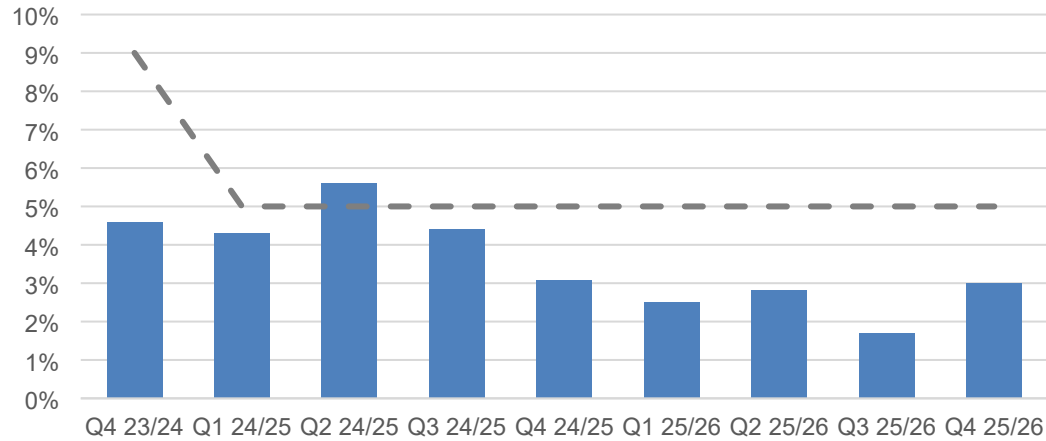


Appendix 1: Adult Social Care and Health Key Performance Indicators and Activity Performance 2025/2026

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

GREEN ↓



The proportion of people who have their contact resolved within three months has risen to 3% but is still below the 5% target.

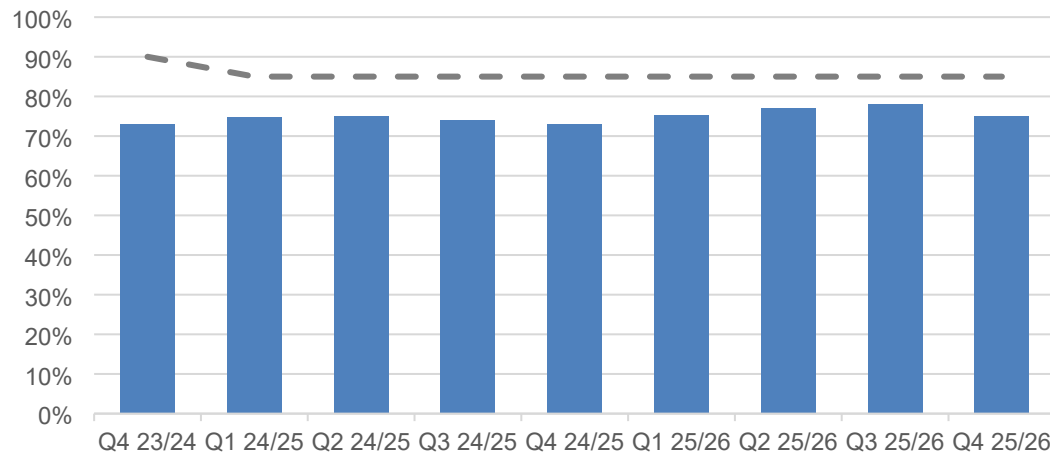
Adult Social Care Connect aim to signpost those who make contact with adult social care to useful resources in the community when appropriate.

By successfully informing people of where they can seek further assistance, the likelihood of them making a 'repeat' contact is reduced.

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

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

AMBER ↓



The proportion of Care Needs Assessments delivered within 28 days has fallen for the first time since Q4 24/25.

This is largely due to January, where the percentage completed within 28 days for that month was 72%. However the following months improved to 78% in March which was the best performing month of the financial year.

