impact of this event we are now developing a variety of themed events to support other organisations such as Flexible New Deal (FND) providers. Training will be offered to FJF team to support them in working with JCP clients across Kent
- SIP and partners supported and advised the development of the content of the ‘Backing Kent People’ website (see Towards 2010 targets 1, 2, and 29) which was launched in April 2009
- Continued development of the KCC Employability group and local employer engagement forums, in addition to the JCP Local Employment Partnership (LEP) initiative, has enabled the sharing of radical and innovative ideas and solutions to tackle local issues of unemployment as well as working with employers to review workforce development opportunities for the wider take up of unemployed clients countywide
- Continued support and partnership opportunities have been developed through KCC’s ‘Backing Kent Business’ campaign and support and collaboration with colleagues within KCC to review and inform the Regeneration Strategy as well as compilation of the worklessness and skills assessment
- Continued success in the engagement of the partnership with Swale BC in introducing an innovative employment engagement project for Swale
- A range of initiatives with Youth Offending and Probation to increase engagement and involvement of ex or current benefit claimants in SIP welfare reform activities and strategy is leading to more effective job opportunities and sustainable long term employment. SIP is a key contributor to the *New Skills New Lives* Initiative.

Influence policy and strategy at national and local levels:

- SIP leads and co-ordinates a range of innovative strategies to embrace and support all aspects of key welfare reform. Support and advice given to the KCC Leader, Chief Executive, Cabinet and Chief Officer Group, internal and external partners and stakeholders to strengthen the effectiveness and impact of associated service delivery to support the welfare reform agenda is a fundamental aspect of the SIP strategic priorities and accountabilities
- High-level discussions and engagement with government departments have taken place to try to tackle the challenges and barriers encountered with the delivery of effective welfare reform initiatives. These include LGA work on devolution of welfare reform to local authorities, data sharing and local freedoms and flexibilities

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- KCC was selected as one of only three local authorities to explore the potential release and sharing of a range of DWP and Jobcentre Plus (JCP) data. The impact of having personalized data has already resulted in us being able to reach out to a significantly higher number of clients through a range of marketing materials and engagement of benefit claimants at a number of very successful events. Clients are now being supported and sign-posted to move into positive training and employment opportunities. The ongoing challenge to DWP to secure data sharing as a principle is an ongoing policy decision
- We contributed to the early exploration of opportunities related to regional partnerships across the Thames Gateway and north Kent and Swale, which were submitted to central government
- We support JCP as the lead partner for the outcomes on Kent Agreement 2 (KA2), working with other key partners, to co-ordinate preventative strategies which stop people moving into a life of dependency with responsive work to support those already on benefits into more independent lifestyles
- Through our work with JCP we continue to ensure that individuals and employers are unencumbered by bureaucracy to make the transition to the workplace easier.

Develop a deeper understanding of the issues, through focus groups, consultation events and data gathering:

- SIP continues to conduct a number of focus groups with people from all over Kent to help identify the barriers they face in gaining employment. The focus groups are carried out with lone parents, people with learning disabilities, people with drug or alcohol issues, carers and incapacity benefit claimants. Views, opinions and insights are collected which are shared with the organisations who deal directly with them. Plans are underway to co-ordinate focus groups to gain information used in the setting up of the Kent Credit Union (see Towards 2010 targets 1, 2 and 61)
- SIP compiles evidenced-based data and information relating to welfare benefit spend, and welfare reform policy and strategy across Kent and the UK
- SIP managed and co-ordinated a wide range of consultation events to explore the views of benefit claimants and the submission of all feedback into the corporate response to the Department of Work and Pensions (DWP) welfare reform consultation
- SIP co-ordinated a high profile seminar to highlight the specific needs and challenges faced by the long term unemployed and long term ill health individuals for a wide delegate list of employers, partners and stakeholders (DVD produced and procedures designed).

Share best practice:

- A detailed report and case studies were produced to evidence the positive outcomes and strategies to develop when working with the Incapacity Benefits client group
- SIP's strategic contribution, vision and influence was specifically highlighted as exceptional practice within the Authority's CPA corporate assessment in 2008
- The high profile publication of a booklet by the NLGN 'The Local Journey to Work – Localism, Welfare and Worklessness' highlighting the wide range of welfare reform, innovation and strategy was managed by SIP across Kent
- We have been a key contributor to the NLGN "We can work it Out" report on Local employment and skills for economic recovery published in January 2010

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- A high number of visits/meetings from central government (Cabinet and Shadow Cabinet), LGA, IDeA, NGLN have provided a platform for the Supporting Independence Team to share KCC's vision and the wide range of initiatives developed to increase the support and opportunities available to individuals who are dependant on benefits. SIP presentations have also been made at national conferences and workshops and articles have been published in a wide range of national publications and journals.

What more are we going to do?

- Continue to bring together local agencies and target initiatives in particular areas of the county such as the work on inter-generational dependency that we are launching with the charity *Tomorrow's People* in focused areas of Maidstone and also a refreshed focus and vision for Sherwood ward in Tunbridge Wells. All this activity is underpinned by the very best research and analysis to ensure targeting is at the most appropriate level and in the areas most in need to ensure the greatest impact
- In partnership with JCP, tackle the current impact of the economic recession and identify local solutions. Active response teams and other initiatives to support individuals and organisations are already being explored
- KCC's SIP team will continue to co-ordinate the FJF programme, matching job opportunities within employer settings to suitable young people. Particular focus will be given to developing sustainable job opportunities after the initial 6 month DWP funded period and building better linkages with other Government priorities such as Apprenticeships
- All national and local JCP commissioned programmes are performing well below agreed targets and the impact on individuals and partners is under review and scrutiny. SIP will be chairing a new board to bring together all associated agencies to improve effectiveness and outcomes for benefit claimants countywide
- Continue to support and co-ordinate KCC's ongoing priority for devolved responsibilities and accountabilities relating to DWP freedoms, flexibilities and commissioning
- Manage the roll out of the DWP data sharing pilot, findings and evaluation with central government (Thanet)
- Support the high profile awareness of the range of JCP financial incentives and benefits established to support employers to provide opportunities for benefit claimants
- Work alongside colleagues in Kent's Integrated Workforce Planning Group (public sector) promoting good practice and strategy relating to workforce development
- Provide greater engagement of Kent Public Service Board and Kent Partnership in all aspects of welfare reform and benefit spend in Kent
- Work closely with the health authority, other associated agencies and GPs to review how they can help to get people back into work and liaise with employers to provide a range of flexible work opportunities to assist those on the edges of the labour market back into work. The SIP Health and Wellbeing project commenced summer 2009 and will be rolled out this autumn
- Co-ordinate and manage a high level group of stakeholders to agree and develop a Kent Employment Engagement Strategy which will bring about a strategic, joined-up approach for Kent employers. This will enable them to engage more successfully with programmes and initiatives to bring most benefit to people who are furthest away from the labour market

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- Continue to strengthen and improve the outcomes and associated sustainable employment opportunities as highlighted within the Total Place submission to Government for the Margate and Cliftonville wards. We will work alongside Thanet Works and other partners to embrace an improved strategy of engagement and a vision of radically improving the life opportunities and employment outcomes for individuals across the area.

Measurable Indicator (s)	Aug 2006 Actual	Aug 2007 Actual	Aug 2008 Actual	Aug 2009 Target	Aug 2009 Actual	Feb 2010 Actual
Average weekly benefit spend in Kent on working age benefits at 2006/07 prices (Incapacity Benefit, Income Support)	£5.31m	£5.20m	£5.10m	To reduce	*	*
Number of claimants on key working age benefits (Incapacity Benefit, Income Support, Job Seekers Allowance and others on income-related benefits)	83,040	79,900	80,400	To reduce	94,390	96,510
Claimants in statistical category of incapacity, lone parent or other	66,100	66,450	66,230	To reduce	67,670	67,790
Claimants in statistical category of job seekers	16,930	13,450	14,170	To reduce	26,720	28,720

* Data no longer comparable due to introduction of Employment and Support Allowance (ESA) which replaced Incapacity Benefit and Income Support for clients with incapacity from October 2008.

Monitoring completed by: Pauline Smith

Date: 14 July 2010

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Target 18: Introduce a Kent Apprenticeship scheme, offering at least 1,000 Apprenticeship opportunities across the private and public sectors		
Lead Cabinet Member: Mike Hill	Lead Managing Director: Amanda Honey	Lead Officers: Wayne Gough

Status: Completed

List the partners with whom we are working to deliver this target:

National Apprenticeship Service (NAS), Connexions, KATO (Kent Association of Training Organisations), district councils, Kent Police, Chamber of Commerce, Train to Gain, Business Link, public and private sector employers.

Outcomes delivered:

Developed a popular high quality Apprenticeship scheme within KCC:

- Kent Success, KCC's innovative Apprenticeship Programme, is now a fully established and formalised employment route of entry into KCC. Apprenticeship placements are being offered across all directorates and departments and young people are undertaking Apprenticeships in a variety of different vocational areas. Kent Success provides much more than just an Apprenticeship qualification. The apprentices are provided with structured training in confidence building, assertiveness, CV writing, KCC application forms and interview techniques. They are brought together for quarterly peer group meetings offering personal development opportunities and a chance for them to support each other and share their experiences.
- Young people are initially employed on a KCC Apprenticeship contract and are paid £105 per week (increased from £80 in January 2009). Young people are supported and encouraged to secure full time permanent contracts of employment at all stages of their training in addition to the successful completion of the Apprenticeship qualification
- Placement managers play a vital role in the development of the apprentices and the successful integration of the programme. A manager's guidance booklet and other supporting documentation were produced to support and outline their roles and responsibilities within the programme
- To date 344 young people have started a Kent Success Apprenticeship. Kent Success has an overall completion rate of 75% which is above the national average for Apprenticeships which sits at 70%. Of the 187 young people who have completed their Apprenticeship within Kent County Council, 73% have gone on to gain full time, permanent employment within KCC or the wider public sector. A further 25% of those who have completed their Apprenticeship have moved into employment within the private sector. 61 young people have not achieved their full Apprenticeship qualification. They have left for a variety of reasons including continuing with further study or moving into permanent employment elsewhere. Only 6 young people have been dismissed as not suitable to work within KCC.
- The impact and positive difference made to all apprentices, and the staff and businesses involved in the Apprenticeship programme, is clearly demonstrated by the feedback, evaluation and personal statements and case studies. Indicative of our success is the measurement of the ongoing interest and increasing participation and engagement of young people and employers.

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Developed the Kent Apprenticeships Brand:

- In addition to providing opportunities within the Authority itself, KCC also works with the rest of the public and private sector to encourage employers to take on Apprentices. Working in partnership with the National Apprenticeship Service, the Kent Association of Training Organisations, KCC has established Kent Apprenticeships.
- The Kent Apprenticeships partnership acts as an information, advice and guidance service, providing excellent information to young people, and their parents/carers and employers in Kent. Kent Apprenticeships is working across the County to create a stimulating learning journey for young people in Kent, developing the necessary employability skills fit for the 21st century by giving them real choice and diversity of provision appropriate to meet their ambitions, aspirations and ability.
- Apprenticeships are promoted through the Kent Apprenticeships website that provides information, advice and guidance for young people and employers who are interested in finding out more about how to access them. Please see www.kentapprenticeships.com for further information
- The Kent Apprenticeships bus has been commissioned by SIP and is being sent out in Kent to tell employers and young people how Apprenticeships can develop talent, be a real benefit to businesses and open up a route to success. The bus will be primarily used to promote Apprenticeships to employers and will be taken to business events, large industrial estates and retail parks. It will also be positioned in town centres to attract employers, young people and their parents to provide the most up to date information about Apprenticeships in Kent.

Established a strong partnership, focused on shared goals:

- KCC is one of the only local authorities in the country to have already established a high level strategic partnership with the agencies responsible for all aspects of the Apprenticeship programme
- The Kent Public Service Board has championed the commitment to Apprenticeships and work is well underway to develop Apprenticeship schemes amongst public sector organisations in Kent
- The Kent Apprenticeship partnership is an exciting development enabling Kent to strategically lead the way in building Apprenticeships and changing the landscape of opportunity for young people, adults and employers countywide
- In addition to the highest quality roll-out of provision, the partnership will be the strategic platform in which Kent can continue to influence, inform and challenge national strategy and policies
- In June 2008, KCC established an innovative strategic partnership with the two fundamental players in the delivery of Apprenticeships in Kent, namely LSC Kent and Medway (National Apprenticeship Service (NAS) from April 2009) and KATO (Kent Association of Training Organisations). The main priorities for the partnership are to:
- Apply leverage to the new NAS, LSC and other key agencies to secure funding and operational flexibilities and a strong strategic influence to work with central government
- Address the real and perceived barriers to growth by developing and promoting an easily understandable approach

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- Support employers and employees in the current economic climate and train managers of the future ensuring employers remain productive and competitive
- Ensure that Apprenticeship opportunities are reflective of the local economy and the skills gap where one exists
- Define roles and responsibilities of all partners to maximise funding, eradicate duplication and bureaucracy and develop a first class Apprenticeship service.

Embedded the Apprenticeships programme in KCC's workforce development strategy:

- The Kent Success Apprenticeship programme is now an integral element of KCC's wider workforce development strategy and the Supporting Independence Programme (SIP) has been working closely with KCC Personnel and Development to ensure that the Apprenticeship scheme embraces and influences other strategic priorities and targets. A wide range of procedures/processes have been reviewed, developed and changed to enhance the effectiveness and positive targeted outcomes of recruitment and selection and wider workforce development initiatives. One example is the recent work on the age profile of the workforce and the implications for succession planning
- From September 2010, KCC is extending the Kent Success Apprenticeship Programme. Due to the changes to recruitment procedures agreed by CMT on 2nd August, Managers will be required to appoint Apprentices to any KR2 - KR4 roles, which have been agreed as suitable and if there are no redeployees.
- Apprentices will continue to be placed around the organisation in supernumerary positions but as and when vacancies arise they will be put forward for interview and will be appointed where appropriate. This could happen at any point during their Apprenticeship placement. When the Apprentice is appointed against a vacancy, they will continue to be paid an Apprenticeship salary until they complete their qualification and are deemed to be able to carry out the full duties of the role. Managers and Apprentices will receive ongoing support from the Kent Success Support Officers and also from the KEY Training tutors.
- The enhanced Kent Success programme will give young people undertaking an Apprenticeship within KCC a greater opportunity to gain permanent employment with the organisation and therefore enhance the age profile and inject new ideas and enthusiasm into KCC.

Enhanced the reputation of Kent – the KCC Kent Success model has success rates that are amongst the highest in the country:

- KCC were awarded "green flag status" in the recent Audit Commission review in recognition of its ground breaking work developing, promoting and establishing Apprenticeships across Kent.
- All Kent and Medway training providers are above the national benchmark for quality of Apprenticeship provision and performance and the success rates are above the national average and highest in the south east region
- Following a comprehensive tendering process, a marketing and PR contract was awarded in November 2008 (ZERO51) and a marketing and PR strategy and campaign has been developed in partnership with KATO and LSC (NAS) ensuring a consistent Kent approach to our shared vision and delivery of the Kent Apprenticeship Programme. A series of events to promote and highlight Kent's strategy, vision, developments and progress ran alongside the national campaign (headed by Sir Alan Sugar) throughout February and March 2009.

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- Paul Carter met with Simon Waugh, Chief Executive of NAS to confirm the strong relationships between the two partners. Simon commented that the work being done in Kent was exemplary.

Implementation of the South East Apprenticeship Company launched in April 2010:

- SEAC is an innovative one-stop shop for apprentices and employers and is one of ten Apprenticeship Training Agencies (ATAs) to be set up throughout England.
- Bid was won by KATO/KEITs and supported by KCC in October 2009.
- SEAC will support Apprentices by assessing existing skills and offering careers guidance, prepare them for interviews, offer a variety of work experiences and offer a safety net if things don't work out with one business then they will find an alternative placement. The support offered to employers is from initial advice to placements. They will help employers screen and interview candidates, remove bureaucracy by employing the apprentice on their behalf and act as a link between employers, apprentices and training providers.
- KCC will be working with SEAC on a number of initiatives and have a seat on the SEAC Board to ensure that there are linkages between the two organisations.

Offered support in Developing Public Sector Apprenticeships:

- The Kent public sector accounts for 20% of all employment but provides fewer than 10% of all Apprenticeship places.
- In July 2009 SIP worked with Personnel and Development and ran a Public Service Apprenticeship workshop. Representation from all public service organisations in Kent attended this meeting where best practice was shared and next steps agreed.
- The SIP team met each of these organisations on a one to one basis from July to September 2009. Although numbers need to be increased to meet our challenging targets, all are committing to developing apprentice schemes and embedding them into workforce strategy. Sip remain in contact with these organisations making regular contact and requesting updates.
- The picture across public sector employers in Kent is patchy. Other public sector organisations do not seem as keen as KCC to implement specific Apprenticeship targets, strategies and policies. However there are some notable exceptions where significant numbers of apprentices have been appointed and are still planned.
- In general the numbers being taken on are relatively small. Discussion with the individual organisations suggests that this is due to the economic climate, recruitment freezes, redundancies and budget reductions impacting plans. Although organisations are saying they are committed to the programme they are not in a position to provide firm targets, most saying that apprentices will be taken on as and when vacancies arise that are suitable or apprentices or when managers request *supernumerary* support.

Ensured that all young people in Kent have access to high quality, impartial information advice and guidance and that pathways to Apprenticeships are made simple and clear:

- Identified that a clear application process needed to be implemented so that young people applying for Apprenticeships was recorded for the September Guarantee.
- Partnerships established with "Kent Choices for You" and "Your Choice in Medway"

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- KCC has led the implementation of Kent Apprenticeships “button” on Kent Choices for you and Your Choice in Medway allowing young people to access generic information on Apprenticeships and register their interest online for the first time. This website targets 16 to 19 year olds who are in full time education or are NEET.
- Specific Kent Apprenticeship information page and registration form developed for online prospectus students
- To date over 900 young people have registered interest in undertaking an Apprenticeship when they leave school Summer 2010.

Actively promote Apprenticeships to encourage schools to employ Apprenticeships as part of their workforce development

- In November 2009 the Kent Apprenticeship team presented at the head teachers conference.
- Since then have had a good response and interest from schools with a number looking to appoint apprentices for both the forthcoming spring and autumn terms. A target of 90 Secondary schools and 150 Primary schools offering Apprenticeships has been set for 2010/11.
- A cluster web bulletin went out from Rosalind Turner in May 2010 to all headteachers.
- Very few schools are engaging with Apprenticeships, saying that current budgets mean they can not afford the wages.
- Schools now being provided with up to date Apprenticeship marketing materials and inviting KATO/KCC into the schools to present Apprenticeships to year 11, 12 and 13 students.

