

Kent County Council

Quarterly Performance Report

Quarter 1

2026/27

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Key to KPI Ratings used

This report includes 42 Key Performance Indicators (KPIs), where progress is assessed against Targets which are set at the start of the financial year. Progress against Target is assessed by RAG (Red/Amber/Green) ratings. Progress is also assessed in terms of Direction of Travel (DoT) using arrows. Direction of Travel is based on regression analysis across the **whole** timeframe shown in the KPI graphs (six quarters).

GREEN	Target has been achieved or exceeded
AMBER	Floor Standard* achieved but Target has not been met
RED	Floor Standard* has not been achieved
⬆	Performance is improving (positive trend)
⬇	Performance is worsening (negative trend)
⇒	Performance has remained stable or shows no clear trend

*Floor Standards are the minimum performance expected and if not achieved must result in management action.

Key to Activity Indicator Graphs

Alongside the Key Performance Indicators, this report includes a number of Activity Indicators which present demand levels for services or other contextual information.

Graphs for activity indicators are shown either with national benchmarks or in many cases with Upper and Lower Thresholds which represent the range activity is expected to fall within. Thresholds are based on past trends and other benchmark information.

If activity falls outside of the Thresholds, this is an indication that demand has risen above or below expectations and this may have consequences for the council in terms of additional or reduced costs.

Activity is closely monitored as part of the overall management information to ensure the council reacts appropriately to changing levels of demand.

Executive Summary

In Quarter 1, 2026/27, **19** of the 42 indicators are rated as Green, on or ahead of target, **13** indicators reached or exceeded the floor standard and are rated Amber, with **ten** indicators not achieving the floor standard and so RAG rated Red. Six indicators were showing an improving trend, with three showing a worsening trends, with 31 stable or with no clear trend. Two new indicators have no data prior to Quarter 1 and therefore have no Direction of Travel (trend).

Due to this being a reflective report on the last Quarter, performance may not always correspond to what people are experiencing at the current time, particularly when demand fluctuates on a seasonal basis, such as for Highways indicators.

	G	A	R	↑	→	↓
Customer Services	1		1		2	
Governance			2		2	
Commissioning and Procurement	2	1			1	
Growth and Communities	3				3	
Environment and Transport	4		2	2	4	
Children, Young People and Education (<i>Education & Skills</i>)	1	2	2	1	4	
Children, Young People and Education (<i>Integrated Children's Services</i>)	2	5			5	2
Adult Social Care	3	2	2	1	6	
Public Health	3	3	1	2	4	1
TOTAL	19	13	10	6	31	3

Customer Services – The percentage of phone calls answered remains ahead of target. The percentage of complaints responded to within timescale improved but remains below floor standard and so continues to be RAG rated Red.

Customer Services KPIs	RAG rating		DoT
	Latest	Previous	
% of phone calls to Contact Point which were answered	GREEN	GREEN	⇒
% of complaints responded to within timescale	RED	RED	⇒

Governance and Law - Freedom of Information (FOI) / Environmental Information Regulation (EIR) requests responded to improved to be one percentage point below its floor standard. Data Protection Act Subject Access requests completed within timescale remains well below its floor standard.

Governance KPIs	RAG rating		DoT
	Latest	Previous	
% of Freedom of Information Act (Fol) requests completed within 20 working days	RED	RED	⇒
% of Data Protection Act (DPA) Subject Access requests completed within statutory timescales	RED	RED	⇒

Commissioning and Procurement – Procurement savings performed very strongly thanks largely to the new Highways Term Maintenance Contract. Contracted spend with SMEs/VCSEs and Kent-based businesses met the 70% target. The number of waivers issued narrowly missed target, with 16 being issued against a target of 15.

Commissioning and Procurement	RAG rating		DoT
	Latest	Previous	
Value of procurement 'savings' achieved (£m)	GREEN	New KPIs	N/a
Percentage of contracted spend with SMEs/VCSEs or Kent based businesses	GREEN		N/a
Number of waivers issued	AMBER		⇒

Growth and Communities – Developer Contributions secured against the total sought achieved target being just under 100% with a very large total of £71.4m. The number of businesses supported via the Kent and Medway Growth Hub was well above target for Quarter 1, and the number of people provided with supported employment services by the Connect to Work programme, also achieved its Quarter 1 target.

<u>Growth and Communities KPIs</u>	RAG rating		DoT
	Latest	Previous	
Section 106 developer contributions secured as a percentage of amount sought	GREEN	AMBER	⇒
Businesses assisted via Kent and Medway Growth Hub contract	GREEN	New KPI	⇒
Number of people provided with supported employment services by the Connect to Work programme	GREEN	New KPI	⇒

Environment & Transport - Two of the four Highways' KPIs met their targets and so are RAG rated Green. The other two were below their floor standard as was the case last quarter, meaning they were RAG rated Red. The first of these was Emergency highways incidents attended within 2 hours. This, however, is based on a preliminary result, as the data is being reviewed following some system issues during the transfer of the new Highways contractor (Ringway). The other Red KPI was enquiries requiring a response within 28 days; which remained below its floor standard despite a slight improvement on last quarter.

<u>Environment & Transport KPIs</u>	RAG rating		DoT
	Latest	Previous	
% of routine pothole repairs completed within 28 days	GREEN	GREEN	⇒
% of enquiries requiring a response completed within 28 days	RED	RED	⇒
% of emergency highway incidents attended within 2 hours of notification	RED	RED	⇒
Percentage of all streetlights on and functioning correctly	GREEN	New KPI	⇒
% of municipal waste recycled or converted to energy and not taken to landfill – rolling 12 months	GREEN	GREEN	↑
Greenhouse Gas emissions from KCC estate (excluding schools) in tonnes – rolling 12 months	GREEN	GREEN	↑

Education & Skills – Education, Health and Care Plan (EHCP) assessments in timescale improved but remains below target. Annual EHCP reviews waiting over 12 months also improved but remains just below floor standard. The percentage of pupils with EHCPs who are placed in independent or out of county special schools is still not achieving its floor standard. Permanent pupil exclusions improved but remains below target. The rate of first-time entrants to the youth justice system remains ahead of its target.

Education & Skills KPIs	RAG rating		DoT
	Latest	Previous	
% of Education, Health Care Plans (EHCPs) issued within 20 weeks – rolling 12 months	AMBER	AMBER	⇒
% of annual EHCP reviews waiting less than 12 months	RED	RED	⇒
% of pupils (with EHCP's) being placed in independent or out of county special schools	RED	RED	⇒
% of pupils permanently excluded from school – rolling 12 months	AMBER	AMBER	⇒
Rate of first-time entrants to youth justice system – rolling 12 months	GREEN	GREEN	↑

Integrated Children's Services – Two of the seven indicators continued to meet target. The KPI on permanent qualified social workers, improved again but remains below target. The two fostering KPIs one of which is Red and the other Amber, continue to reflect a national issue regarding foster care. The final two Amber KPIs regarding care leavers and the national transfer scheme are partly influenced by government legislation; the care leavers in education, employment or training KPI dropped below its floor standard and is now RAG rated Red.

Integrated Children's Services	RAG rating		DoT
	Latest	Previous	
% of Early Help cases closed with outcomes achieved that come back to Early Help or Children's Social Work teams within 3 months	GREEN	GREEN	⇒
% of the case-holding establishment with a member of staff present in post	AMBER	New KPI	⇒
% of children social care referrals that were repeat referrals within 12 months	GREEN	GREEN	⇒
% of Children in Care in Fostering placements (excluding UASC).	AMBER	New KPI	↓
Number of foster households	AMBER	AMBER	↓
% of care leavers in education, employment or training (of those KCC is in touch with)	AMBER	RED	⇒
Percentage of National Transfer Scheme (NTS) Referrals made within 2 working days of Referral to KCC	AMBER	AMBER	⇒

Adult Social Care – The percentage of people who have their contact resolved without needing to come back soon after, remained ahead of target. The new KPI for median wait time for a care needs assessment met target. The rate of older people admitted to long-term care homes improved but following changes to the target and floor standard this year means it is now rated Red. The similar measure for adults improved further ahead of target and is on an improving trend. The percentage of KCC supported people in Good or Outstanding care homes decreased and is not below its floor standard and so is rated Red.

<u>Adult Social Care KPIs</u>	RAG rating		DoT
	Latest	Previous	
% of people who have their contact resolved by ASCH but then make contact again within 3 months	GREEN	GREEN	⇒
Median wait time for Care Needs Assessments	GREEN	New KPI	⇒
% of people receiving a long-term community service who receive Direct Payments	AMBER	AMBER	⇒
Proportion of older people (65+) who were still at home 91 days after discharge from hospital into reablement / rehabilitation services	AMBER	AMBER	⇒
Long Term support needs of older people (65 and over) met by admission to residential and nursing care homes	RED*	GREEN	⇒
Long Term support needs of adults (18-64 years old) met by admission to residential and nursing care homes	GREEN	GREEN	↑
% of KCC supported people in residential or nursing care where the CQC rating is Good or Outstanding	RED	AMBER	⇒

* Performance for this KPI has actually improved since the last quarter, but a change to the target for this financial year has resulted in the Red RAG rating.

Public Health – The number of eligible people receiving an NHS Health Check decreased further and is now below floor standard and rated Red. The percentage of mandated health and wellbeing reviews delivered by the health visiting service, continues on an improving above target trend, as does the number of adults accessing structured substance misuse treatment. However, successful completions of drug and alcohol treatment, dropped below target. The new KPI on STI screening is just below its target. The improved further ahead of its target. The new KPI relating to mental health (DIALOG), was slightly below target.

<u>Public Health KPIs</u>	RAG rating		DoT
	Latest	Previous	
Number of eligible people receiving an NHS Health Check – rolling 12 months	RED	AMBER	↓
Percentage of mandated universal checks delivered by the health visiting service – rolling 12 months	GREEN	GREEN	↑
Percentage of all eligible patients (at any clinic, excluding online referrals) receiving an appropriate STI screen	AMBER	New KPI	⇒
Number of Adults accessing structured substance misuse treatment during a rolling 12-month period	GREEN	GREEN	↑
Successful completions of drug and alcohol treatment	AMBER	GREEN	⇒
% of Live Well clients who would recommend the service to family, friends or someone in a similar situation	GREEN	GREEN	⇒
Percentage of LiveWell clients improving/maintaining in the DIALOG* scale score	AMBER	New KPI	⇒

*The DIALOG scale is a structured tool used to measure a person's quality of life and satisfaction across key wellbeing domains.

Customer Services						
Cabinet Member	Linden Kemkaran					
Corporate Director	Ben Watts					
KPI Summary	GREEN	AMBER	RED	↑	⇒	↓
	1		1		2	

Customer contact through Contact Centre is provided via a contract with Capita, in Quarter 1 the percentage of calls which were answered by Contact Point was at 95% against the contracted 90% for in hours calls. This quarter marked the first under the new contract with Capita. The new contract went live on the 1st April.

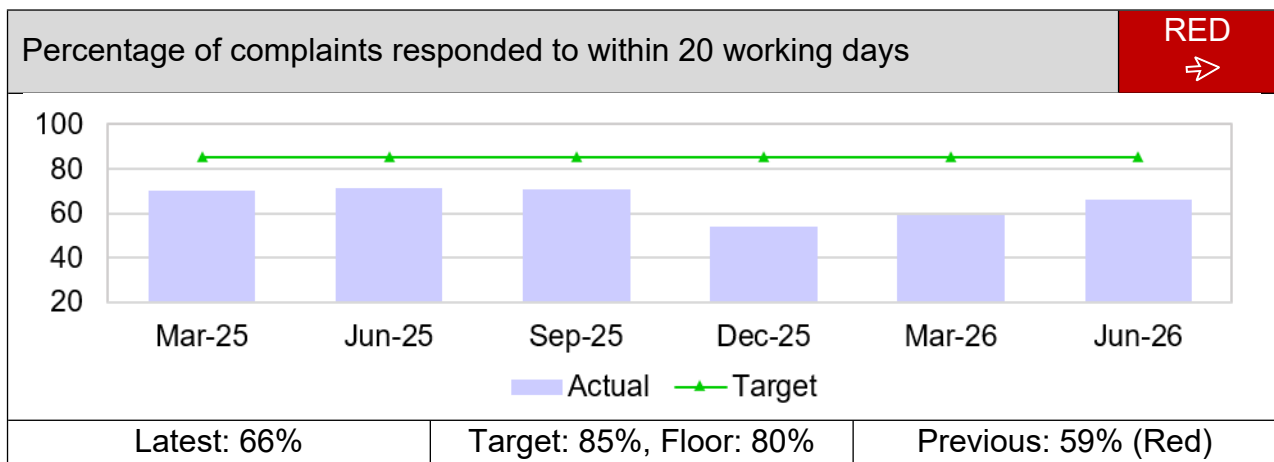
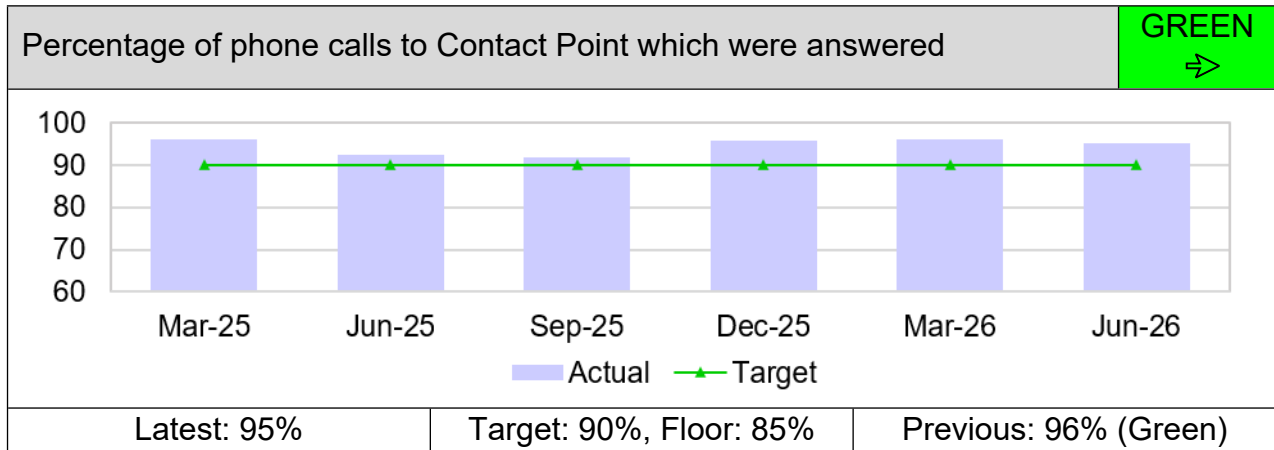
The most visited web pages on kent.gov continue to be those relating to Household Waste Recycling Centres, followed by school places and school transport. The number of visits this quarter was lower than the same quarter last year, although last year's numbers were boosted by those seeking information on the local elections.

In Quarter 1, complaint volumes decreased by 3% compared with the previous quarter but were 2% higher than the same quarter previous year. Over the 12 months to June, volumes have increased by 12% compared with the previous year.

