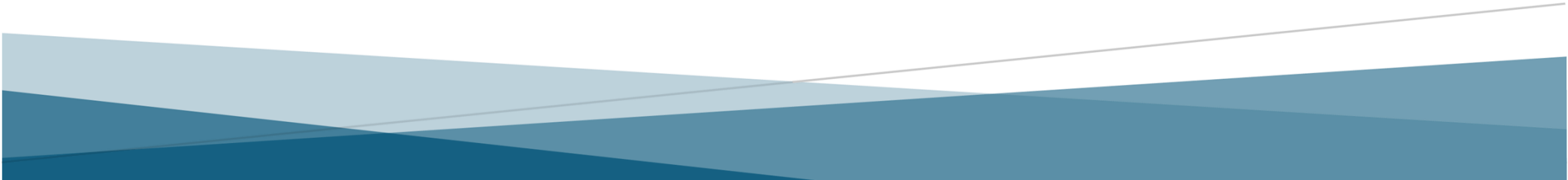




APPENDIX 1

Adult Social Care Key Performance Indicators and Activity Performance 2026/27

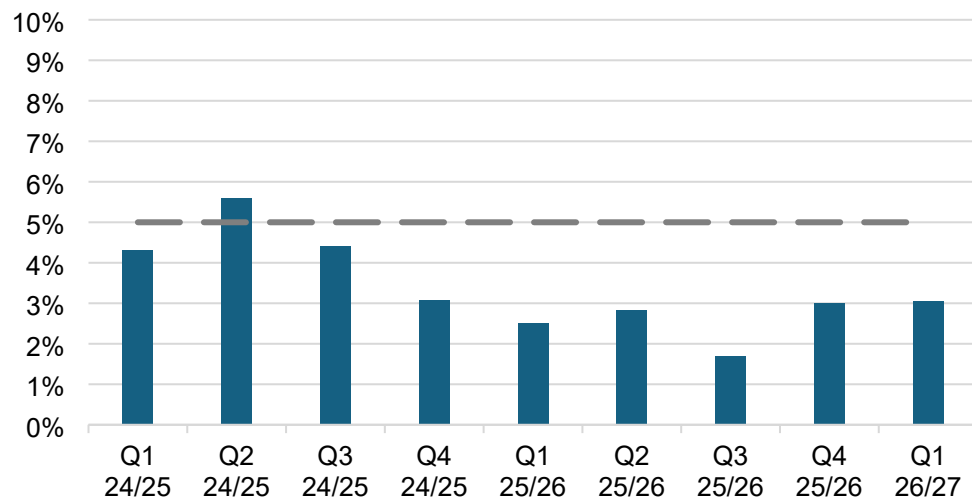
Symbol	Description
↓	Measure going in the wrong direction
↑	Measure going in the right direction
↔	No change in direction of travel



Appendix 1: Adult Social Care Key Performance Indicators and Activity Performance 2026/27

ASC1: The percentage of people who have their contact resolved by adult social care but then made contact again within 3 months

GREEN ↔



The percentage of people who had their contact resolved but recontacted adult social care within three months has remained at 3%, and has continued to be below the 5% target.

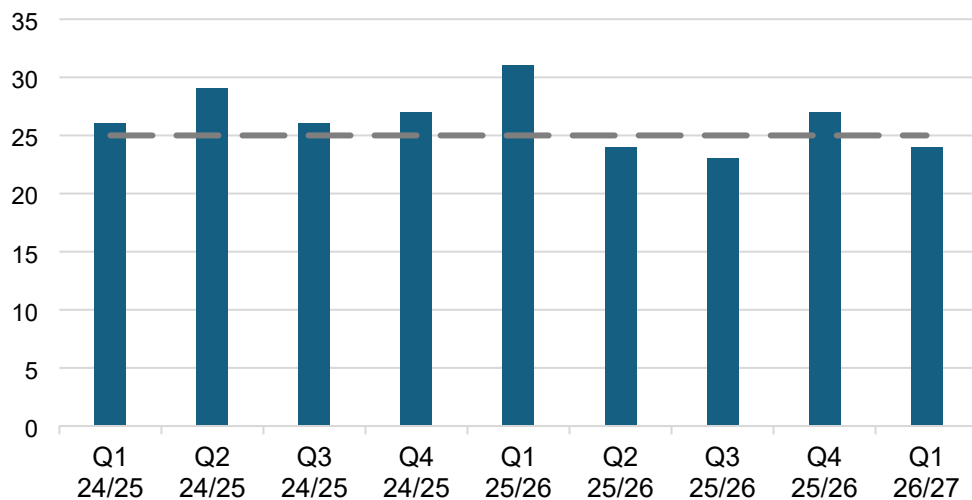
A **lower percentage indicates better performance** against this measure.

Target: 5%

Upper Threshold: 9%

ASC2: The median wait time for Care Needs Assessments

GREEN ↑



This is a new measure for 2026/2027, replacing the previous Care Needs Assessments KPI. The change reflects a greater focus on productivity in line with the direction of 'Reforming Kent', whilst also aligning with CQC reporting requirements.

The median wait time for a Care Needs Assessment reduced to 24 days in Quarter 1, below the target of 25 days and reflecting an improvement in timely access to assessments.

A **lower value indicates better performance** against this measure.