Work in partnership with Thanet Works to develop a subsidiary and brokerage scheme for Small and Medium Enterprises in Thanet

- As part of Kent Apprenticeships, KCC have partnered with Beyond Excellence and Thanet Works to support young people and SMEs in Thanet to better engage with Apprenticeships. A scheme has been piloted where employers receive a subsidy from KCC to pay just over half of the Apprentice salary whilst they cover the remaining £50.
- Employers have also been supported in the recruitment of Apprentices, by the SIP team supplying CVs and arranging interviews. To further support the employer Kent Apprenticeships write and administer the apprentice’s contract and pay the apprentice through Kent Top Temps payroll and invoice on a monthly basis. Feedback from employers has shown that they find the process of recruiting and employing an apprentice very simple.
- The pilot supported the young people to find Apprenticeship placements and to become “work ready” before they begin the interview process. Beyond Excellence ran a three day “Brand You Start” programme for the young people at the Marlowe Innovation Centre in Thanet. This program addressed the young people’s aspirations and goals as well as giving help and support in writing a CV, preparing them for interview and the work place. Beyond Excellence then acted as a support for the

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young people during their Apprenticeship, holding quarterly master classes to further build their employability skills.

- To date 35 apprentices have been employed on the scheme, 25 are currently still in training. Of those that have left, one was employed permanently with his employer and another gained permanent employment as a site supervisor.
- Evaluation of the project has found that the majority of the employers feel that the financial subsidy was an essential part of why they took part in the scheme, particularly in the current economic climate. The subsidy enabled them to make recruitment savings while increasing their business' competitiveness and productivity. Only a small number of employers stated that they would have taken on an apprentice if the subsidiary was not in place.

Developed a Procurement Strategy to increase the number of Apprenticeships in Kent:

- Within the KCC Apprenticeship strategy, it was identified that public sector procurement is an area that could be developed to increase the number of Apprenticeships in Kent. Discussions have taken place with procurement managers across all KCC Directorates and it is clear that there is a genuine will to develop young people, and to achieve this through our procurement.
- Detailed guidance for procurement managers is being developed to ensure that Apprenticeships are considered at every stage of procurement, and will be developing ways to assist suppliers to meet their obligations under these clauses, including the development of the South East Apprenticeship Company as a way to ensure even short term (less than 6 months) contracts can produce apprenticeships.
- In KCC, procurement is as varied as the services covered, therefore it will not be possible to develop a one size fits all approach to delivering apprenticeships through procurement. The approach will be split into two; clauses will be included in large scale contracts to require apprenticeships to be delivered by the supplier or framework contracts where it will be necessary to use influence rather than clauses.
- KCC, through the Public Service Board is also encouraging the rest of the Public Sector in Kent to develop Apprenticeships through their procurement activities.

Support KASS in developing an Adult Services Kent Apprenticeship Scheme:

- SIP have worked in partnership with the adult services personnel team and health and social care service providers to develop a bespoke Health and Social Care Apprenticeship scheme in Kent. This scheme will act as a pilot, allowing apprentices to work with a number of different organisations during their apprenticeship. This is intended to help develop experience of some of the different types of work that is available in the social care sector so that people completing the scheme will be able to choose where in the sector they would like to work. In order to attract more employers to this offer KASS have secured funding to pay half of the apprentices' salary.
- There are currently around 100 job offers from a range of employers. The scheme will be based in a geographical patch which will be agreed once the application process has closed and we can see where the greatest demand from young people has been. All interested employers who are not selected for the pilot will be passed onto the Kent Apprenticeships team to follow up.

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- The pilot will begin in September/October 2010. KASS are currently advertising for young people to apply. The apprenticeship will be completed over a short 9 month period. To achieve this tight timescale we need to recruit the most enthusiastic and passionate young people that are committed to following their career in social care. The apprentices will be paid and employed with SEAC.

From September 2010, subject to Cabinet Approval, implement a pilot scheme that will increase the employment potential of vulnerable young people by supporting them into Apprenticeships:

- Four groups (teenage parents, young offenders, care leavers and young people with learning, physical or mental disabilities) have been chosen for this scheme due to the high possibility that they will become, or already are, NEET (not in education, employment or training). They are potentially disengaged from learning and skills and are currently finding it difficult to access Apprenticeship opportunities.
- We will be working with 20 young people from each target group. Those taking part in the scheme will have a range of needs. The development of this Apprenticeship Scheme will link to KCC's Employment Strategy for Socially Excluded Adults. Twenty of the vulnerable young people will be employed by KCC as part of the Kent Success Programme. The remaining sixty young people will be employed by SEAC and placed with employers across the County.
- The scheme will be closely evaluated from the start to ensure that we are able to evidence the value of employing these young people into Apprenticeships and to identify the barriers for them in participating in this type of training. Young people will be placed with employers who have real jobs to offer these young people to ensure that each is given the best opportunity stay in permanent employment.

What more are we going to do?

- High level co-ordination and facilitation of all activities to radically deliver on Step change in numbers of learners and employers engaging in Apprenticeships.
- Continue focus, review and detailed monitoring on the impact nationally and locally on the take up of Apprenticeships within the current economic climate
- Work with the key strategic partners to establish a pre-Apprenticeship programme for more vulnerable groups of young people, such as those leaving care and young offenders, to ensure that they are able to fully access and explore opportunities open to them
- Ongoing promotion of Apprenticeships with schools, parents and young people in a campaign managed by the Kent Apprenticeship Partnership.
- Continue the review and development of the possibilities to develop new protocols and targets in the wide landscape of public sector procurement
- Review and explore awaited government decisions relating to employer incentive payments and identify the impact and processes required for Kent employers

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Measurable Indicator (s)	2006/07 Actual	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Update (Aug10)
Number of Kent Apprenticeships taken on by KCC (since October 2006)	60	128	228	250	344
Number of Kent Apprenticeships taken on by other public and private organisations (since September 2006, includes confirmed starts for September 2010)	0	0	438	750	1108

Monitoring completed by: Wayne Gough

Date: August 2010

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Target 19: Introduce the Kent Community Programme, building teams of apprentices to participate in community projects		
Lead Cabinet Member: Mike Hill	Lead Managing Director: Amanda Honey	Lead Officers: Pauline Smith

Status: Completed

List the partners with whom we are working to deliver this target:

Kent Safe Schools, Pipeline, CADET, Connexions, Youth Offending Service, KCA, Health, Learning and Skills Council (LSC), Catch22 (Looked after Children), the public and private business sectors.

Outcomes delivered:

Introduce the Kent Community Programme (KCP) specifically designed and established for young people aged 16-19 who are Not in Education, Employment or Training (NEET):

- We provided practical support, guidance and positive engagement to 258 young people not in education, employment or training (NEET) in a wide range of community focused activities and programmes. The young people accessing the programme displayed varying levels of vulnerability and/or wide range of personal barriers that were preventing them from accessing mainstream education and employment pathways. The programme successfully supported 65% into further education, employment, apprenticeships and extended work placements:
 - The Kent Community Programme, co-ordinated by SIP, is delivered by Kent Safe Schools and equips young people with the practical skills that they need to continue along a positive path of engagement whilst also addressing their individual needs and providing support to enable them to make the next step in their lives whether that be employment, further education or an apprenticeship. The significant focus on the importance of understanding and embracing the very personal and differing needs of each young person ensured that we fully maximised the impact, effectiveness and positive outcomes for each individual on the programme. This individualised approach helps to support young people in raising their confidence and empowers them to re-engage, re-motivate themselves and helps develop the skills and tools they need to succeed further
 - Groups of 8 to 10 young people are enrolled on the programme for a three month period for three days a week working on community-focused projects learning a wide range of practical, hands on skills whilst simultaneously gaining industry recognised qualifications. The overall average attendance of the young people is 80%, with a number of the young people averaging over 90%. This emphasises the positive impact of the programme; historically the client group is one of the hardest to reach and work with successfully. These figures show a positive trend where the young people who are becoming involved and inducted onto KCP are becoming successfully motivated and fully engaged to complete the course and then moving into positive routes of progression at the end of the programme
 - The positive routes of progression for the young people are a priority for the KCP project teams. So far, 65% of the young people involved have been guided and supported into further education, employment or an apprenticeship. The breakdown of where they moved onto are as follows:
 - College – 40%
 - Employment – 46%
 - Apprenticeship – 14%

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- The main routes of referral have come through extensive partnership working to ensure we are reaching the targets and making a significant impact to the NEET and Towards 2010 agendas where possible. 76% of referrals have come from Connexions; 13% from the Youth offending Service and the remainder from other partners such as Social Services and the NHS
- Following a comprehensive feasibility study into the setting up of a social enterprise an exciting new collaboration with *Catch 22* was established early 2009. The ongoing development and establishment of the exciting Social Enterprise model in motor car servicing and repair in Gravesend is now well underway
- A KCP webpage has been added to the KCC website and new marketing materials are in the process of being printed to ensure increased awareness of the project amongst professionals and young people.

Develop a more positive profile for young people in their local communities:

- KCP helps raise the positive profile of the young people in their local communities ensuring a strong community presence during the projects and maximising the opportunities for positive progression routes for the young people are key priorities within the programme
- All the community projects are developed and designed closely with residents, partners and local stakeholders and all KCP participants are engaged in all aspects of the project design, planned outcomes and the evaluation and assessment of positive impact and benefit to the community.

Complete a range of valued community projects across the county:

- The success and very positive outcomes of KCP have proved extremely significant for both the young people participating on the programme, and the local projects and communities that continue to benefit enormously from the completed projects delivered by the young people. The specific community projects completed to date have been funded by KCC and include the following since 2007:

2007/08 projects:

- Maidstone (Boughton Mount Horticultural Project)
- Thanet (Community Bus - Mechanics and Community Involvement)
- Dover (repair, maintenance and water safety)
- Sittingbourne (design and build of a community centre garden)
- Ashford (construction based project where young people learn practical construction skills and then put them into practice in a community project in their local community)

2008/09 projects:

- Murston (renovation of garden and communal areas in Community Centre)
- Whitfield, Dover (barn project assisting the builder in constructing the stables/barn)
- Dover (improve the look and usability of the garden at Ashen Tree House, a community mental health support centre)
- Ashford (improve the look and usability of the garden for the clients and staff at Southfields, a community respite and residential centre for adults with severe learning and/or physical disabilities)

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- Ashford (improve the look and usability of the garden for the service users and staff at Braethorpe community mental health support centre)
- Dover (Porchlight Allotment Project)
- Dover (Nu-Steps centre - improve the appearance of local public areas and to basic training and qualification in construction and tool use).

2009/10 projects:

- Allotment Project, Dover
- Chilham Sports Centre (renovating an area of the local sports centre)
- Ashleigh Gardens Care Centre (building a pergola in the garden of the centre)
- Braethorpe centre (repairing paths and walls and laying of new pathways)
- Folkestone Sports Project (planning sports event)
- Oakwood House (maintenance around the grounds)
- Several short courses (3 days that include one day community work and 2 days training/qualification).

What more are we going to do?

- KCP is now an established programme of positive engagement and is embedded within the 14 -24 Innovation Unit. Further links will be made in 2010 to establish KCP within Kent's NEET strategy and address its sustainability and potential to develop into 16 plus mainstream provision
- KCP will look to further develop the current projects at Oakwood House in order to maximise the profile of the project and to offer genuine cost savings for KCC. At present KCP are laying a pathway in the grounds at Oakwood that would otherwise have to be done by contractors
- Access and participation in KCP is of particular benefit and interest to vulnerable young people and work is underway to increase participation and engagement of young people with additional barriers and challenges. Links are well established with the Youth Offending Service, 16 plus teams, the Teenage Pregnancy Partnership and the Kent Apprenticeship Programme and these will be developed further to ensure that a higher number of young people can access and engage on to KCP and move positively into more sustainable and long-term opportunities and outcomes
- The exciting opportunities which can be achieved by the roll-out and mainstreaming of KCP will support, address and embrace a wide range of targets and indicators reflected in a number of local and national strategies and policies
- Work will continue with the LSC and other relevant stakeholders to identify freedoms and flexibilities that are required to improve support and provision for this very targeted and vulnerable group of young people
- Further development and support of the *Catch 22* Social Enterprise in Gravesend with KCC support to promote the project countywide
- Targeted approaches enhanced and promoted across the Community Programme and Social Enterprise to embrace a greater take up and engagement of Apprenticeships by the cohort of young people who are ex offenders or care leavers (both client groups who statistically find it more difficult to access, participate and achieve apprenticeship qualifications)

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Measurable Indicator (s)	2006/07 Actual	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Actual
Number of young people completing the Kent Community Programme	0	45	116	250	258

The target for March 2011 is 320

Monitoring completed by: Pauline Smith

Date: 14 July 2010

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Target 20: Build strong business-education partnerships that benefit both employers and schools		
Lead Cabinet Member: Mike Hill	Lead Managing Director: Amanda Honey	Lead Officers: Pauline Smith

Status: Completed

List the partners with whom we are working to deliver this target:

80 secondary schools in Kent including the Alternative Curriculum Programme and Special Educational Needs, employers in Kent engaged to deliver work experience and work related learning activity, Local Strategic Planning Forums across Kent, Connexions, Kent Association of Training Organisations (KATO); FE sector, Learning and Skills Council (LSC), Enterprise Kent, Canterbury Christchurch University, University of Kent, University of Greenwich; local district councils; Medway Education Business Partnership; Creative Foundation; Canterbury4Business; Gateway Knowledge Alliance; Employ Kent Thameside; University of Creative Arts; Aim Higher; Kent NHS Trust Kent Vocational Training Programme (KVTP), Industrial Trust.

Outcomes delivered:

Establish a strong partnership between educational organisations and the business sector:

- Kent Works, established by KCC, was awarded the Learning and Skills Council (LSC) contract to deliver quality Education Business Links (EBL) across Kent. The contract has proved positive in laying the foundations and framework for the ongoing development of business-education links within the county and year on year Kent Works staff have exceeded the profiled contract targets set by the LSC
- Excellent progress was made to develop, nurture and sustain relationships and partnerships between education establishments and the business sector which has provided a wide range of high quality work-related learning and work experience opportunities across the county.

Facilitate thousands of work-related learning and work experience placements:

- During the course of the 2007/08 academic year, Kent Works facilitated work-related learning activity for over 7,000 young people across the county. This type of activity included interview days, career awareness activity and preparation for work experience and enterprise. Work experience targets for 2008/09 were similar to 2007/08, at 8,000, but work-related learning targets increased significantly to 11,000
- Employers and schools were supported in the development of a wide range of activities which include offering work experience placements, giving talks to schools, hosting school visits, assisting with school-based projects and working with education to develop the curriculum to match and reflect the skills required in the marketplace. Focused activities have provided exciting and motivational opportunities for students to develop their understanding of the world of work.

Introduce other new programmes to help young people get into work, including innovative programmes based away from school sites:

- Specific focus in 2008/09 was dedicated to developing new and innovative work-related learning activity in line with the requirements of the updated government framework and the Kent Work-Related Learning Strategy. New enterprise, employability and risk activities have been developed to assist schools in meeting the student entitlement.

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Demand from schools for support with work-related learning activities has increased year on year and it is likely that the target will be exceeded

- In addition to work-related learning events/activities held in schools, an increasing number of innovative programmes that involve students working away from school sites and into the realm of the employer are now commonplace. Construction site visits and visits to other employer premises, walk-about with local authority environmental teams, work shadowing and hospital visits are just some of the outcomes of strong business-education partnerships facilitated by Kent Works
- The EBL contract for 2009/10 built on the excellent standards already established progressing and supporting schools in delivering a re-energised and re-focused relationship with the business sector. Another significant aspect of work included the delivery of sector-related events, developed in partnership with 14 to 19 planning forums linked to the regeneration and skills needs of each area
- Kent Works was actively involved with each of the county's 14 to 19 strategic planning forums and made contributions to the Diploma Gateway bids submitted by each of them. It worked with schools involved with Diploma delivery on work experience placements, extended projects, professional development and other employer engagement activities
- Partnerships were established with sectors embraced within the roll-out of diplomas. In particular, the Industry Champions programme which raised the profile of EBL activity and highlighted the changing needs of schools and students through the 14 to 19 education reform.

Influence strategy and policy:

- A comprehensive Kent Work-Related Learning Strategy along with a plethora of guidance and good practice tools were designed and distributed to ensure that national indicators and guidelines are understood by schools and other stakeholders and that all strategic indicators, guidelines and outcomes are embraced consistently countywide
- Kent Works worked closely with the established infrastructure of local partnerships (14 to 19 Strategic Partnership, 14 to 19 Planning Forums, Local Children's Services Partnerships, Local Strategic Partnerships, Business Link etc) to define areas of responsibilities, accountabilities, and explore strengths, identify challenges, reduce bureaucracy, improve efficiency and maximise opportunities
- The EBL contract held by KCC was integrated into the commissioned Connexions Service and all aspects of the transfer of Kent Works personnel from KCC to the Connexions Service including all transitional arrangements was successfully achieved in April 2010.

What more are we going to do?

- The direction of our plans in Kent will continue to be influenced by changes arising from ongoing national review of work-related learning and EBL
- The majority of the financial resource identified to deliver and promote EBL and work related-learning activities is already delegated to schools. An exercise to review the funding streams and potentially 'marshal the funding' will be an important role for KCC in the future to support the EBL vision and delivery commissioned within the Connexions contract
- We will further explore and enhance the workforce development initiatives and relevant EBL links with the public and private sector employers

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- There will be greater synergy between work experience and progression onto apprenticeship pathways post-16.

Measurable Indicator (s)	2006/07 Actual	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Actual
Percentage satisfaction rate of pupils	75%	80%	87%	90%*	90%
Percentage satisfaction rates of businesses	56%	68%	70%	75%	77%

* Target increased from original 85%

Monitoring completed by: Pauline Smith

Date: 14 July 2010

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Target 22: Establish a biennial Kent School Games and support Kent sports men and women to compete in the 2012 London Olympics and Paralympics		
Lead Cabinet Members: Mike Hill/Sarah Hohler	Lead Managing Directors: Amanda Honey/Rosalind Turner	Lead Officers: Chris Hesse/Danny O'Donovan

Status: Completed

List the partners with whom we are working to deliver this target:

Kent School Games: 15 x School Sport Partnerships, 15 x Specialist Sports Colleges, Governing Bodies of Sport, Competition Managers, Facilities (including Julie Rose Stadium, University of Kent, Kingsmead Sports Centre, Canterbury High School, Polo Farm Sports Club, Aylesford Rugby Club, Sevenoaks School), Canterbury City Council, KCC Procurement Services (Management Contractor), individual schools, professional performance specialists, Performing Arts College network and others.

Supporting Talented Performers: Over 50 sports facilities across Kent, all local authorities, the three Kent-based Universities, Clubs, Governing Bodies of Sport, Kent County Supplies (and Maudesport), Kent Reliance Building Society, P&O Ferries, the Denne Group.