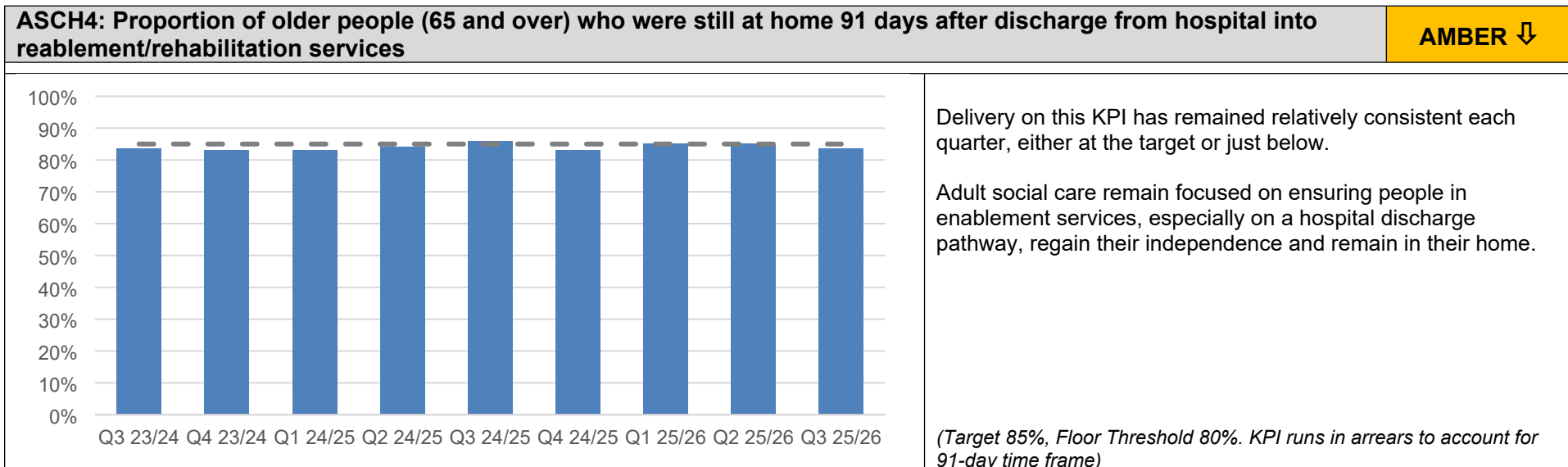
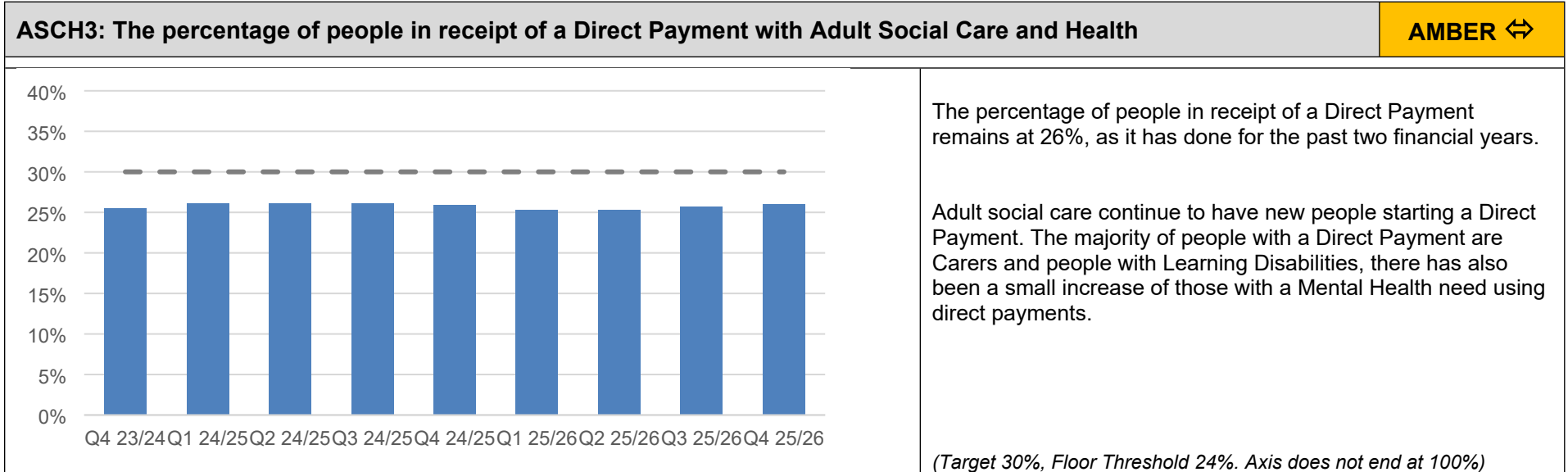
Over 3,900 Care Needs Assessments were completed in Quarter 4, similar to Quarter 3.

The median wait time in days increased to 27 this quarter as Care Needs Assessments that have been open for longer are completed.

(Target 80%, Floor Threshold 75%)