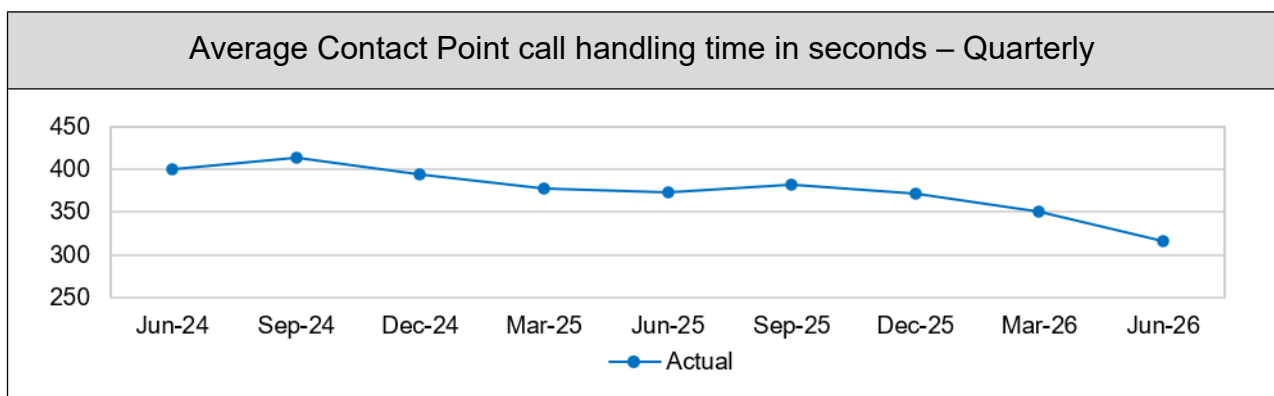
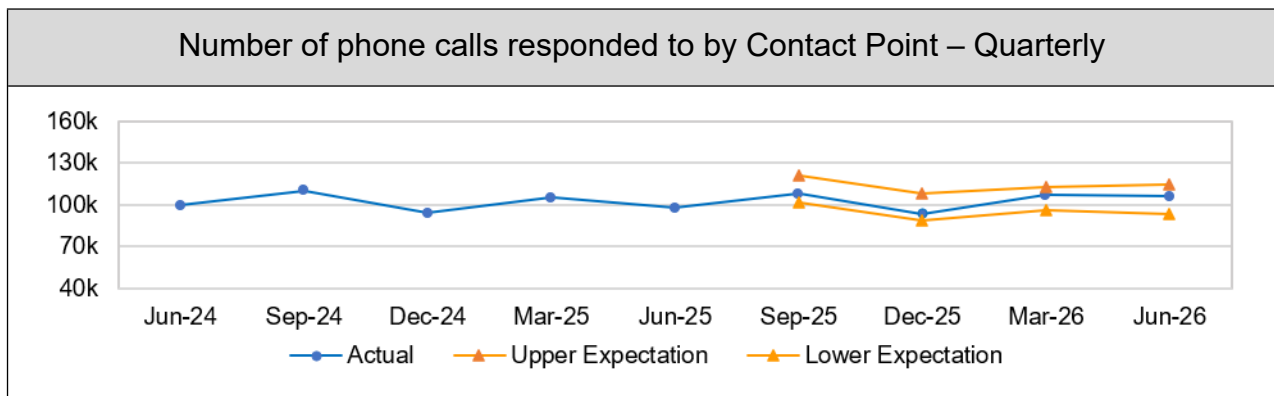
The Growth, Environment and Transport Directorate (GET), responded to 86% of complaints within the 20-working-day timescale. The Chief Executive's Department and Deputy Chief Executive's Department together achieved a response rate of 81%. Adult Social Care and Health (ASCH) responded to 48% of complaints within timescale. Children, Young People and Education (CYPE) responded to 46% of complaints within timescale (an increase from 25% the previous quarter).

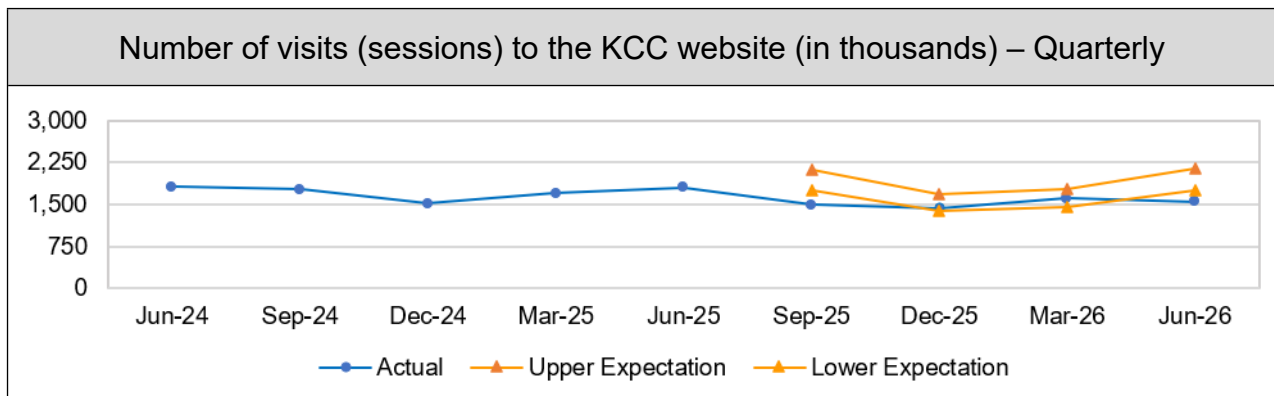
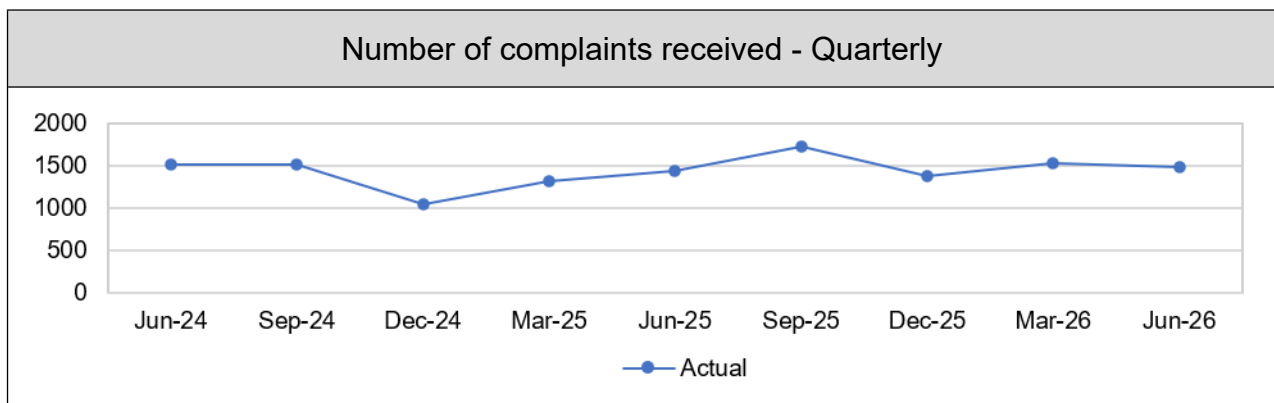
Customer feedback volumes remain high, reflecting ongoing pressures across a number of services. However, we are beginning to see an improvement in timeliness where backlogs are beginning to clear. Overall, in Quarter 1 we responded to 66% of complaints within the 20-working-day target, up from 59% the previous quarter.

Key Performance Indicators



Activity indicators





NB: The Sep-25 data point is lower by between 130k to 150k due to an outage of Google analytics for a week in September.

Customer Services – Call Activity

Number of phone calls to Contact Point (thousands)

Contact Point received a similar number of calls compared to the previous Quarter and 5% more calls than the same quarter last year. The 12 months to June 2026 saw a 2% decrease in calls compared to the 12 months to June 2025.

Service area	Jul – Sep 25	Jul – Dec 25	Jan – Mar 26	Apr – Jun 26	12m to Jun 26	12m to Jun 25
Adult Social Care	27	22	26	25	99	101
Integrated Children's Services	20	16	19	21	76	75
Highways	13	11	16	10	51	47
Waste and Recycling	8	7	8	10	33	27
Registrations	5	6	5	8	25	23
Blue Badges	8	6	7	7	29	40
Transport Services	11	6	8	7	33	32
Schools and Early Years	8	6	6	7	27	30
Libraries and Archives	6	5	6	6	23	21
Main line	4	3	3	3	13	12
Adult Education	5	3	2	2	11	16
Driver improvement	2	2	2	2	7	8
District Councils*	N/a	N/a	N/a	1	N/a	N/a
Other Services	2	1	1	1	5	7
Total Calls (thousands)	118	94	112	111	435	442

Figures may not add up to totals due to rounding.

* From April 2026, the report includes calls received by KCC that relate to district council services

Customer Services – Complaints Monitoring

In Quarter 1, complaint volumes decreased by 3% compared with the previous quarter but were 2% higher than the same quarter previous year. Over the 12 months to June, volumes have increased by 12% compared with the previous year.

Environment & Circular Economy (including all Waste services) saw an increase on the previous quarter but was in line with the volume seen for the same quarter last year (where 146 cases were logged).

Service	12 months to Jun 25	12 months to Jun 26		Quarter to Mar 26	Quarter to June 26
Highways and Transportation	2,151	2,396		641	489
Adult Social Care & Health	1,105	1,169		312	301
Integrated Children's Services	486	577		175	174
SEN	616	761		184	217
Environment and Circular Economy	397	381		83	139
Growth & Communities (incl. Libraries, Registrations and Archives)	238	407		59	80
Education & Young People's Services	141	190		48	47
Chief Executive's Department and Deputy Chief Executive's Department	126	116		22	29
Adult Education	54	23		3	5
Total Complaints	5,314	6,020		1,527	1,481

Customer Services – Digital Take-up

The table below shows the digital/online or automated transaction completions for key service areas where there are ways to complete other than online.

Transaction type	Online Jul 25 – Sep 25	Online Oct 25 – Dec 25	Online Jan 26 – Mar 26	Online Apr 26 – Jun 26	Total Transactions Last 12 Months
Renew a library book*	83%	84%	83%	85%	1,009,136
Report a Highways Fault	67%	66%	79%	68%	110,869
Book a Driver Improvement Course	90%	89%	89%	90%	51,423
Apply for or renew a Blue Badge	91%	89%	90%	90%	21,634
Apply for a Concessionary Bus Pass	79%	80%	80%	81%	16,565
Book a Birth Registration appointment	93%	91%	93%	89%	18,169
Report a Public Right of Way Fault	85%	88%	87%	86%	6,447

* Library issue renewals transaction data is based on individual loan items and not count of borrowers.

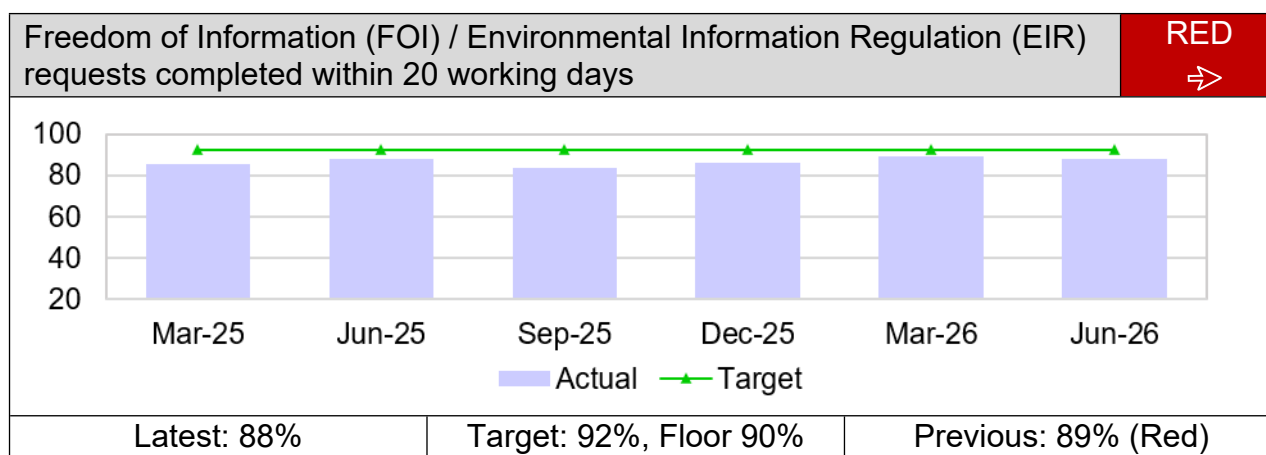
Governance						
Cabinet Member	Brian Collins					
Corporate Director	Ben Watts					
KPI Summary	GREEN	AMBER	RED	↑	⇒	↓
			2		2	

The completion within timescale of both Freedom of Information (FOI) / Environmental Information Regulation (EIR) requests, and Subject Access requests made under UK General Data Protection Regulation, remained below their floor standards.

The percentage of FOI / EIR requests completed within timescale was similar to the last quarter at 88% and has been between 84% and 89% for the last six quarters. The number of requests responded to remains above the expected level and 22% higher than the same quarter last year. All Directorates achieved performance of 80% or higher, with the Chief Executive's Department achieving the 90% floor standard. The highest number of requests completed in Quarter 1 (272) was in the Growth, Environment and Transport Directorate. The main issues adversely affecting FOI/EIR compliance at this moment are outside the Information Governance Team's control, namely the volume of requests as mentioned above, complexity of requests (possibly in part due to use of AI in generating requests), and lack of resources in operational units.

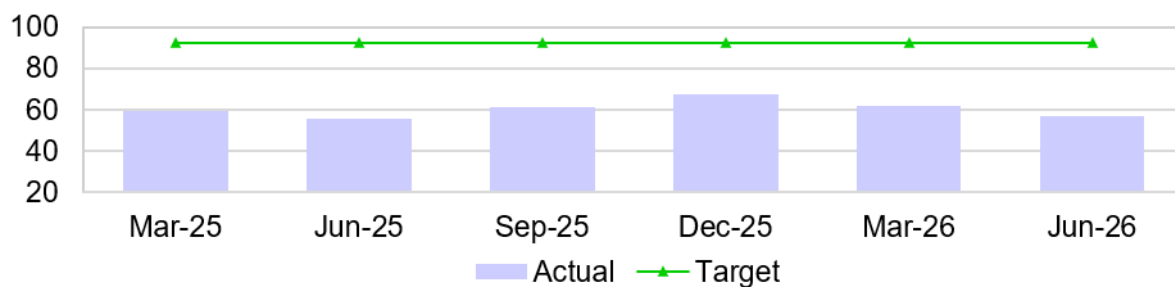
For Subject Access Requests (SARs), performance decreased for the second quarter in a row, but is similar to the same quarter last year. The majority of requests come under the Children, Young People and Education Directorate, with this being 77% of all requests this quarter. The majority of overdue requests relate to SEN, and the total number of requests remains historically high. The Information Commissioner's Office continues to monitor KCC's performance. Reasons for response delays include the high volume of requests, lack of resources in operational units and complexity of some requests including metadata requests.

Key Performance Indicators



Subject Access requests, made under Article 15 of the UK General Data Protection Regulation, completed within statutory timescales

RED
⇒



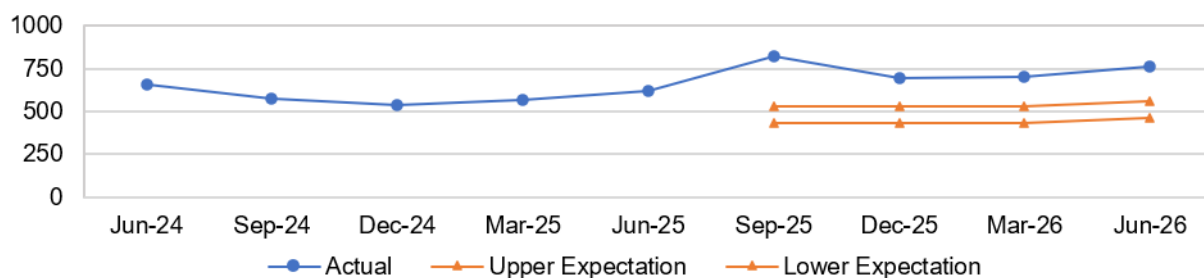
Latest: 57%

Target: 90%, Floor 85%

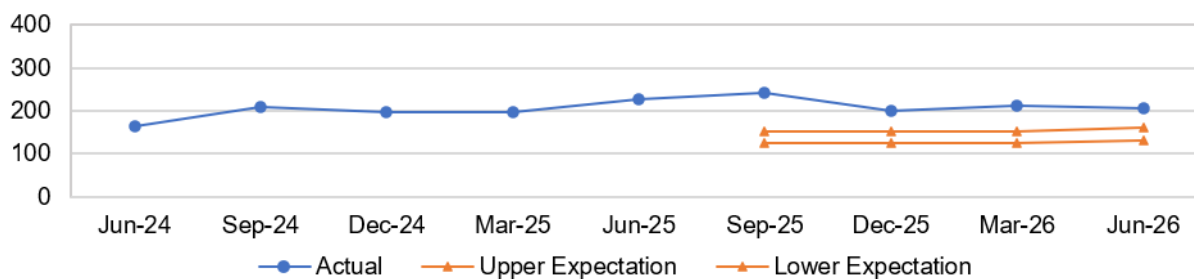
Previous: 62% (Red)

Activity indicators

FOI/EIR requests responded to – by Quarter



Data Protection Act Subject Access requests responded to – by Quarter



Commissioning and Procurement						
Cabinet Member	Brian Collins					
Corporate Directors	Ben Watts					
KPI Summary	GREEN	AMBER	RED	↑	⇒	↓
	2	1			1	

Procurement savings achieved

A total of £32.9m in financial benefits has been reported across seven contracts. The total was driven by the Highway Term Maintenance Contract (HTMC), which accounts for £23.5m (71.5% of the total). The financial benefits achieved are spread over the life of the contract, but has been recognised within this reporting period. As a result, the quarter should be treated as an exceptional reporting quarter, rather than requiring an adjustment of targets. If the HTMC was removed, the target would still have been achieved however.