Outcomes delivered:

We established and staged the Kent School Games in 2008 and held it again in 2010, acting as a catalyst for additional competitive sport in the county:

- The inaugural Kent School Games, with sponsorship from P&O Ferries, was run from autumn 2007 with finals events in June 2008. 529 schools were involved in these first Games with 30,000 young people participating. The finals involved 23 different sports, over 50 events, seven venues and were organised across several days. These culminated in approximately 1,200 medallists
- From the launch event through to the Kent School Games Celebration event, Olympic and Paralympic performers, including Dame Kelly Holmes, Dame Tanni Grey-Thompson, Danny Crates and Ian Wynne were involved and supported the Games
- Locally, several School Sport Partnerships organised competitive activity in summer 2009, a non-Kent School Games Finals year, in order to build on the momentum from the first year
- The 2010 Kent School Games was launched in schools at the end of September 2009 through a pack of posters and DVD for every school to use in assemblies and at other relevant events in the schools. A high profile launch event was also organised on 1 October 2009 with Dame Kelly Holmes. The launch was designed to encourage even more of Kent's schools to become involved and to generate maximum media interest. There were over 550 schools competing in this year's Games, more than in 2008, with more than 30,000 young people participating. Area competitions and trials were organised by the 13 School Sport Partnerships, governing bodies of sport and their clubs, 15 Sports Colleges and seven competition managers, throughout the Autumn 2009 and Spring 2010 terms, which lead to schools and teams qualifying for the finals in June/July 2010
- The organisers of the Kent Tag Rugby festivals (which are 'badged' events within the Kent School Games) have reported that the Games have added significant value to their event, in terms of the welfare structures and plans implemented in 2008

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- The Disability Archery Event benefited from the School Games and is now organised on an area 'hub' basis prior to the finals events, providing an improved structure for the event. Due to the success and growth of the Disability School Games the Archery and Football events for 2010 were integrated into a day of other Finals events alongside non-disabled participants
- The Opening Ceremony for the 2010 Finals was held at Maidstone Leisure Centre on 23 June 2010. The evening was a highly successful and memorable artistic and cultural event, involving hundreds of young people providing dance, music and singing performances to an audience of over 500 people
- The 2010 Finals events were bigger than in 2008 and involved 38 sports and activities with approximately 6,400 young people competing for 1,500 medals. The Finals events ran over 11 separate days and made use of 13 separate venues. They were enhanced with an increased cultural input, using a steel band, music and cheerleading demonstrations to create a vibrant atmosphere
- Importantly, the initial national interest in the Kent School Games model has developed further with the new Coalition Government announcing in July that there would be increased competitive school sport and a schools "Olympics" based on the Kent model as part of its Sports Policy.

We have supported over 900 talented sports performers through dedicated programmes, funding and other initiatives:

- District councils have continued to work with KCC in supporting talented performers through the Kent FANS (Free Access to National-level Sportspeople) scheme. This provides over 50 facilities in the county for training, preparation and rehabilitation purposes. Over the last four years this scheme has supported over 900 national level sportspeople to access free facilities and these people can obtain discounts on equipment, clothing and physiotherapy services (as at June 2010)
- Good links have been established with the three Kent-based universities, which have supported sports science workshops for over 140 coaches, performers and parents
- Funding for talented performers (including disabled performers) has been secured through a variety of sources, including SportsAid, P&O Ferries, the Denne Group, the Kent Reliance Building Society and Pfizer
- We have also developed an enhanced tier of support for 24 talented performers, nominated through their Governing Bodies of Sport, including direct funding, dedicated sports science provision and branded clothing. In addition, a 'Rising Stars' webpage has been developed to raise their profile and links have been established with the Dame Kelly Holmes Legacy Trust to provide a "Backing Talent in Kent" programme of support for these performers during 2010
- Top performers receiving funding via KCC, P&O Ferries and SportsAid have been "mapped" in order to identify the spread of performers across Kent. These initial maps can be added to with other top performers receiving scholarships at the three Kent based Universities
- A Coaches and Officials Scholarship scheme has also provided funding for 20 coaches who either already coach at a high level or are recognised through their Governing Bodies of Sport as having the potential to coach high levels thereby enhancing the number of top performers in the county
- Several major events, which can inspire future Olympians and Paralympians, have been supported or will be coming to Kent. These include the Tour de France, the UK and World Handcycling events in 2007 and 2010 respectively, the World Cup Archery event

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in 2007, the Margate Masters Beach Volleyball event in 2009 and 2010, International Sitting Volleyball in 2009 and 2010 and the Open Golf Championships in 2011.

- The following achievements have been made by a number of the talented performers referred to above:

Kezia Gore: (Gymnastics - Rhythmic) - Represented GB at the Youth Olympic Festival in Australia in January 2009 winning team bronze and individual silver medal Selected to represent England at the World Schools Championships in Qatar in Dec 2009. Achieved 4 golds in the national individual apparatus competition 2009. Achieved silver medal overall in her age group, and in the individuals achieved gold in ball and clubs, silver in rope and bronze in hoop at the 2009 British Championships.

Nicholas Boylan: (Swimming) - Selected to represent GB at the 2009 INAS Global Games, Czech Republic & IPC Europeans, Iceland. Achieved silver medal in the 100m breaststroke at DSE national short course swimming championships. INAS-FID World Record Holders, Global Games Champions and World Champions in the 4x 100m Medley Relay. Also achieved Bronze in the 4 x 50m Medley Relay. 2009 IPC Europeans, Iceland achieved silver medal in 100m breaststroke. South East Regional Championships: 5 Gold medals & one silver. Kent County Championships: Won gold in 5 events.

Alexandra Adams: (Swimming) - Won six gold medals in DSE Junior Nationals 2009 Achieved 3 gold medals & 1 silver medal at DSE national short course swimming championships 2009.

Will Bayley: (Table Tennis) - Participated in Beijing Paralympic Games 2008. Progressed World Ranking from 10th to 3rd in 2009

Liam Baldwin: (Athletics - Race walking) - Achieved third place at the UK Europeans which were also GB trials for the European Cup

Candy Hawkins: (Athletics) - Achieved qualifying time for Deaflympics 5000m in Taipei in September 2009 - came 4th in 5000m with new Personal Best time.

Kirsty Wilson (Table Tennis) - Won bronze medal at the UK School Games 2009

Dwyte Smith (Athletics) - England Athletics u20 indoor long jump champion. Achieved 3rd place in Jumps International GB v NED.

Nathan Milgate: (Shooting) - Achieved gold in the R1 10m air rifle standing SH1 in Poland. Achieved gold at the Canadian Airgun Grand Prix. Achieved team gold medal and individual bronze medal at the IPC Shooting Open Championships Jikji Cup in Korea. Achieved gold in the Falling Target Rifle SH1 mixed competition and silver in the R1 10m air rifle standing SH1 in the Turkish Cup. Achieved Gold in the Wheelpower National Shooting Championships at Stoke Mandeville. Achieved bronze in the R6 50m Small-bore Rifle 60 shot prone SH1 at the International Hessain Trophy in Germany. Achieved a team gold medal and three individual bronze medals in the Alicante Cup

Vicky Silk: (Athletics) - Selected by UKA to compete in Switzerland in the IWAS Junior World Games in July 2009 and achieved Gold in the Discus & Shot Putt. Selected by UKA to join the Development Squad of the World Class Performance Programme. World Dwarf Champs, Belfast achieved two gold medals (discus and javelin) and a silver medal (shot).

Lewis Gray: (Table Tennis) - Won the 2009 English National Cadet (Under 15) Masters competition. Selected to represent England at the European Youth Championships in Prague, July 2009. Ranked England number 1, National Cadet Boys and 4th in England Juniors (u18s).

Kent's reputation has been enhanced, especially in connection with the London 2012 Games – KCC was one of only five local authorities to achieve Beacon status in this area:

- The Kent School Games formed an integral part of Kent's successful Beacon application for Olympic & Paralympic Legacy (designated as "Outstanding")

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- Several other counties have expressed interest in finding out about the Kent School Games and it has been promoted at national events such as the LGA conference, as well as a feature on the Games being written for a national leisure industry magazine
- The Kent School Games was part of a presentation to a Sports Caucus made up of MPs and Non-Departmental Public Bodies and there has been national political interest in seeing similar County School Games across the country – including reference to the Kent School Games by Dame Kelly Holmes at the Conservative Party Conference in autumn 2009, and the subsequent recent announcement of Sports Policy by the new Coalition Government (see above)
- 38 of the county’s facilities feature as potential Pre-Games Training Camps in the official London 2012 brochure produced for Olympic and Paralympic Associations, including seven specifically designated as Paralympic pre-Games Training Camps - more than any county in England. The Dartford Judo Centre has already attracted teams from Canada, USA, Iceland, New Zealand and France to use its facilities for training, Pegasus Gymnastics Club hosted the Slovenian national Gymnastics team, culminating in agreement for the Slovenians to train at the club in the run-up to 2012 and Meapa Gymnastics club in Gravesend hosted the Ukrainians. These teams trained alongside and inspired young Kent gymnasts. Saudi Arabian and Latvian Sitting Volleyball teams also trained in Kent in 2008 and the Chinese, Hungarian and Dutch Sitting Volleyball teams were involved in an event in the county in 2009, with the Chinese returning in 2010. Ukraine and Belarus Judo Federations have been “signed” up to run Pre Games Training Camps in Kent leading up to 2012 and negotiations are underway with other nations, facilitated by the development and distribution of sport-specific Pre-Games Training Camp DVDs.

What more are we going to do?

- Plan for future Kent School Games whilst seeking to influence and taking into account any future Government announcement regarding the implementation of its own plans across the country
- Continue to support existing and newly identified talented performers with enhanced funding and services in the lead up to 2012
- Hold a “Backing Talent” event with the Dame Kelly Holmes Legacy Trust to provide mentoring and specialist information for the County’s best athletes, their parents and coaches
- Track those performers provided with enhanced support to ascertain their levels of improvement, hopefully leading into world class programmes and squads, as well as success at major national and international events.

Measurable Indicator (s)	2006/07 Actual	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Actual
Number of schools participating in the Kent Schools Games (Academic year)	New indicator	529	No Games	550	552 *
Number of athletes supported to compete at a national level in the run-up to 2012 Olympics and Paralympics (cumulative since 2006/07)	360	526	732	740	907**

* Provisional

** As at June 2010 – figure to March 2010 cannot be disaggregated

Monitoring completed by: Chris Hespe / Danny O’Donovan

Date: 9 July 2010

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Target 23: Facilitate and enhance the development of Kent Youth Theatre activities		
Lead Cabinet Member: Mike Hill	Lead Managing Director: Amanda Honey	Lead Officer: Sally Staples

Status: Completed

List the partners with whom we are working to deliver this target:

Academies and Specialist Arts Colleges (Performing Arts), Advisory Service Kent (ASK), Applause Rural Touring, Arts Council England, South East (ACE), Borough and District Councils, Dada- South, ENYAN, Extended schools, Future Creative/Find Your Talent, Kent TV, Kent Youth County Council, Kent Youth Service, Libraries, Media organisations, National Association of Youth Theatres (NAYT), National Student Drama Festival, National Youth Theatre, Schools, Sports Leisure and Olympics Unit, Surrey Arts, Theatre leaders, Theatre practitioners and freelancers, Venues and theatres, Young people, Youth theatre organizations: Valley Park Community School, Theatre Royal Margate Youth Theatre, Inspiration Inclusive Youth Theatre, Dover Youth Theatre, Hazlitt Youth Theatre, Square Pegs Drama Club, Trinity Youth Theatre, River Drama, Walk Tall Youth Theatre, Wildwings Sevenoaks Youth Theatre, Wildwings Edenbridge Youth Theatre, Orchard Youth Theatre, Chilham Youth Theatre, Marlowe Youth Theatre, Hillview Youth Theatre, Astor Youth Theatre. Companies and artists involved in the 2010 Festival: Chichester Festival Theatre, StopGAP (Integrated Dance Company), Propeller (Physical Theatre Company), Strangeface Mask Theatre Company, Paul Edwards (National Youth Theatre), Jo Dyer, Animate Arts, Bigfoot Arts Education, George Styles and Anthony Drew, Nicole Mollett - Cultural Baton, Sef Townsend (Storyteller), and Amani Naphtali (Artistic Director)

Outcomes delivered:

We have worked to deliver this target in two ways:

- Encourage the growth and development of youth theatre activity that is sustainable, accessible and which supports professional development
- To continue the development of a county Youth Theatre Festival that celebrates youth theatre in Kent and leads to the county having an improved reputation in this field.

The differences we've made by focusing on this target are as follows:

Help create more opportunities for Kent's young people to get involved in youth theatre with over 7,200 young people reported to have attended youth theatre activity:

- We delivered the second countywide youth theatre festival in July 2010, which engaged 250 young people as participants, performers, visual artists, musicians, technicians and hosts. An Artistic Director was commissioned, to raise standards of practice for youth theatre leaders and young people, and to introduce a culturally diverse dimension into the festival and future work. The young people played an active role in his selection
- The new inclusive Youth Theatre organisation, started by Theatre Royal Margate as part of the new development, is working with KCC towards a national model of excellence
- Square Pegs, an inclusive youth theatre group, has been supported in establishing an additional group, offering 12 more young people with disabilities the opportunity to engage in youth theatre
- Four additional new or reformed youth theatre groups have emerged and are developing with KADU support – The Stag Youth Theatre, The Orchard Youth Theatre, The Marlowe Youth Theatre and the Astor Youth theatre

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- Strangeface Mask Company have been supported in the development of their work and in engaging more young people in youth theatre activities
- A youth arts contribution was made to the Kent School Games (see Towards 2010 target 22)
- We worked with Trinity Theatre to create satellite youth theatre with one at Hillview Girls School and we worked with the new theatre in Folkestone to develop youth theatre participation and practice
- We contributed to the youth theatre concept for the New Marlowe with Canterbury City Council
- We worked in partnership with Applause Rural Touring to support the development and delivery of a Young Producers Programme

Build on the momentum of Kent Youth Theatre:

- Kent County Youth Theatre Festival: This was successfully staged for the first time in spring 2009, based on extensive prior consultation of organisations in Kent and wider research. This drew 150 participants, who enjoyed workshops on stage make-up, TV production, stage choreography, movement and new writing. The resulting energy and consensus has enabled the start-up of new initiatives to drive forward youth theatre development
Comments from the Kent Youth Theatre Festival 2010 included... "It was amazing and you created something that will live long in the memory!" - Youth Theatre Leader
"Our group had a really special time: it was truly wonderful for me to see the school transformed for the weekend, both in character and atmosphere" - Host Venue Staff Member
"The kids were great, really committed and gave us a fantastic reception in the evening after and during the show" - Propeller Theatre Company Cast Member
- Capacity building: The need for better leadership for youth arts and youth theatre was recognised specifically as part of the re-purposing of the Arts Development Unit, with the creation of a post specifically to engage with the creative needs of young people. The reach and networks created by this post, working with KCC Youth Service, mean strong contribution to National Indicators 11 (Percentage of population who say they have used/engaged in the arts in the last 12 months) and 110 (Young people's participation in positive activities)
- Advocacy and strategic leadership: Youth arts development and the needs of young people now enjoy much-improved profile in policy making and service planning. The Youth Arts Officer post is a major commitment to engagement with youth art in the long-term. It has created the long-awaited capacity to build relationships with youth theatre organisations and key development bodies based on common goals. These are valuable partnerships that will support and enable our work and future funding leverage
- Improved Youth Theatre delivery infrastructure: New initiatives such as the Youth Theatre Hub and Youth Theatre Development Network have brought a structure and strategic thinking to the work of developing youth theatre. These initiatives directly pick up and capitalise on the momentum of the Festival as fed back by a Youth Theatre leader, *"Thanks again, this was such a wonderful opportunity for similar minded people to get together and share our visions. The young people behaved impeccably and had such a good time, encouraging and congratulating each other without any competitiveness. Just shows the power of the arts on young people"*
- We also established a Kent-wide Youth Theatre Network (professional development forum), Youth Theatre Hub (creative forum) and developed a Young Arts Ambassadors Forum.

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Encourage development of high quality provision for young people in Kent, via organisations such as the National Association of Youth Theatre (NAYT):

- We have encouraged youth theatre organisations to align themselves with NAYT, which promotes quality of provision with an emphasis on access for all. The Kent Youth Theatre Festival was key to securing support for development initiatives, in order to build on this first event by developing the capacity and capability of the Kent organisations to raise and realise ambition, and increase profile and opportunity. A new Excellence and Inclusion scheme was launched by NAYT in February 2010 which KADU is using to offer additional practical support and raise standards of practice of youth theatres in Kent.

The view of Kent from NAYT was as follows... 'On behalf on NAYT many thanks for inviting us to the KCYTF2010 yesterday. I thoroughly enjoyed myself and thought that the performances by so many different groups were amazing. From the moment I arrived I was welcomed by young people who were excellent ambassadors for the event and for youth theatre and youth arts in general. I was very impressed to see such large numbers of young people participating, about 250 I was told, and impressed too at the diverse nature of participating groups. I also thought the programme of workshops and professional performances seemed very inspiring.

All of the young people I spoke to, told me that they had had a fantastic time both at the event and in the lead up to it and I think that having an artistic director who oversaw the project and visited all the groups in the months prior to the Festival obviously paid off in terms of unifying such a vast diversity of groups and giving them a shared experience which they so obviously enjoyed.

It was clear that a lot of hard work, energy and enthusiasm had gone into this event by all concerned so please pass on my congratulations to the team and of course congratulations to you too for co-ordinating and overseeing such a fantastic project. I came away feeling very inspired and was reminded just why I feel so passionate about Youth Theatre."

Establish and share a deeper understanding of issues and needs of young people and youth theatre organisations by way of research activity and consultation:

- Understanding needs: Consultation of youth theatre organisations about their aspirations, challenges and expectations fed into the design and delivery of the first-ever Kent County Youth Theatre Festival – a customer insight approach that we will continue
- Research: A mapping exercise of youth theatre activity in Kent in 2006/07 gave information on existing activity and how best to meet demand and create new and exciting opportunity. It revealed that while rural areas were well supported there was a lack of investment and diversity in events, poor accessibility to minority and excluded groups, high provision in the north of the county, coastal towns and in Canterbury, though overall the nature of activity offered limited challenge
- Young people shaping services: 'Theatre in the Square', a sounding board event for young people on the development of the Kent County Youth Theatre Festival was held.

Use arts to help communicate and engage with young people on issues that matter to them, such as bullying, smoking and drug misuse:

- Theatre roadshows were delivered by the Arts Development Unit and other arts organisations (such as Hextable Dance) on tackling issues such as bullying, smoking and drug misuse.

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Share good practice and enhance Kent's reputation by contributing to regional and national events, and creating interest in the Youth Theatre Festival model:

- New capacity with in-depth understanding of the field has enabled advocacy and networking at all levels of the potential benefits from greater youth engagement in creative activity. Kent has contributed to regional and national conferences on youth arts and youth theatre, presented overseas to international hosts (Finland) which has opened up international links for Kent youth theatre. Our excellent festival model is now being cited by Surrey as a model of good practice, with potential for roll-out in their area.