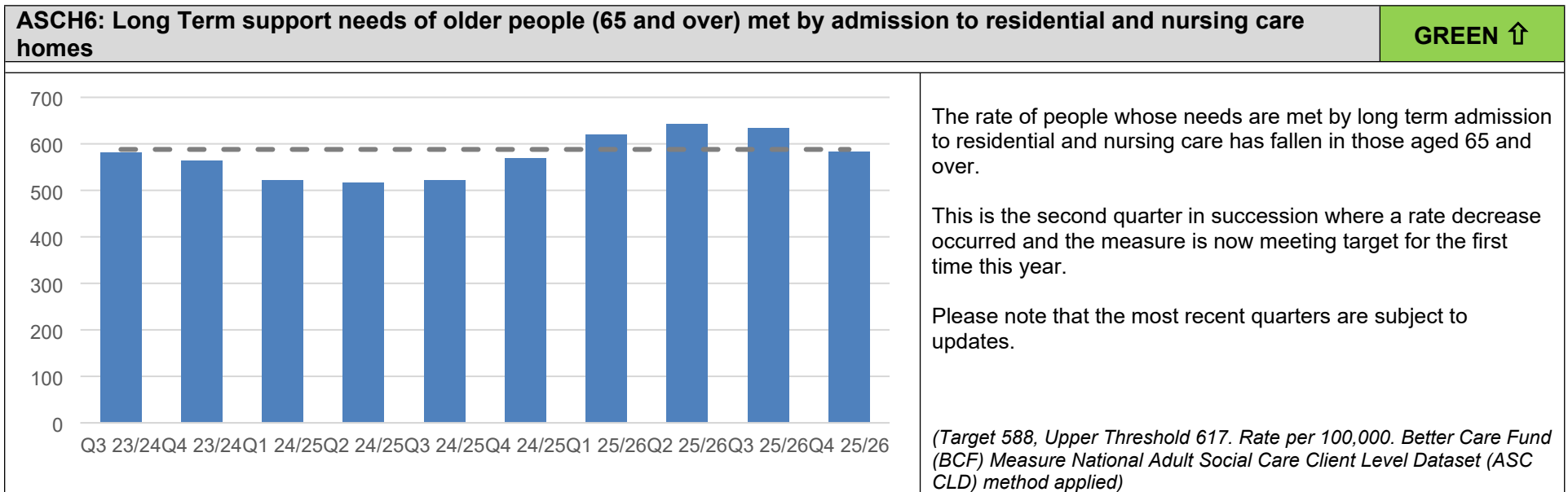
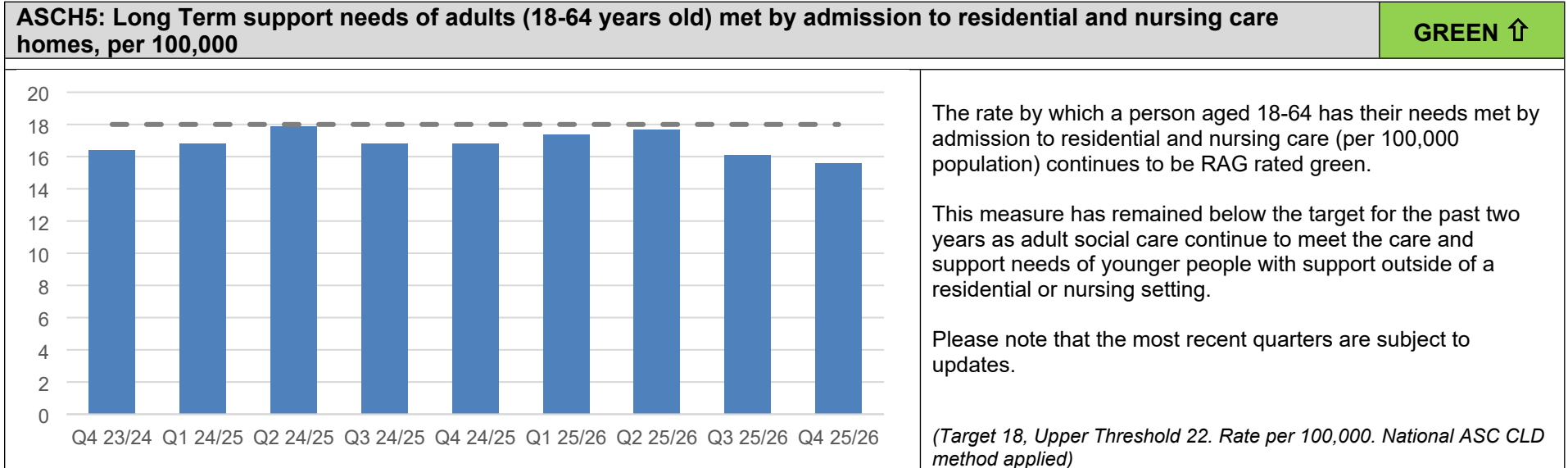
For measures that include the provision of a service or service activity over time, the values for last four quarters have been updated with backdated information
An appendix of technical notes for each of the measures is provided at the end of the report

Appendix 1: Adult Social Care and Health Key Performance Indicators and Activity Performance 2025/2026



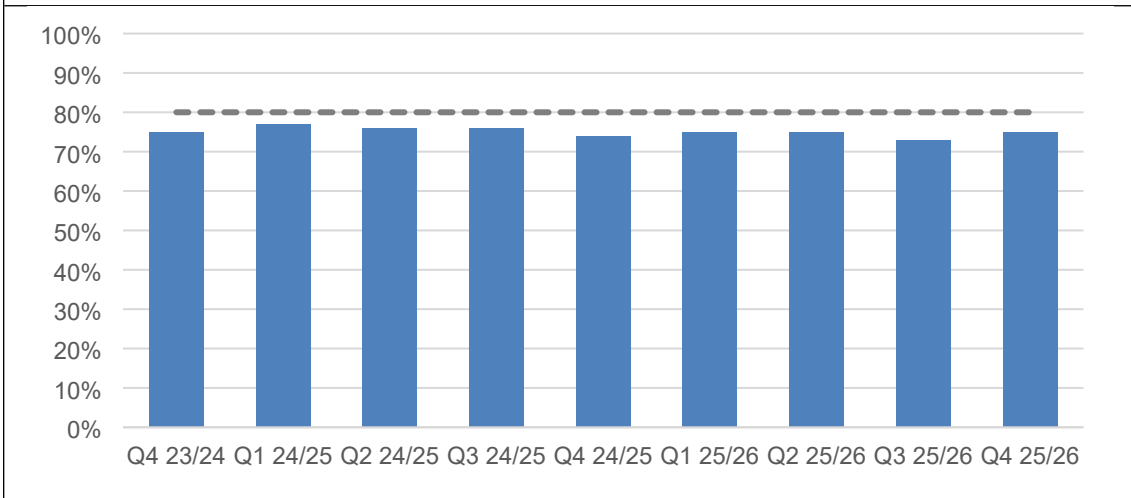
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Appendix 1: Adult Social Care and Health Key Performance Indicators and Activity Performance 2025/2026