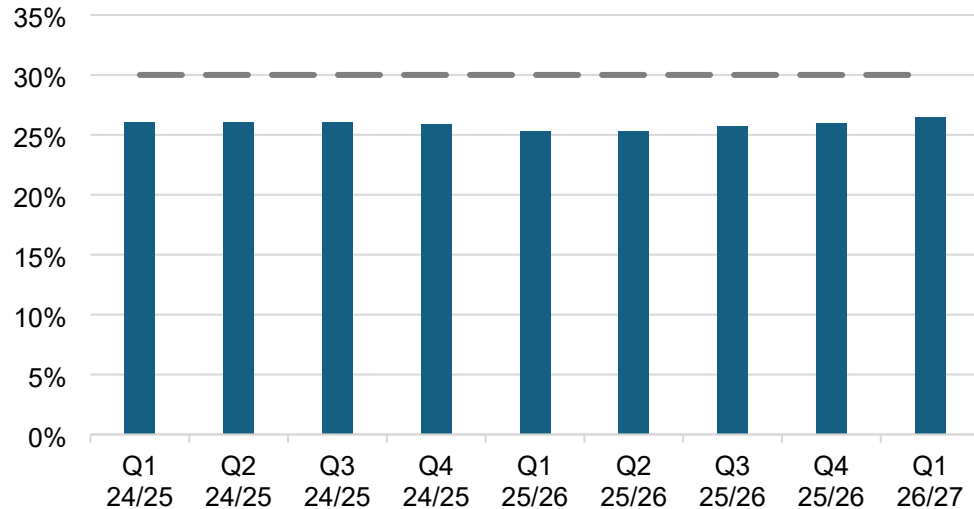
The median is where half of the values are above it and half below it.

Target: 25 days

Upper Threshold: 30 days

ASC3: The percentage of people in receipt of direct payments with adult social care

AMBER ⇄



The percentage of people in receipt of a direct payments remains at 26%, as it has done for the past two financial years.

The majority of people with a direct payment are people with Learning Disabilities (34%) and Carers (21%). There has also been a 5% increase in Older People using direct payments. However there have been corresponding increases in people receiving others community services too which holds the percentage on this measure.

This measure remains RAG rated Amber.

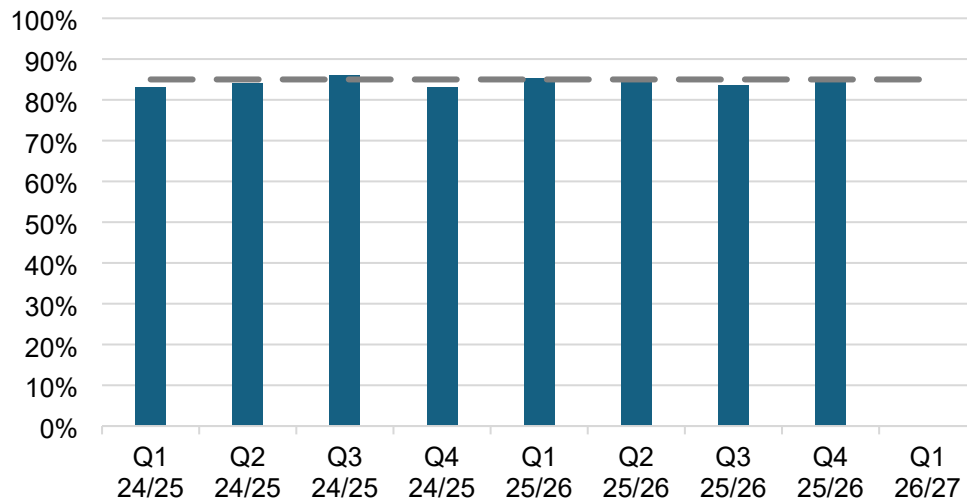
A higher percentage indicates better performance against this measure.

Target: 30%

Floor Threshold: 24%

ASC4: Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services

AMBER ⇄



Delivery on this KPI has remained consistent each quarter, either at the target or just below.

The enablement service Kent Enablement at Home continues to deliver outcomes of people remaining independent in their home following a hospital stay.

A higher percentage indicates better performance against this measure.

Data for the most recent quarters remains provisional and may be subject to change.

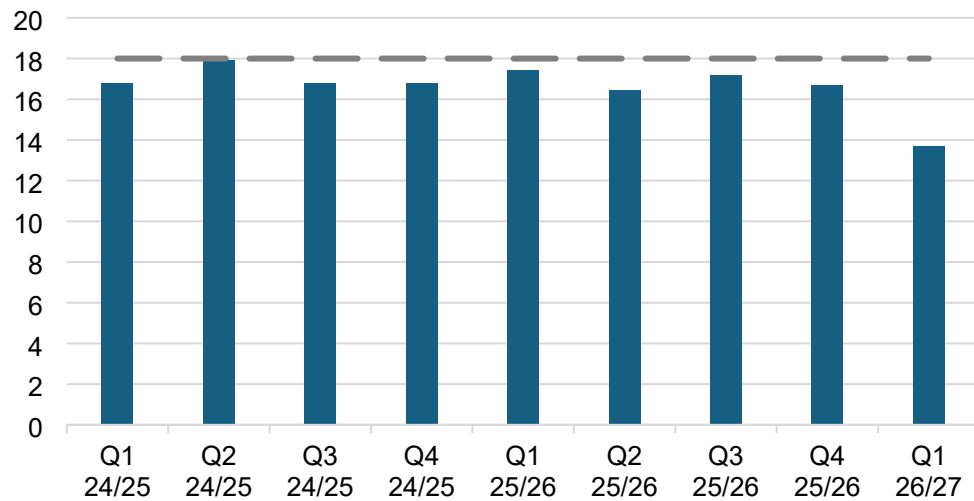
Target: 85%

Floor Threshold: 80%

Appendix 1: Adult Social Care Key Performance Indicators and Activity Performance 2026/27