The majority of financial benefits are categorised as cost avoidance, totalling £24.73m. This reflects the role of procurement activity in avoiding higher costs through effective tendering, negotiation and challenge of pricing. However, these financial benefits should be distinguished from immediate cashable budget reductions.

The HTMC also delivered a significant financial benefit of £8m, achieved through structured negotiation and detailed review of tendered rates. This represented a 22% reduction from initial tendered rates to final agreed rates and provides a strong example of commercial value delivered through collaborative working between Commissioning and Procurement, Highways and Transportation, and cost consultants.

Smaller financial benefits were delivered through direct price-based comparisons and budget-based approaches, including the Emergency Trees Contract, Engineering Support and Mystery Shopping at HWRCs. While lower in value, these entries provide useful evidence of financial benefits achieved against incumbent rates, previous procurement routes or approved budgets.

Overall, the quarter shows strong commercial value, but the headline figure should be contextualised as exceptional rather than recurring.

Contracted spend with SMEs/VCSEs or Kent based businesses

This new KPI measures the proportion of total procurement spend committed to Small and Medium-sized Enterprises (SMEs), Voluntary, Community and Social Enterprise (VCSE) organisations, and Kent-based suppliers. Supporting local businesses and socially focused organisations helps strengthen the Kent economy, promotes inclusive growth, and aligns with the Council's wider economic objectives.

For Quarter 1, total procured (contracted) spend was £559.8m, of which £393.1m (70.2%) was awarded to SMEs, VCSEs or Kent-based suppliers, achieving the KPI target of 70% and remaining well above the floor standard of 50%.

Spend with Kent-based suppliers totalled £334.3m, representing around 60% of all procurement spend, while SMEs received £140.5m (25%) and VCSE organisations received £41.0m (7%). Within this there is some overlap between the categories: Kent-based SMEs accounted for £99.6m of spend and Kent-based VCSEs £23.1m, demonstrating the significant contribution of local enterprises and community organisations to service delivery across the county.

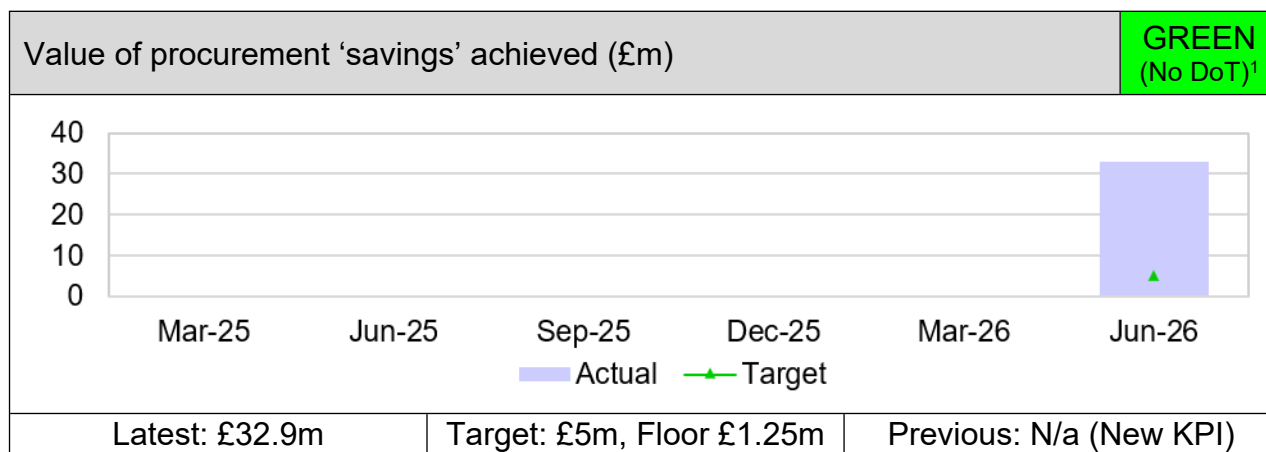
Waivers issued

Waivers were slightly up versus target in Quarter 1, with 16 issued against a target of 15 (£3.6m spend). The main overall driver was urgency, continuity and delivery deadlines, which made up 7 out of 16 waivers and included cases where statutory deadlines, service continuity, supplier insolvency, mobilisation requirements or system transition delays meant that normal procurement timescales could not be met.

There is a clear distinction between compliant (waivers) and non-compliant (retrospective) waivers. Compliant (submitted in advance of procurement) waiver requests were mainly driven by urgent operational delivery and continuity needs, alongside some sole-provider or specialist capability cases. Retrospective (submitted after procurement) waivers were mainly driven by legacy or expired arrangements and extension gaps, indicating historic arrangements or contracts where further time was needed to confirm replacement, exit or explore future service options. For Quarter 1, half of the requests for waivers were retrospective.

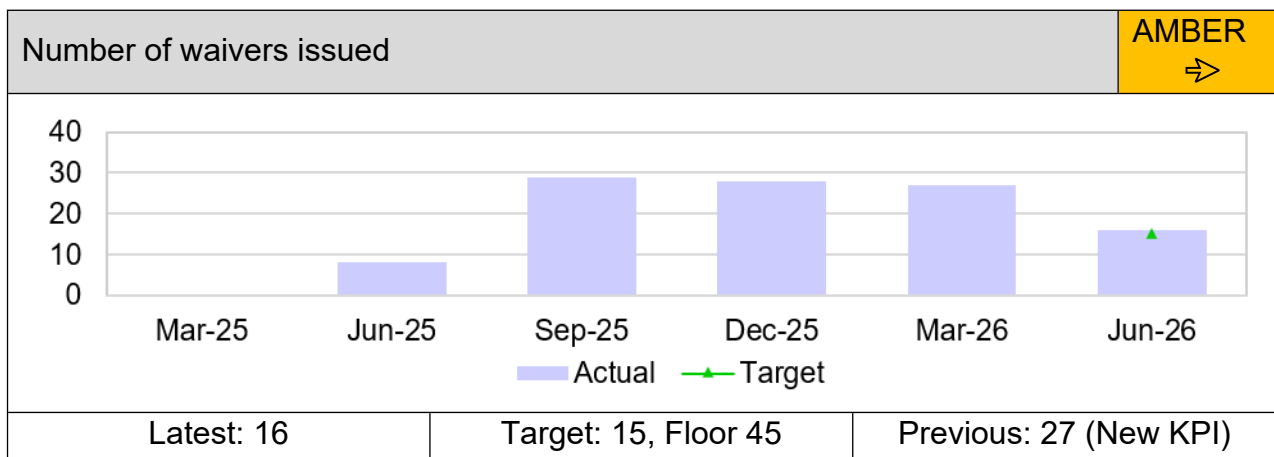
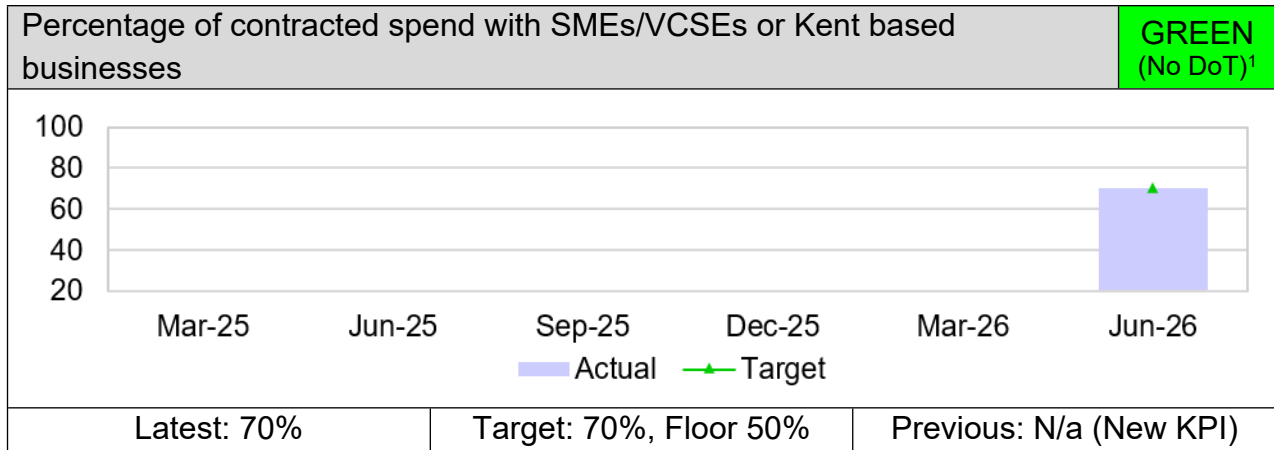
The higher-than-target position appears to reflect a mix of unavoidable short term service pressures and legacy contract issues, rather than a single recurring cause. This suggests the main improvement focus should be earlier identification of contracts approaching expiry or extension limits, alongside continued early engagement with CPD where urgent service continuity risks are emerging. Within the team, we are trialling a new procurement engagement form to improve efficiency and visibility of future demand.

Key Performance Indicators (All new KPIs with first reporting this quarter)



NB The benefits reported are real and measurable, but don't always translate into cashable savings that Finance can re-allocate, for example avoiding or limiting price increases. We refer to these as 'financial benefits' achieved.

¹ As these are new KPIs, no comparative performance data is currently available. Trend reporting will commence once sufficient quarterly data has been collected



Growth and Communities

Cabinet Members	Richard Palmer, Jamie Henderson, David Wimble
Corporate Director	Simon Jones

KPI Summary	GREEN	AMBER	RED	⬆	⇒	⬇
	3				3	

Libraries, Registration and Archives (LRA)

The final two libraries in the KCC co-location programme reopened during Quarter 1. Cliftonville Library, now co-located with Community Day Services, reopened in May, while Queenborough Library reopened in June as a co-located service with Kent Family Hubs. Headcorn Library also reopened in May following an extended closure for roof repairs, and Folkestone Library opened its doors at the new, accessible town centre location.

Customer feedback on the new Folkestone Library has been overwhelmingly positive, particularly regarding the space and facilities. This is reflected in a significant increase in usage compared with June 2022, the last comparable period that Folkestone Library was fully open at its previous Grace Hill site. Issues in June 2026 have increased by 92% compared with June 2022, while over 10,600 visits were recorded, representing an increase of 131%. It is acknowledged that these figures are likely to be influenced by interest of local residents as to the new facility, so monthly monitoring of trends will in due course become more reliable.

With these libraries only reopening part way through the quarter, there was still some impact on visits during Quarter 1, with these being 3% lower than the same quarter last year. We expect to see an improvement over the remainder of the year, with an encouraging indication of this being the 4% increase in visits recorded in June 2026 compared with June 2025, following the reopening of the aforementioned libraries.

Physical issues have now stabilised, with Quarter 1 figures closely matching those recorded in the same period of 2025/26. As with visits, the benefits of library reopenings became more evident in June, when physical issues were 3% higher than in the corresponding month last year. Together with continued growth in digital borrowing, including increases of 8% in eBook issues and 24% in eAudiobook issues, this contributed to a 4% increase in total library issues across Kent compared with Quarter 1 2025/26.

Kent Archives recorded a slight dip of 6% in Search Room visits compared with Quarter 1, 2025/26, although visitor numbers began to recover in June, mirroring the trend seen across the library service. Remote enquiries increased by 4% during Quarter 1, and the team handled over 2,200 enquiries in total, both in person and remotely, representing a modest increase of 0.4% against the same period last year. Alongside service delivery, the Archives team continued to promote the Kent collections through the popular free lunchtime talks programme and outreach events including Maidstone Museum's Local History Fair, and Ramsgate Tunnels Local History Day.

The Kent Ceremonies Team delivered 2,263 marriage and civil partnership ceremonies during Quarter 1, an increase of 8% on the same period in 2025/26. Over 1,000 new UK citizens were celebrated at 119 citizenship ceremonies during this period.

A total of 3,831 death registration appointments were completed during Quarter 1, a decrease of 10% compared with the previous year, equivalent to 432 fewer appointments. This reflects a wider national trend on death rate. Birth registration appointments also fell slightly, by 2% (73 appointments). Customer satisfaction with registration services remains consistently high at 96% reflecting the quality of care and professionalism provided by the Registration and Ceremonies teams across Kent.

Active Kent and Medway (AK&M)

Active Kent & Medway have continued to focus on tackling inequalities in physical activity across Kent at the start of 2026/27. We have:

- Successfully delivered targeted physical activity programmes, expanding initiatives that support children, young people, older adults, and underserved communities, including awarding 69 Small Grants to support local delivery of projects like; Kent Lions Disability football Club, Thrive Menopause Club, Canterbury RFU's Walking Football Programme. All aimed at creating accessible and supportive programmes to get and keep people active.
- Delivered seven targeted School Games events and continued to grow the Everyday Active Schools programme. A further 10 primary schools have come on board, with training provided to 129 school staff to support more active school environments, alongside 50 young leaders supported through volunteering and leadership opportunities.
- Launched the **Forever Active Kent** programme, supporting older adults (50+) to be more active, independent, and connected through £140k of grant investment across the county. To date, 25 of the 27 projects are active.
- Progressed major **place-based investment programmes** across Thanet, Gravesham, and Medway, enabling communities to design local solutions to increase physical activity and improve health outcomes. This has included working with young people in Thanet to codesign park-based activity sessions that meet their needs and engage with the right local partners, both from a direct delivery perspective, but also more broadly with local community safety and policing teams. The delivery of systems leadership training in Swale, alongside follow-up sessions and check-ins in Thanet and Gravesham has included bringing organisations together to explore how partners can work better together to make it easier for communities to be active and creating onward shared implementation plans.
- Embedded learning and evaluation across programmes to ensure investment is evidence-led and focused on reducing inactivity and inequality. Two monitoring, evaluation, and learning sessions were delivered to 83 participants, supporting more consistent, evidence-led delivery.
- Achieved the highest available outcome in the NSPCC Safeguarding Assessment, with no further actions required.

Community Safety

Kent Community Warden Service (KCWS)

During this reporting period, the Kent Community Warden Service (KCWS) continued their varied work to improve community resilience, support the elderly and vulnerable, foster community cohesion and wellbeing, assist residents with navigating community services and also supported their communities during the periods of extreme heat by providing advice and checking on vulnerable residents.

Of particular note, Community Wardens organised the hugely successful YEAH! (Your Engagement, Activity and Health) event which took place on the 29th April in Swale, over 40 agencies were in attendance to provide information and promote and demonstrate services to the attending public. There were displays on performing CPR, health checks with agencies focusing on improving mental and physical health, and community safety. Feedback on the event was very positive and it is hoped that this can be an annual event. Wardens also worked alongside Adult Social Care and the Kent Enablement Team at another multi agency event in April at the Gurdwara in Gravesend as part of the Vaisakhi spring festival. This was well attended and enabled the wardens to promote services to some harder to reach communities.

Just under 1,200 tasks were undertaken to support individual residents. 49% of these tasks were related to providing reassurance, 40% given practical support/assistance, 22% given signposting/advice, 15% given support/assistance for accessing public services and 11% given support/assistance for accessing community services. Wardens continue to deliver the social prescribing model, 'Positive Wellbeing', as part of their wider offer of support to residents and communities. Just over 1,800 tasks were undertaken within community settings, including providing a visible presence, running or supporting surgeries, clubs, groups and events, and working with multi-agency partners.