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

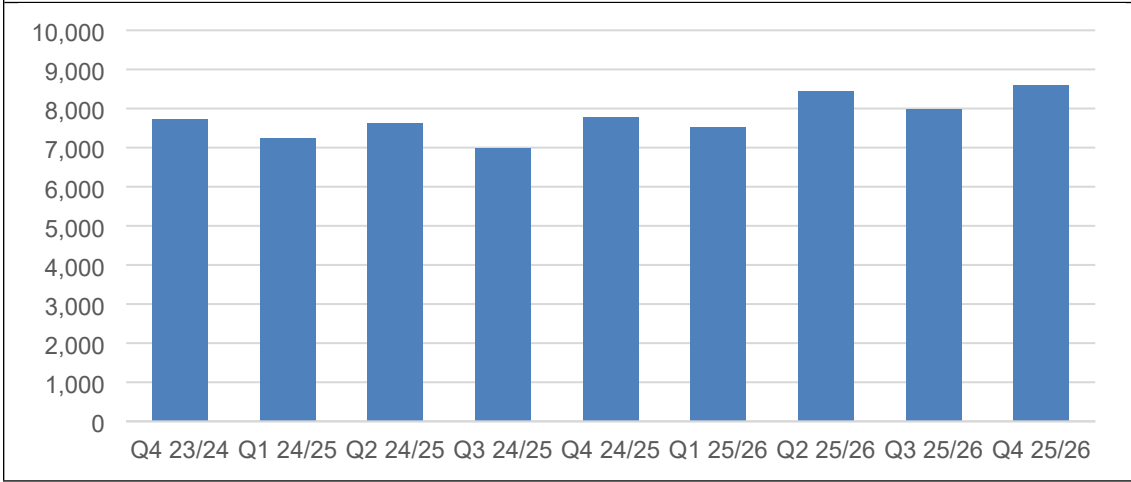


The proportion of KCC people supported in residential or nursing care, where the Care Quality Commission rating is Good or Outstanding, has improved and is now at the 75% which moves them to RAG rated Amber at the floor threshold.

There was a 1% decrease of those in a home rated Inadequate.

(Target 80%, Floor Threshold 75%. Corporate Risk Register CRR0015)

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



The most recent quarter saw the highest number of contacts received by Adult Social Care Connect for the past two years.

The most common source of referrals in Quarter 4 were family members (22%), followed by self-referrals (17%).

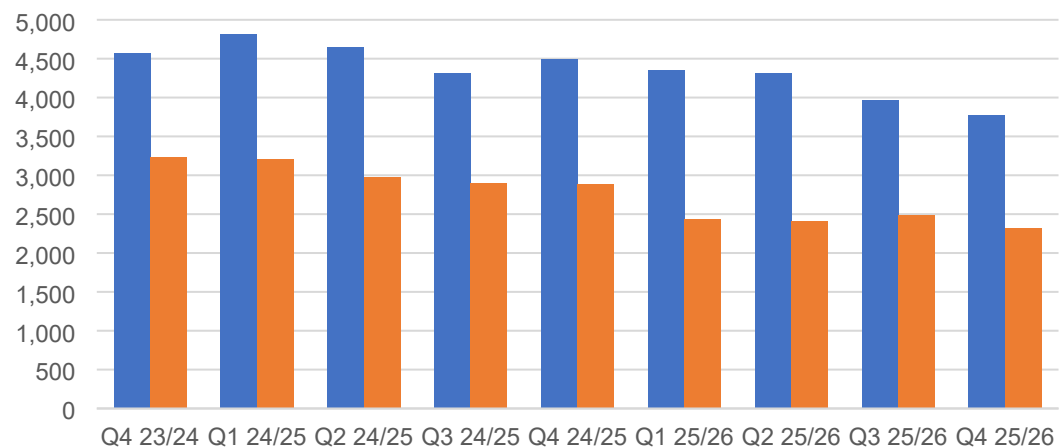
The majority of contacts made were done so using the online web contact form (37%), then a telephone call (25%)

(New measure for 2025/2026 concentrating solely on the work of the Adult Social Care Connect Teams)

*For measures that include the provision of a service or service activity over time, the values for last four quarters have been updated with backdated information
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Appendix 1: Adult Social Care and Health Key Performance Indicators and Activity Performance 2025/2026

ASCH9: Care Needs Assessments

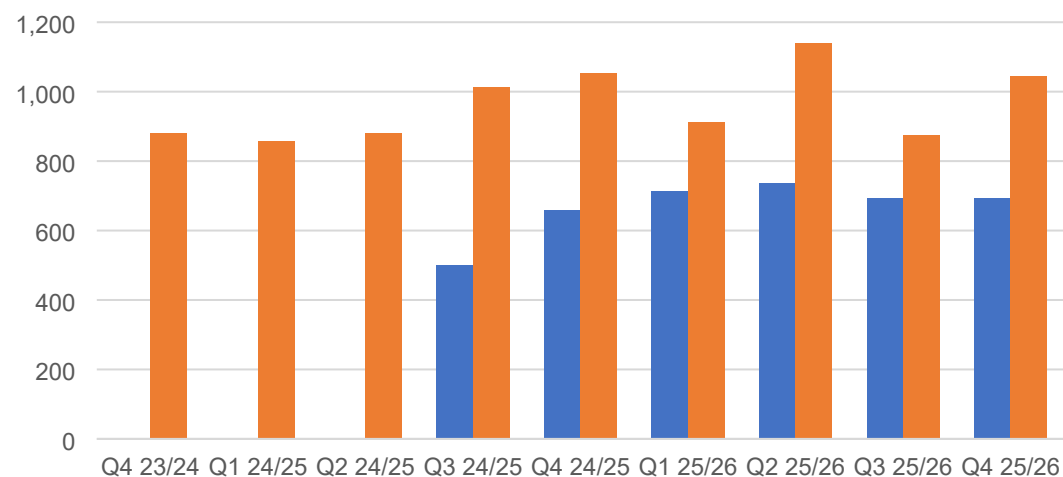


The number of new assessments to be undertaken has fallen quarter on quarter since the start of the financial year.

The number of assessments needing to be completed is now at its lowest level in the past two years.

(Blue – New assessments to be undertaken. Orange – Assessments needing to be completed)

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



Despite a slight decrease from Quarter 3, the number of carer referrals has remained stable at around 700 per quarter throughout this financial year. In Quarter 4, a total of 743 referrals have been completed; this is the highest level since Quarter 3 of 2024/2025, when this form of reporting started.