ASC5: Long term support needs of adults (18-64 years old) met by admission to residential and nursing care, per 100,000

GREEN ↑



The rate per 100,000 at which people aged 18 to 64 have their needs met through admission to residential or nursing care continues to be RAG rated Green.

A lower number indicates better performance against this measure.

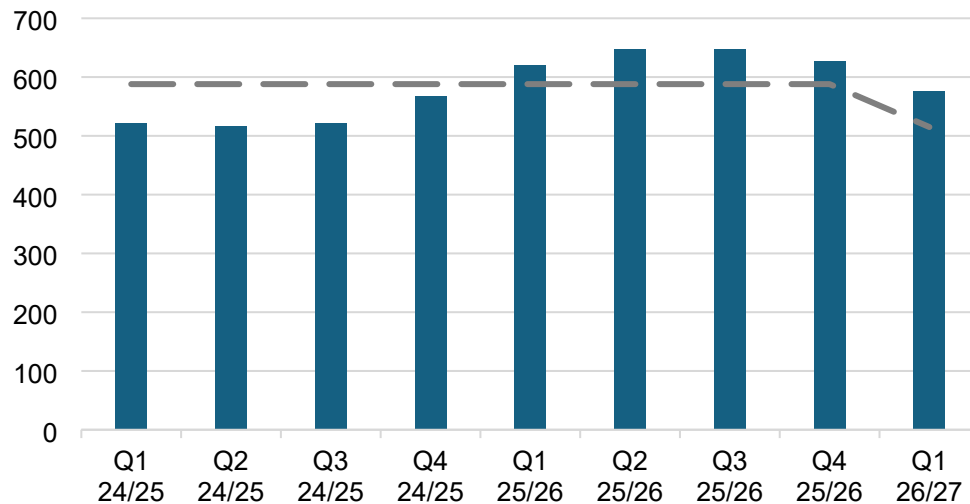
Data for the most recent quarters remains provisional and may be subject to change.

Target: 18

Upper Threshold: 22

ASC6: Long term support needs of older people (65 and over) met by admission to residential and nursing care, per 100,000

RED ↑



The rate of people aged 65 and over whose needs are met through long term admission to residential or nursing care has continued to decrease for the second consecutive quarter.

Based on adult social care and KCC's intentions the target and threshold for this measure have been set at lower level for 2026/2027 (target based on 2024/2025 performance and upper threshold on South East ADASS regional delivery) As a result, performance is currently above both the target and upper threshold making this measure RAG rated Red.

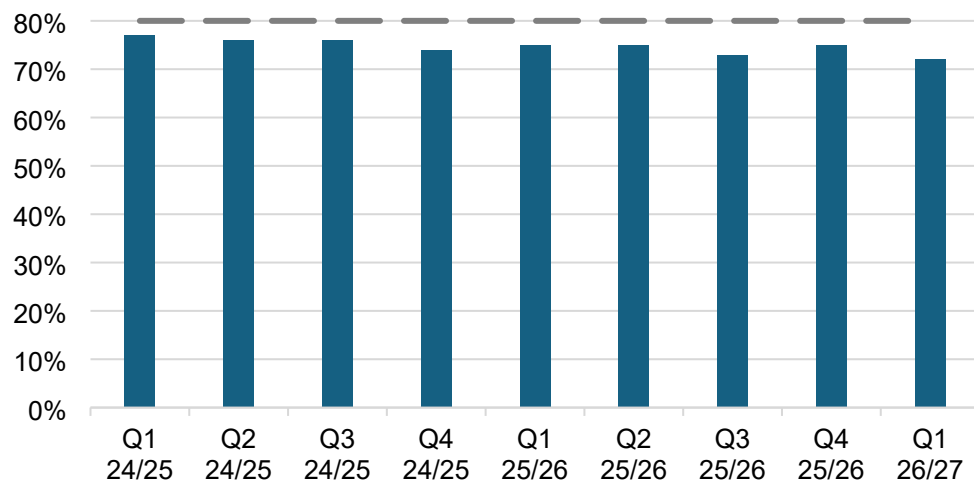
A lower number indicates better performance against this measure.

Data for the most recent quarters remains provisional and may be subject to change.

Target: 515

Upper Threshold: 560

ASC7: The percentage of Kent County Council supported people in residential or nursing where the Care Quality Commission rate is Good or Outstanding

RED ↓


The percentage of Kent County Council supported people in residential or nursing care, where the Care Quality Commission rating is Good or Outstanding, has decreased to 72%. This moves the measure's RAG rating from Amber to Red.