Domestic Abuse Related Death Reviews (DARDRs)

The Kent Community Safety Team (KCST) managed and coordinated 25 Domestic Abuse Related Death Reviews (DARDRs) on behalf of the Kent Community Safety Partnership (KCSP) during this Quarter, each of which are at various stages of the process. In addition, there have been two new cases commissioned, some limited engagement with four out of area DARDRs and four reviews recently returned from the new Home Office Quality Assurance board are being prepared for publication. The DARDRs were assessed by this new board and successfully passed through the QA process, subject to very minor amendments. The QA Board's feedback has been highly complimentary, recognising the quality, attention to detail and professionalism demonstrated throughout.

The full overview and executive summary reports for published cases can be found on the [KCC](#) website.

Kent Community Safety Team (KCST)

As part of the KCST's role in sharing good practice and facilitating joint working, the team produces and circulates monthly e-bulletins with the latest community safety updates and any relevant news, publications, and legislation which is circulated to over 200 practitioners across the county.

The KCST continues to deliver virtual Community Safety Information Sessions (CSIS) via MS Teams for community safety partners across the county. These short lunch-time sessions (max. 1hr) each focus on one or two main topics.

Three sessions took place during Quarter 1 and included: a focus on Stop Loan Sharks from the national Illegal Money Lending Team; Reducing Crime and Anti Social Behaviour from Heritage Crime and Kent Heritage Watch; and the 2026 FIFA World Cup impacts and protecting yourself from Cybercrime by Kent Police.

Kent Trading Standards

Enforcement & Investigations

Enforcement activity was delivered across Kent, with cases impacting residents in Ashford, Maidstone, Thanet and wider rural communities. Key activity included six active complex investigations and eight live court cases, with investigations involving £3.3m victim losses, including doorstep crime and fraud. Ongoing Proceeds of Crime Act work is also progressing, with over £200k in criminal benefit identified.

Operation Engage has had a countywide impact, addressing large-scale home repair and improvement fraud affecting victims across Kent, with over £1m consumer harm identified and the longest national custodial sentence for the main perpetrator in a Trading Standards fraud case of 10 years.

Other enforcement themes included doorstep criminals targeting coastal and rural communities, counterfeit goods distribution linked to urban retail areas, and ongoing fraud and financial investigations with national links.

Protecting Vulnerable Residents

Safeguarding activity was delivered across Thanet, Maidstone, Ashford, Margate, Headcorn and Herne Bay, with targeted engagement in higher-risk areas.

During Quarter 1, the service supported 35 victims, prevented close to £110k in financial loss, and reached 531 residents through 17 engagement events. Geographic focus included Thanet and coastal areas, where there were high levels of doorstep crime and scams; rural communities such as Headcorn, where targeted outreach and awareness activity took place; and urban centres including Maidstone and Ashford, where repeat victim safeguarding was prioritised.

Engagement during May's doorstep crime awareness week in Tenterden and surrounding villages included community talks and engagement in churches, libraries, banks and over 750 residential properties, as well as multi-agency outreach in park homes and vulnerable communities.

Business Engagement & Compliance

Supporting businesses to comply with legislation and operate fairly remained a key priority. The service maintained a strong Primary Authority portfolio (currently 58 partnerships) including renewals with major businesses such as Kimberly-Clark, Cook, and Shepherd Neame, as well as engagement with new companies in the vaping sector due to the Service's nationally recognised expertise in this area

Sector-specific work included liaising with District housing authorities in relation to letting agents across all Kent districts, developing a database of approximately 2,000 cosmetic treatment providers across the county, targeted work with the top 20 most complained about second-hand car dealers, and visits to markets and boot fairs as well

as developing a toolkit to support organisers and traders. This work supports compliant businesses while targeting poor practice. Overall, 35 cease and desist letters were served on businesses acting illegally in areas such as illegal tobacco and misuse of logos.

During Quarter 1, Trading Standards targeted the sale and distribution of SARMs (muscle building drugs), an emerging risk linked to unsafe products and misleading health claims. Over 200 Kent businesses were contacted through advice, warnings and targeted engagement, supported by a communications campaign including a digital awareness video.

Product Safety & Public Protection

Product safety activity addressed risks across retail environments in Maidstone, Canterbury, Thanet and wider Kent, alongside national supply chain issues. Key issues included asbestos-contaminated toys and sand products affecting schools and retailers across Kent; cosmetics containing banned substances, including phthalates, distributed through national chains; unsafe electrical goods, including chargers and appliances linked to fires; and vapes and tobacco products, including oversized pods and illicit supply.

Enforcement outcomes included seven illegal tobacco premises closed in Maidstone through joint operations, a licence review and revocation in Swale linked to more than 50 underage vape sales, and school engagement at Maidstone Barracks reaching over 1,200 young people. Additional risks identified included counterfeit toys, such as “squishy” products, found in local retailers.

Ports & Border Activity

Border activity was concentrated at Dover East and Freight operations, Sevington Inland Border Facility, and Coquelles/Eurotunnel controls.

During Quarter 1, the service intercepted 37,778 non-compliant products, prevented 26,432 unsafe products from entering the market, and avoided £2.67m in consumer detriment.

Key interventions included tobacco and illicit trade, with 650,000 counterfeit cigarette packaging units linked to the Czech Republic, plus shisha tobacco intercepted by post. At Sevington, more than 55,000 clothing and footwear items were seized due to choking and injury risks, missing labelling, and poor traceability.

Electrical interventions included unsafe grills from Bulgaria and appliances with fire, electrocution and certification risks. Mixed consignments from Romania, including circular saws, baby monitors and cameras, were linked to illegal tobacco and potential tax evasion. Squishy toys from China also raised labelling, hygiene and possible bacterial contamination concerns.

The monthly geographic spread reflected the different roles of key border locations, with Dover focused on freight and tourist traffic interceptions, Sevington handling large-scale commercial consignments, and Coquelles identifying smaller consignments and emerging product trends.

Overall, Trading Standards continues to deliver a balanced, intelligence-led approach ensuring residents are protected and markets operate fairly across Kent.

Economy

Support for Business

KCC continued to use funds from the Government's Regional Growth Fund (RGF) to create and sustain employment opportunities in Kent. The Quarter 4, 2025/26 monitoring cycle is now complete as this is reported a quarter in arrears.

In Quarter 4 the Kent and Medway Business Fund (KMBF) recorded a net increase of 59.7 FTE jobs. In the 12-month period to 31 March 2026, the total annual net increase in jobs was 146.8 FTE, up 32.6 FTE as compared to the 12-month period to 31 December 2025 covering both jobs created and safeguarded. The Quarter 1, 2026/27 monitoring cycle has just commenced and will be included in the next report.

Since the reopening of the KMBF Loan Schemes on 21 November 2023 until 30 June 2026, 761 pre-applications have been received to a value of over £72.55m. At the time of writing, 72 applications are still active, of these 12 applications, to a value of £0.88m, have been approved and are currently undergoing legal contracting before payment; seven full applications, to a value of £0.68m, are currently being processed. A further 28 pre-applications have been invited to submit a full application to a value just over £2.28m. The remaining 22 pre-applications, to a value of £3.98m, are at various stages within the pre-application assessment process of which there has been a recent substantial increase, likely due to marketing activity undertaken by the Kent & Medway Growth Hub.

Since the relaunch of the KMBF and KMBF Small Business Boost (SBB) in November 2023, the Kent & Medway Investment Advisory Board (IAB), has reviewed 17 KMBF Standard Loan applications (over £100k), with all approved to the value of £5.04m; of the 17 approved, 3 applicants later declined their loan offer.

The IAB Sub-group (IAB SBB) and the Kent & Medway Investment Advisory Board (IAB) has reviewed 88 SBB Loan applications (loans up to £99k), with 73 approved to the value of £5.24m; and 15 rejected. Of the 73 approved, 11 applicants later declined their loan offer. The total value of the SBB approved applications is £5.24m. The total value of investments approved to date and either paid or in the process of being paid by the KMBF across both schemes is £7.66m for 75 applications.

Kent & Medway Growth Hub.

KCC continued to manage the contract for the Kent & Medway Growth Hub and monitoring performance of its new provider, Smarter Society. The service supported 733 businesses, with 481 businesses achieving light touch support (up to 1 hour), 246 achieving medium touch support (1 to 12 hours) and six receiving high intensity support of over 12 hours during Quarter 1

Kent & Medway Economic Framework:

The Economy team continued to oversee the implementation of a range of activities supporting the Framework including:

- Promoting the county's key investment opportunities via a new investment prospectus shared at the UKREiF event in May as well as formally launching the new Invest Kent service.
- Supporting Kent Invicta Chamber of Commerce with the submission of the final draft of the 2026-2029 Local Skills Improvement Plan (LSIP) for Kent & Medway (subsequently published on 13 July).

- Commissioning a Business Connectivity Study to better understand commercial broadband coverage across the county and consider recommendations for improvements where needed.
- Supporting Kent's Rural Economy through partnering with Produced in Kent to launch the 2026 Taste of Kent awards.
- Formally launching the new Visit Kent service with industry partners in May.

Connect to Work:

The Connect to Work programme went through a very busy period of procurement over the winter months, both for new Delivery Partners and a new Customer Relationship Management System "Aptem". On April 1st, The Education People, our year 1 Delivery Provider, was joined by Forward Trust, delivering Individual Placement and Support (IPS) Connect to Work in North Kent and East Kent, and by Shaw Trust, delivering IPS Connect to Work in Mid Kent. Aptem went live on 1st April in line with this launch. This has enabled the programme to get up to full delivery capacity during Quarter 1 with all areas of the county now in a Business-as-usual phase.

Stakeholder outreach has been extremely successful and the current challenge for The Education People is now about managing expectations, being selective with events and communicating with waiting lists. This demonstrates that the programme has been hugely successful and is very much needed. Focus is now on engaging with local businesses to support the caseload into sustainable employment, as well as maintaining manageable referral numbers.

The number of participants starting on the Connect to Work programme during Quarter 1 is 413.

Skills Bootcamps:

Wave 7 (2026/27)

Wave 7 has a DWP target of 402 learner starts over the year. Performance is currently strong, with 154 learners having already started in Quarter 1, representing almost 40% of the overall target. We remain on track to achieve the DWP milestone of 50% of starts by the end of September 2026. Of the 154 learners who have started, 23 have already completed their training, and four have so far secured positive outcomes. Outcome tracking for Wave 7 will continue until 30 September 2027.

Construction remains our largest and most in-demand sector. We have submitted a request to the DWP for an additional £200k of construction funding to help meet demand. Further information will be shared once funding has been confirmed.

Development is also progressing across our other sectors, including Creative & Digital, Early Years and Schools, Health & Social Care, and Agri-food. A provider for the Agri-food course is due to be procured over the summer.

Wave 6 (2025/26)

Wave 6 outcomes continue to perform well. Our DfE target is to achieve 75% positive outcomes, and we are currently at 64%, with outcome tracking continuing until 30 September 2026. Based on current performance, we remain on track to achieve, and potentially exceed, the minimum 75% target.

Survey results from current Wave (56 learners completed):

- 100% of learners are very satisfied or satisfied with the Bootcamp Experience
- 100% state that bootcamp was relevant to their career goals
- 98% state skills Bootcamp provided them with new skills and understanding
- 98% state that Skills Bootcamp helped them develop skills they will use in the workplace, future employment or own business (Self Employed)

Developer Investment Team

During Quarter 1, a total of 34 planning applications were received, which is consistent with previous quarters in 2025/26.

Seven s106 legal agreements were completed during the quarter, reflecting a decrease compared to Quarter 4, 2025/26.

A total of £71.4m in contributions was secured this quarter, representing the highest figure since December 2023. This significant increase is largely attributable to two strategic developments granted planning permission in the Thanet district.

Of the total secured:

- £40.3m relates to a 1,600-dwelling development at Land North and East of Canterbury Road, Birchington, including:
 - £20.95m for highways infrastructure; and
 - £18.67m for primary, secondary and SEND education provision.
- A further £28.2m was secured from a 1,461-dwelling development at Humbers Mill (land to the north-east of Nash Road, Margate), including:
 - £19.63m for primary, secondary and SEND education; and
 - £7.98m for highways infrastructure.

Overall, the secured contributions represent a 99.97% success rate against the amounts originally requested. The minor shortfall is primarily due to an appeal decision in Ashford, where the Inspector agreed that SEND provision was under pressure but concluded that the requested contribution did not meet CIL Regulation 122 requirements, as the development was expected to generate fewer than one SEND pupil.

During the quarter, the team also responded to two Regulation 19 Local Plan consultations: Canterbury and Gravesham.

KMBF-NUE Loans for Commercial Workspace

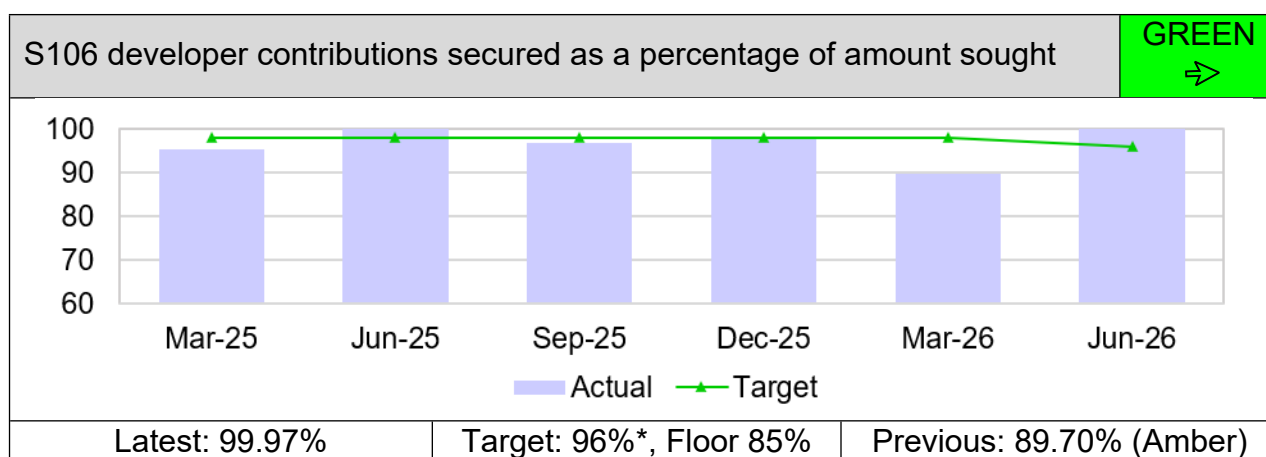
In Quarter 1, the No Use Empty (NUE) Programme enabled 79 long-term empty properties to be made fit for occupation, bringing the total number of homes returned to use since the programme's launch in 2005 to 9,215.

Following the Growth, Economic Development and Communities Cabinet Committee's decision on 11 September 2025 to allocate £6m towards new commercial workspace across Kent, the Kent and Medway Business Fund (KMBF) Investment Advisory Board approved a third project at Palmerston Road, Whitfield, Dover in June 2026, subject to planning consent. The approval commits the remaining £2.2m of the funding allocation. Planning approval for the proposed development of 48 business units is expected in Quarter 2, 2026, with contract preparation and due diligence progressing ahead of decision. The site is expected to be completed in 21 months once works commence.

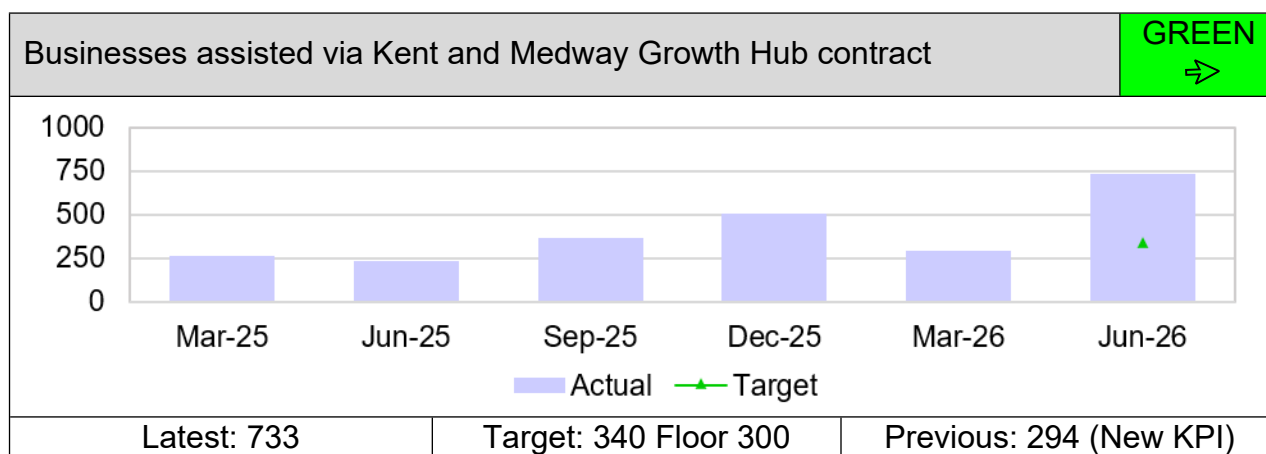
Contracts are now in place for the two previously approved projects, delivering 18 business units in New Romney and 13 business units in Thanet. To date, £2m of loan funding has been released to support project delivery costs. Both schemes are progressing well, with the Thanet development at an advanced stage. At the New Romney site, drainage works have been completed and construction of the building frames is scheduled to commence in July.