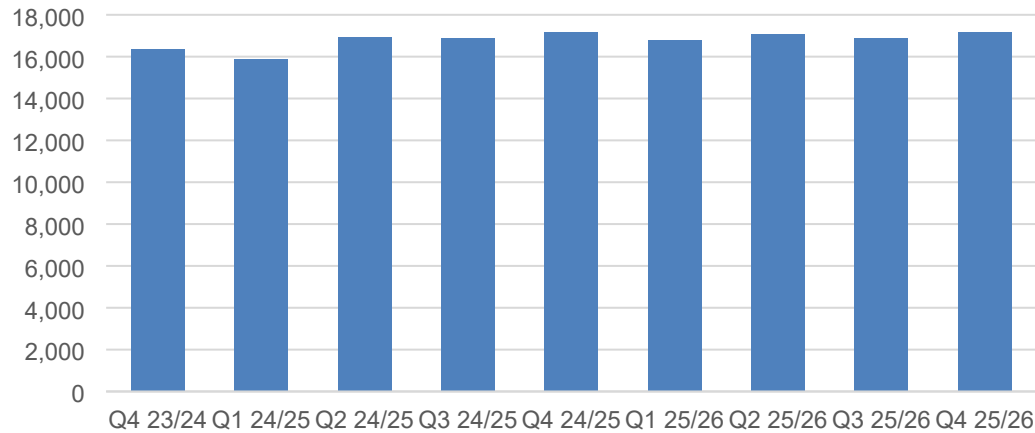
Quarter 4 also saw a 20% increase in the number of care assessments or Information and Advice (IAG) provided to carers compared with the previous quarter. Of all carers supported in Quarter 4, 56% received information and advice, while 44% had a full carer's assessment completed.

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

For measures that include the provision of a service or service activity over time, the values for last four quarters have been updated with backdated information
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Appendix 1: Adult Social Care and Health Key Performance Indicators and Activity Performance 2025/2026

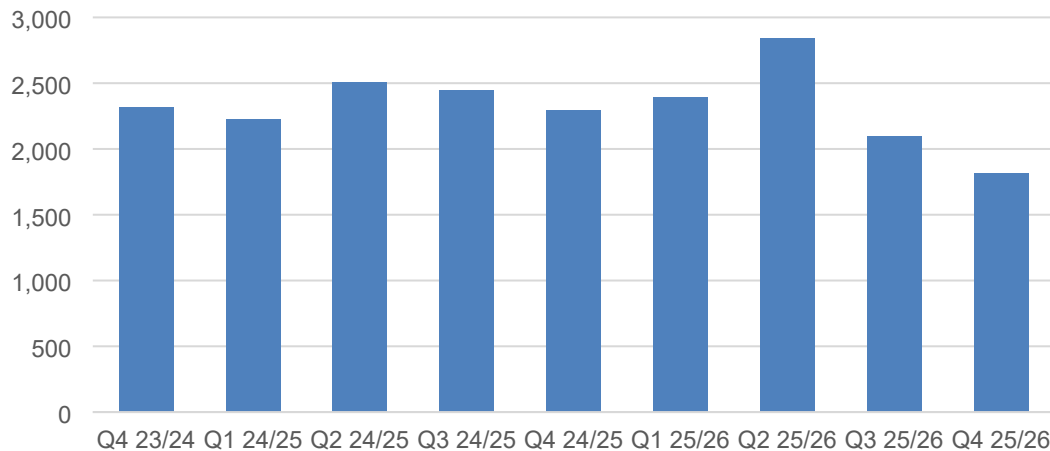
ASCH11: The number of people with an active Care and Support Plan at the end of the Quarter



In 2025/2026, the number of people with an active care and support plan at the end of the quarter rose to 17,177, a 2% increase from Quarter 1 to Quarter 4.

It should be noted that a number of people will have ended throughout the year with new people being supported; so the total number of people supported is a higher figure.

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



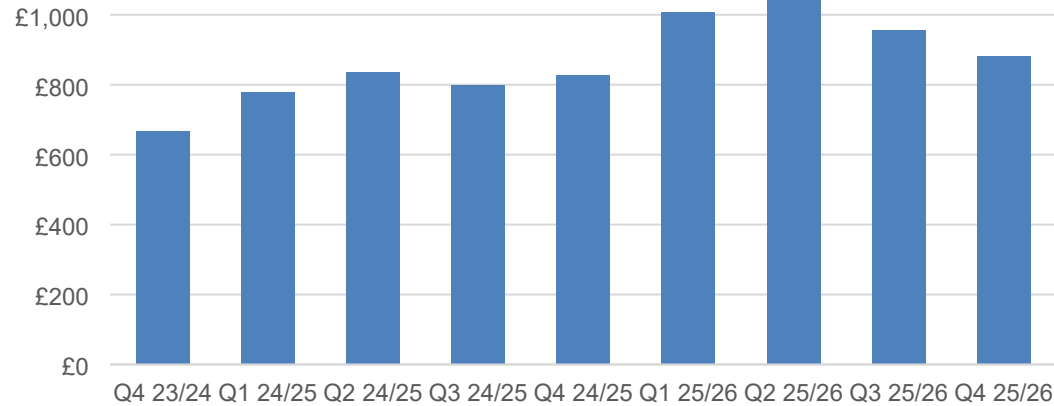
A further reduction was seen in Quarter 4 in the number of new support packages being arranged.

In Quarter 4, the most common type of support package arranged was Short Term Beds (42%), followed by Homecare (29%) and Long Term Residential (11%).

Please note that the most recent quarters are subject to updates.