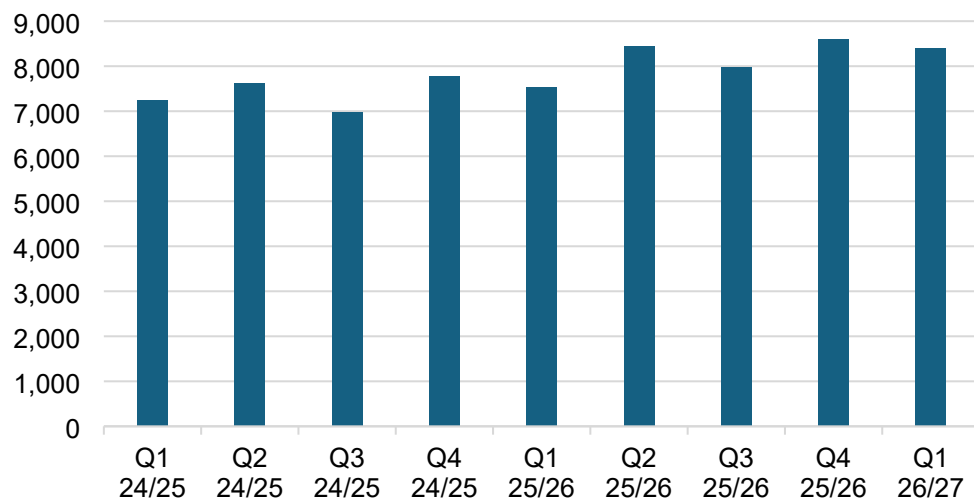
Since last quarter the proportion of those rated requires improvement increase by 3%.

A higher number indicates better performance against this measure.

Target: 80%

Floor Threshold: 75%

ASC8: The number of people contacting Adult Social Care Connect



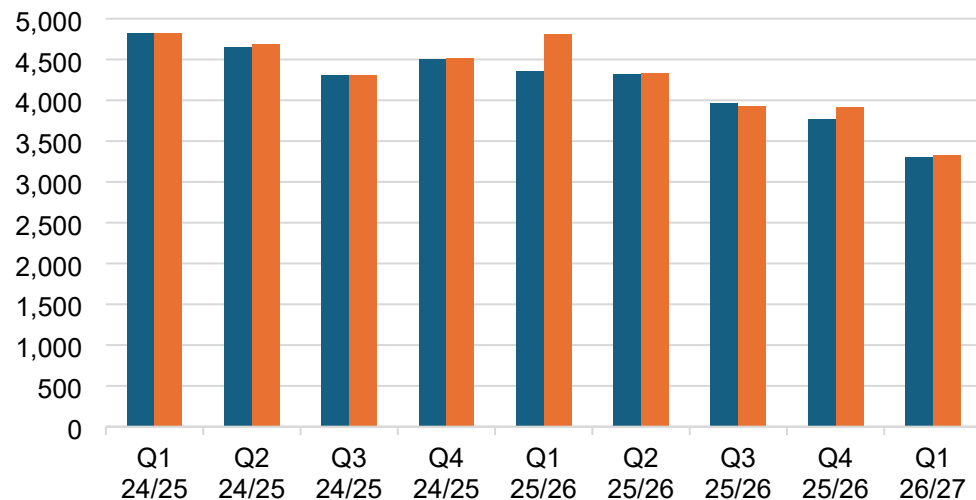
Quarter 1 saw a 2% decrease in the number of people making contact with Adult Social Care Connect.

The most common source of referrals were family members (24%), followed by self-referrals (20%).

The majority of contacts made were done so using the online web contact form (35%), then email (31%).

This is an activity measure only

ASC9: The number of Care Needs Assessments to be undertaken, and the number completed



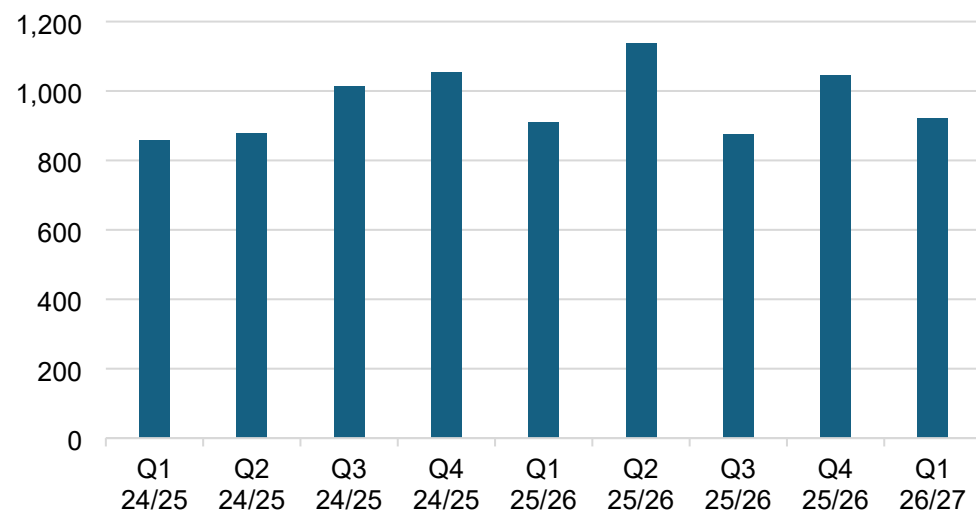
The number of new Care Needs Assessments required to be undertaken (incoming) has continued to decline for the 5th consecutive quarter, with just over 3,300 in Quarter 1.