A total of 69 new business units will be delivered on completion of all three projects. Site visits will be arranged for Quarter 2 to include our Cabinet Member and colleagues from the Inward Investment team, who will support the promotion of the completed business units and wider development opportunities.

Key Performance Indicators

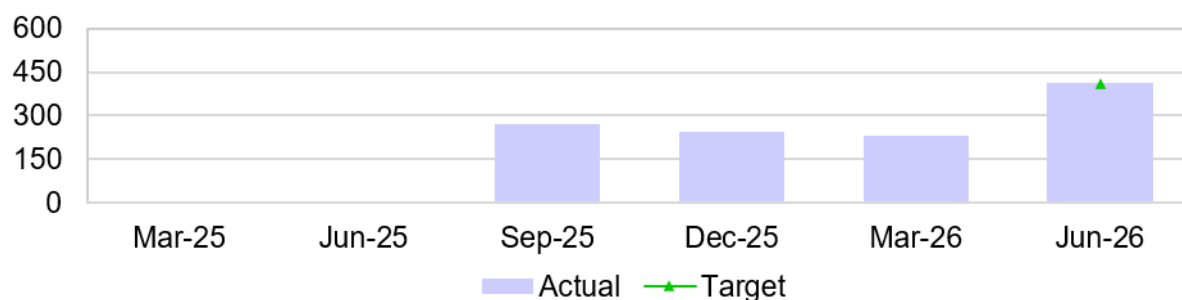


*This was shown as continuing at 98% in the QPR paper to Cabinet in March 2026, but should have shown a reduction to 96% as stated in the KPI paper to the Growth, Environment, Transport and Communities Cabinet Committee in March 2026.



Number of people provided with supported employment services by the Connect to Work programme

GREEN



Latest: 412

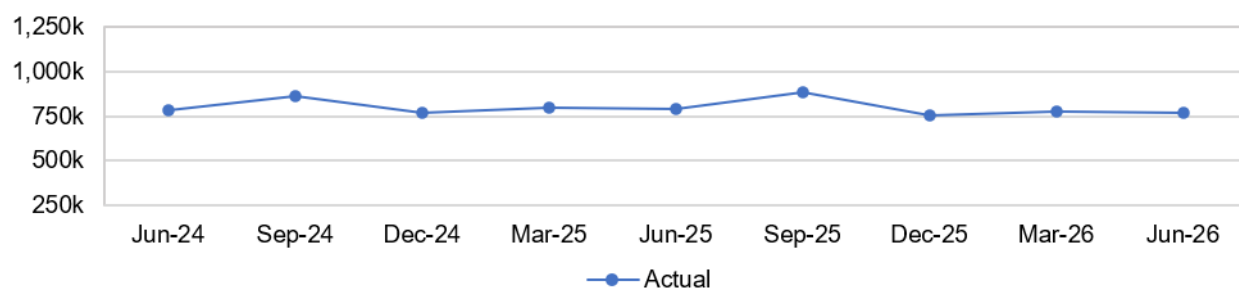
Target: 410, Floor 353

Previous: 233 (New KPI)

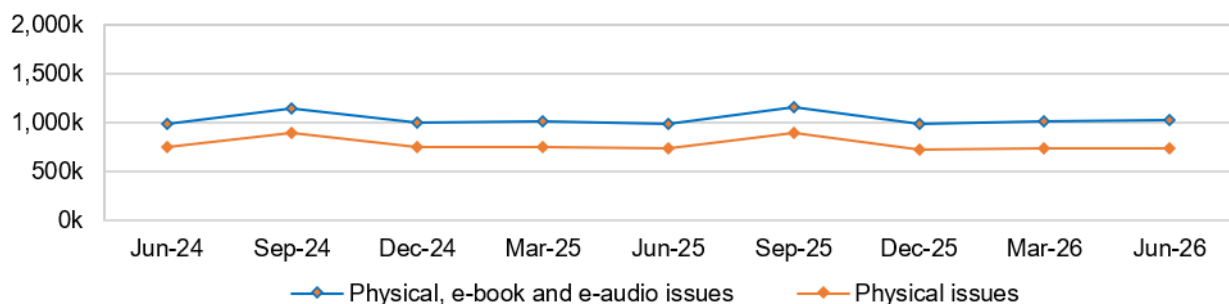
Programme commenced in Quarter 2 (Sep-25), 2025/26, hence no data prior to this.

Activity indicators

Total number of physical visits to Kent libraries



Total number of book issues from Kent libraries



Environment and Transport

Cabinet Members	Peter Osborne, David Wimble, Jamie Henderson
Corporate Director	Simon Jones

KPI Summary	GREEN	AMBER	RED	↑	⇒	↓
	4		2	2	4	

Highways

The new Highways Term Maintenance Contract (HTMC) commenced on 1 May with Ringway, a division of the VINCI Group. The contract began with an initial mobilisation period, during which Ringway started to integrate its operations with KCC. Consequently, the figures presented reflect April performance under the previous contractor, Amey, as well as the transition period and, where available, performance data for May and June under Ringway.

Pothole Repairs

In April, while Amey remained the HTMC provider, 2,586 repairs were completed on time out of a possible 2,793, achieving a Green RAG rating of 93%. **From May onwards, reporting for this KPI is being aligned with the new HTMC arrangements with Ringway and will be reflected in future updates.**

Emergency Incidents

In April, Amey attended 164 emergency incidents within the required timescale out of a possible 185, resulting in a Red RAG rating of 89%. **While the preliminary data for May and June indicates a continued Red performance rating, Ringway attended all emergency incidents. However, issues have been identified with the reporting systems and the configuration of data transfers between systems, which are affecting the accuracy of performance reporting. As a result, the underlying data and reporting outputs are currently being jointly investigated by KCC and Ringway to establish an agreed and validated performance position, to ensure accurate reporting of data.**

Enquiries across Highways and Transportation

A total of 12,140 routine enquiries were received in Quarter 1, of which 9,201 were completed within the required timescale. This represents performance of 76%, resulting in a Red RAG rating. In April, while Amey remained the HTMC provider, 4,386 enquiries were completed on time out of a possible 5,738, also resulting in performance of 76% and a Red RAG rating.

Quarter 1 included the commencement of the new HTMC with a change of provider to Ringway, which brings about additional operational pressure. Enquiry handling arrangements are now being embedded under the new contract, and performance against this KPI is expected to improve as these arrangements become established in future quarters.

Public Enquiries

The total number of customer contacts regarding highway issues in Quarter 1 reduced from the busy winter period (64,191 in Quarter 4) and was marginally higher than the same period last year, with 36,728 contacts received (36,660 in Quarter 1 last year). Of

these, 19,838 were assessed as faults requiring action by front-line teams. The decrease was largely down to several months of fine weather.

At the end of Quarter 1, there were 7,293 open enquiries (work in progress), compared to 6,080 at the same point last year, reflecting slightly increased workloads across the service. 68.3% of all highway enquiries were reported directly by the public using our online fault reporting tool.

The contact centre provider changed from Agilisys to Capita at the beginning of April, and all highway services transferred smoothly with no issues. **H&T is continuing to work closely with the new provider to ensure that the high quality of service is maintained.**

Streetlighting

Across Quarter 1, an average of 99.93% of streetlights were on and functioning correctly, resulting in a Green RAG rating. **This strong performance is above target and reflects the continued commitment and effective work of the streetlighting team.**

Street Works

Pressure from utility companies remains high, with continued demand for immediate and emergency works. In Quarter 1 2026/27, there were 2,075 immediate urgent/emergency closures, representing a decrease of just over 9% compared with the previous quarter. KCC works accounted for approximately 49% of these closures, followed by water companies at 36.5%, power and gas at 9%, and telecoms at 5.5%.

Road Safety

Total casualty figures for Quarter 1 show a reduction of 328 casualties compared with the same quarter last year, and a reduction of 439 compared with the same quarter in 2019/20, prior to the Covid-19 pandemic. These figures are based on the latest data received from Kent Police, some of which remains subject to review and validation.

Killed or Seriously Injured (KSI) casualties also reduced, with 36 fewer casualties compared with the same quarter last year and 4 fewer than in the same quarter of 2019/20.

The most frequently recorded contributory factor for KSI casualties was “not looking properly”. No KSI incidents recorded “possible poor or defective road surface” as a contributory factor by the attending officer.

Quarter 1											
2025/26				2024/25				2019/20			
Fatal	Serious	Slight	Total	Fatal	Serious	Slight	Total	Fatal	Serious	Slight	Total
11	197	520	728	7	237	812	1056	9	203	955	1167

(Based on the latest data received from Kent Police, some of which has yet to be reviewed and validated)

Safer Active Journeys Team

Bikeability has started the financial year strongly, with KCC and external providers training 1,700 pupils in Quarter 1. Bikeability holiday clubs are also planned for July at Cyclopark and Victoria Park in Ashford, further supporting opportunities for young people to develop safe cycling skills.

Promotional activity for adult cycle training is also being increased as conditions improve. The team has attended a range of events with e-bikes and is exploring the development of a flagship venue at Victoria Park, Ashford, to further increase participation and encourage adult cycling. The venue is planned to open in autumn 2026.

The Small Steps and Street Smart teams continue to visit KCC schools, working with primary school children on road safety in the area immediately outside the school environment. In Quarter 1, the teams reached 20 primary schools and just over 400 pupils.

The School Crossing Patrol team remains busy, with ongoing monitoring and training for both new and existing patrols across Kent. Recruitment to vacant sites continues to be challenging; however, continuous advertising remains in place. A mini recruitment campaign has also recently been completed and will be shared at grassroots level to support further recruitment.

Active Travel Intervention Team

The Snodland School Street scheme has now been successfully launched and is proving to be a positive addition for the local community, supporting a safer environment for pupils travelling to and from school. Following successful consultation and stakeholder engagement, the Brunswick House School Street scheme (Maidstone) is also progressing towards becoming a permanent arrangement. The current Experimental Traffic Regulation Order (ETRO) will be converted to a permanent Traffic Regulation Order (TRO), supported by the installation of a permanent swinging gate barrier.

The Scootability programme continues to perform strongly, with uptake from primary schools significantly exceeding expectations. Feedback from schools has been very positive, with early indications suggesting that the programme is helping to increase pupil confidence, improve road awareness and support positive behaviour change.

The School Active Travel Grant programme has generated exceptional interest from schools across Kent and has been significantly oversubscribed. This level of demand demonstrates the increasing appetite among schools to promote walking, wheeling and cycling. Funding will support a range of locally led initiatives designed to encourage active and sustainable journeys to school, while also helping to identify a strong pipeline of future projects should additional funding become available.

Allocations from the Active Travel Integrated Transport Fund have now been agreed across the county and with all 12 district and borough councils. This includes investment in behaviour change interventions and capability-building projects, including feasibility studies. These projects will strengthen the future pipeline of walking, wheeling and cycling schemes and support the development of future funding opportunities.

The 10-Year Active Travel Action Plan provides a valuable strategic overview of the infrastructure and behaviour change measures required to deliver a comprehensive countywide network for walking, wheeling and cycling. It will help inform future investment priorities and identify the interventions needed to support long-term increases in active travel.

Active Travel Funded Infrastructure

Over the Quarter 1, the Active Travel Infrastructure Team continued to progress walking, wheeling and cycling improvements across Kent, moving schemes through feasibility, design, consultation and delivery stages. The team has worked closely with district and borough councils, consultants and other partners to develop high-quality active travel infrastructure for delivery through the Integrated Transport Fund this year and to support future years' funding opportunities.

The team has completed its first scheme on site under the new Ringway contract: the Old Chatham Road cycleway improvements in Maidstone. Despite the hot weather, the scheme started and completed on time and within budget. The next scheme to move into construction will begin at the end of the month on Brook Street, Tonbridge, where works will enhance footway and cycleway accessibility and safety outside the school. These works are due to be completed over the summer break.

The team has a busy programme of works ahead. Upcoming schemes include lighting improvements to the Rosherville Steps in Gravesend to support active travel access to the new school; improvements to the crossing at Longport Roundabout in Canterbury; new crossings in Faversham as part of the north–south walking route improvements; and a new zebra crossing at New House Lane in Gravesham to support local school communities.

Safer Speeds and Enforcement Team

The maintenance contract for the Safety Camera Partnership's equipment remains under review and will progress once the Partnership's Memorandum of Understanding (MoU) has been renewed, with a go live date of 1 September.

The Kent Fleet Forum continues to gain momentum, with improved attendance at the June meeting. The forum is supporting the promotion of the Driving for Better Business initiative and reinforcing key safety messages with local businesses operating vehicle fleets. Members have expressed interest in online materials to support their own promotion of the Kent Fleet Forum, and this will be explored further in the coming weeks.

Minibus training for schools has seen increased demand in recent months and is now expected to reduce over the summer break. Demand is anticipated to increase again when schools return in September.

Kent Driver Education Team

In Quarter 1, the service delivered 1,175 courses, compared with 1,275 during the same period last year. This reduction reflects the lower number of National Motorway Awareness Courses (NMAC) delivered during the quarter, with demand for National Speed Awareness Courses remaining strong and continuing to grow

Despite the reduction in overall course numbers, the number of clients attending courses increased from 12,825 to 13,534. This was supported by a greater number of people attending in-person venues compared with last year, which can accommodate higher attendance levels than online courses.

Client cancellations linked to the National Highways variable speed camera issues remain ongoing; however, the number of refunds has reduced significantly and is now causing minimal disruption to the service. Some courses, particularly NMAC courses, continue to run below capacity as a result of wider enforcement issues, with only a

limited number currently able to be delivered each month. This has had an ongoing impact on service delivery since November 2025 and is expected to continue for the foreseeable future.

The service also continues to experience some operational impacts following the transition from Agilisys to Capita. The team is managing these closely with Capita and KCC's MRX Team.

Safer Road Users Team

During Quarter 1 delivery included the following:

Education

- Road Safety Club (RSC) intervention delivered to over 7,086 Primary school pupils.
- Road Sense Programme delivery to Year 7 and 9 pupils reaching over 3,622 pupils.
- Young Driver & Passenger Course received by years 12 and 13, reaching over 3,362 Post 16 pupils.
- 50 students reached through Eco ambassadors intervention (year 5) public services course at Canterbury Christ Church University
- 5 Mature Road User sessions delivered, reaching 133 older road users.

Campaigns

Powered two-wheeler campaign (Facebook, Instagram, Snapchat): Ran for two weeks from 27th May, targeting people aged 18–54, and reached over 2 million users.

Launched Summer drink drive campaign in June across paid for and organic social media to coincide with the Football World Cup tournament, and two radio interviews.

- April social media activity: Achieved a reach of over 22,000
- May organic social media activity: Achieved a reach of over 560,000
- June organic social media activity: Achieved a reach of reach over 950,000

Additionally, – the team presented at the Kent Police road safety forum on our mature road user intervention.

Crash Remedial Measures & Local Transport Plan

Delivery of the 2026/27 Crash Remedial Measures (CRM) and Local Transport Plan (LTP) programme is underway. Following the annual collision analysis, more than 85 cluster sites have been identified and are being prioritised for engineering intervention. This supports Kent's Vision Zero ambitions through a Safe System, evidence-led approach.

Alongside cluster site analysis, route and junction reviews are continuing at higher-risk locations to identify preventative measures before more serious collision patterns emerge. Preparatory work has also focused on ensuring schemes can be delivered effectively under the new Ringway contract, with an emphasis on robust governance, continuity and value for money.