In addition we have:

- Developed international links with youth theatre groups, including an exchange project between young people from Singapore and young people from Valley Park Community School in Maidstone, facilitated by Bigfoot Theatre Arts and supported by KADU
- Staged regular youth theatre network events to broaden their reach, extend people's practice, offer Continuing Professional Development, and opportunities for collaboration
- Worked alongside youth theatre groups, practitioners, theatre companies, youth workers to extend their practice and engage more young people, particularly those who are harder to reach
- Developed our partnership with the National Youth Theatre and support their doing more community youth theatre projects in Kent, thus offering further opportunities for hard to reach young people and raising Kent's profile on the national youth theatre stage
- Set up a new forum for Young Arts Ambassadors to support and develop emerging talent. This group were involved in the planning and delivery of the Youth Theatre Festival 2010 and consequently newly engaged with youth theatre. Working with Applause Rural Touring to link this initiative with the young promoters programme
- Worked in partnership with Kent Youth Service to offer professional development opportunities for youth workers to enable them to engage more young people in youth theatre, using the Arts Award as a tool and working with Future Creative to deliver training.

Measurable Indicator (s)	2006/07 Actual	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Actual
Number of young people reported as attending youth theatre activity*	New Indicator	1,504	5,321**	6,500	7,281
Number of youth theatres who are members of the National Association of Youth Theatres (NAYT)	New Indicator	17	19	20***	20****

* Rolling, cumulative total, as reported by directly funded organisations, youth theatre groups and targeted schools

** Sharp increase in 2008/09 figure due partly to improved data collection systems and this information resulted from the July data collection round, after our 2009/10 operating plan targets had been set

*** This target was increased by the Arts Development service from the original target of 18

**** This has reached near-maximum figures, and in the harsh financial climate our future focus will be to encourage and support youth theatre organisations in order to maintain 2009/10 activity and membership levels

Monitoring completed by: Sally Staples

Date: 14 July 2010

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Target 25: Promote Kent as a centre for the arts, encouraging the development of a network of music and cultural venues across the county		
Lead Cabinet Member: Mike Hill	Lead Managing Director: Amanda Honey	Lead Officer: Sally Staples

Status: Completed

List the partners with whom we are working to deliver this target include:

Arts Council England, South East (ACE, SE), Kent based arts organisations, creative businesses, Creative Margate, DaDa South (regional disability arts organisation), Digital Kent, East Kent Festivals Cluster, English Heritage, Further and Higher Education Institutions, Greening The Gateway Kent and Medway, KCC Economy and Regeneration, Kent 2012 Arts Sectoral Task Group, Kent Film Office, Kent Music, Kent Tourism Alliance, Kent and Medway local authorities, Liberty Property Trust UK, Locate in Kent, Maidstone Studios, National Trust, Performing Arts Network Kent (PANeK), professional and voluntary cultural organisations, South East England Development Agency (SEEDA), Screen South, town and local area partnerships, Turner Contemporary, Visit Kent.

Outcomes delivered:

Providing access to greater activity for residents and encouraging visitors to Kent are focal points of this target, in addition to ensuring Kent is seen by creative industries as ‘open for business’ and a good place to be located.

A Kent Cultural Strategy has been developed, which will support KCC’s Regeneration Framework for Kent. We have further helped reposition and realise Kent’s potential as a centre for the arts by:

Developing venues and cultural events across the county, working with organisations such as Turner Contemporary, Quarterhouse in Folkestone (see also Towards 2010 targets 1, 2, 3 and 6) and the Theatre Royal Margate. This includes the following:

- Redevelopment and future operating options are being explored for the Winter Gardens in Margate, which celebrates its centenary in 2011, ensuring that the project supports wider cultural regeneration plans for Margate
- We offer advice and work in partnership to broker and help lever in support and funding to realise opportunity for growth and improvement of public facilities and services. In 2009/10 this work resulted in £6.7m inward investment into the arts in Kent (five times KCC’s initial investment in ADU), including leveraging in a £3.1m Sea Change grant for the Dreamland project in Margate
- We lead for KCC on managing the relationship and monitoring the funding agreement with the independent Turner Contemporary Trust. Turner (see T2010 target 27) continues to build momentum and focus for visual arts in Kent and we work with them on targeted projects, e.g. teenagers project, visitor economy
- KCC is a key partner to the Creation Centre project in Chatham, that will give Kent capability to develop and stage large-scale outdoor events (see Cultural Olympiad in Kent)
- We monitor the building programme for the New Marlowe Theatre, in which KCC is a major capital investor, and are part of a dialogue with partners on the future programme and business plan

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- We accompanied a £100,000 KCC investment into the new St Gregory's music facilities as part of Canterbury Christchurch University, with advice and a case for artistic support
- We are advising Canterbury High School, which recently improved its facilities with European funding, on future arts use programme options
- We have successfully negotiated a joint future between Hextable Dance Trust and South East Dance, resulting in an ACE,SE award of £50,000 and an increased programme to match the successful theatre provision KADU has delivered in the last 2 years. Hextable will be a Centre of Excellence for Dance, with attendant benefits for local residents and dance professionals.
- We continue to advise the working group on future community uses for Gravesham Old Town Hall, and are inputting advice on sustainable arts and culture programmes and uses
- Other venue-based organisations with which we work include independent Beeping Bush film and media centre in Margate
- The service is promoting art and creativity as part of Kent's public spaces, including leveraging in £20,000 external funding into Artlands North Kent (part of Parklands, Greening the Gateway Kent and Medway) to create a programme that will embed culture into quality public green spaces across North Kent.
- We also support public realm projects across Kent, including esplanade work in Dover linked to Dover's cultural strategy development; Margate seafront development and Fourth Plinth; we are working with project consultants in Leysdown to identify next stage projects to implement the vision for the area; and we invested in Swale based Art @ The Centre, which includes a public realm strand within a range of projects for delivery by 2011.

Supporting arts organisations in Kent as sustainable businesses providing a mix of grant support, assistance to attract funding and helping arts organisations to help themselves:

- We run the Kent Arts Investment Fund, an annual open project fund that responds to projects that increase the arts offer (activity, performances, new audiences and visitors), allocating a lead officer to each funded project to ensure we maximise the impact of KCC monies
- Careful investment of our funds enables us to strengthen arts networks and venues in Kent by working with arts organisations on their programmes, improving their business planning, marketing and audience development, which is particularly important in a very difficult financial climate. We fund Performing Arts Network Kent (PANeK) to increase the amount of theatre and other live performances available, offering professional development, masterclasses, mentoring and business advice to ensure that companies are able to survive and thrive
- The service has worked with numerous organisations to support festivals (e.g. Canterbury Festival, Deal Festival of Music and Arts, Whitstable Biennale); performance, touring and production companies (e.g. Applause Rural Touring, Strangeface Mask Theatre Company, Theatre Royal Margate); specialist development companies (e.g. Creative Foundation, Hextable Dance, Performing Arts Network for Kent); and those involved in commissioning, development and support (e.g. Accidental Collective, Kent Music, Stour Valley Arts)
- We have supported many more organisations than those listed above, via advice and information. Over 2009/10 our support and financial investment resulted in 2,175 performances, screenings and exhibition days, involving 1,598 professional creative workers, and 1,027 educational events and workshops. Overall 144,976 people in Kent benefited from this activity

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- Information and resources are important and our web presence is improving all the time and carries material to support sector development. Details at www.kent.gov.uk/arts
- We provide a mix of grant support, development advice, assistance with attracting funding, and sign-posting/putting in place tools and material to enable the arts sector to develop itself e.g. the Celebratory Outdoor Performance Online Resource (COPOR) developed with the University of Kent
- We are working with partners to gauge demand and opportunity for workspace and production facilities to support artists and other creative businesses, recognising their importance as contributors to local communities and as incentives for graduate retention and inward relocation. A Kent-wide event with national body National Federation of Artists' Studio Providers (NFASP) is being planned for later in 2010.

Profiling major events and projects, as well as provide proactive support for the Kent 2012 campaign and the Folkestone Triennial:

- The 5th Whitstable Biennale is a key area of focus for the Kent visitor economy and this year sees an enhanced programme, which has secured national attention and press coverage. The last Biennale estimated an economic impact of £750,000
- Strange Cargo's 'Other People's Photographs' project achieved national and international recognition and a National Town Planning Award. With advice and support from KADU, the organisation is now developing its future plans and has secured a major sum of project support from Arts Council England this year
- East Kent Festivals Cluster project (Broadstairs Folk Week, Canterbury Festival, Sounds New Festival, Strange Cargo, Whitstable Biennale) levered £75,000 from ACE, SE and SEEDA to support festival development working with an international artist Mikhail Karakis, who presented work in progress at Tate Britain at http://www.mikhailmusic.com/pages_music/music_news.html
- We are supporting the organisational development of Strange Face Mask Theatre Company and SeeThrewMusic, both emerging talents in rural touring. Rural touring network Applause is recognised nationally for its astute programming, and are now exploring a future merger with PANeK
- We are developing Artists' Suppers, to develop skills, collaboration, networking, building new audiences, and engaging new spaces for events and performance
- We are directly supporting London 2012 and the Cultural Olympiad in Kent. We chair the Arts Sectoral Task Group of the Kent 2012 campaign and co-ordinate the UK Cultural Festival Kent action plan that celebrates the Olympic and Paralympic Games
- We commissioned the 'Kent Cultural Baton' with support from Arts Council, as a key Cultural Olympiad project, a portable art commission to tour Kent up to London 2012 whereby local groups and communities can host it. A growing number of organisations want to host it, including Eurotunnel. Launched at the Whitstable Biennale, image at http://gallery.me.com/katherinemay#100030/KentCulturalBaton_med_0263&bgcolor=b_lack
- LOCOG (London Organising Committee for the Olympic Games) Inspire marks for Kent: So far the Arts Development Unit has secured four Inspire marks for Kent; two for the Cultural Baton, one for the All Dancing Dover project, and one for Youth Theatre work
- We work with the arts and cultural sector to ensure Kent secures a good share of national Cultural Olympiad opportunities and good take-up by arts and cultural sector organisations, e.g. Artists Taking the Lead (Creation Centre), Bandstand Marathon. Our input levered £40,000 into Kent to realise the highly successful 2008 'Light Up, Open

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Up' event in Dover, for the launch weekend of the Cultural Olympiad in the South East cited as a good model by the SE Creative Programmer

- The Creation Centre facility, in which KCC, Medway and Arts Council are key investors, has strong potential to contribute to London 2012
- Community Celebrations – Legacy Trust: Legacy Trust is offering £500,000 to each English region toward an imaginative large-scale commission. We have collaborated with the University of Kent on a proposal to commission and stage a large-scale interactive event. At the point of reporting, this had reached a shortlist of four for this region from which one project will be chosen.

Developing strategic partnerships to increase access to the arts in Kent:

- Our work on the Kent Cultural Strategy Summit secured engagement of 80 key influencers and decision makers across Kent and the South East, and tested three broad strategy intentions: to grow the creative industry sector, to protect Kent's existing strengths, and to increase Kent's potential. The Kent Cultural Strategy will be launched later this year
- An excellent example of strategy delivery in practice is Creative Margate, a partnership of key cultural agencies focused on the culture-led regeneration of Margate. Building on ACE SE recognition of east Kent as a 'Priority Place', it levered in £500,000 from English Heritage to help realise Margate's potential through MACH, a project with a workspace and artists' live-work focus. Work is in train to deliver 'Countdown to 2011' a plan that identifies needs and opportunities in the run-up to the Turner Contemporary launch
- We work extensively with partners to advise and assist with the development of strategies, policy frameworks, project proposals and briefs/plans, to further and realise Kent's ambition as a centre of excellence for the Arts, eg, NKLAAP, Culture @ Canterbury, WKAP
- Arts and Health: We chair SEPACT (the South East Physical Activity Co-ordinating Team), a key regional forum and network to delivering the Government's vision for a healthy Britain, *Chances for Change*, with good links and opportunities for dance
- Kent is one of just 24 local authorities in England that has adopted National Indicator 11 (% of population who say they used/engaged in the arts in the last 12 months) in its Local Area Agreement, which greatly assisted the Kent Cultural Strategy Summit development work and also attracted £110,000 inward investment
- We staged two networking events and seminars on audience development (NI11), attended by 160 arts and cultural organisations in total – this is in addition to our work with local authority partners on themed networking and professional development events. Our NI11 event model was showcased at a national seminar on National Indicator 11 as an example of good practice. It has stimulated marketing and audience engagement project bids that are now being delivered, and which build a firm foundation for audience development work in future.

Incorporate the arts into Kent's tourism and visitor economy:

- Examples include Creative Margate (Public Realm, Fourth Plinth), Greening the Gateway Kent and Medway (Artlands), Ashford Strategic Park (Culture and Outdoor events), and Dover Seachange work (Seafront development and public engagement via the Cultural Audit on which we advised) and refresh of the Rouse Kent Public Art Awards

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- This work also includes our festivals focus, which based on a business cluster model secured £75,000 from SEEDA and ACE toward a pilot East Kent Festivals Cluster project to develop quality new artwork, festival marketing and branding. Visit Kent is a stakeholder. This artwork was successfully presented on a work in progress basis at Tate Britain in December
- We are building on the results of the innovative Arts Council funded (£25,000) Culture Coast project, a collaborative place marketing initiative with a focus on festivals towns.

What more are we going to do?

- The draft Kent Cultural Strategy is out for consultation and has been well received so far. Subject to approval, an action plan will be devised with partners that will accommodate a range of partner contributions to realise the three broad intentions
- Manage and monitor the funding agreement and relationship between KCC and the new Turner Contemporary Trust
- Support delivery of Turner Contemporary and the development of Margate's cultural offer to help ensure success as well as Theatre Royal Margate development, Applause Rural Touring, Strangeface, the new Marlowe Theatre in Canterbury and the programming of the Dover Live Site to ensure local content
- Contribute cultural expertise to the development work on an economically focused 'Creative and Media Sector Strategy, identifying how KCC can support the creative sector in future
- Continue to invest in the arts in Kent, lever more resources into the county and support the sector through advice, tools and information
- Continue our partnership work with Medway Council and national agency Arts Council England on the Creation Centre project to test and develop a unique, new regional facility for large-scale production and festival arts. The next phase will be to formally establish project management arrangements, and progress to an initial wave of large-scale events and productions to test the space
- Folkestone Triennial was the most significant international art event in the south east in 2008 and we are working with the partners in Folkestone to ensure its effective delivery in 2011 during a worsening financial climate
- Continue making the case with public bodies of the value and future benefits of investing in and engaging in the arts.

Measurable indicators

None: This Towards 2010 target has been formally agreed as having an 'aspirational' status and progress is measured via qualitative means.

Monitoring completed by: Sally Staples

Date: July 2010

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Target 26: Modernise the library service so it also acts as a focal point for KCC services and widens access to Kent's rich culture		
Lead Cabinet Member: Mike Hill	Lead Managing Director: Amanda Honey	Lead Officer: Cath Anley

Status: Completed

List the partners with whom we are working to deliver this target:

All district councils and many town and parish councils, Gateway, KCC Directorates and all units in KCC Communities, voluntary sector including CSV (Community Service Volunteers), CAB (Citizens Advice Bureaux), MIND (Mental Health charity), KAB (Kent Association for the Blind), as well as PCTs, BBC Learning, Home Office Prison Library Service, Probation Service, Early Years settings, Children's Centres, FE and HE providers, Moat Housing, Post Office, Kent Police and Next Steps.

Outcomes delivered:

Improve the experience for library customers through the modernisation of 15 libraries across Kent, leading to increased usage:

- KCC Libraries and Archives has achieved results over the past four years, both by investing in our modernisation programme and making general improvements to our service. So far we have modernised 15 libraries: Birchington, Coldharbour, East Peckham, Hadlow, Marling Cross, Thanet Gateway, Newington, Ramsgate, Sevenoaks, Staplehurst, Sherwood, Tenterden and Cranbrook. Projects underway and nearing completion include Folkestone and Stanhope, whilst work at Deal will commence in August 2010. To us, modernisation is more than simply refurbishing a building; it is about finding new ways of working, co-locating and working with other partners to deliver an improved, seamless service to our customers. Examples include the modern and accessible library at Tenterden Gateway, the relocation of Stanhope Library to the Moat Housing Neighbourhood office and the opening of the new Adult Education Skills Plus Centre in Folkestone Library

As the major capital projects and other modernisation projects start on site, we have worked closely with property colleagues to ensure that the projects were managed effectively and delivered within budget and on time

- The modernisation programme has continued to benefit customers and the library service is now reaching many more users. Our website attracts over 1.1 million visitors (2009/10). Improved footfall in recently refurbished libraries reflects an increase in issues during 2009/10, for example, by 80% at Ramsgate and 13% at East Peckham compared to 2007/08
- Early years activities involving babies and their parents/carers and primary school children have increased since 2007/08. Baby Bounce and Rhyme sessions increased from just over 1,500 sessions in 2007/08 to over 3,000 in 2009/10. Children of all ages are borrowing more items and developing a love of reading; issues from children have increased by 84% at Ramsgate, 19% at East Peckham and 28% at Tenterden compared to 2007/08
- Work on our major capital projects (Kent History and Library Centre, Ashford Gateway Plus, Gravesend Library and the Beaney in Canterbury) is moving forward, all now having planning permission, budgets secured, contractors appointed and construction work is now under way. We are working hard to expand and join up the work of local

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studies, archives and museums, as demonstrated at the Sevenoaks Kaleidoscope, the Folkestone History Resource Centre and the work that is going on in Canterbury

- In March 2009 we implemented Spydus, our new Library Management System. Alongside this we installed more energy efficient hardware, bigger screens and a faster internet connection, and as a result we can offer our customers a significantly better IT service. We have also now installed Abilitynet software onto staff and public PCs. This software aids customers with access issues to use the computers. The installation of wireless access for KCC staff use is in progress at 22 locations
- We have saved money by using online ordering and supplier selection, which means that we been able to increase our stock purchasing
- Through our investment in A2K we are enabling staff to work wirelessly and remotely saving transport costs and being more environmentally friendly
- In 2010 we made the transition to the new Customer Service Excellence Award from Charter Mark. This reflects our work to improve customer service. Despite the change we managed to achieve best practice in five criteria.

Develop services around our customers and communities through community engagement and working with partners:

- Consultation plays a large part in our modernisations by consulting users, non-users and key stakeholders using a variety of methods. We also ask for feedback when evaluating the success of our projects and this work has been recognised in the Customer Service Excellence Award
- Our consultation on the Archives and Local History Service, 'Understanding our Past, Changing our Future', was very successful and over 1,000 respondents took part. Their views will help us to make important decisions about the future of our service
- Partnership work continues to develop and make libraries a focal point within the community. All refurbished libraries such as Hadlow, Thanet Gateway, Marling Cross and Tenterden Gateway have built new partnerships with the district councils, other KCC partners, the voluntary sector and community groups. Partnership working continues at all levels within the organisation. Work to develop a Kent Approach to Literacy and Reading has enabled a number of new and innovative partnerships and multi-agency projects including work with housing in Ashford and Swale, Thanet Works and the Community Safety sector. Over 80% of our libraries now host sessions delivered by partners or are co-located with other public service providers. Deal and Whitstable libraries are providing a customer interface service for Dover District Council and Canterbury City Council respectively
- Through our work with community workers we are offering the Doorstep library in Sheerness and Margate. Parent and children under 5, where there is a need based on low literacy levels, are visited by our book workers (who work out of Children's Centres)
- Volunteering has been consolidated within the service and the Time2Give project continues to add value to the Library and Archive Service, and also benefits volunteers themselves. The project was recognised as a national example of best practice after being shortlisted for the Libraries Change Lives Award 2008. In 2009/10 the Service benefited from over 28,000 hours of volunteering. At the time of writing we have 1,193 active volunteers.

