

Appendix 2: 2026/2027 Suite of KPIs and Activity Measures

Measure and Reference:	Targets:	Notes:
<p>ASC1: The percentage of people who have their contact resolved by adult social care but then made contact again within three months</p>	<p>Target: 5% Upper Threshold: 9%</p> <p><i>The lower the better</i></p>	<p>No change</p>
<p>ASC2: The median wait time for Care Needs Assessments</p>	<p>Target: 25 days Upper Threshold: 30 days</p> <p><i>The lower the better</i></p>	<p>Measure changes from reporting percentage completed within a set time frame to median wait time, reflecting both the direction of 'Reforming Kent' on productivity and the Care Quality Commission (CQC) reporting requirements</p>
<p>ASC3: The percentage of people in receipt of direct payments with adult social care</p>	<p>Target: 30% Floor Threshold: 24%</p> <p><i>The higher the better</i></p>	<p>No change</p>
<p>ASC4: Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services</p>	<p>Target: 85% Floor Threshold: 80%</p> <p><i>The higher the better</i></p>	<p>No change</p>
<p>ASC5: Long term support needs of adults (18-64 years old) met by admission to residential and nursing care, per 100,000</p>	<p>Target: 18 per 100,000 Upper Threshold: 22 per 100,000</p> <p><i>The lower the better</i></p>	<p>No change</p>
<p>ASC6: Long term support needs of older people (65 and over) met by admission to residential and nursing care, per 100,000</p>	<p>Target: 515 Upper Threshold: 560</p> <p><i>The lower the better</i></p>	<p>New lower target and threshold based on previous performance (target) and the South East Association of Director's of Adult Social Services (ADASS) regional delivery (upper threshold)</p>

Measure and Reference:	Targets:	Notes:
ASC7: The percentage of Kent County Council supported people in residential or nursing where the Care Quality Commission rate is Good or Outstanding.	Target: 80% Floor Threshold: 75% <i>The higher the better</i>	No change
ASC8: The number of contacts received by adult social care connect about people that might need our support	Activity measure only	Measure title changed for clarity.
ASC9: The number of Care Needs Assessments to be undertaken, and the number completed	Activity measure only	Measure changed to show what we needed to do and what we did. Reflects better the direction of 'Reforming Kent' on productivity
ASC10: The number of carers supported with information, advice or guidance, or an assessment	Activity measure only	Measure title changed for clarity.
ASC11: The number of new support packages being arranged for people in the quarter	Activity measure only	No change
ASC12: The number of people requiring a first reviews (6-8 weeks) or an annual reviews completed in the quarter.	Activity measure only	Measure changed to show the delivery of reviews, reflecting better the direction of 'Reforming Kent' on productivity
ASC13: The number of Occupational Therapy Assessment referrals received and the number completed.	Activity measure only	Measure changed to show what we needed to do and what we did. Reflects better the direction of 'Reforming Kent' on productivity
ASC14: The number of people receiving Kent Enablement at Home, and the average percentage decrease in need.	Activity measure only	Expanded measure splitting the enablement services to show outcomes. This allows for impact of the services to be shown and reflects 'Reforming Kent' for value for money and outcomes, not processes.
ASC15: The number of people receiving Kent Enablement Service, and the average percentage decrease in need.	Activity measure only	Expanded measure splitting the enablement services to show outcomes. This allows for impact of the services to be shown and

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		reflects 'Reforming Kent' for value for money and outcomes, not processes.
ASC16: The number of people in Short Term Beds	Activity measure only	No change
ASC17: The number of people on Long Term services	Activity measure only	No change
ASC18: The number of Deprivation of Liberty Safeguards applications received and completed	Activity measure only	No change
ASC19: The number of safeguarding concerns received and total safeguarding work open on the last day of the quarter.	Activity measure only	Measure amended to now show open safeguarding work as a whole, replacing open enquiries only. This moves the measure to better alignment with the Department of Health and Social Care (DHSC) and CQC reporting.
ASC20: Making Safeguarding Personal: Expressed desired outcomes that were fully or partially achieved.	Activity measure only	Measure changed to be more reflective of people's experiences. Reflects the direction of 'Reforming Kent' on outcomes not processes, and dignity. This can also be related to the DHSC and CQC "I" statements.