The Highway Improvements Team continues to work closely with Members, parish councils and local communities through more than 290 Highway Improvement Plans (HIPs), helping to align local priorities with casualty reduction objectives. Partnership working with Kent Police also continues through Community Speedwatch, school travel initiatives and local speed management activity.

During Quarter 1, Kent Police and Community Speedwatch volunteers supported the National Speedwatch Day of Action, delivering more than 60 Speedwatch sessions across Kent. This activity provided valuable community engagement, reinforced safe-speed messages and generated local intelligence to support future interventions. The contribution of volunteers and Kent Police is gratefully acknowledged.

The team has also begun aligning future programme development with the Government's emerging Local Transport Delivery Plan framework. This will help demonstrate clear safety, accessibility, public health and economic outcomes, while maximising opportunities for external funding.

Traffic Management

Enforcement of Moving Traffic Offences continues to support improved driver compliance, with 26 cameras now operational across Kent. Enforcement at the William Munday Way bus gate in Dartford went live on 6 July, with a six-month warning notice period in place for first offences. The warning notice period for the Tunbridge Wells bus gates has now ended. During the first six months, more than 8,500 warning notices and just over 550 Penalty Charge Notices were issued.

The team is progressing further enforcement locations, including a new bus gate at Colyer Drive, Swanscombe, which is expected to go live by 1 September. Kent's first yellow box enforcement location in Margate is also being progressed and is expected to go live in late autumn. Design work is also underway for yellow box enforcement locations in Maidstone town centre, with at least two locations expected to be implemented before the end of the current financial year.

The Network Innovation Team is developing Kent's approach to delivering on-street electric vehicle charging infrastructure, following the award of more than £12m in capital funding through the Government's Local Electric Vehicle Infrastructure (LEVI) programme. This will support provision for residents who do not have access to off-street parking. Contract mobilisation with Urban Fox is progressing well, with installation of the first chargers expected from October. The programme aims to deliver the first 150 chargers, providing 300 sockets, by March 2027.

Major Capital Programme

The Major Capital Programme Team delivers large-scale infrastructure schemes that support growth across Kent and the wider region. The programme is funded externally through developer contributions and capital grants from Central Government. Where KCC accepts grant funding, or delivers schemes on behalf of developers, the associated agreements can transfer the risk of cost overruns to the Council. This remains a key programme risk and is actively managed by the team.

The highest-risk schemes within the programme are currently:

- **Dover Fastrack**, which remains in adjudication with the contractor. The latest adjudication outcome was £1.5m lower than had been budgeted for, and KCC is now preparing to submit its own adjudication to recover defect-related costs from the contractor.
- **Grovehurst Road, Swale**, which has experienced significant delays to the construction programme.
- **Bearsted Road, Maidstone**, which has been subject to increased costs.

The team is also progressing a number of funding opportunities. Bids are being prepared for submission to the Structures Fund in August for Galley Hill and the A229

Whitstable to Ramsgate scheme. An Expression of Interest has also been submitted to National Highways for Growth and Housing Accelerator Funding, alongside a further Community Infrastructure Levy bid to Maidstone Borough Council, to support the full funding package required to progress the M20 Junction 7 scheme.

Work is continuing on the Outline Business Case and planning application for Blue Bell Hill, with submission planned for later this year. Further match funding will need to be secured to enable the scheme to progress.

Transport Strategy

The Kent Travel Saver Scheme was opened for applications during Quarter 1, with the deadline for applications being 9 August 2026 to ensure passes are received on time for the first day of the new school year. Families were encouraged to apply to access subsidised travel to education and work-based learning provision.

The Public Transport team is developing a programme of promotional activity to encourage greater bus use across the county, including support for a number of events over the summer period and beyond. The team is also continuing to update and develop the latest edition of the Bus Service Improvement Plan (BSIP) strategy, with final plans due to be submitted to the Department for Transport in October 2026. Further information is being shared through a range of channels and outlets.

Environment & Circular Economy

The Environment & Circular Economy Division continued to deliver against the six goals of the KCC Environment Plan. Key achievements included securing over £513k of external funding to support climate adaptation, flood resilience and nature recovery projects across Kent, progressing key climate resilience initiatives, improving accessibility within Country Parks and supporting residents to engage with Kent's natural environment. Environmental specialists also continued to support sustainable growth across the county, providing advice on over 1,000 planning consultations during the quarter.

Goal 1 – Deliver Green Energy and Reduce Carbon Emissions

Progress has continued in embedding environmental considerations into Council decision making, with the Environmental Impact Assessment proof of concept approved for further development following a successful pilot. Work has also progressed on the Kent and Medway Homes Retrofit Action Plan, which aims to accelerate domestic retrofit activity across the county. The Kent Sustainable Communities Network celebrated its first year, continuing to support local environmental initiatives and community-led climate action.

The final phase of the Switch Together Solar scheme concluded during Quarter 1, completing the current programme cycle. The programme supported the installation of more than 580 solar PV systems and retrofit batteries, delivering 2.57MW of solar capacity, alongside 74 EV chargers across Kent and Medway.

Goal 2 – Adapt to Our Changing Climate

Kent's resilience to climate change continues to be strengthened through investment in evidence gathering, partnerships and long-term planning. During the quarter, the Severe Weather Impacts Monitoring System (SWIMS) was relaunched, providing partners with an improved mechanism to record and understand the impacts of extreme weather across Kent and Medway. Work also commenced on the £170k Pathways to

Resilience programme, helping partners develop a shared understanding of climate risks and future water security challenges across the county.

Goal 3 – Reduce Flood Risk and Manage Water Resources Effectively

Investment in flood resilience and water management continues across Kent. We have secured £130k of external funding to undertake a Climate Change and Flood Risk Impact Assessment for Romney Marsh, improving the evidence base for future investment decisions and helping communities better understand long-term flood risk. Innovative sustainable drainage measures are also being piloted in Dymchurch to reduce flooding and improve water resilience. Alongside this work, the Sustainable Drainage Team provided advice on 431 planning applications, helping ensure flood risk considerations remain embedded within new development.

Goal 4 – Protect and Improve the Natural and Built Environment

Progress has continued to support nature recovery, biodiversity enhancement and sustainable growth across Kent. During the quarter, over £213k was secured through Natural England's Species Recovery Fund to support conservation of the rare Dusky-lemon Sallow moth, restore native, disease-resistant elms to Kent's landscape and inform future habitat restoration. The project also delivers against the Local Nature Recovery Strategy priorities. Our nature recovery officers are currently working with partners across the county to develop a number of projects supporting strategy priorities relating to increasing conservation grazing, deer management and adder population restoration. During the period Defra confirmed the annual grant for our role as Responsible Authority, which secures the nature recovery officers for a further three years at no cost to the authority.

The Natural Environment and Coast Team also supported sustainable development through specialist advice, responding to 668 planning consultations, including 292 applications requiring Biodiversity Net Gain assessment. Biodiversity improvements have also been delivered at Household Waste Recycling Centres through collaborative working between Resource Management and Circular Economy and Kent Plan Bee.

Goal 5 – Manage Resources through a Circular Economy

Resource Management and Circular Economy services continue to support waste reduction, reuse and recycling across Kent. During the quarter, the updated Waste Disposal Strategy for Kent was published along with the new delivery plan for the year ahead. A new Household Waste Recycling Centre booking system was successfully launched, providing a simpler and more user-friendly experience for residents as well as a longer term financial saving. The team continue to support growth in reuse initiatives across the county by hosting the first Repair Café conference bringing together repair and reuse volunteers from across the county to share ideas and best practise.

Kent's leadership in developing a circular economy was recognised nationally when the Circular South East programme was identified by Defra as one of only eight national pathfinder projects, helping position Kent at the forefront of circular economy innovation.

The e-Waste Warriors programme continues to demonstrate the benefits of engaging young people in repair and recycling activities. Since its launch in March 2025, the programme has collected almost 6 tonnes of electrical waste, engaged more than 21,000 students and provided over 3,600 young people with practical repair skills. In Swale, targeted recycling interventions resulted in 94% of bins checked containing good quality recycling and 96% of recycling loads being successfully recycled.

Goal 6 – Conserve and Promote Kent’s Natural Beauty and Heritage

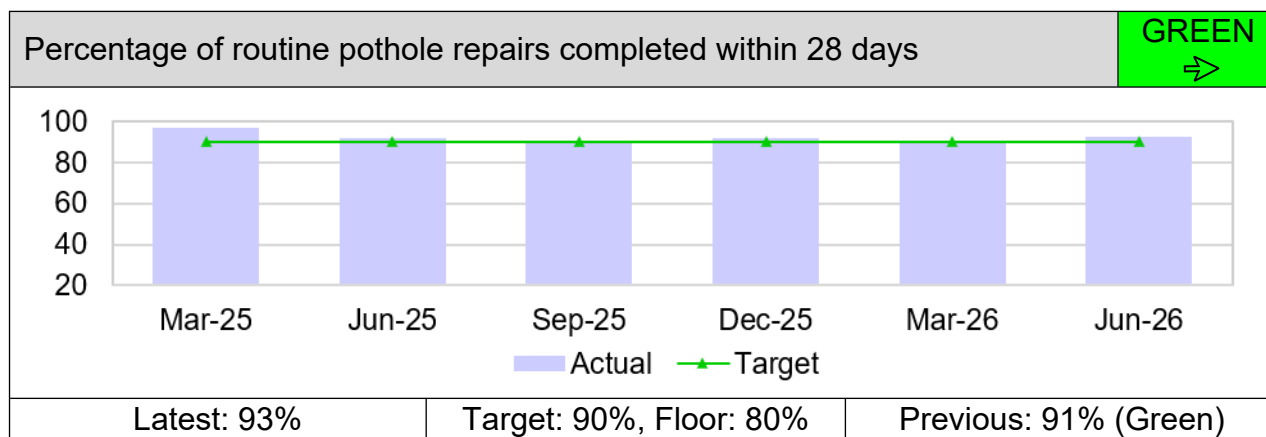
Investment in Kent’s natural and historic environment has continued through improvements to Country Parks, support for heritage conservation and growing public engagement with Kent’s landscapes. More than 2,000 volunteer hours were contributed across Country Parks during the quarter, whilst a Changing Places toilet, an all-terrain mobility vehicle and accessible path improvements at Trosley Country Park have improved opportunities for more residents and visitors to enjoy the Kent Downs landscape. Country Parks also supported the Kent Downs National Landscape’s UNESCO Geopark bid and continued to balance visitor access with biodiversity enhancement through initiatives such as No Mow May.

Heritage Conservation activity included the nationally significant discovery of a rare Anglo-Saxon die stamp near Lynsted, which has been declared Treasure and could provide important new evidence about early medieval craftsmanship in England. The team also continues to support sustainable growth through archaeological advice to local planning authorities and major infrastructure projects.

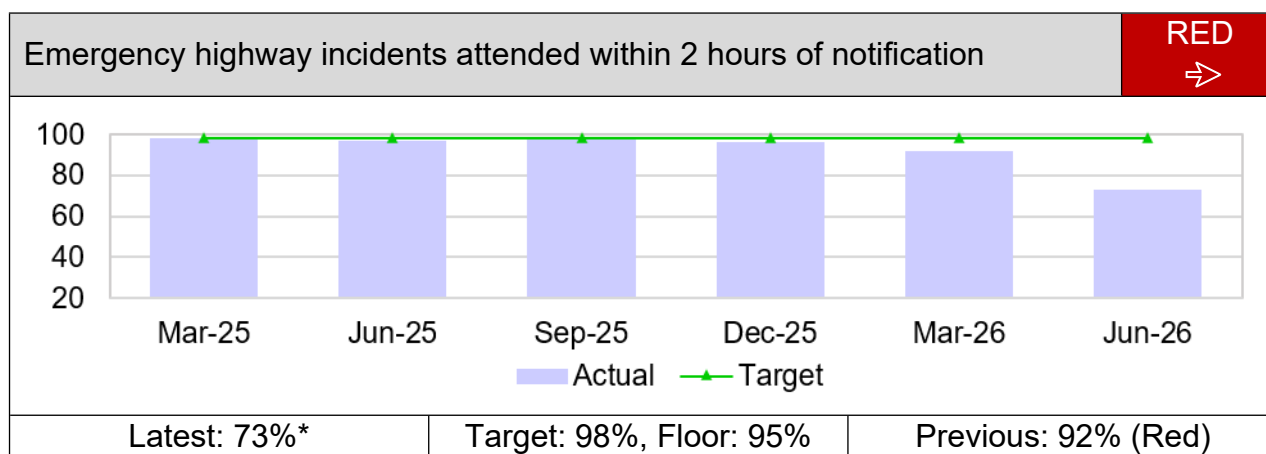
In May 2026, KCC notified relevant parties of its intention to seek to divest its eight windmills. For the five windmills registered as Assets of Community Value, this invited expressions of interest to submit a bid, all five windmills received expressions of interest. The implication of this is that a moratorium period of six months applies (to mid November), during which time KCC cannot transfer ownership of those five mills to any party other than qualifying community groups. This allows those groups the time to compile bids/proposals for their ownership of the mills. Options for the other three mills are being explored within the confines of legal circumstances affecting their future ownership.

The Explore Kent and Health and Nature programmes continue to connect residents with Kent’s natural environment. During Quarter 1, Explore Kent recorded more than 76,000 website page views and 6,900 route guide downloads. The team also launched 10 new Active Travel itineraries and saw an increase in views of coastal walking content following targeted promotional activity. The Health and Nature programme secured additional funding, awarding grants to 23 projects across 20 organisations, and continues to see strong demand for nature-based health interventions, with 66 applications received for 16 training places on the Level 3 Certificate in Nature-based Interventions.

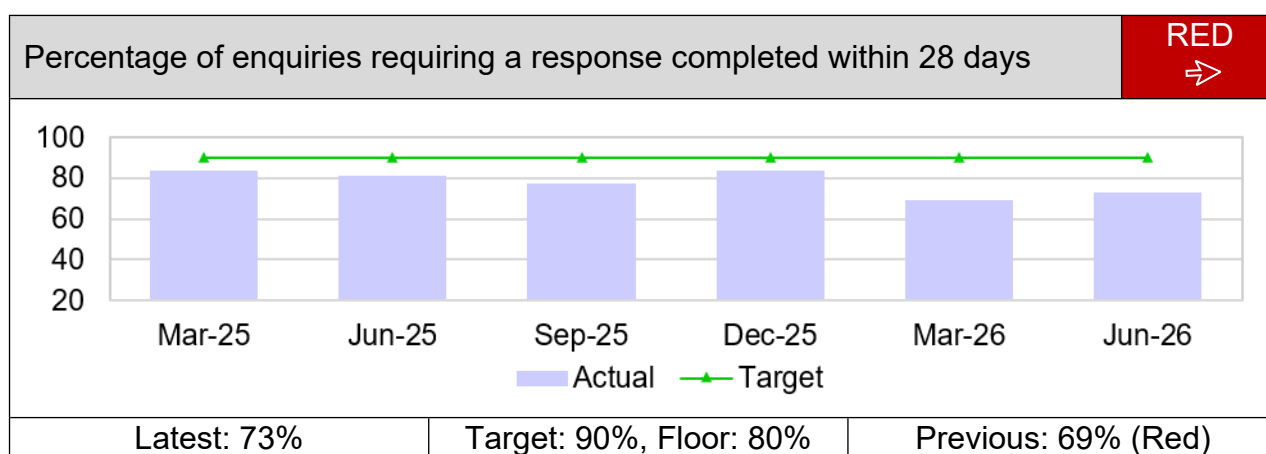
Key Performance Indicators



June-26 performance based on data for April only, as May and June data not available at time of reporting.