Improve access to library services with a number of new projects, some of which have gained national recognition:

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- We are continually developing new ways for customers to access our services and Virtual Homework Help is now available to Kent Schools via their Virtual Learning Environment (VLE). We have delivered Booktime to reception-age children through partnership with CFE, reaching 16,000 families in 2009 and gaining national recognition for our approach. Our involvement with the HOUSE initiative will inform the way in which we provide services to young people (see Towards 2010 target 50)
- Customers can access our services in many ways, for example, via text or email
- Consortium functionality with SELMS (South East Library Management Systems) started on 1 July 2010 enabling customers to access books across the group
- Free e-books and e-audiobooks downloads across the county was launched on 16 July 2010
- The book loans limit has been increased to 30 per person
- The pilot project working with the Registration Service at Ashford and Sevenoaks libraries started in April. Once the learning from the pilot is gathered we intend that from 2011/12 library customer service staff will be registering births and deaths, with support and training from the Registration Service who will retain the quality assurance role for the Service
- Through working closely with Adult Education we can now support customers wishing to enrol on courses via the public access computers in libraries.

What more are we going to do?

- We will work closely with partners to ensure that once the buildings are completed we are ready to deliver new ranges of service, in innovative ways, to best exploit the fabulous new facilities we have. We will be continuing to engage with local people to ensure that the buildings, once re-opened, provide tailor made services for local communities
- The ongoing Community Connections programme (Access Services Improvement Programme) will continue to explore and develop ways to improve access to customers who cannot visit our static libraries
- We will build on the great work that took place during National Year of Reading by working with a wide range of partners to develop a Kent Approach to Literacy and Reading; a strategy to engage the whole community
- We will widen access to literacy and learning by creating a school ticket, enabling all Kent schools to borrow from our libraries
- We will use the results of the archives consultation to make sure that our new plans for the archive service reflect KCC's key priority areas
- We will continue to explore ways to improve access to services by planning new services in major growth areas: Chilmington Green, Cheesemans Green, Eastern Quarry and Ebbsfleet. Building work has been completed on The Bridge Community Campus where a Library Access Point will provide access to our services
- We will continue to improve services to customers with the introduction of online payments. We will be enlarging the network of libraries with staff wireless and will be enabling access to public wireless provision at 36 sites.
- We are investigating the feasibility of installing radio frequency identification (RFID) (self service) in our larger service points.

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In these ways we will offer customers more joined-up services from single access points that help to make the most of KCC's premises and resources. It will also give the staff involved the opportunity to enhance their skills and deal with a wide range of new customers.

Measurable Indicator	2006/07 Actual	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Actual	2010 (since April)
Number of libraries modernised* (cumulative)	5	7	12	15	12	15

*Libraries modernised:

2006/07 Birchington, Coldharbour, Newington (Marlowe Academy), Sevenoaks and Staplehurst

2007/08 Margate and Sherwood

2008/09 Ramsgate, Tenterden, Hadlow, East Peckham and Marling Cross

2010 Cranbrook, Folkestone and Stanhope

Monitoring completed by: Cath Anley

Date: 14 July 2010

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Target 27: Open the Turner Contemporary gallery, Margate, in 2010		
Lead Cabinet Member: Mike Hill	Lead Managing Director: Amanda Honey	Lead Officer: Victoria Pomery

Status: Completed (building work/fitting out will be complete late 2010, public opening due spring 2011)

List the partners with whom we are working to deliver this target:

Arts Council England (ACE), South East England Development Agency, Thanet District Council, Tate, Margate Renewal Partnership.

Outcomes delivered:

The establishment of Turner Contemporary as a world class gallery is a vital part of the wider programme of regeneration for east Kent that will stimulate job opportunities and ensure that Margate becomes a thriving town once again. The project consists of two major strands – the building of the new gallery and a public arts programme of wide ranging exhibitions, talks and events and out-reach work. Outcomes delivered so far are as follows:

Build the Turner Contemporary Gallery:

- Work on the construction of the gallery is progressing well and a topping-out ceremony was held in December 2009 to mark the achievement of reaching the highest point on the construction of the gallery. The building will be completed by December 2010 (and marked by a ceremony to acknowledge this achievement) with planned opening to the public in spring 2011
- The gallery building was designed by 2007 Stirling Prize winner David Chipperfield Architects. Public meetings were held at Margate Winter Gardens in June and October 2007 to inform and engage the community on the plans. The planning application was approved by Thanet District Council in February 2008. Kent based contractor, R Durtnell and Sons, was appointed in October 2008 to construct the gallery and, following a groundbreaking event in November 2008, work commenced on site in December 2008
- Comprehensive funding applications were submitted to Arts Council England (ACE) and South East England Development Agency (SEEDA) resulting in £8.1m of capital funding being approved. The role of Turner Contemporary in delivering regeneration and developing the cultural infrastructure in Kent were vital in achieving the commitment of the funding partners
- In July 2008, John Kampfner, former editor of the New Statesman and an award-winning journalist and broadcaster, was appointed Chair of the Turner Contemporary trust (the Trust), which will hold the operational responsibility for the gallery. John Kampfner has energetically led the establishment of the Trust which has a full complement of trustees and had its first Board meeting in November 2008. In June 2009 the Trust was awarded charitable status (charity number 1129974) and is a Company Limited by Guarantee
- On 1 April 2010, operational responsibility for Turner Contemporary transferred to the Trust. Existing KCC staff were TUPE transferred and the ongoing relationship between KCC and the Trust will be governed through a Grant Agreement which was prepared and entered into. A lease has been prepared and will be signed upon completion of the gallery building.

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Contribute to the regeneration of Margate and east Kent (see also Towards 2010 target 3):

- The regeneration impacts associated with Turner Contemporary include major improvements to the whole of the eastern seafront area. Work on de-dualling Fort Hill began in April 2008 and was completed by autumn 2008 in advance of the commencement of the gallery building programme
- A bid entitled 'Opening up the Eastern Seafront' was successful in securing £850K from ERDF Objective 2 funding in December 2007 to match KCC's spend in the area. This bid combined development and public realm work in the vicinity of the Rendezvous site that would pave the way for the eventual development of the site
- The Turner Contemporary Project Space was operated out of the former Marks and Spencer building on Margate High Street from February 2008 until September 2009. The Project Space helped to build audience capacity and generated further interest in Turner Contemporary. The space acted as a catalyst for the regeneration of Margate High Street and brought associated benefits for local businesses and the community
- The work on the Turner Contemporary gallery building site has created greater confidence in Turner Contemporary and Margate. There have been a number of new shops, cafés and creative spaces open in Margate in addition to developments and improvements throughout Margate Old Town. Many of these developments are directly attributable to the anticipated opening of Turner Contemporary in 2011.

Deliver high quality arts programmes:

- Turner Contemporary developed and continues to deliver a wide ranging artistic programme, engaging with diverse audiences and forging relationships with a broad range of partners across the region and beyond. (See Towards 2010 target 25).

Involve and engage the local community:

- Regular events for teachers linked to the exhibition programme have been established and teachers and group leaders can now download educational packs from the website
- Participants in the public programme of workshops and events have ranged from the young to older people. A group of young people from a local school has had an input into the gallery design through our Inspiring Spaces scheme which has been supported via funding through 'enquire'. Through their participation in the scheme, the group was awarded Bronze Arts Awards, an Arts Council Qualification equivalent to half a GCSE. In addition to work within the formal education sector, a wide range of creative workshops are also provided to meet the needs of senior citizens, families and often hard to reach individuals
- Turner Contemporary worked with BBC Radio Kent and the University of Kent to deliver a programme called 'Time of Our Lives', which was funded through a successful application to the Transformation Fund. The project enabled young people and older people to work together to explore their experiences of being a teenager. 'Time of Our Lives' was a national winner of the Transformation Fund category at the Adult Learning Week awards.

Enhance Kent's reputation as a place for the arts:

- Turner Contemporary, Margate and Thanet have continued to be the recipients of positive national press, including articles in the Guardian, Observer and the Independent, as well as BBC's 'The Apprentice' that was filmed in Margate with a brief to re-brand the town. Positive PR and improved profile of Turner Contemporary and Margate help to develop and strengthen the brand, support the achievement of visitor numbers and help to deliver the desired regeneration outputs

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- Turner Contemporary has been confirmed as a partner of the Tate through the Tate Connects programme. This is a major milestone in establishing Turner Contemporary as a major national and international gallery. Tate Connects is a UK wide programme, which will seek to strengthen artistic programmes, support artists and help to attract audiences. The partnership with Tate means Turner Contemporary will have improved access to loans from the national collection of British, modern and contemporary art.

What more are we going to do?

- Turner Contemporary continues to focus on the completion and fit out of the gallery building and the development of the public realm. The building will be completed and fitted out by December 2010 and will be marked by a ceremony to acknowledge this achievement. Work on the surrounding public realm will be ongoing and will be completed prior to the public opening of the gallery in spring 2011
- The Turner Contemporary team continue to plan for the gallery opening and its ambitious programme and are working to ensure that the gallery is ready for public opening. Management plans and arrangements for the operation of the gallery building are being put in place
- Turner Contemporary will seek to develop and maximise positive public profile in the period prior to the gallery opening and surrounding the opening programme and events.

Measurable indicators:

None – Measurement of this Towards 2010 target has been formally agreed as being via task-based assessment as the action will either be done or not done in the timescale.

Monitoring completed by: Victoria Pomery

Date: 14 July 2010

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Target 28: Support and encourage the large number of local and voluntary groups and sports clubs in Kent

Target 63: Promote the Kent Volunteers Programme and work with other partners to attract more volunteers

Lead Cabinet Member:

Mike Hill

Lead Managing Director:

Amanda Honey

Lead Officers:

Chris Hespe / Carole Kincaid

Status (for both targets): Completed

List the partners with whom we are working to deliver this target:

Target 28: Sports clubs, governing bodies of sport, all district councils in Kent, Medway Council

Target 63: Local and national voluntary organisations, businesses, local authorities, the Health Services, Jobcentre plus, Kent Police, HM Prisons.

Outcomes delivered:

These two Towards 2010 targets are reported together as they are so interlinked. Particular outcomes include the following:

Provide practical help for hundreds of sports clubs and groups across the county, for example administering small revenue and capital grants and helping organisations to secure funding:

- Club Connect Card Scheme: this provides a range of discounts and benefits for sports clubs, and was developed and officially launched in October 2007 by the KCC Sport, Leisure & Olympics Service. As at June 2010, 354 sports clubs had signed up to the Club Connect Card scheme
- Clubmark Accreditation Work: we support sports clubs in gaining nationally recognised accreditation through the Clubmark programme with Clubmark clubs guaranteeing a safe and friendly environment for young people to play sport. In addition, the KCC Sport, Leisure & Olympics Service became registered in summer 2008 to run a local Clubmark Licence scheme with district councils, in order to support clubs from minority sports through the accreditation process. As at June 2010, 184 sports clubs across the county had received Clubmark Accreditation
- Development officer posts: These have continued to support a wide range of Governing Bodies of Sport with new development officers being secured to develop their sport in swimming, archery, athletics, squash and curling. Funding has been secured to appoint a golf development officer and a cycling post has now been established at Bedgebury Forest. Funding has also been secured to continue with a netball development officer post until 2013. The KCC Sport, Leisure & Olympic Service also continues to provide an administrative base for sport specific staff in Kent and across the region
- The archery development officer post has provided a 'legacy' from the Archery World Cup in Dover in 2007, through which equipment and training is being delivered to Kent's schools and community groups
- An informal Kent Bowls Partnership has been established to bring different aspects of the game together. This has resulted in a "Clash of the Bowls" event in Dartford, leading to the National Governing Body following the Kent model and establishing an "English Bowls Partnership". Due to this, work is progressing to secure a development officer and project for Bowls in Kent – one of only three potential projects across the country

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- Small Revenue and Capital Grants: the Sport, Leisure & Olympics Service has continued to administer a small revenue and capital grants programme, primarily to support local clubs and voluntary sector sport
- Training and Workforce Development: a range of training courses for clubs, coaches, volunteers and sports leaders have been organised in order to support the club and volunteer workforce. Work also includes supporting School Sport Partnerships on a 'Step into Sport' programme for young sports leaders in order to support and encourage them into volunteering within local sports clubs and organisations. Over 700 young people have registered on the 'Step into Sport' database as young sports leaders.
- Since 2006, nearly 5,000 teachers, leaders, coaches, volunteers and club officials have attended sports education opportunities, supporting the increased quality of provision in the voluntary sector
- Securing funding: Significant external funding has been secured for voluntary sports clubs from funding bodies, trusts, charities, and commercial companies. Each year the KCC Sport, Leisure & Olympics service has levered on average at least £4 of external funding for every £1 spent on the service by KCC, although with the current economic downturn this high level will be difficult to maintain
- 170 awards have been made to voluntary sports clubs and organisations which have benefitted from receiving small grants to run localised community sports projects.

Create a network of volunteers to help at sports and leisure events – Over 1,000 volunteers have signed up to the Kent eVent Team and this will grow to 2,500:

- Developed as an innovative project to build a network of people, the Kent eVent Team is focused on identifying individuals willing to volunteer for one-off sport, leisure and cultural events and so be ready and sufficiently experienced to join the official London 2012 volunteer programme or the Kent element of the UK Games Time Volunteer Programme to support the 2012 Olympic and Paralympic Games, and, most critically, to continue volunteering in their local communities after the Games have ended. It is hoped volunteers registered through the Kent eVent Team will gradually become volunteers on a regular/consistent basis within their local community, developing from these initial one-off volunteering experiences. We are on target to exceed the aim of having 2,500 volunteers registered by 2012. Kent Volunteers and KCC Sport Leisure & Olympics service launched the Kent eVent Team project in May 2008, which has been developed jointly with the volunteering networks in the county, particularly Voluntary Action Maidstone and Voluntary Action Within Kent. The Kent eVent Team has applied for a London 2012 Inspire Mark, awarded to exceptional and high quality programmes or projects directly inspired by the 2012 Games, a decision on this is expected in July. The Kent eVent Team was a cornerstone of Kent County Council's Beacon status award for delivering Olympic and Paralympic Legacy
- 92 events have been registered through the Kent eVent Team programme. An example of support already provided is for the Margate Masters Beach Volleyball event in 2009. Volleyball England were so impressed they returned to Margate for 2010, and have also hosted two further Beach Volleyball events, known as "Beachfests" in Kent in 2010.

Strengthen the voice of local sport in Kent, establishing Community Sports Networks in partnership with district councils:

- We worked with districts to establish 10 local 'Community Sports Networks' with voluntary sector sport representation, so that the local voice of sport can feed into local plans, alongside other partners.

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Work to encourage involvement in volunteering has a focus on partnerships, good practice and sustainability. This includes work to engage the public in volunteering, work to raise the standard of volunteer management including volunteers managed in KCC services, to improve the impact and retention of volunteers and work to further develop employee volunteering within KCC and advise other employers on the benefits to staff and the community. Particular outcomes include the following outcomes:

Engage with the public using the media in a number of different ways to get our messages across and enable volunteer recruitment:

- The recession has affected voluntary organisations in a number of ways and there has been an increase in demand on many voluntary services as well as a shortage of specialist volunteers to fulfil key roles such as trustees, and of skills in finance, fundraising, IT and HR. We are using a range of media in a targeted campaign, 'Volunteer Your Skills', based on local research completed in the summer of 2009, to highlight the need for people with specialist and professional skills to volunteer. We are encouraging potential volunteers with valuable professional skills to contact their local Volunteer Centre. We are working with voluntary organisations helping to ensure the opportunities they need are 'volunteer ready' and more likely to be taken up. A dedicated section on kent.gov.uk has been introduced and we have used a wide range of media including Kent TV, bus advertising, press and social networking. The campaign page on www.kent.gov.uk was viewed nearly 2,000 times during the campaign period accounting for nearly 8% of all page views and nearly 57% of people who visited the campaign page went on to view other pages within the volunteering section on the website. We have inspiring case stories of how new volunteers are using skills in a different way
- As a legacy of this campaign we are working with the Districts in promoting their recruitment campaign 'Lend a Hand', which is a flexible way of adapting recruitment materials for local use
- By awarding small grants to enable voluntary organisations to recruit, improve good practice and retain their volunteers, we have helped 50 local voluntary groups. This has benefited both the organisations and hundreds of volunteers.

Provide practical help to support the voluntary sector e.g. media training for representatives from 70 voluntary organisations:

- The focus of our programme was to increase the quality of volunteering and the capacity of volunteer using organisations to increase their sustainability through these current challenging times. Media skills have been delivered via 'training the trainers' for voluntary organisations to up skill and cascade practical ways to engage with a variety of media sources. The media training was taken into 70 voluntary organisations and was tailored for their use. Feedback showed that press releases, radio interviews and Kent TV have been used. Outcomes include increased volunteer recruitment and increased fundraising. There is a demand for further training by a range of other groups
- We have followed up the media skills training we have offered, to enable the participants to best use their learning. Outcomes have included increased volunteer recruitment and increased fundraising for the sustainability of groups and projects
- Using multimedia e.g. web, local press, radio and Kent TV we have up to date avenues to keep the public informed on information about volunteering
- We have delivered a media campaign to highlight the need for volunteers to engage with youth activities and to show how young volunteers enjoy benefit from volunteering.

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Continue to build and benefit from partnerships focused on common goals. Leading on this is the Kent Volunteers Advisory Group (KVAG):

- The partnership is chaired by the Chairman of KCC and members represent a range of influential voluntary organisations such as Volunteer Centres, Kent Council Voluntary Youth Service, Citizens Advice Bureau, Kent Wildlife Trust, & St John. With KCC officers and statutory partners, including Health and Kent Police, the network is able to identify good practice as well as barriers to volunteer engagement and see ways to work together to increase involvement. Business partners have contributed either with sponsorship or help in kind
- The members of KVAG have shown by example that by working together, efficiencies of sharing knowledge and practice can develop sustainable volunteer involvement. For instance, Kent Police worked with Kent Volunteers to develop opportunities for volunteers across their services. Now some 350 are engaged with a sizeable waiting list. Recent work with Kent Fire & Rescue Service (KVRS) & Voluntary Action Within Kent has enabled KFRS to develop a scheme to involve volunteers in a range of their services to increase community benefit and also to establish an employee volunteering scheme
- Working in partnership at events to share good practice has brought the programme to the public across the county. For instance with Jobcentre Plus at the County Show in 2009, advice was on hand to show the link between volunteering and employability. This partnership work has progressed to pilot an innovative project involving Jobcentre Plus staff and the Volunteer Centres in Maidstone & Malling areas. Jobcentre staff have been briefed on local volunteering opportunities and how involvement can be a pathway to work and are now linking their customers to appropriate organisations via the Volunteer Centres
- The Kent Volunteers Partnership is now 11 years old and while work has adapted and responded to local need across the county, the focus remains valid, bringing benefit to individuals, communities and our countryside. With volunteers and partners, we were able to showcase highlights of the work and anticipate future developments at a celebratory event in 2010
- The significance of volunteering and the valuable contribution this makes to community safety was clearly shown by statutory & voluntary partners in the January 2010 Community Safety Partnership conference. Outcomes from this aimed to strengthen existing partnerships and increase networking opportunities. We have also been able to show the value of volunteers in the personalisation agenda in a KASS event this year, and also to support the success of KCC in gaining funding for the Youth Community Action Pilot scheme. The pilot aims to engage 14-16 year olds from 13 schools across the county in community involvement. Currently 2,600 students are engaged with the target of 4,000 aimed for by March 2011
- Work with KDAAT and the Prison Service has also shown that focusing on creating volunteering opportunities in the workplace (KCC) can enable pre-release prisoners to use administrative skills and gain worthwhile experience to use on release.