The number of Care Needs Assessments completed has also decreased over four consecutive quarters, however for the last two quarters more have been completed than were incoming.

(Blue – Assessments to be undertaken)
(Orange – Assessments completed)

This is an activity measure only

ASC10: The number of carers supported with information, advice or guidance, or an assessment

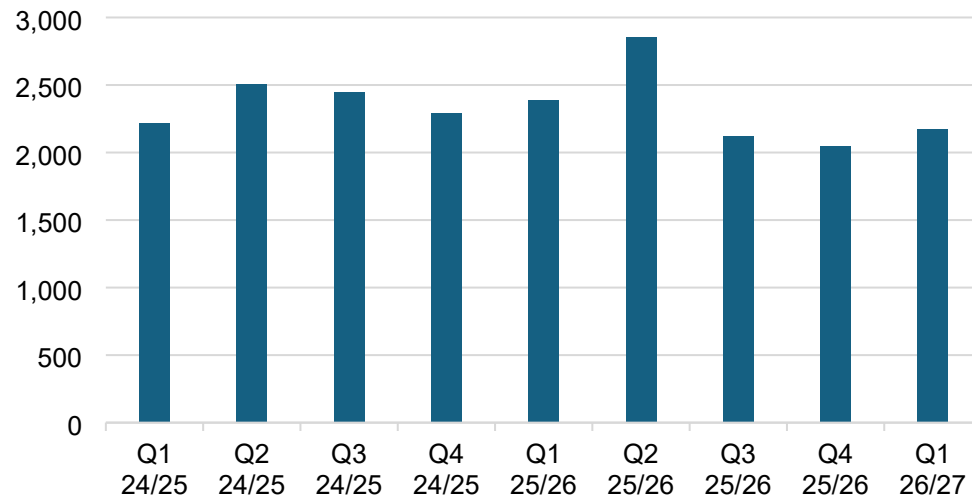


The number of carers supported through information, advice, guidance, or an assessment fell by 12% compared with the previous quarter.

However, similar quarter on quarter movements can be observed during the previous financial year, indicating a potential trend.

This is an activity measure only

ASC11: The number of new support packages being arranged for people in the quarter



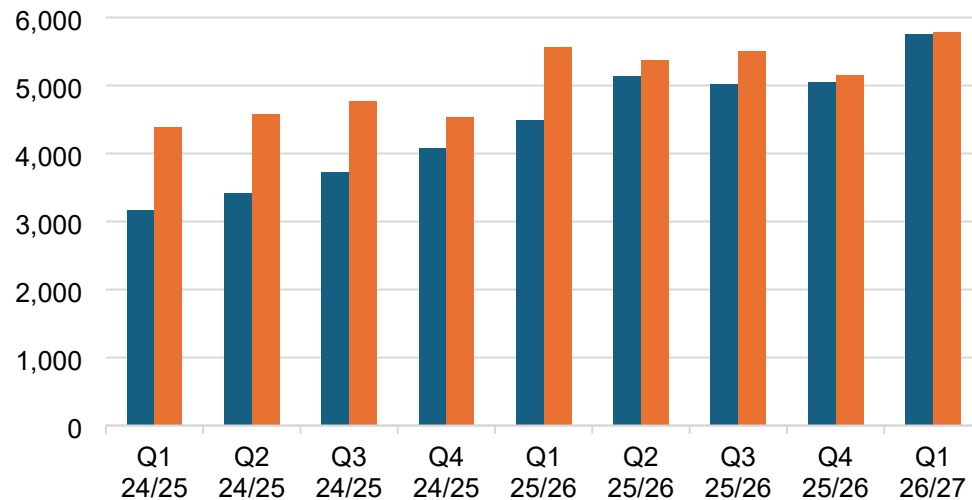
The number of new support packages being arranged for people in Quarter 1 has stayed steady for the third consecutive quarter. Over 2,100 packages were arranged in Quarter 2.

The most common type of support package arranged was Homecare (29%), followed by Short Term Beds (25%).

Data for the most recent quarters remains provisional and may be subject to change.

This is an activity measure only

ASC12: The number of people requiring a review and the number of reviews completed in the quarter



The number of people requiring a review (incoming) increased by 14% compared with the previous quarter, representing the highest recorded total and the first increase since Quarter 2 2025/2026.

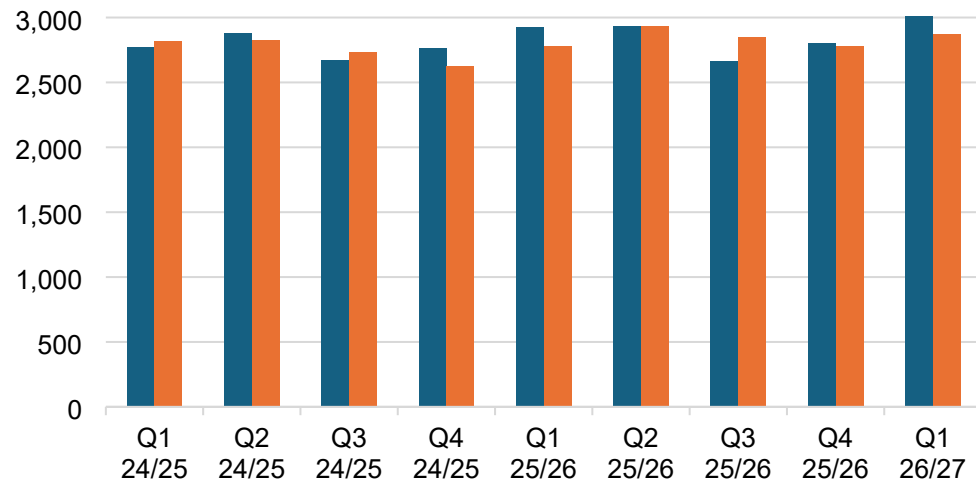
In response, teams across Adult Social Care completed 12% more reviews in Quarter 1 than in the previous quarter. This is the highest number of reviews completed in the past two years, demonstrating a strong operational response to rising demand.