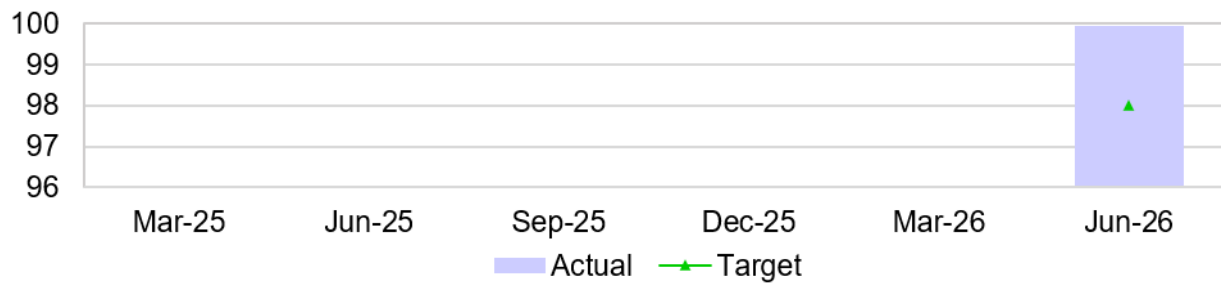


*Jun-26 data is being reviewed and the result for this quarter is preliminary only



Percentage of all streetlights on and functioning correctly

GREEN



Latest: 99.93%

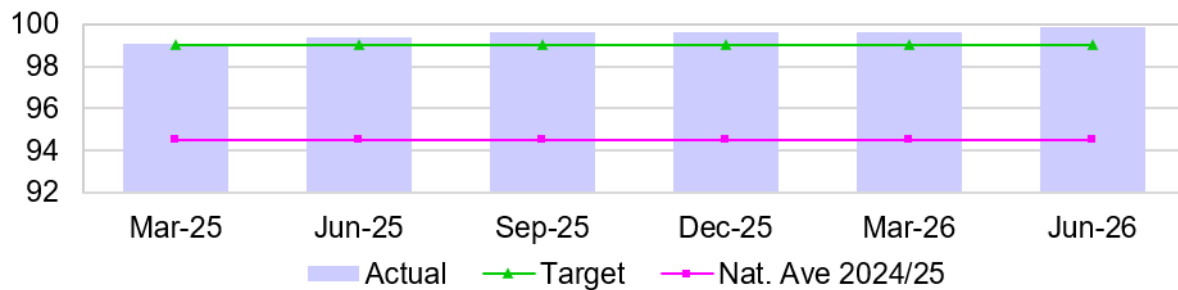
Target: 98%, Floor: 95%

Previous: N/a (New KPI)

New KPI starting in quarter to Jun-26

Percentage of municipal waste recycled or converted to energy and not taken to landfill – rolling 12 months

GREEN



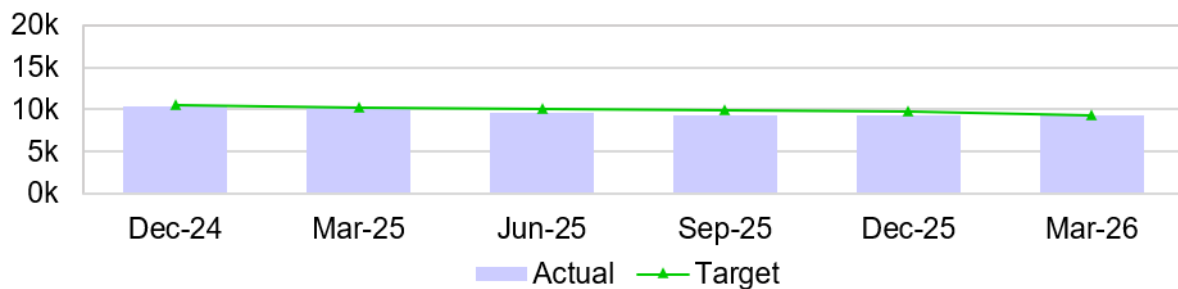
Latest: 99.6%

Target: 99%, Floor: 95%

Previous: 99.6% (Green)

Greenhouse Gas emissions from KCC's overall estate and operations (excluding schools) in tonnes – rolling 12 months

GREEN



Latest: 9,227

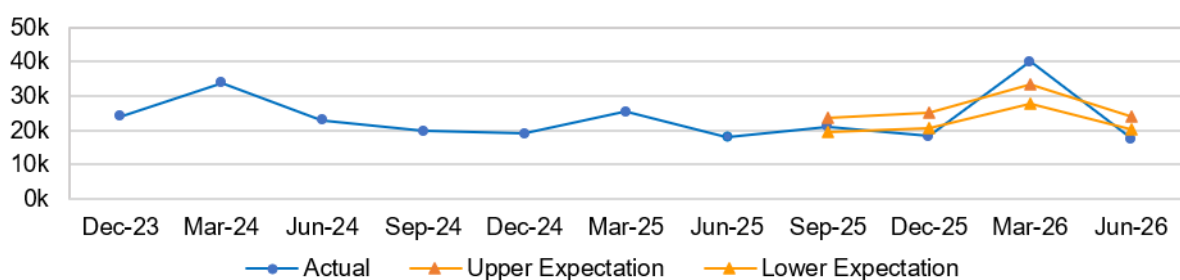
Target: 9,297, Floor: 10,227

Previous: 9,342 (Green)

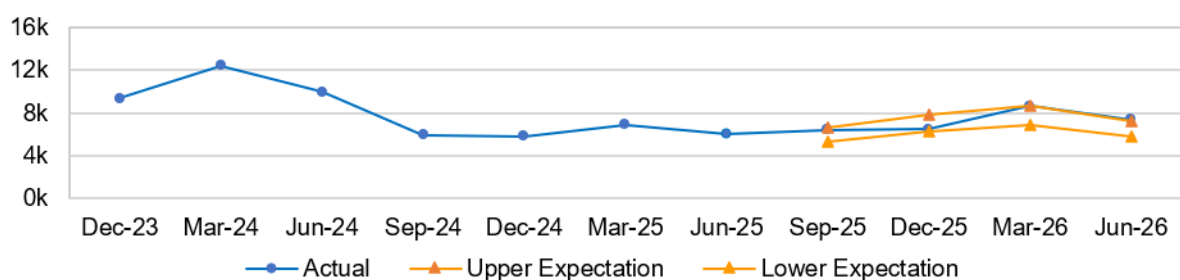
This KPI is reported a quarter in arrears due to the time needed to collect and process data

Activity indicators

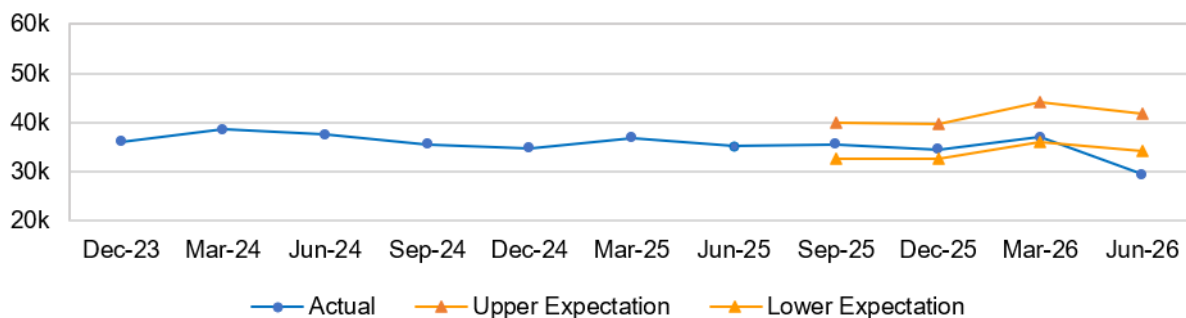
Number of Highways enquiries raised for action – by Quarter



Highways Work in Progress (active enquires/jobs)

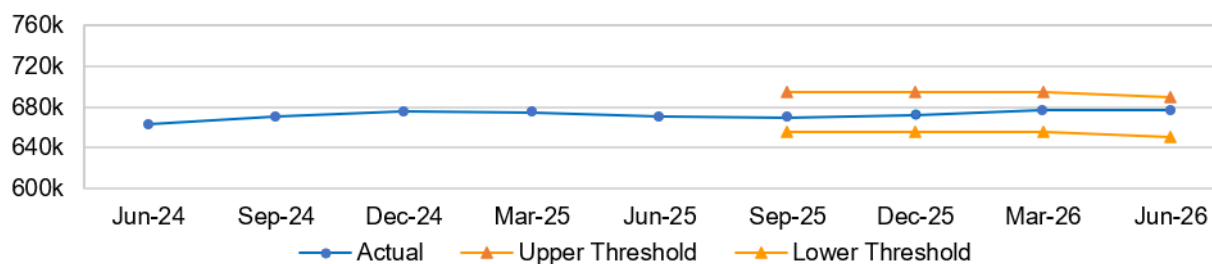


Number of street work permit applications and change requests submitted



The lower-than-expected figure in Q1 was due to the transition to the new HTMC contract, with Amey's workload winding down before Ringway had fully mobilised. Performance is expected to return to normal levels as the transition period concludes, and regular activity levels should continue going forward

Total municipal waste tonnage collected – rolling 12 months



Children, Young People and Education (*Education and Skills*)

Cabinet Members	Beverley Fordham
Corporate Director	Christine McInnes

KPI Summary	GREEN	AMBER	RED	↑	⇒	↓
	1	2	2	1	4	0

Schools

As of 30 June, twenty-seven LA Primary schools have been inspected under the new inspection guidelines, all of which were Section 5 inspections. National data shows a decline in the number of schools judged to be at Expected Standard (or above) across all inspection areas. 25% of schools nationally were judged either to need attention or urgent improvement for achievement. In Kent there were two primary schools judged to need attention. This is due to the new framework operating under a “Secure Fit” model rather than best fit; meaning that many schools are expected to receive Attention Needed judgements within their overall gradings. Ofsted have said that a spread of judgements across Strong Standard, Expected Standard and Attention Needed should be expected for most schools with Expected Standard being a high bar and not a minimum expectation. 100% of all schools inspected have met Safeguarding requirements and 94% of schools inspected were judged to be at or above the expected standard in the key judgement of Leadership and Governance. Inspection outcomes under the new framework remain in line with The Education People’s categorisation and there have been no “Urgent Improvement” judgements for Local Authority maintained primary schools.

Early Years

Ofsted outcomes for all types of group settings continue to be positive. Overall, 87% of judgements across all the renewed framework evaluation areas are at the expected standard or above. Inclusion is emerging as a strength in the county with 92% of judgements at the expected standard or above, while Curriculum and Teaching is emerging as a weaker area with 82% of judgements at the expected standard or above.

In the 2026 Summer term the take-up of claims for Early Learning for 2 Year Olds against those potentially eligible on the Department for Work and Pensions (DWP) list was 72.5% with 2,454 children being funded compared to 53.7% last Summer.

Through the Free Entitlement Places programme, 107 applications from providers have or will produce 1,183 places for babies and two-year-olds. Development continues, with a particular focus on planning areas with deficits. The summer Childcare Sufficiency Audit has been completed.

Of the DfE target of 4,441 wraparound provision places, 4,192 have now been developed (94%). The balance will be developed in the coming year (to March 2027), including the promotion to childminders of a scheme to ‘mop up’ small pockets of need across the County.

The national Free Breakfast Clubs programme requires schools to offer 30 minutes of free childcare before school where children also get a free breakfast. Phase 1 of the

national roll out began in April 2026. In Kent, 12 schools joined the pilot in April 2025; 17 schools joined in April 2026, and 49 schools have been contacted to transition from the National School Breakfast Club Programme to the new Programme in September 2026.

Support with Phase 3 of the Government's school-based nurseries initiative continues. Of the 38 expressions of interest received, 32 were agreed to progress to a full application. Face-to-face and online meetings have been taking place. Support visits with the nine successful phase 2 applicants are also being undertaken to ensure a successful opening.

The Early Years Quality and Childminding Quality and Sufficiency Teams continue to offer ongoing support to settings as appropriate. This can take the form of support with identified priorities for improvement following: reflective discussions about delivery of high-quality inclusive provision; conversations relating to meeting children's needs at a universal level and subsequent Professional Resource Group (PRG) requests when necessary; and formal support for settings judged to be less than the expected standard by Ofsted, in line with the updated Support and Intervention Plan. To date, 89% of group settings have accessed ongoing support in relation to specific improvement and 754 requests for support from a PRG have been submitted. Over Quarter 1, the Childminding Quality and Sufficiency Advisers have provided support, advice and guidance to childminders through 371 visits and additionally through 496 emails and telephone calls.

In Quarter 1, the Children and Families Information Service (CFIS) received 1,126 communications that required a response, this included 325 emails from parents and carers.

SEND (Special Educational Needs and Disability)

Based on the rolling 12-month average to June 2026, 60% (1,174 out of 1,957) of Education, Health, and Care Plans (EHCPs) were issued within 20 weeks excluding exceptions. In the single month of June, 87% of plans (174 out of 201) were issued within timescale which is above the national average.

The previously reported limited capacity within the Education Psychology service, has been resolved with significant improvements in timeliness of advice to SEN workers.

The percentage of annual EHCP reviews waiting less than 12 months is 64%, which is below the floor standard. Internal reorganisation of casework teams into dedicated Phase Transfer and Annual Review teams have now been established, with only a small amount of targeted recruitment remaining to fully transition this area of the service away from agency support. This redistribution will allow the new teams to focus on either the year-long statutory function of Phase Transfer or the rolling transactional Annual Review workload. Previously, staff were required to continually balance both requirements, often at the expense of Annual Review completion. This adjustment is expected to provide sufficient dedicated capacity for this KPI to improve. In addition, a programme of improvement is planned to improve timeliness and quality of Annual Reviews. This will follow the model of improvement undertaken successfully within the Assessment teams. The service has an action plan to improve both timeliness and quality of annual reviews, which has recently begun and is expected to be rolled out in year one and embedded in year two (as per annual review cycle).

The percentage of pupils with EHCPs being placed in independent or out of county special schools, at 10.8%, remains higher than the target of 9.0%. As previously reported, Kent continues to feel the effect of the delayed provision of two new special schools, leading to a continued over-reliance on independent specialist provision to compensate. While recent DfE advice has made clear that these schools remain in their plans, this does not offset the negative impact of ongoing delays. This area is therefore likely to remain below target for the foreseeable future. In addition, the service continues to be under pressure from requests for placements in the Independent School sector, with new schools frequently being approved by the DfE. The service is using a number of strategies to ensure there is enough suitable provision, including increasing the number of placements in primary and secondary Specialist Resourced Provisions (SRPs). This year there is a planned increase of 111 places across 15 SRPs followed by further development/expansions in 2027/28 of a further 121 places.

Wider Early Help

Eighty-five pupils were permanently excluded during the rolling 12-month period to 30 June 2026, which equates to 0.03% of the school population and is significantly below the latest DfE published national average of 0.12% (2024/25). Twenty-two were issued to 'primary' phase pupils and sixty-three to 'secondary' phase pupils. Dartford (25), Sevenoaks (15) and Tonbridge and Malling (11) were the districts with the highest number of pupils permanently excluded from school, which accounts for 61% of the total number of pupils permanently excluded from Kent LA schools and academies across the county. Permanent exclusions are at their lowest level since September 2023 (rolling 12-month period).

Kent continues to perform strongly with permanent exclusion rates across primary, secondary and special schools, which are significantly below national and South East averages. Kent ranks first amongst its statistical neighbours for permanent exclusions and most SEN provision measures, with rates generally falling over the past year. Suspension rates remain below national and regional averages overall, and are particularly strong in secondary schools, where Kent ranks 1st amongst its comparators. However, suspension rates have increased in some areas, notably within primary, special and SEN cohorts, indicating a need for continued monitoring despite Kent's overall positive performance.

The Exclusion Focus Group, a subgroup of Kent's Professional Resource Group, will be focused in the new academic year on driving forward learning from two workshops with schools as well as discussions with students in pupil referral units about their journey through the education system. KCC teams will work together to share data and expertise to support schools and families, particularly those children and young people experiencing repeated suspensions and therefore often at risk of permanent exclusion.

Updated suspensions and exclusions guidance has recently been published by the DfE, going live on 26th July. Therefore, KPAS is currently working alongside neighbouring teams to ensure KCC protocols and procedures are aligned, as well as facilitating ongoing updated exclusion training to school leaders and governors.