(Corporate Risk Register CRR0015)

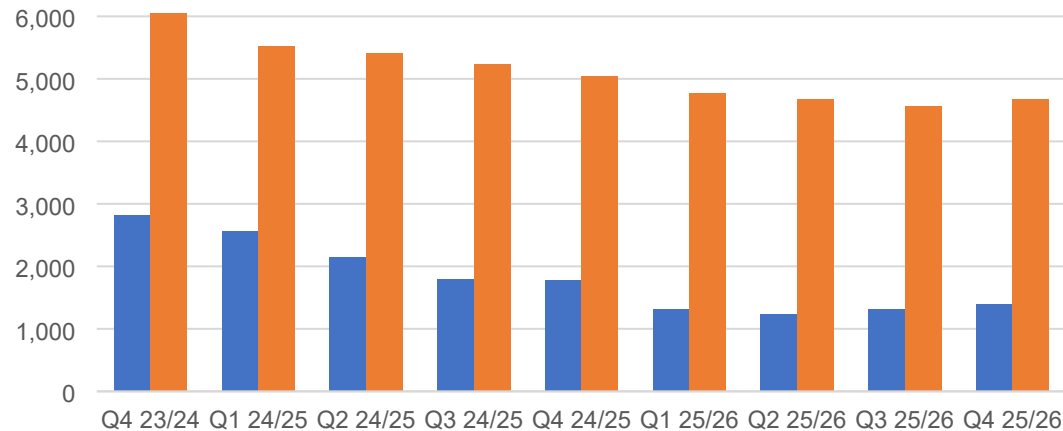
ASCH13: The average cost of new support packages arranged for people in the quarter



The average weekly cost of all new support packages continued to fall in Quarter 4. The average weekly cost now sits at its lowest point this financial year.

Please note that the most recent quarters are subject to updates.

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



The number of people requiring an annual review to be completed has risen slightly for the first time in two years, along with the number of first reviews to be completed increasing for the third consecutive quarter.

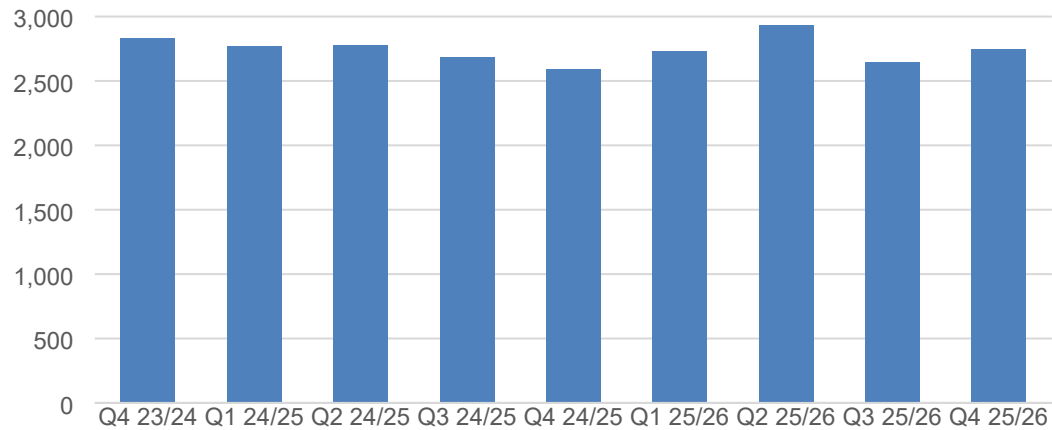
However both sets of figures are much lower than the same time period in 2024/2025.

Quarter 4 saw the fewest number of care and support plans completed (5,146) but this figure is still 13% higher than the same quarter last year.

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

Appendix 1: Adult Social Care and Health Key Performance Indicators and Activity Performance 2025/2026

ASCH15: The number of Occupational Therapy assessments completed

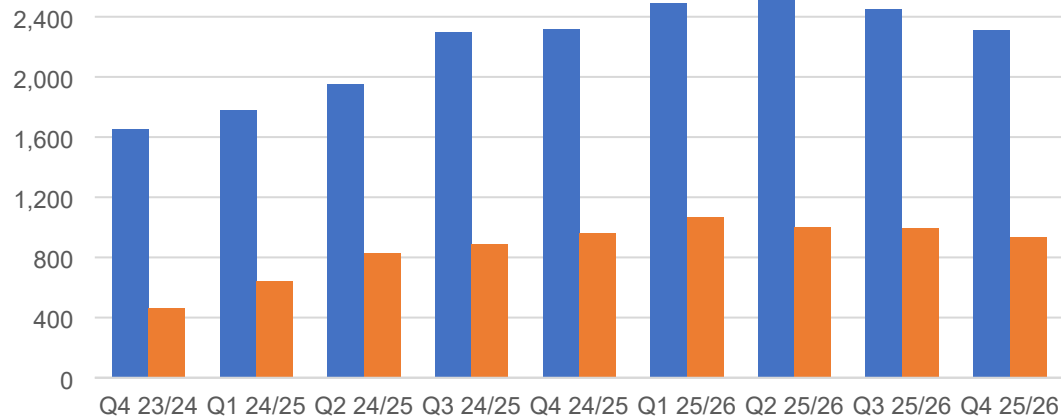


Occupational Therapy Teams continued their high level of activity in Quarter 4, completing the second highest number of assessments in the past year.

The number of Occupational Therapy assessments awaiting completion also fell and ends the financial year 29% lower than at the start.