This measure includes both first and ongoing reviews.

*(Blue – Incoming Reviews)
(Orange – Reviews completed)*

This is an activity measure only

ASC13: The number of Occupational Therapy Assessment referrals received and the number completed



The number of Occupational Therapy Assessment referrals received has continued to increase for the second consecutive quarter (over 3,000 in Quarter 1)

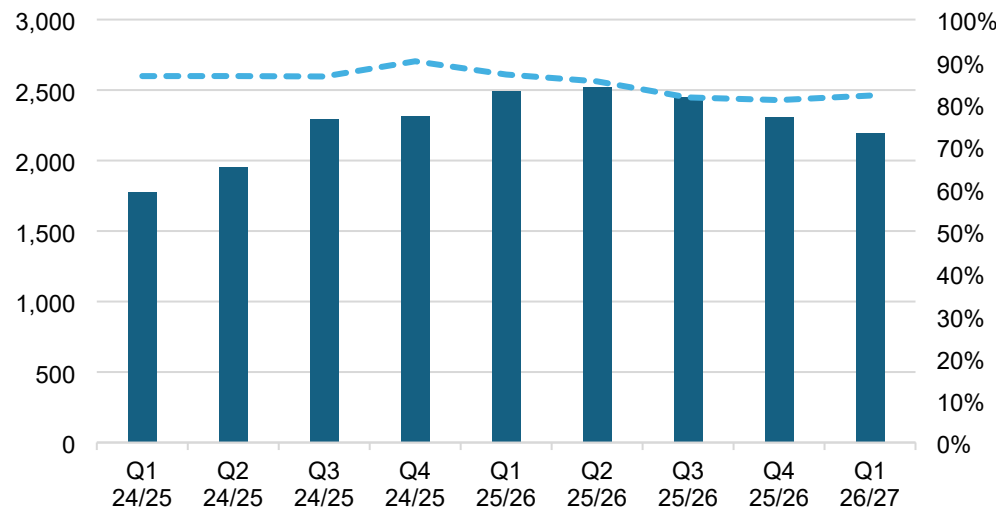
The number of Occupational Therapy Assessments completed has also risen by 3% compared with the previous quarter.

Referrals received are at their highest level recorded in the past two financial years, while completed referrals are at their second highest level over the same period.

(Blue – Referrals received)
(Orange – Referrals completed)

This is an activity measure only

ASC14: The number of people receiving Kent Enablement at Home, and the average percentage decrease in need



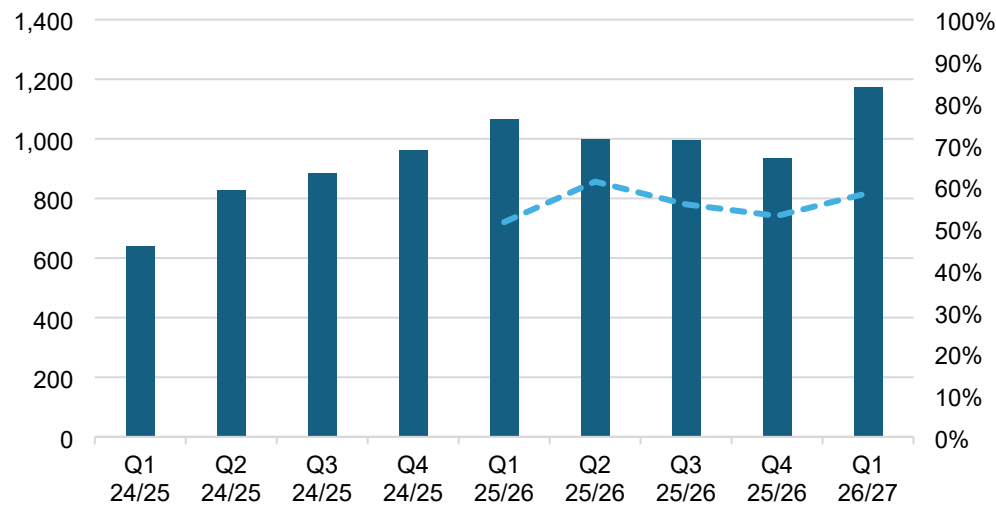
The number of people receiving support from Kent Enablement at Home has decreased for the third consecutive quarter since the peak recorded in Quarter 2. Despite this reduction, the service received 2,516 referrals in Quarter 1, demonstrating continued demand.

This measure includes a new addition for 2026/2027 which tracks the average percentage reduction in need following Kent Enablement at Home involvement. Outcomes achieved through the service have improved, with the average reduction in need following support increasing by 1% when compared to the previous quarter.