Celebrate the contributions and achievements of volunteers:

- Since 2006, the Kent Volunteers Awards for Volunteering Excellence, has identified and thanked 2,000 individuals and organisations representing many more thousands of volunteers benefiting our communities and environment

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- The partnership has shown KCC's recognition of the value of volunteers and enabled business to showcase their corporate community involvement. The volunteers' stories have inspired others to get involved
- Kent Volunteers Awards for Volunteering Excellence Ceremonies have been held and thousands of volunteers have been recognised and thanked, and their stories have inspired others.

Lead on good practice in volunteering:

- The quality of volunteer management in KCC has been recognised. The Youth Offending Referral Panel Volunteers and Learning Champions in Adult Education have achieved the national Investing in Volunteers (IiV) standard
- Building on the achievement of the Youth Offending Service and Adult Education, two further KCC units have gone forward for accreditation to the Investors in Volunteers national standard. Now volunteers in KCC's Environment & Waste Division have also achieved the accreditation and Sports, Leisure & Olympics are working towards this
- KCC was the first local authority in England to develop an Employee Volunteering scheme and this continues to grow with 35% of KCC staff volunteering with many more using the encouragement we provide to volunteer in their own time. Benefits include personal and team development and evidence of making a difference to projects and the community. One example is the Kent Highway Alliance who partnered with young offenders volunteering together on a conservation project. A further outcome was that five young people were offered jobs with the Alliance on their release. Increasingly staff are developing a relationship with their chosen charity to continue the impact. We are linking this work with the 'Volunteer Your Skills' Campaign
- Excellent management of volunteers in KCC is crucial to the delivery of quality services. Led by KCC Personnel and Communities Policy & Resources, a lively staff group now share practice. This is also helpful to new volunteering activities such as in the development of volunteer roles in Children's Centres and Adult Social Services. In 2010 a conference has been held to bring these volunteer managers together, address issues of mutual interest and share good practice. This conference provided an opportunity to launch KCC's new guidance document 'Engaging Volunteers – a starter toolkit'. This is a good practice guide that can be used by statutory and voluntary groups
- Ongoing contribution to the national strategic volunteering agenda: Our County Co-ordinator is Vice Chair of Volunteering England and KCC is recognised by the LGA as a leading authority in volunteering development.

What more are we going to do?

- Support more clubs to achieve Clubmark accreditation
- Work with identified Governing Bodies of sport to encourage more clubs to sign up to the Club Connect card scheme and seek to increase the benefits
- Work with Governing Bodies of Sport to secure funding for further development officer posts and work in Kent and to continue to support existing posts with an administrative base
- Provide further small grants to clubs and voluntary sports organisations in order to develop more sports opportunities including links with schools
- Continue to promote the Kent eVent Team with a view to registering 2,500 volunteers for one-off sport, leisure and cultural events. This scheme will help Kent's volunteers prepare to volunteer for the 2012 Olympic and Paralympic Games

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- Develop the KCC Volunteer Manager's Network, involving new members and meeting identified issues and needs. Within this we will work with KCC managed volunteers to ensure good practice
- Work with Jobcentre Plus and Volunteer Centres to rollout the pilot to other areas of Kent, likely Swale and Tunbridge Wells. We will identify suitable opportunities where skills can be used and also where skills can be gained
- Contribute to events involving volunteer development and the creation of volunteering opportunities
- Work with KCC managed volunteers to ensure consistency in good practice
- Continue to grow the employee volunteering scheme encouraging more sustainable links with voluntary organisations. Develop secondments/placements within voluntary organisations as an integral option in the Graduate Development Scheme.

Measurable Indicator (s)	2006/07 Actual	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Actual	2010 (since April)
Number of sports clubs achieving Clubmark accreditation (cumulative since 2006/07)	75	90	149	175	175	184
Number of sports clubs receiving services via the ClubConnect Card (cumulative since 2006/07)	0	200	285	400	334	354
Number of volunteers managed by KCC (excludes schools)	1,500*	2,200*	2,500	3,000**	3,500*	N/A

* Based on estimates

** Original target was 1,800

Monitoring completed by: Chris Hespe / Carole Kincaid

Date: July 2010

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Target 47: Create and launch initiatives that facilitate more competitive sport in schools, support after-school sports clubs and sponsor more inter-school competitions and holiday sports programmes		
Lead Cabinet Members: Mike Hill/Sarah Hohler	Lead Managing Directors: Amanda Honey/Rosalind Turner	Lead Officers: Chris Hesse/Danny O'Donovan

Status: Completed

List the partners with whom we are working to deliver this target:

15 Kent Sports Colleges, 13 Kent School Sport Partnerships, competition managers, Kent sports clubs, Governing Bodies of Sport, Youth Sports Trust and Kent School Sports Associations.

Outcomes delivered:

We are progressively increasing the amount of PE in Kent schools as can be seen from the PI table. In addition, over 50% of pupils are involved in inter-school sport competitions, which is above the national average of 44%. Specific outcomes are as follows:

Improve access to competitive sport including after-school and during the school holidays:

- As at April 2010, 187 new or enhanced out-of-school activities for young people have been funded and delivered both after-school and during the school holidays. Examples include the following:
 - Community Volleyball Sport Unlimited Programme – This is being delivered by Maidstone School Sport Partnership this is a programme to engage semi-sporty young people in an activity that also provides a pathway for them to continue participating after the Sport Unlimited sessions. There are eight weekly, hour-long volleyball sessions running at ten different school sites using club coaches. They are offered to young people across the district, not just those attending the particular schools. 92 young people regularly attend the programme.
 - Kent Crusaders Basketball Club – This is a week long summer Day Camp aimed at boys and girls between the ages of 7 and 18, from beginners to elite basketball players. Promotional work included visiting/coaching a number of primary schools in the local area to get more children interested in the sport. Free passes were also given to a number of children from within these schools to help get more children involved. The Camp opened the eyes to many younger children in the area to basketball in general and many of the children who attended the camp are pursuing the sport either at school and/or at club level. All children who attended the camp have shown interest in attending further camps at the club and many have asked for further information on basketball i.e. where they can play it closer to home, etc. A couple of the schools visited have also shown interest in starting basketball within their school as after school clubs and possibly even PE lessons.
- KCC Sport, Leisure & Olympics Service has also worked with the school sport partnerships, local authorities and extended schools managers to co-ordinate a successful bid for over £1million from Sport England to run a 'Sport Unlimited Programme' as part of provision for young people to participate in up to 5 hours PE and sport per week. In the first year approximately 100 schemes were funded. 119 programmes have been run

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in 2009/10, and current plans for 2010/11 indicate a minimum 100 programmes seeking funding, although this is likely to increase with further funding allocations in the year

- The Sport Unlimited programme in year 1 provided opportunities for nearly 6,000 young people to regularly participate in a wide range of sports opportunities across Kent. By the end of March 2010, 12,300 young people had been involved in sports schemes funded through Sport Unlimited. This programme, allied to the work undertaken by School Sport Partnerships to increase participation in PE and school sport, will contribute to providing a five hour offer of PE and sport for young people in the county
- In 2007/08, the trials and heats associated with the Kent School Games (see Towards 2010 target 22) generated over 500 competitions and festivals with over 500 schools actively involved at a local level. The finals events in June 2008 were highly successful with 23 sports, involving over 50 events and around 1,200 medallists. The Finals events in 2010 included 38 sports, 13 venues and the inclusion of further cultural elements, including a spectacular artistic 'Opening Ceremony', involving talented young artistic performers from local Schools. Approximately 6,400 young people were involved in the Finals and 550 schools involved in the Kent School Games throughout the year. In addition, the national interest in the Kent School Games Model, as something that could potentially lead to a National Schools Olympics, if replicated in other counties, has been followed through in the recent Coalition Government's Sports Policy announcement
- The Kent School Games is becoming embedded within the schools competition structures, with the competition managers playing a key role in ensuring increased competitive opportunities for young people in schools.

Improve co-ordination of activities across the county through specialist posts and networks:

- The strategic post of County Officer for School Sport and Physical Education has been embedded into the KCC CFE staffing structure. It is anticipated that the network of Sports Colleges will undertake a key role in training and continuing professional development for teachers at a local level, as there will be no specialist PE Advisory function within the new CFE structure
- Key networking groups have been established to form a strategic forum for school sport across Kent to promote and deliver a rolling programme of sporting activities under the leadership of the new county officer
- A senior competition manager and six competition managers have been appointed since September 2007 using Youth Sport Trust funding. All managers work within the 13 School Sport Partnerships in Kent to strategically co-ordinate inter-school competition within their area to ensure there are increased opportunities for young people to compete in a wider range of activities. This network of competition managers is supporting the Kent School Games to embed the work within schools
- Six Further Education Sports Co-ordinators (FESCos) have been established in FE Colleges in Kent through Youth Sport Trust funding, aiming to provide additional sporting opportunities for 16 to 19 year olds
- A countywide website for the collation of fixtures and results of school sport competitions has been developed by the competition managers, to facilitate and promote competitive school sport across all school sport partnerships
- A BSF PE & Sport Stakeholder Group had been established to ensure the needs of PE & Community Sport are taken into account within BSF developments. However, with the recent Government announcement to halt the programme, this group will no longer continue to meet, but will re-convene if necessary in the future.

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Help increase the quality of PE and sport provision – coaching and refereeing accredited courses have been organised and 69 primary schools have had their playgrounds developed:

- Coaching and refereeing accredited courses have been organised through ‘Learning Communities’ facilitated by Advisory Service Kent, to increase the number of adults with qualifications to improve the quality of provision for competitive sport across schools
- 69 primary schools have had their playgrounds developed through a combination of Lottery and KCC Performance Reward Grant (PRG) Funding, administered through the KCC Sport, Leisure & Olympics Service.

What more are we going to do?

- Introduce new inter-school leagues and competitions, through the Competition Managers network, to fill the gaps in competition structures
- Continue to plan for future Kent School Games and to develop their format, in light of the recent Government announcement and to work with each school sport partnership area in order to seek to increase participation rates and the number of schools involved
- Maximise the opportunities of the London 2012 Games to encourage more young people to take part in sport within and beyond school hours through the organisation of a range of festivals and competitions linked to the national strategy for school sport
- Organise the School Sport celebration and awards event linked to the Kent School Games to highlight the sporting talents of young people in Kent schools
- Continue to increase opportunities for young people to access sporting opportunities through a range of providers via the Sport Unlimited Programme.

Measurable Indicator (s)	2006/07 Actual	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Actual
Percentage of pupils taking part in at least two hours of high quality PE and out of hours school sport per week	84%*	88%	81%**	100%	Due Nov 2010***
Percentage of pupils involved in inter-school sport competitions (academic)	New indicator	44%	50%	50%	52%****
Number of new out of school hours sports programmes (cumulative since 2007/08)	New indicator	63	121	163	187

* This figure was 66% as at July 2006 and increased rapidly in 2006/07

** Definition change to only include hours within the curriculum

** *Local records show this was 84% as at December 2009 and 87% as at July 2010

**** Estimate

Monitoring completed by: Chris Hespe/Danny O’Donovan

Date: 9 July 2010

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Target 57: Build on the successful Kent Community Warden scheme, supporting Kent Police in their visible Neighbourhood Policing programme and working with them and the CDRPs to strengthen the police presence in problem areas

Lead Cabinet Member:
Mike Hill

Lead Director:
Amanda Honey

Lead Officer:
Stuart Beaumont

Status: Completed

List the partners with whom we are working to deliver this target:

Kent Police, district councils, parish councils, police community support officers, Kent Fire and Rescue Service, Community Safety Partnerships (formerly known as CDRPs), National Probation Service and KCC Service Units (i.e. Emergency Planning, CFE, Highways, Clean Kent, KASS, Trading Standards, Youth Service, YOT, Libraries)

Outcomes delivered:

Help communities to raise and tackle local issues:

- The 101 Kent Community Wardens have had a real and positive impact and are a vital asset in the development of their neighbourhood policing programme
- Community wardens are now embedded with Neighbourhood Policing teams including police community support officers (PCSOs) using problem identification and solving techniques and a shared tasking and co-ordination process to identify issues and target activity
- Where appropriate, wardens are part of PACT (Partners & Communities Together) panels and by working in partnership they are able to make the best use of their local knowledge and promote the use of KCC services. In Greenhill, residents can keep up-to-date via a dedicated PACT website created by the panel (www.greenhill.btik.com) in which the community warden plays an integral and highly successful role. To date the main priorities identified have been speeding, dog fouling, litter and anti-social behaviour, and as a result more dog litter bins have been provided; fixed penalty notices have been issued to dog owners, for failing to clear up after their pets; motorists have been stopped and warned about their driving; and problem families are being monitored
- Community wardens also collect information from residents about their priorities and pass the information to the PCSO/Neighbourhood Police Officer for inclusion in the joint problem solving database as part of the PACT process
- The KCC Community Safety Unit produces regular crime updates which at an operational level assist with identifying issues, making decisions and targeting work. The updates keep members and senior KCC staff informed
- In conjunction with the Kent Criminal Justice Board and Kent Police, the Community Safety Unit developed the 'Restorative Neighbourhoods' project which was launched in pathfinder sites in Shepway and Maidstone in January 2009. 'Restorative Neighbourhoods' looks to address issues identified by the local community by bringing victims, offenders and communities together to bring resolution to problems before formal entry into the criminal justice system. In November 2009, the pilot area was extended to Tunbridge Wells to include all frontline officers including the KCC Community Wardens. The Restorative approach has been rolled out across the County with all frontline Police Officers being trained by June 2010
- The Community Safety Training Partnership, working in close liaison with the Kent Safe Schools Restorative Approaches Co-ordinator, has jointly set up a 'Restorative

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Approaches Practitioner Forum for Kent', to encourage better partnership working and the sharing of good practice. The Forum is attended by various agencies and organisations from across the county. The Community Safety Training Partnership has provided Restorative Approaches Training Support for several schools and a college in the Kent area and has also assisted Kent Police with the delivery of training to Police and Community Support personnel

- The community wardens have developed a new scheme called 'Bluff the Bogeyman' designed to help protect elderly or vulnerable people from opportunist criminals and distraction burglars. Educational material has been produced for all Community Wardens including a DVD, workbook and PowerPoint presentation.

Enhance the ways they help and build relationships with local communities:

- Kent community wardens, although originally envisaged as a visible uniformed presence to tackle anti-social behaviour, have developed a much broader remit, working with a wide range of other authorities and services. Their operations range from walking buses through to providing intelligence to the police which has led to a variety of arrests
- The wardens work closely with many KCC services either signposting their service or providing information direct to members of the public. Examples include collation of intelligence for Trading Standards; referrals to Social Services; school talks about road safety and 'stranger danger'; assisting Emergency Planning with events and working alongside them and Trading Standards in emergency situations
- The wardens facilitate a number of activities and events within their communities, both big and small to engage with the local residents, the largest of which has been the countywide 7 a-side football tournaments. Kent community wardens work in partnership with Charlton Athletic, Kent Police, Kent Fire and Rescue and others, successfully involving more than 2,000 'hard to engage' young people, since 2007, in this positive diversionary activity. These events are helping to strengthen communities, receiving support from local residents and retailers as well as providing a positive outlet for youthful energy
- The Community Safety Unit, in conjunction with partners, established the multi-agency 'Positive Tickets' pilot scheme, aimed at rewarding young people for engaging in positive activities and/or improved behaviour with vouchers for shops or activities. The positive ticket is viewed as an ice-breaker and provides a gateway to better relationships between authority figures and young people
- Wardens have provided awareness training to over 15,000 people since 2006 against the dangers of bogus callers, helping the elderly and vulnerable to remain safe and secure in their own homes
- A successful bid was made under the government funded Future Jobs scheme for the recruitment of 30 young unemployed persons to join the Kent Community Wardens Service on a 6 month basis as Support Wardens. A bespoke two week training course was designed by the Community Safety Training Partnership, covering various aspects of the work carried out by the Community Wardens with Kent Adult Education providing Life Skills Training, to assist and enhance personal development and future employment opportunities,. The Support Wardens were deployed to work with experienced Wardens focusing in particular on environmental and youth issues. Two groups of young people have already completed the 6 month programme with the remainder due to finish in August 2010 and most have really enjoyed the experience. With new skills and a new found confidence, some of the young people have been able to find employment, whilst others are keen to become full-time wardens if the opportunity arose. It is anticipated that there will be a new intake of support wardens later in the year

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- The Kent Community Warden Service was recognised at the National Employers Forum on Age / Belief (EFA & EFB) Awards ceremony in July 2010 for the Support Warden programme. They won the category for EFA Best Public Sector Innovation Award and the judges commented that “KCC have shown a real proactive effort to engage with young people and promote community cohesion in often difficult circumstances”. In addition, the Kent Community Warden Service was shortlisted for the EFB Public Sector Award for their training and work with vulnerable diverse groups in the community
- Community wardens have been working with a variety of organisations in the Sevenoaks district to promote the need for local communities and business to involve adults with learning disabilities. As a result the wardens have received a special commendation in recognition of their service in promotion of an inclusive ‘community for all’
- Since 2006/07, the Kent Community Wardens have increased their visible presence in their communities to over 75%, spending time out and about, providing advice, reassurance, visits and surgeries
- Between April 2006 and March 2010, Kent Community Wardens were involved in almost 200,000 activities, incidents, queries or interactions with the public and over 145,000 instances of Partnership working
- Kent Community Wardens can have a real and lasting impact on the lives of the residents in their communities, as they have the time to listen to people, they can offer help and advice and are committed to finding solutions to their problems. A few examples of their work include:
 - In partnership with a local Primary School, KCC Clean Kent and the District Council, a warden arranged for a group of young volunteers (aged 14 – 16 years old) to get involved with clearing a plot of land at a nursery school to give the young children a garden. The young children at the nursery are now planting seeds and bulbs and hanging feeder boxes and nesting boxes in the trees and bushes
 - During the heavy snow in 2009/10, wardens in Shepway made deliveries of prescriptions/food to elderly vulnerable people, helped move vehicles stuck in the snow and also visited and provided a vulnerable lady in Greatstone with two heaters from the Office in Lydd as she had no heating
 - A warden received complaints from residents regarding parking around school gates with driveways being blocked and cars double parking. In addition children were also being noisy and rude, running over gardens and breaking down fences. The warden, with the local police, held a meeting for all residents to discuss the issues, which resulted in people communicating with each other, parking issues being resolved and a Neighbourhood Watch being set up
 - Looking out for incidences of litter, graffiti, dog fouling etc. is all in a day's work for Community Wardens, and the warden in the Loose area of Maidstone, recently reacted swiftly to an attack of vandalism and graffiti on a local youth shelter, documenting the incident and arranging for the site to be cleaned up. Whilst other wardens get involved in organising anti-dog fouling initiatives and litter picks in their communities
 - Wardens use tactics like community engagement, local knowledge and lateral thinking to solve problems. Dropped litter, such as discarded bottles in children's playgrounds, can indicate underage drinking. In these cases the Warden will work with partners such as Trading Standards and the police to identify retail outlets selling alcohol and cigarettes to young people.