(New 2025/26 measure)

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

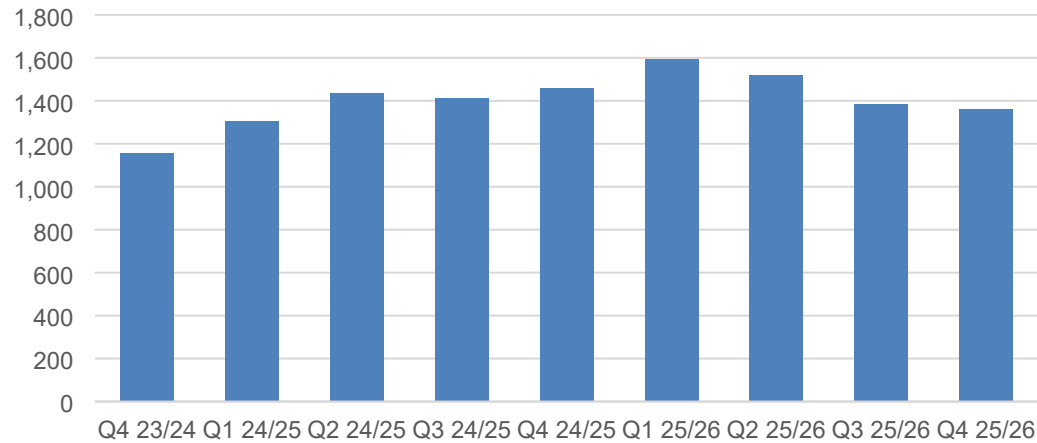


The number of people supported in the community by either Kent Enablement at Home (KEaH) or Kent Enablement Service (KES) has remained at similar levels across the financial year, albeit both have seen reducing numbers, both have delivered to more people this year when compared to previous years.

KEaH received 2,476 referrals in Quarter 4, their highest total of 2025/2026.

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

ASCH17: The number of people in Short Term Beds

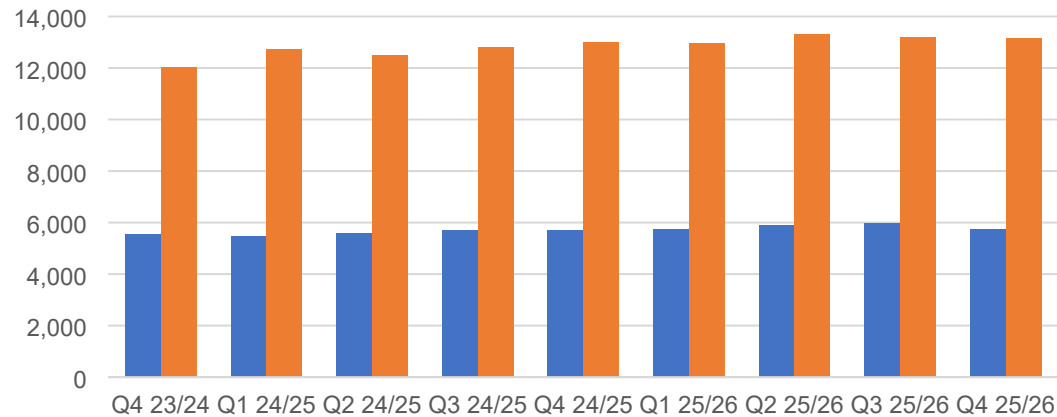


The number of people in Short Term Beds continued to fall in Quarter 4.

Adult social care continue to focus on ensuring people only go into a Short Term Bed if they need to, and helping them to not stay longer in that service than is necessary.

Please note that the most recent quarters are subject to updates

ASCH18: The numbers of people in Long Term Services

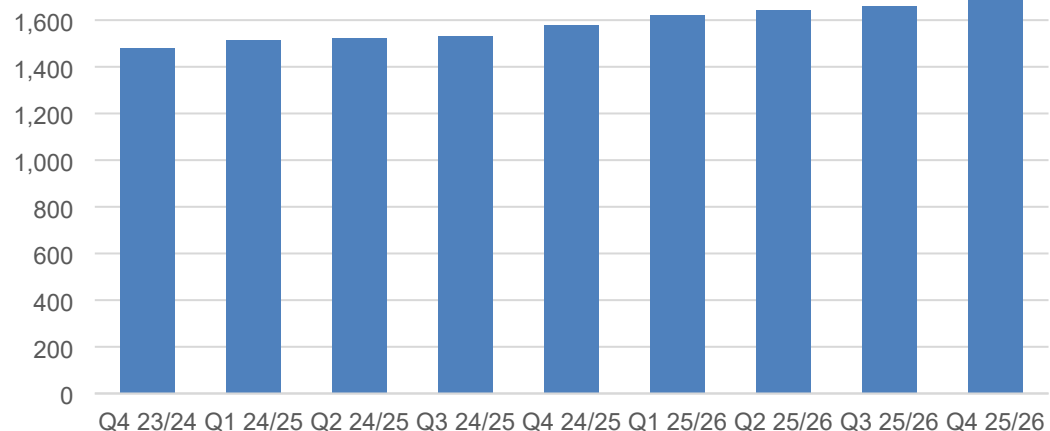


Little change has been seen in the overall number of people in Long Term Services in the previous three quarters.

The number of people in a long term Residential or Nursing has fallen compared to the beginning of the financial year.