(Bar – Number of people)
(Line – Percentage decrease)

This is an activity measure only

ASC15: The number of people receiving Kent Enablement Service, and the average percentage decrease in need.



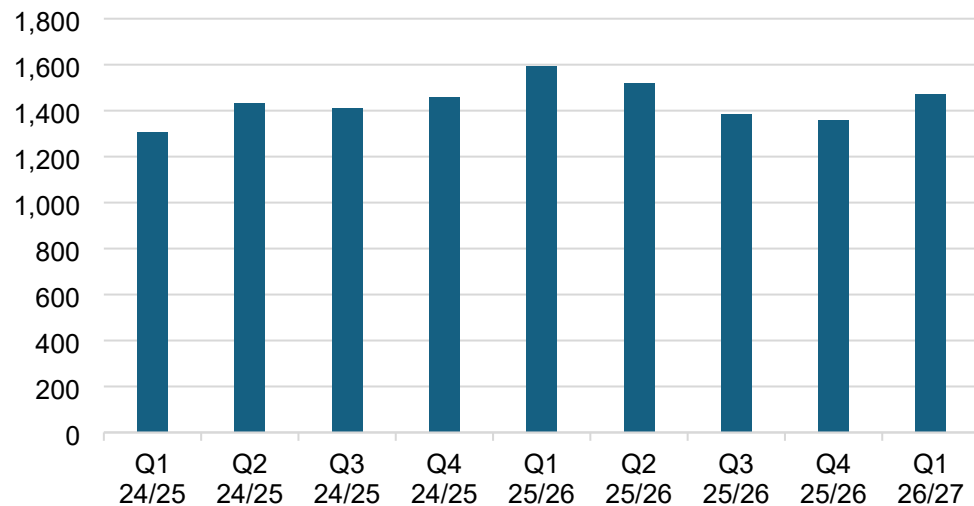
The number of people supported by the Kent Enablement Service increased by 26% compared with the previous quarter. This is the highest reported figure in the last two financial years, at over 1,170 people.

This measure includes a new addition for 2026/2027 which tracks the average percentage reduction in need following Kent Enablement Service involvement. Service outcomes have improved, with the average reduction in need following support increasing by 5% when compared to the previous quarter.

(Bar – Number of people)
(Line – Percentage decrease)

This is an activity measure only

ASC16: The number of people in Short Term Beds



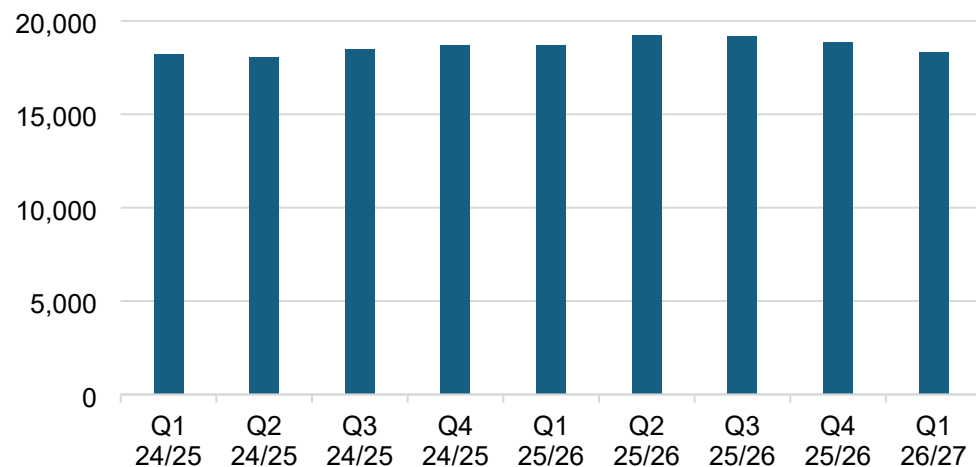
The number of people placed in a Short Term Bed increased by 8% compared with the previous quarter, representing the first increase since Quarter 1 2025/2026.

However the number of people in a Short Term Bed is lower than the previous Quarter 1, which is the intention of adult social care.

Data for the most recent quarters remains provisional and may be subject to change.

This is an activity measure only

ASC17: The number of people in Long Term services



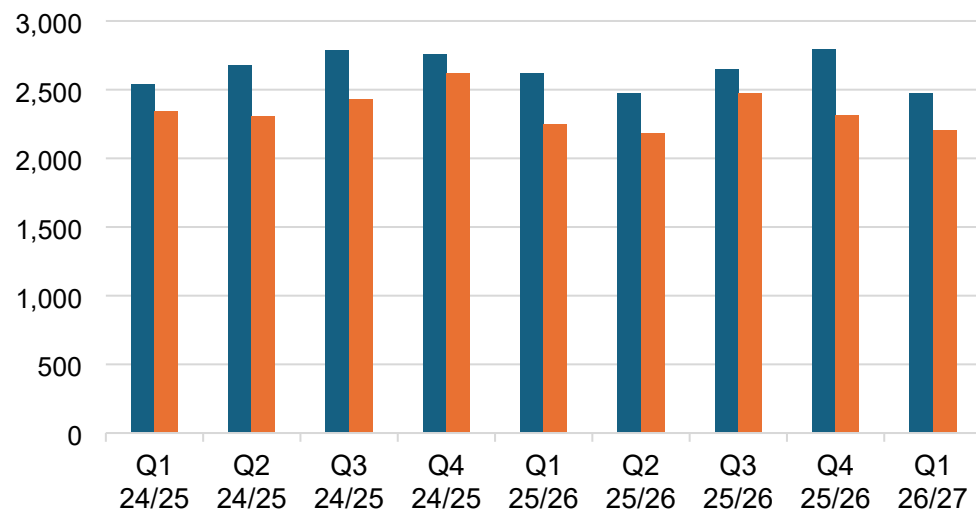
The number of people in Long Term Services has decreased by 3% since last quarter.