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Extend neighbourhood policing:

- Wardens also contribute to, and assist in the Neighbourhood Policing teams' ward level quarterly newsletters which target perceptions of crime, including collation of information, delivery of newsletters and seeking feedback from residents regarding awareness of their neighbourhood policing teams and satisfaction, etc.
- The Community Safety Training Partnership continues to work with the Central Neighbourhood Policing team, Kent Police College and the Kent Partnership to develop and deliver training which will enhance neighbourhood policing in Kent. This includes Police Accreditation training for over 200 Kent County Council/ Local Authority Wardens, Parking Attendants and other Enforcement Officers in Kent and Sussex, as well as Professional Witness training
- The Community Safety Training Partnership has worked closely with the Government Office for the South East (GOSE) with regards to the design and delivery of workshops to Community Safety Partnerships (CSP) throughout the south east region. To support delivery of the 'National Standards' the Home Office provided KCC with £12,500 funding to help finance the workshops. Seventy CSP representatives across the South East Region attended at least one of the workshops provided by the training centre and feedback has been very positive
- The Kent Community Safety Training Partnership has provided or delivered training to in excess of 3,500 people during the lifetime of the 'Towards 2010' initiative. The training team have also provided consultancy support, covering a whole range of Community Safety topics, to KCC personnel and external partners/agencies
- The need for a partnership approach to training 'Prevent' was seen by the Prevent Partners Steering Group as a priority and in June 2009 the Kent Community Safety Training Partnership was identified as the most effective Unit to deliver such training. To date, awareness training has been delivered to 1800 people, including Local Authority and CSP representatives across Kent, all Kent Community Wardens and other KCC staff.

What more are we going to do?

- The community wardens will continue to work with partners to deliver the countywide football tournaments
- The objectives of 'Prevent' is to focus on dealing with violent extremism through the building of strong local partnerships that deal with anxieties and grievances and build cohesion capacity in communities. The KCC Community Safety Unit is leading on partnership engagement for this important area
- A service improvement plan is proposed to be implemented during 2010 /2011 which will formalise the wardens role with a wide range of frontline service providers such as Probation, Children and Families, and Youth Offending. As well as increasing the warden deployment locations and population coverage of the service, ensuring a much wider presence across the County
- The aim in 2010/11 is to create stronger links between street level intelligence gathering systems, the PaCT format (Partners and Communities Together) and the Localism reforms in order to improve KCC member engagement. Greater use is being made of technology (via Blackberrys) in recording the outcomes of engagement with the public and this should result in improved public participation and input to the joint problem solving database
- In 2010, it is anticipated that the Community Wardens will join Kent Police's blackberry scheme which will allow direct access to the problem solving database. This will enable

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the wardens to become more integrated with Neighbourhood Police teams and allow a greater degree of information sharing to more effectively deal with community priorities

- Community wardens already have a presence in district and borough Community Safety Units (CSU), however, they will work more closely with both CSUs and neighbourhood policing teams to jointly manage tasks, allocate resources and deal with issues on a daily basis
- In the autumn/winter of 2010/11 it is anticipated that there will be a further intake of young unemployed persons to join the Kent Community Wardens Service on a 6 month basis as Support Wardens, funded by the Future Jobs Fund.

Measurable indicators:

None – This Towards 2010 target has been formally agreed as having an ‘aspirational’ status and progress is measured via qualitative means.

Monitoring completed by: Stuart Beaumont

Date: 14 July 2010

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Target 58: Help maintain Kent's low levels of burglary and car theft and work with off-licence, pub and club owners to reduce alcohol-fuelled crime and disorder, anti-social behaviour and domestic abuse.

Lead Cabinet Member:
Mike Hill

Lead Director:
Amanda Honey

Lead Officer:
Stuart Beaumont

Status: Completed

List the partners with whom we are working to deliver this target:

Kent Police, Community Safety Partnerships (CSPs) (formerly known as CDRPs), Kent Trading Standards, town centre managers.

Outcomes delivered:

By focussing on this target we have helped to:

- Decrease crime across the KCC area by approximately 26% between 2006/07 and 2009/10 and in particular:
 - Domestic burglary which has reduced by approximately 24%
 - Car crime which has reduced by approximately 39%.
- In addition to the decrease in crime rates, peoples' perceptions of crime and anti-social behaviour has seen a general improvement across the KCC area since 2006/07 e.g:
 - The percentage of people worried about burglary has decreased from 56% in 2006/07 to 36% in 2008/09
 - Fear of four specific crimes (domestic burglary, car theft, mugging/robbery & physical attack) in Kent has reduced from 44% in 2006/07 to 28% in 2008/09
- Across the county there are a number of initiatives to help reduce burglary and help people to feel safer in their homes, including door step crime/bogus caller awareness training; which has been provided by Kent community wardens to over 15,000 residents within their communities, since 2006
- In response to the concern about anti-social behaviour (ASB), the Community Safety unit has produced an ASB strategy for KCC
- Kent community wardens support the ASB strategy by continuing to act as 'the eyes and ears' of the community with information reports being passed to Trading Standards and Kent Police as well as working with Victim Support to help residents who have been victims of crime or low level anti-social behaviour
- The percentage of Kent people who consider that one of the seven types of ASB identified in the Kent Crime and Victimization Survey – "teenagers hanging around" is a very or fairly big problem has decreased from 34% in 2006/07 to 18% in 2009/10
- The Community Safety Training Partnership has developed a toolkit, in partnership with Kent Police, Kent Probation and others, which provides a joined up approach to the identification and management of those offenders who cause the greatest harm to local communities through their criminality.

Specific developments have been are given overleaf.

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Create a safer night time economy (NTE):

Recorded NTE crime has reduced and people's feelings of safety at night have increased:

- Under the umbrella of the Safer Kent Delivery Group, statutory partners joined forces to establish a managed NTE
- Various initiatives tackling the issues of night-time disorder have been carried out by Community Safety Partnerships (CSPs) (formerly known as CDRPs) across the county including Dartford's 'Grabbacab' service. During 2007/08 the 'Grabbacab' scheme contributed to a 25% reduction in NTE crime (specific crimes occurring between the periods of 8pm and 4am between Thursday night and Sunday morning) in Dartford compared with the previous year and across the county between 2007/08 and 2008/09 NTE crime (specific crimes committed by offenders under the influence of drink or drugs between the periods of 8pm and 4am Monday to Sunday) has shown a 22.7% reduction, making Kent a safer place for its residents
- The reduction in NTE crime also linked with the results of the Kent Crime and Victimization Survey (KCVS) which showed that since 2006/07 feelings of safety at night (at home alone and walking alone at night) in Kent, have increased from 74% to 81% by the end of 2008/09. In particular feelings of safety walking alone at night are at their highest for the last four years rising from 55% in 2006/07 to 67% at the end of 2009/10.

Tackle alcohol misuse problems via campaigns linked to underage sales:

- Kent Trading Standards undertake targeted underage sales campaigns using intelligence from the KCC community wardens, local licensing officers and the public aimed at reducing the sale of age-restricted goods
- The Community Safety Training Partnership has delivered police accreditation training on behalf of Kent Police, including the provision of enforcement notice training to trading standards officers to enable them to issue penalty notice disorders
- In January 2008, KCC held an alcohol seminar to discuss ways to tackle alcohol-related problems in towns and city centres and looked at how to improve treatment and support for people with alcohol problems
- In May 2008, the Community Safety Unit worked in partnership with a number of other KCC units to help with Gravesham BC's successful week-long campaign on alcohol. The campaign has since been repeated
- In November 2008, the multi-agency Kent Community Alcohol Partnership (KCAP) which includes Kent Trading Standards and Kent Police was officially launched, aimed at changing the attitudes to drinking among young people and supporting retailers to reduce sales of alcohol to underage drinkers. The evaluation report produced by the University of Canterbury found that the project was well managed and drew together partners into a shared vision. It praised the level of communication between all partners including the retailers and publicans. The Accreditation Scheme for licensed premises was highlighted as a sensible and well-thought out move and was suggested to be of great use in future implementations of KCAP since it provides a set of clear and achievable guidelines for retailers and publicans. Other recommendations were that future projects should draw in partners from Education, Youth Work, Health and also the alcohol industry itself. Clear successes were highlighted as residents in the pilot areas reported they felt safer in the areas where they lived and the proportion who thought a number of anti-social behaviours were a problem in their area had declined. Criminal damage in the pilot areas fell during the pilots by 28% overall which is 6% higher than in the non-pilot areas of Kent. In Edenbridge, criminal damage had fallen by 43%, in Thanet by 36% and in Canterbury by 16%

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- In November 2009 KCAP was extended to include Herne Bay, Whitstable, Cliftonville, Margate, Maidstone and Swanley and results are already being seen as the following quote from a member of the Kenward Trust who is also a member of the KCAP Tactical Group shows: “Before KCAP came into Swanley the young people were very hard to engage with due to the easy accessibility of alcohol. Once KCAP came into the area, it became harder for young people to purchase alcohol. Working in partnership with Kent Trading Standards, Kent Police, Youth & Community, West Kent Extra and Refocus a lot of work is being done with young people because they are engaging more with what is being offered to them. The partnership working within KCAP is the success of some great work. I have seen two areas where there has been large underage drinking and with the support of KCAP I have noticed the difference in how young people are more acceptable to engaging with what we are doing.”
- Over the last few years the targeted underage sales campaigns undertaken by Trading Standards have resulted in a number of prosecutions, penalty notice disorders, licence reviews and cautions in respect of the sale of alcohol to young people under the age of 18 years.

Encourage domestic abuse victims to report incidents to police:

- KCC funds the majority of the Kent & Medway domestic abuse co-ordinator post, who is responsible for ensuring that actions from the ‘Kent and Medway Domestic Violence Strategy Group’ (KMDVSG) are implemented with all partners
- The inter-agency KMDVSG group established a delivery plan for 2007 to 2010 encompassing prevention, early intervention, protection, justice and victim support
- Kent Police figures demonstrate that reported incidents of domestic abuse have been increasing over recent years, which could be due to increased awareness and publicity of services; increased public confidence in reporting incidents of domestic abuse to Kent Police; enhanced training for front line practitioners to enable them to identify and refer victims of domestic abuse to the appropriate services. During 2009/10 the repeat victimisation rate (victims subject to abuse two or more times during a 12-month period) was 23.8%, which is an increase compared to 2008/09
- Multi Agency Risk Assessment Conferences (MARACs) have been running in Kent and Medway since July 2008 and were rolled out across all areas by August 2009. At MARAC, agencies share information and are asked to commit resources to those victims and families assessed at highest risk of future serious abuse/danger
- During an 18 month period, from May 2007, the independent domestic violence adviser (IDVA) at the Specialist Domestic Violence Court (SDVC) in Maidstone, received 233 referrals and supported clients at a total of 89 domestic violence trials resulting in 56 convictions. Feedback from clients has been positive with comments such as “I felt listened to and safe” and “Without the people at court I would not have been able to have gone through with the case”. A new SDVC in Margate is due to go live in July 2010
- The Domestic Violence Executive Group, which is a subgroup of Safer and Stronger Communities Group, has been established with a key priority to achieve more sustainable funding for IDVA posts across the county
- The Community Safety Training Partnership provides Domestic Abuse training for Community Safety Partners across Kent. To date, training has been delivered to all Kent Community Wardens, Primary Health Care Trust Health Visitors and Kent Police Domestic Violence Officers. One of the Community Safety Training Partnership trainers can be commissioned by the Kent and Medway Domestic Violence Co-ordinator to provide ‘train the trainer’ courses to partnership agents and organisations

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- In July 2010 a multi-agency ‘Lean’ event took place to assess whether the processes relating to dealing with domestic abuse are both efficient and effective and to also identify any cost savings and refocusing of resources which could be utilised to deliver full IDVA services across the County. The event was attended by a mixture of practitioners and managers from across a range of organisations that are involved and work with domestic abuse on a daily basis.

What more are we going to do?

- KCC’s Community Safety Unit will continue to link with partners’ ASB initiatives
- KCC will continue to lead with the establishment of an ASB multi-agency forum
- The County Strategy Group, Chief Officer Safer and Stronger Communities Group and the Chief Constable have indicated that systems and training relevant to ASB are a key priority. The Community Safety Training Partnership is therefore in the process of developing products that will positively impact on ASB across Kent. They will also provide support to highlight good practice across the county.
- The Kent and Medway Domestic Violence Strategy Group (KMDVSG) will develop a new domestic abuse strategy and delivery plan for 2010 onwards
- We will work with partners to closely monitor and react to changes due to the current economic climate
- Trading Standards will continue to undertake test purchasing and review of licences
- Following on from a positive evaluation of the KCAP pilot, the Partnership will roll out the initiative to additional areas of Kent and will continue with the accreditation scheme for retailers
- The KCC community wardens will initiate a pilot project in the Canterbury area, subject to funding, to set up a series of workshops aimed at adults to raise awareness about the amount of alcohol in the home and how easily it may be accessed by children
- KMDVSG set up a steering group in August 2009 to develop a Specialist Domestic Violence Court in East Kent, this is due to go live in July 2010 and work is underway to try and establish additional SDVC’s in other areas.

Measurable Indicator (s)	2006/07 Actual	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Actual
Domestic burglary per 1,000 households	10.7	8.5	7.8	Maintain or reduce 2006/07 baseline	7.8
Car crime per 1,000 population	10.3	8.6	7.8	Maintain or reduce 2006/07 baseline	6.2

Monitoring completed by: Stuart Beaumont

Date: 14 July 2010

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Target 60: Support young people to reduce the risk of them offending		
Lead Cabinet Member: Mike Hill	Lead Managing Director: Amanda Honey	Lead Officer: Angela Slaven

Status: Completed

List the partners with whom we are working to deliver this target:

Partners are drawn from a wide range of agencies:

KCC Communities Directorate - the Youth Service, the Kent Drug & Alcohol Action Team (KDAAT) and the Community Safety Unit; Children, Families & Education Directorate - Children's Social Services, Education & Health; Kent Police; Crime & Disorder Reduction Partnerships from each of the Districts; Connexions & the Kent Fire & Rescue Service.

Outcomes delivered:

The Youth Offending Service (YOS) strategy designed to meet the Towards 2010 Target 60 is now an integral element of a wider preventative strategy led by the Children's Trust Board with significant contributions from Kent Police.

In 2006 a limited number of Youth Inclusion Programmes were established across Kent using a ring fenced-prevention grant from the Youth Justice Board. These initiatives were responsible for the assessment and delivery of interventions to children and young people aged 8-17 years who had been identified as being at risk of offending and built on some earlier small scale projects such as 'Power' and 'Action 7'.

Outcomes delivered to date are as follows:

A reduction in the number of children and young people entering the Youth Justice System as can be seen by the PI table:

- Less children and young people have been entering the Youth Justice System since 2006
- Other activity commissioned by YOS or with partners in order to address known risk factors for those young people at risk of entering or already in the system includes:
 - Education, training and employment opportunities, improved through links with the Learning & Skills Council (LSC) and now the Young People's Learning Agency (YPLA), for example, in developing the 'New Skills New Lives' initiative. This aims to improve the employability and employment prospects of post-16 year olds as does the establishing of a "Rapid English" programme which assists young people with their literacy skills
 - Health services, which have increased their investment in YOS both in terms of staff numbers (there are now four mental health practitioner posts, two funded by each of the PCTs) and in mainstreaming the YOS Dual Diagnosis Project across locations in East Kent and an objective for the service to be available countywide
 - Substance Misuse Services – the ongoing partnership between YOS and KCA to provide assessment and where necessary treatment services
 - Accommodation opportunities which it is hoped will increase as a result of joint work with Children's Social Services (the Southwark Judgement, House of Lords, May 2009) and the Local Housing Authorities and via the developing links with Supporting People designed to enable improved access for young people to private sector accommodation and to floating support

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- Resettlement – YOS, using a time limited ringfenced grant provided by the Youth Justice Board, has implemented two Integrated Resettlement Co-ordinator posts who are working with both case managers in YOS and with secure establishments to support the effective preparation of a young person for their return to the community and to contribute to their supervision on release. It is intended that this service will reduce the likelihood of this high risk population re-offending
- Deter Young Offenders – this is a national initiative and involves YOS working in partnership with Kent Police to provide close supervision and surveillance of those amongst the youth offending population, averaging between 50 – 60 young people at any one time, most likely to re-offend. The Police Officers attached to the Service are now focussing their time on these young people and working collaboratively with their colleagues in the Police and Probation led Offender Management Units. The restructuring of YOS led to an alignment between the YOS and the Police areas in order to facilitate this joint working
- Intensive Supervision & Surveillance – this programme which is jointly managed with the Medway Youth Offending Team targets the more prolific and more serious young offenders. It has a strong record for securing compliance to and completion of the requirements.

In 2007 the County Youth Justice Board endorsed a proposal to refocus the prevention activity leading to the development of Youth Inclusion Support Panels in each of the 12 Districts throughout 2008/09.

The Panels are responsible for:

- Receiving referrals from children's services (e.g. schools, single points of access) and community safety (e.g. Anti Social Behaviour teams)
- Undertaking the assessment of all children and young people (aged 8 to 17 years) to identify where and for what reasons those referred are 'at risk' of offending
- Co-ordinating the delivery of services to match to the risks and needs identified during the assessment
- Monitoring the progress of the child/young person during an intervention of between three and six months duration.

YOS has supported a range of related diversionary activities outside the formal youth justice system that have clear links with other targets, for example:

- Delivery of education programmes on drug and alcohol misuse through the Drug Intervention Support Programme (DISP) and the Alcohol Support Programme in support of National Indicator (NI) 115
- Piloting by the Police of Restorative Neighbourhoods with which the YOS victim offender mediation service has become involved in support of target NI 57
- Accessing and developing activities enabled by the Department for Children, Schools and Families (DCSF) funding of Positive Activities for Young People which is administered by the Youth Service in support of NI 110.