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

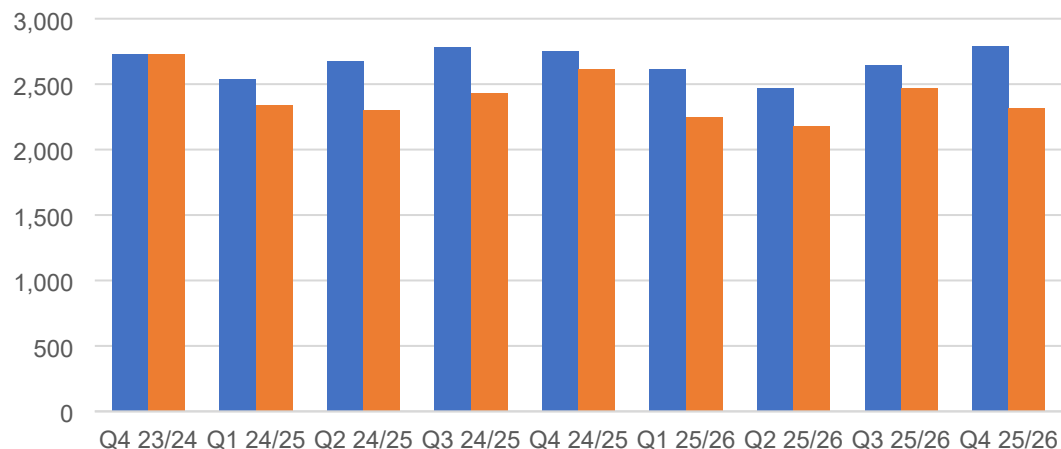
ASCH19: The number of people accessing Adult Social Care and Health Services who have a mental health need



Quarter 4 saw no change in the upward trajectory in the number of people accessing Adult social care services who have a mental health need, however no accelerated increase was seen.

The volume of people with a mental health need who are receiving a service has risen by 5% through 2025/2026.

ASCH20: Number of Deprivation of Liberty Safeguards (DoLS) applications received and completed



Quarter 4 saw the highest number of DoLS applications received in the last two years, increasing by 5% when compared to the previous quarter.

Application completions decreased by 6% in the same period.

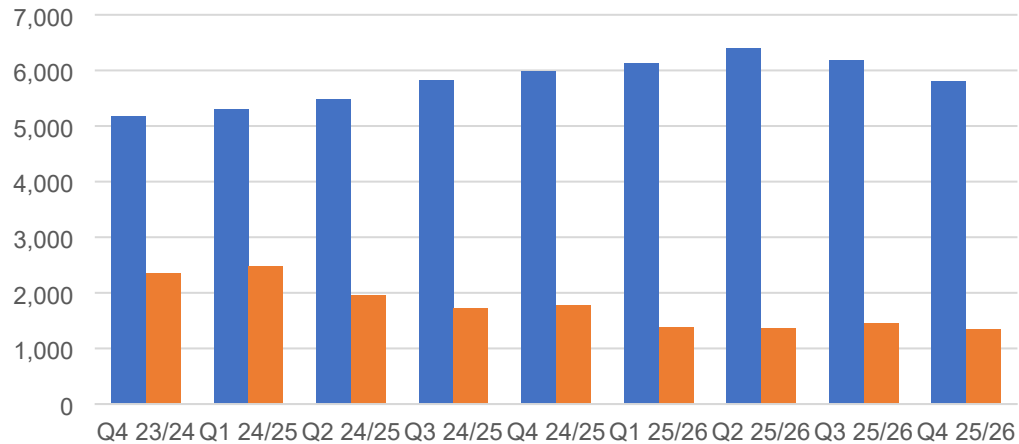
Demand outstrips capacity, therefore the Kent DoLS Service triage and prioritise applications daily to ensure the most high-risk people are seen first and as a priority.

The service works closely with Health Partners and there is a specific pathway for all Hospital applications to ensure resources are used correctly. This is reviewed and monitored daily, with weekly reports to Safeguarding leads in Health.

(Blue – applications received, Orange – applications completed)

Appendix 1: Adult Social Care and Health Key Performance Indicators and Activity Performance 2025/2026

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



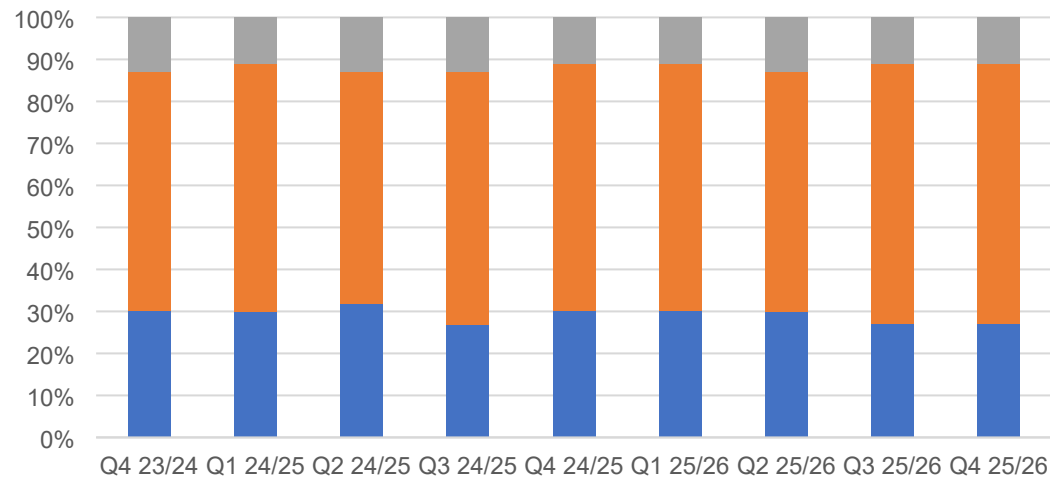
The number of safeguarding concerns received decreased for the second quarter in the row, indicating the start of a trend of a reduction of incoming safeguarding activity for adult social care.

24% of concerns received in the quarter progressed to a safeguarding enquiry, the lowest proportion for any quarter this financial year.

The number of safeguarding enquires, open on the last day of the financial year, was 44 lower than the start despite the year having 9% more concerns received than previously.

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

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



Adult social care continue to address risk when safeguarding adults in Kent. Quarter 4 had identical 'risk outcomes' for people who had been safeguarded when compared to the previous quarter - equalling the lowest proportion of enquiries where; risk remained'.

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