During Quarter 1, 30% of individuals were in residential or nursing placements, with the remaining 70% being supported in the community.

Data for the most recent quarters remains provisional and may be subject to change.

This is an activity measure only

ASC18: The number of Deprivation of Liberty Safeguards applications received and completed



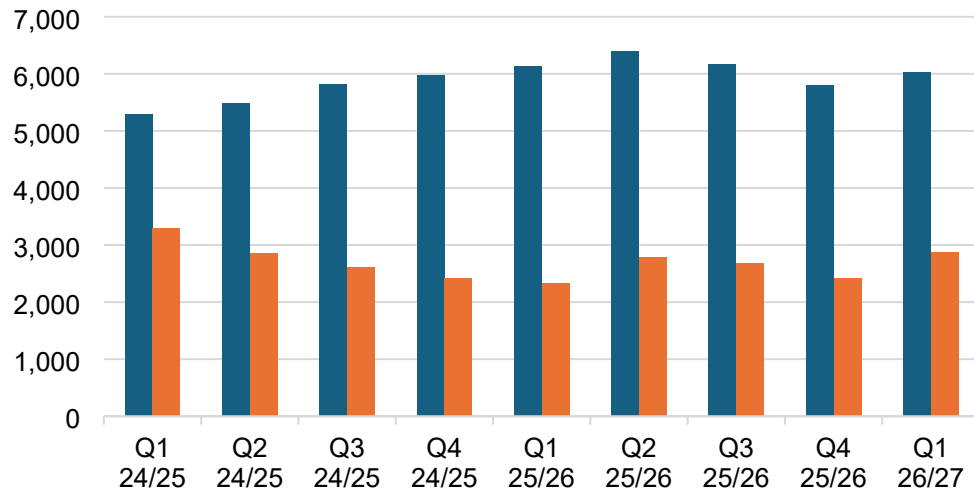
Quarter 1 saw an 11% decrease in the number of Deprivation of Liberty Safeguards (DoLS) applications received, marking the first reduction recorded in the past two quarters.

The number of completed DoLS applications also decreased by 5% compared with the previous quarter. This is the second consecutive quarter in which completions have fallen.

*(Blue – Applications received)
(Orange – Applications completed)*

This is an activity measure only

ASC19: The number of safeguarding concerns received and total safeguarding work open on the last day of the quarter



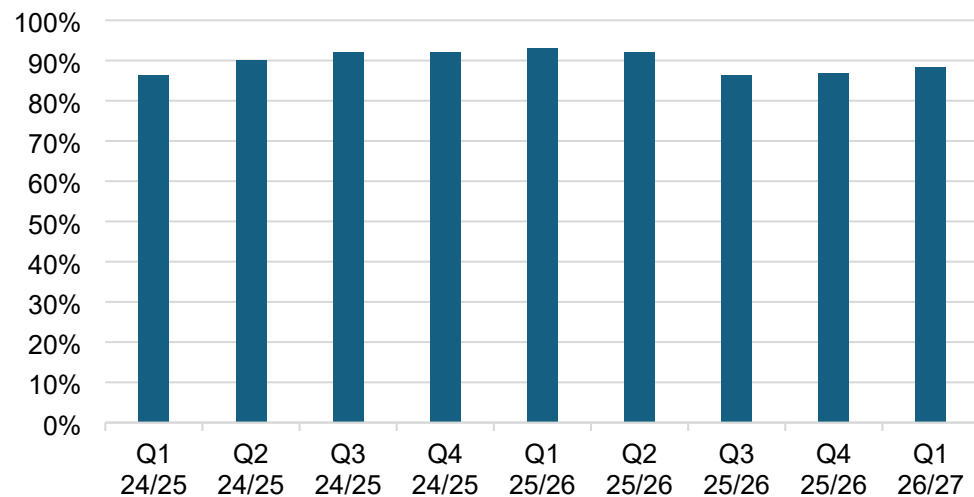
The number of safeguarding concerns received increased by 4% compared with the previous quarter, with June representing the busiest month of the quarter.

As a result, the volume of safeguarding work open at the end of the quarter has also increased and is now at its second highest level recorded over the past two financial years.

(Blue – Concerns received)
(Orange – Open work)

This is an activity measure only

ASC20: Making Safeguarding Personal: Expressed desired outcomes that were fully or partially achieved



In the most recent quarter, 88% of outcomes were either fully or partially achieved which represents an ongoing improvement on the previous two quarters.

Despite some fluctuation over the reporting period, performance remains broadly in line with historical levels.

This is a new measure for 2026/2027, replacing the previous Safeguarding outcomes KPI. The change is in line with the quarterly reporting requirements of Kent and Medway Safeguarding Adults Board.

This is an activity measure only