Additional activity and service development supported by YOS has included:

- The Challenger Troop offering an Army Cadet type approach to youth activities
- The Phoenix Programme delivered by Kent Fire and Rescue promoting both personal safety and social responsibility

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- A partnership with the English Rugby Football Union, to increase sports participation amongst those most ‘at risk’
- Use of restorative processes in schools to resolve school based incidents without recourse to the Police so avoiding the entry of children and young people into the youth justice system and reducing the need for exclusion, itself a significant risk factor for offending behaviour.
- Our work has provided an important lever to influence public and police perceptions of young people at risk of offending.
- A Youth Justice Board review of the quality of youth justice services delivered in Kent took place in 2010, noting in particular the significant improvement in reducing the number of first time entrants to the youth justice system.
- YOS is ensuring that its strategies align with those of the new Children & Young People’s Plan for 2011-14, ensuring that outcomes are delivered for priority groups.

What more are we going to do?

- All partners will progress this work further, working to maintain and fully integrate the role of the YISPs with developments being led by the Children’s Trust Board, Kent Police and the district CDRPs.
- YISPs will be engaged in a “Think Family” pilot in Thanet, aiming to improve outcomes through effective co-ordination of a range of provision that targets those most in need.
- We will further strengthen the links between KCC CFE and Community directorates on the Prevention Strategy, using monies from the national Youth Justice Board, which is pledged until the end of 2010/11
- YOS will contribute to the planned multi agency initiative, the Margate Task Force, which will operate in two wards in Thanet, Margate Central and Cliftonville West with the objective to increase community cohesion. The learning from the initiative will be applied as appropriate to the preventative strategy in other parts of the county
- YOS will use the learning from a pilot Speech and Language initiative, funded by the Youth Justice Board, with the Communication Trust and will instigate a procedure for identifying the most appropriate learning style for individual young people. These initiatives are designed to increase the effectiveness of the engagement with the individual child / young person and as a result lead to better outcomes
- We will continue the work with Kent Police to further increase the reliability of the monitoring of new entrants to the youth justice system, enabling more detailed information to be shared amongst agencies concerned with both community safety and with the planning, commissioning and delivery of children’s services.

Measurable Indicator (s)	2006/07 Actual	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Actual
Number of new entrants to the youth justice system (per 100,000 10-17 population)	2,040	1,710*	1,620	1,594	1,292**

* Revised actual

** Provisional figure based on local data – previous years figures are nationally published figures. This will be available Nov 2010

Monitoring completed by: Charlie Beaumont

Date: July 2010

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Target 61: Extend our public awareness campaign to alert people to the activities of rogue traders, particularly those involved in door-to-door sales, and increase the number of offenders prosecuted		
Lead Cabinet Member: Mike Hill	Lead Managing Director: Amanda Honey	Lead Officers: Ian Treacher/Sue Edmunds

Status: Completed

List the partners with whom we are working to deliver this target:

Trading Standards Alerts are now sent to an increasing number of organisations, including Age Concern, Neighbourhood Watch, Help the Aged, Citizens' Rights for Older People, Citizens Advice Bureaux, Kent Adult Social Services, Kent Libraries, parish and town councils. Other partners include Kent Police, KCC community wardens.

Outcomes delivered:

Extend alerts to local communities of rogue traders and other threats:

Trading Standards alert messages reaches 290 recipients, reaching thousands of people once cascaded onwards. In 2009/10, there has been a marked increase in the number of community organisations in Kent now receiving alerts about the activities of rogue traders as can be seen in the PI table.

Specific outcomes are as follows:

- There is a recognised link between 'doorsteppers' and distraction burglary with doorstep criminals often targeting the same vulnerable people time after time and so in addition to enforcement action we alert consumers to these criminals to prevent them from being caught out. Over recent years we have been developing and improving ways of working with communities and partners to make them aware of rogue trader activity
- Alert messages are now being used in many local publications, such as parish magazines, public notice boards and local newspapers. This all helps to reinforce the messages we give about doorstep traders and scams. Recently we have started to use alert messages to gather intelligence - an unregistered gas fitter was working in East Kent and as a result of an alert message the story was picked up by local press and generated a number of responses – one from the man himself
- Kent Trading Standards operates an early warning email messaging system which alerts local communities to bogus trading practices. Our partners and message recipients now number over 290, including 161 parish and town councils. The Neighbourhood Watch Network plays an important role in reaching local communities as there are over 13,600 co-ordinators in Kent so potentially we can reach 300,000 people. More than 100 messages are sent each year containing warnings of scams, doorstep criminals, etc. Here is an example of how an alert message stopped a local charity and church being ripped off

A recent message warned of traders claiming to be from Highway Services with an arrangement to paint car park lines for local charities. In one case the charity was told the job would be £40 - £50, then the traders said it would cost £4 per foot, amounting to £1,400. Our Rapid Action Team were called and were at the premises when the traders turned up for their money. Kent Trading Standards Officers intervened successfully and the traders left without getting any money from the charity.

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A similar incident was reported by a local vicar who had agreed to white-lining work in the church car park and had handed over a cheque for £1,300. However, having been given a copy of the TS Alert warning about this scam he was able to cancel the cheque and did not lose any money.

- Kent Police's Community Neighbourhood Watch Liaison Officer was keen to have a link to TS Alert messages on the new website and it can be found under 'Did you know'.
- As a result of a local contact in Sheerness police station we have added 75 new recipients to the TS Alert network and can send alert messages across the Isle of Sheppey to a variety of organisations including religious centres, the organ club, sports clubs, working men's clubs and clubs for older people.

The Rapid Action Team responds to information that doorstep criminals are still on the premises:

- Rogue traders cause detriment and distress to unsuspecting consumers and so significantly disrupting the activity of rogue traders is a core activity for Kent Trading Standards. To do this we use an intelligence-led approach to enforcement and carry out targeted campaigns to identify and deal with rogue traders
- When we receive information about a doorstep criminal who is still on the premises we respond immediately by sending our Rapid Action Team. Here is a recent example :

An elderly couple agreed to have their driveway resurfaced. The cold calling doorstep traders said they worked for KCC and had some tarmac left over and would do the job for £1,500. While the traders were at the house their daughter rang and her father told her he was being pressured into going to the bank with the traders to get £4,000 to pay for the work. The daughter called her local neighbourhood police who immediately contacted Kent Trading Standards Rapid Action Team who advised her to tell her parents to stay indoors and until they and the police arrived. On arrival officers questioned the workers, seized paperwork and ensured all the workmen, equipment and vehicles were removed from the couple's home. The traders were told they would not be paid as they had not complied with all necessary legal requirements. Whilst some officers were dealing with the traders outside, another officer was inside supporting the two elderly victims who were extremely shaken and upset.

The daughter sent Kent Trading Standards a thank you letter:

"Within 20 minutes the police and 3 Trading Standards Officers arrived who took control of the situation immediately creating a calm environment for my extremely anxious mum and dad in the house. One officer sat with my parents for a time in the house and they she was an absolute Godsend. She took away any anxiety they had and assured them the whole time the police and other officers were dealing with the builders. This was an extremely close call, had it not been for the speedy response of your trading standards officers and police, my parents would have a drive incorrectly done and lost £4,000 of their money. I would like to convey our gratitude and deep appreciation on behalf of myself, family and parents to your officers who handled this situation so professionally and sensitively for my parents with a hugely successful outcome. There has also been follow up in building up their confidence and education of hard targeting and they have been given advice for future security in their home for which we are thankful."

- Details about rogue traders and doorstep criminals are provided on a regular basis by the Kent Community Wardens who have also carried out awareness training to over 15,000 people since 2006 about the dangers of bogus callers and 'distraction' burglary.

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- Since 2008 there have been over 90 Rapid Action Team interventions and 320 victims have been supported.
- Proceeds of Crime: A Medway man has been ordered to pay back over £3.2 million from his life of crime in a case brought under the Proceeds of Crime Act by Kent Trading Standards and Kent Police. This is believed to be the largest amount ever laid down in a Trading Standards case in the country. The man received a two-year suspended sentence for selling and being in possession of £76,000 worth of counterfeit goods.

Disrupt activities of doorstep criminals with schemes such as 'Cold Calling Control Zones':

- The first No Cold Calling Control Zone was set up in Cranbrook. Since then they have been modified to Cold Calling Control Zones and now there are 18 in Kent with proposals for a further 8. Where intelligence has shown there has been a problem with doorstep callers Trading Standards Officers have worked with local councils and Community Safety Partnerships providing advice to establish local Cold Calling Control Zones. The scheme is proving to be popular at a local level and once a zone has been set up the neighbouring community often wants one as well.

Help to protect vulnerable people, for example the Kent Community Wardens have provided 'Bogus Caller' awareness training to over 15,000 people since 2006, while a high profile 'Loan Sharks' warning campaign was launched in March 2009:

- We have strengthened our relationship with Kent Adult Social Services and the manager of the County Duty Team has attended briefings to understand how to get vulnerable people into the system. All our officers have been trained on how to deal with vulnerable adults
- We have looked at new and innovative ways of getting the message about doorstep criminals across to vulnerable people, especially the elderly. Children are a good way of communicating the dangers of rogue traders and doorstep criminals to their families and in 2010/11 we received 320 competition entries from young people in 16 schools including 2 special schools.
- The Office of Fair Trading estimates that scams cost consumers in the UK an estimated £3.5 billion per annum which would very roughly equate to £80m in Kent so this continues to be an important part of our work. We launched a new booklet 'Smart Guide to Scams' which is aimed at alerting people to rogue trader activity and includes details of how to deal with them and useful contacts. Working with Kent Adult Social Services we have developed more links for people to receive alert messages and have used them a number of times particularly when trying to deal with victims of mass mailing scams
- In 2009/10 we initiated a campaign to look at how we could reduce the number of people responding to scams. So far we have contacted over 90 victims and one success involved a family where the father had mental health issues and although the mother had done her best to stop him repeatedly sending money to scammers it was not until we stepped in and supported them that the mother and daughter were finally able to stop him. We helped them contact the bank to stop any cheques and today they have moved house (so the scammers no longer have his address) and taken the cheque book away.

Support legitimate Kent businesses with initiatives such as the 'Buy with Confidence' fair trader scheme:

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- Our good trader scheme is becoming more recognised as a result of an awareness campaign which has included attendance at the County Show, 2020 Vision and Builder's Day at Folkestone Race Course. In addition, regular features in and on local media and a dedicated website provide consumers and traders with information about the scheme. We have 175 approved traders and the most popular hits on the website are for landscape and garden services, plumbing and heating, building maintenance, replacement windows and mobility equipment suppliers
- Help the Aged contacted us to find a suitable company to carry out work outside the remit of the HandyVan service. They were so pleased with the work they wrote to thank us and said the electrical contractor had carried out the work well and it was greatly appreciated. The additional security systems had made a great deal of difference and given peace of mind to the older people.

What more are we going to do?

- We will continue to develop ways of increasing public awareness to the dangers of rogue traders and doorstep criminals building on Trading Standards Alerts, education initiatives and working with partners
- In 2010/11 we will be looking at how we can use social networking sites, such as 'twitter' to extend the reach of Trading Standards Alerts. We are also exploring how we can use 'yammer' to get messages distributed more widely within KCC.
- In the next twelve months we will pay particular attention to loan sharks who not only take advantage of vulnerable borrowers, but also bring disrepute to legitimate lenders. We will be working with colleagues from the Birmingham-based team using their experience and expertise to identify and disrupt the activity of loan sharks operating in Kent. Trading Standards Officers will work in partnership with Kent Police. An initial media campaign has already started using Heart Radio and adverts on the back of buses
- We will support the work of Kent Savers to provide consumers with reliable credit and financial advice ensuring this key service is operated within the controls of the Financial Services Authority
- This work will dovetail with the proposal for a Kent Credit Union and KCC's policy on financial inclusion (see also Towards 2010 targets 1, 2, and 9)
- Your safety, your health, your choice is a new quiz which covers scams, doorstep crime, illegal money lending, healthy choices and much more. Again, it is aimed at vulnerable groups of people and MCAS has already said they see it as a vital piece of work and will be using it with unaccompanied asylum seekers, traveller families and Nepalese families.
- When officers have given talks to the elderly they have found this audience enjoys an interactive quiz and so the quizzes ('your safety, your health, your choice' and 'your life, your rights, your quiz') are being adapted into a game of bingo which covers scams and doorstep crime awareness. This has already been used at CARM and the audience willingly participated, enjoying the fun of both a talk and a bingo game and the feedback has been very positive.
- Following a successful trial by West Lothian Trading Standards, we are looking at providing red cards for consumers to give to 'doorsteppers' explaining that they are in a cold calling control zone and that they were not interested in purchasing anything. On the front of the card there would be a phrase drawing the 'doorstepper's' attention to a sign in the window as well as having a reduced version of what they are not allowed to do under Consumer Protections Regulations banned practice 25 on the reverse.

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Measurable Indicator (s)	2006/07 Actual	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Actual
Percentage increase in number of community organisations in Kent receiving alerts about the activities of rogue traders*	New indicator	18%	23%	25%	45%

* Base number of organisations as at 2006/07 was 200. This has increased to 290 as at 2009/10

Monitoring completed by: Ian Treacher/Sue Edmunds

Date: 12 July 2010

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Target 62: Expand the Kent 'HandyVan' scheme, making the homes of older and vulnerable people more secure.		
Lead Cabinet Member: Mike Hill	Lead Director: Amanda Honey	Lead Officer: Stuart Beaumont

Status: Completed

List the partners with whom we are working to deliver this target:

KCC Community Safety, Kent Adult Social Services, Help the Aged (now known as Age UK), Kent Fire & Rescue Service, Kent Police, Community Safety Partnerships (CSPs) (formerly know as CDRPs), district councils, Primary Care Trusts (PCTs)

Outcomes delivered:

Expand the HandyVan's range of services to include additional safety items such as hand rails and minor adaptations:

- The HandyVan scheme provides improved home security to better protect against burglary and reduce the fear of crime for vulnerable people. The scheme began in November 2001 with four fitters and vans covering the whole of Kent and was funded by the Community Safety Unit in partnership with Help the Aged (now known as Age UK)
- In August 2007 an additional HandyVan vehicle and fitter was introduced to focus in areas of high burglary and/or fear of crime
- The remit of the service has expanded with a wider range of services offered to make homes more secure, including the installation of hand rails and minor adaptations
- The HandyVan fitters not only install safety and security products but are also involved in a variety of partnership events and campaigns across the county to provide information to the public, raise awareness of the service, as well as promoting good citizen focus and reducing crime and the fear of crime. Events include the 'Safer Autumn' campaign run by Kent Police which included a week long campaign in an area of Ashford. During the campaign the HandyVan worked alongside the Police to focus on burglary reduction
- Kent Community Wardens Service (see Towards 2010 target 57) play an integral role in the HandyVan scheme by raising awareness in their communities and referring the names and addresses of people in need of the service.

Help older people feel safer in their homes:

- This has been a tremendous success with 89% of clients feeling very safe after receiving the HandyVan service compared to just 11% beforehand (based on a sample size of 1,252 clients between April 2006 and June 2009)
- In excess of 26,000 security or safety products have been installed helping to reduce the fear of crime, the risk of being a victim and improving the general safety of the homes of vulnerable people
- The HandyVan service can improve people's quality of life including one client who wrote to thank the HandyVan fitter for the inspection and installation of safety and

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security products and “for making such a difference to my peace of mind and well-being”

- The fifth HandyVan has been targeted in the north Kent area since August 2007 and following a number of initiatives and a partnership focused approach domestic burglary in Gravesham reduced by 53.8% between 2006/07 and 2009/10.
- In addition, there has been a huge perceptual change in the percentage of residents who are worried about being burgled in Gravesham which has decreased from 70% at the end of 2006/07 to 45% at the end of 2008/09.

Work more closely with other agencies and partners such as Kent Fire & Rescue (KFRS), Primary Care Trusts and Kent Adult Social Services to extend the reach of the service:

- A steering group was established, consisting of key partners from KCC, Help the Aged (now known as Age UK), Kent Police, Kent Fire & Rescue, district councils and other partners with the aim of ensuring maximum use/efficiency of the whole service
- The HandyVan service works closely with the borough councils in north Kent providing awareness training to council staff about the service as well as working in partnership to focus their efforts in the areas of greatest need
- Discussions with the PCT and Kent Adult Social Services have identified opportunities to link HandyVan with hospital discharges, occupational therapy and social service referrals. These links are provided in a number of ways including leaflet/poster campaign, warden and other KCC/PCT officer home visits and advertisements in relevant publications
- Help the Aged has explored with the Kent and Medway domestic violence co-ordinator how the service could engage with domestic abuse sanctuary schemes and discussions have taken place with local authorities. Most districts have referral mechanisms run by the local housing departments and local domestic abuse police officers (see also Towards 2010 target 58)
- Between 2006/07 and 2008/09, the number of self-referrals to the HandyVan service accounted for 31% of all referrals and the Kent Community Wardens for 15% with the remainder coming from a wide range partners. The community wardens consistently support this service and by working in partnership with Help the Aged have helped the elderly and vulnerable within their communities to remain safe and secure
- A countywide advertising campaign has appeared in various publications both internally within KCC and externally, including ‘Around Kent’ (autumn/winter 2009), ‘Gadfly’ (winter 2009), West Kent Neighbourhood Watch website and various parish newsletters
- We have published promotional material including pop-up banners which have been circulated around KCC premises during the year, as well as being displayed at the Kent County Show
- We have helped deliver ‘Operation Castle’ in autumn 2009, which focused on providing fire safety checks to vulnerable individuals. The Community Safety Unit co-ordinated an exchange of information from Kent Adult Social Services (KASS) to Kent Fire and Rescue Services (KFRS) enabling them to focus their campaign, which also included HandyVan.

As can be seen from the PI table over 10,800 safety checks have been undertaken. Due to the countywide advertising campaign, by the Community Safety Unit, as well as increased referrals from Kent Police and the Community Wardens there has been a higher demand for services. Although increased demand has led to a longer delay in providing the HandyVan

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service priority is still given to clients who have been the victim of crime or those who are more vulnerable. In addition, Help the Aged drafted in vans from other parts of the country, at their expense, to help deal with the demand.

What more are we going to do?

- The Community Safety Unit is considering producing a simple leaflet on behalf of the Kent Safeguarding Vulnerable Adults Board, aimed at vulnerable individuals; containing useful contact details of a variety of organisations that will be able to provide help and advice on a wide range of issues as well as details about the HandyVan service.
- In conjunction with the Supporting People Programme proposals were considered for 2010/11 to enable the transfer of management responsibility and financial support for the HandyVan service to the Supporting People programme. This is now in effect.
- The HandyVan service will continue to be delivered to the people of Kent beyond the end of Towards 2010 and the original contract period, enabling older people to carry on accessing this invaluable service and helping them to feel safer in their own homes.

Measurable Indicator (s)	2006/07 Actual	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Actual
Number of safety checks completed by the HandyVan service (cumulative since 2006/07)	2,401	4,769	7,765	10,801	10,820

Monitoring completed by: Stuart Beaumont

Date: 14 July 2010

...end