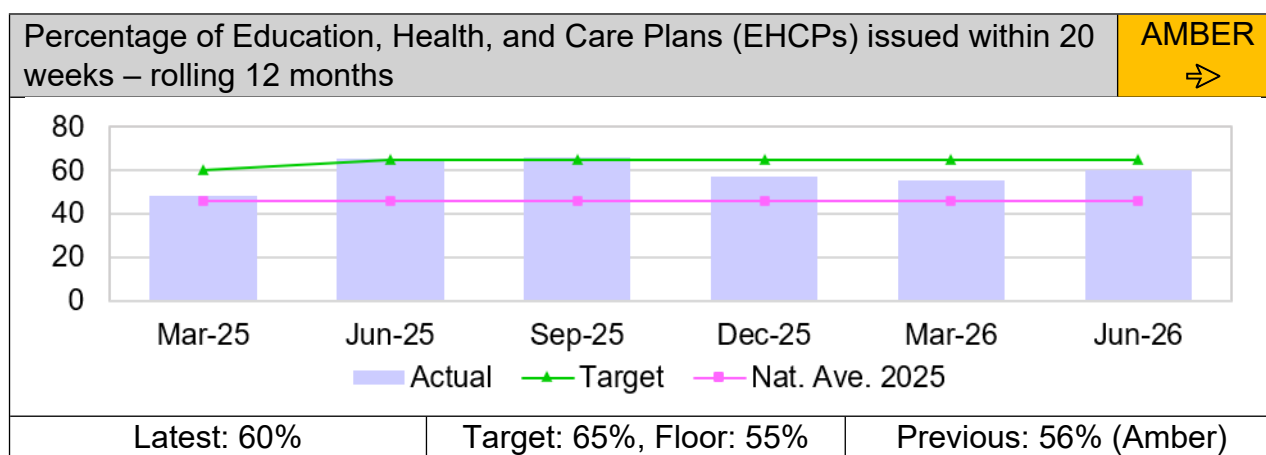
The First-Time Entrants to the Youth Justice System in June 2026 was 150 per 100,000 (rolling 12-month figure), which is ahead of target and equates to 243 young people.

The Kent Youth Justice partnership continue to collaborate with the Youth Endowment Fund, and Kent Police, on the "whole area model" for out-of-court resolutions. This includes the introduction of deferred prosecutions, in addition to driving deferred out-of-court resolutions, where it is aligned to the national guidance and both appropriate and proportionate to do so. This is expected to result in more children accessing diversionary support earlier and reduce both entry into and escalation within the youth justice system.

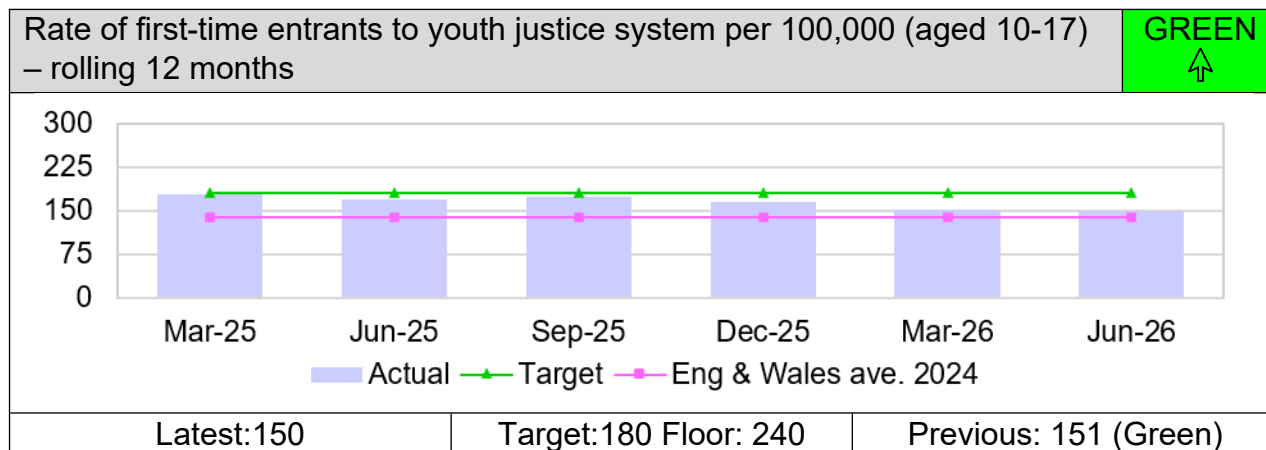
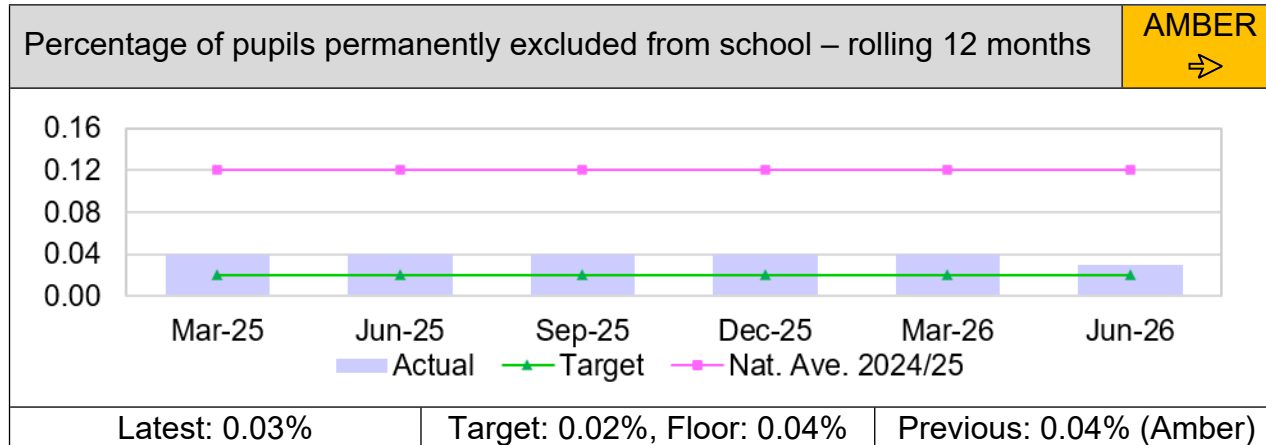
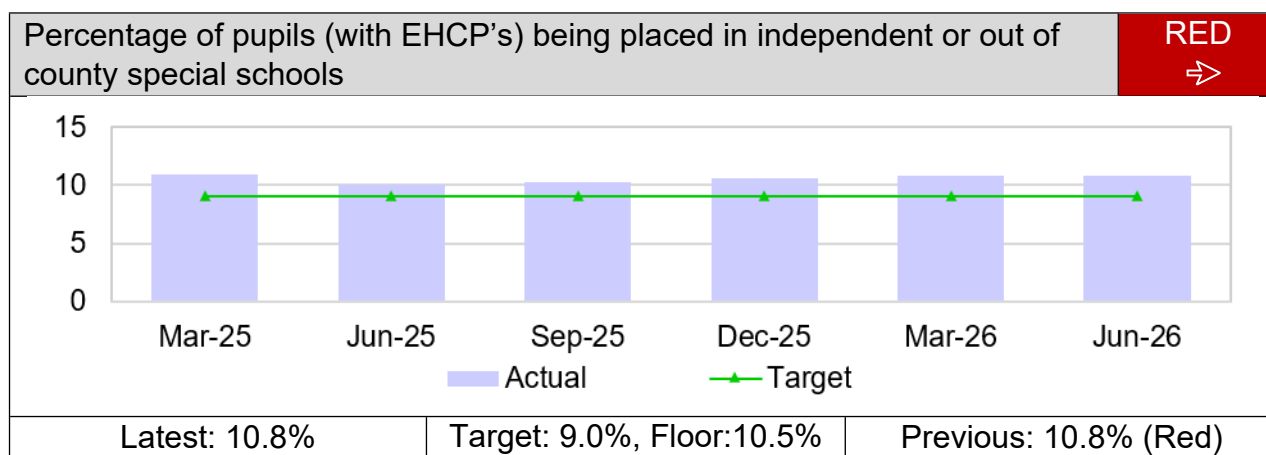
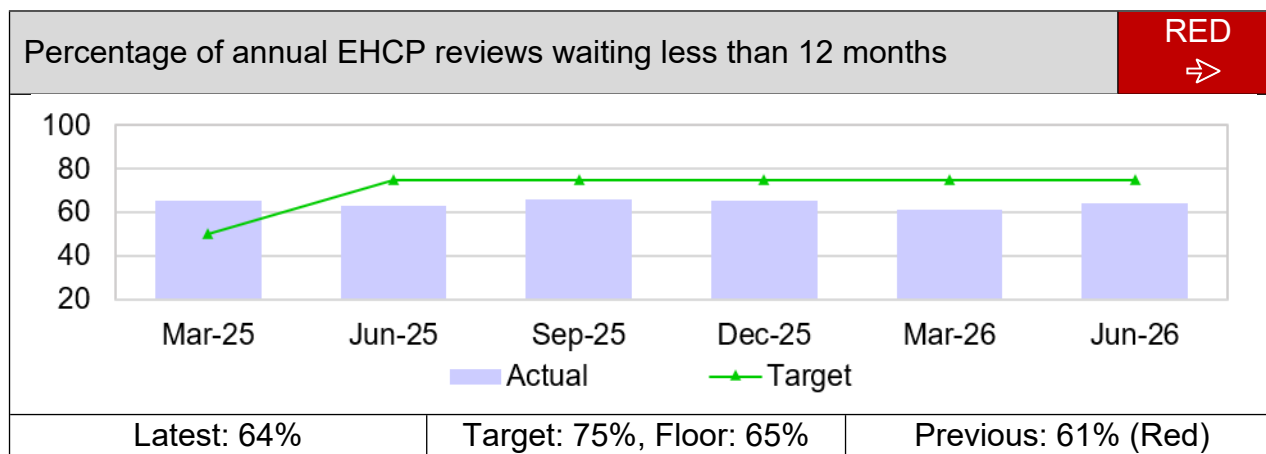
The monitoring of first-time entrants, forms part of the performance framework of the Kent County Youth Justice Board. The most up to date quarterly performance (Quarter 4, 2025/26) was presented at the June 2026 board, and the impact of the policy and processes will continue to be monitored.

The partnership is currently implementing the new knife crime guidance and outcome 23 (deferred prosecution), with support from the Youth Endowment Fund. Based on Kent Police data, and should children's knife possession follow the same pattern as the previous two years, this could see an increase in children becoming first time entrants to the Youth Justice system, where previously they were given on-the-spot Community Resolutions or No Further Action by Police. While this will impact on First Time Entrants, the new approach does ensure that those children will receive robust evidence-led interventions and multi-agency safety planning, to keep themselves and others safe

Key Performance Indicators²

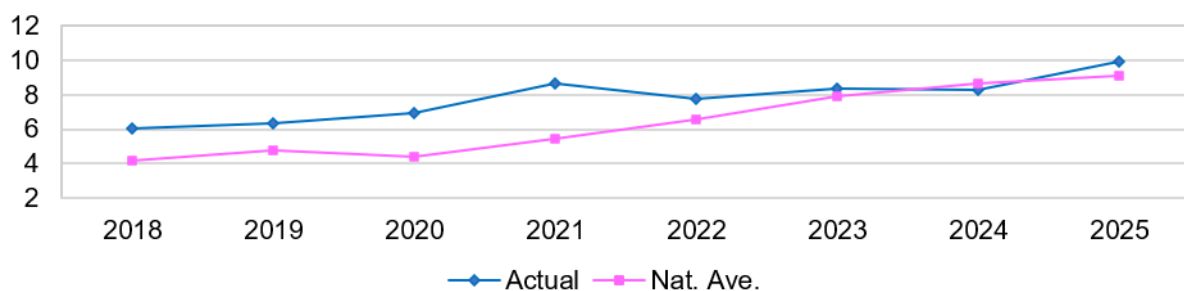


² The KPI for Early Years settings with Good or Outstanding Ofsted inspection judgements has been removed due to the single inspection judgement having been discontinued.

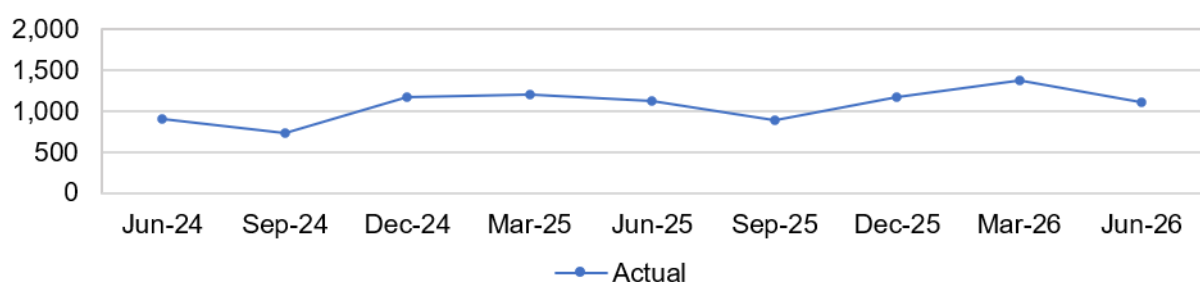


Activity indicators

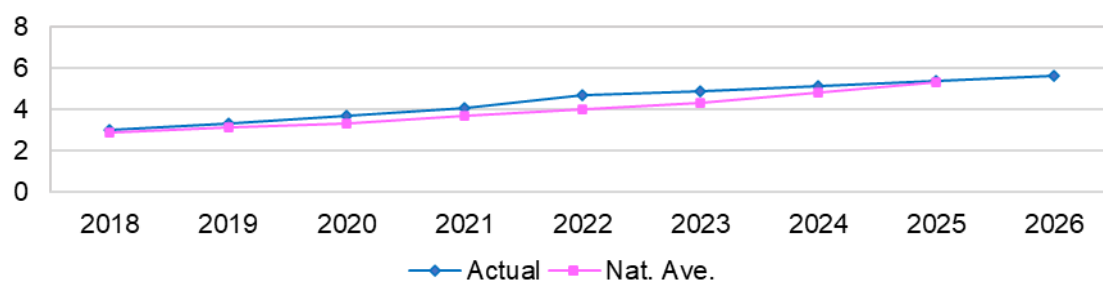
Number of initial requests for statutory assessment (for an EHC plan) per 1,000 aged 0-25



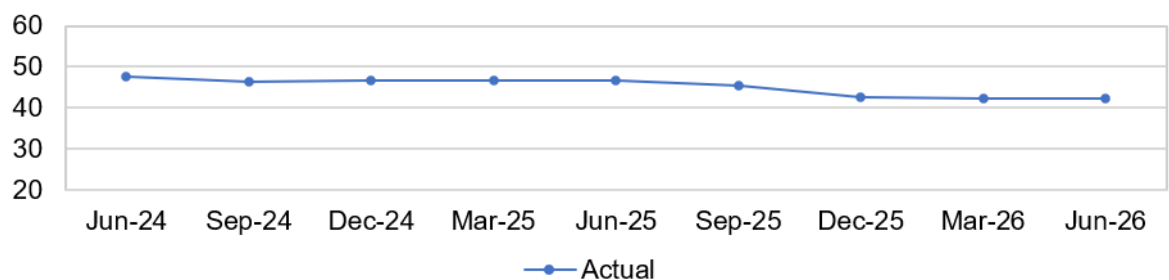
Number of initial requests for statutory assessment for an EHC plan (Quarterly)



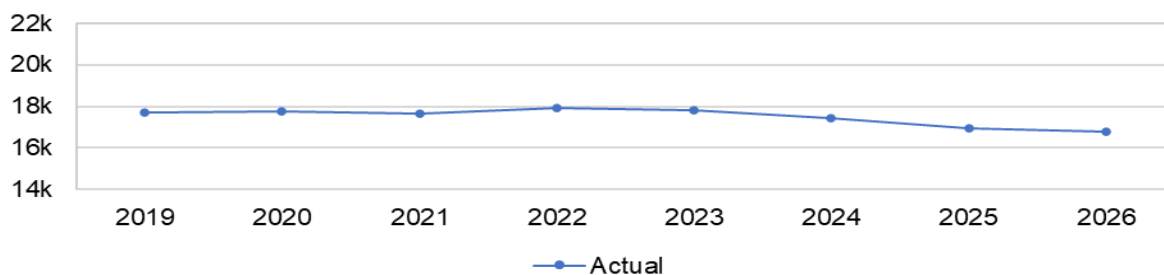
Percentage of pupils with an EHCP



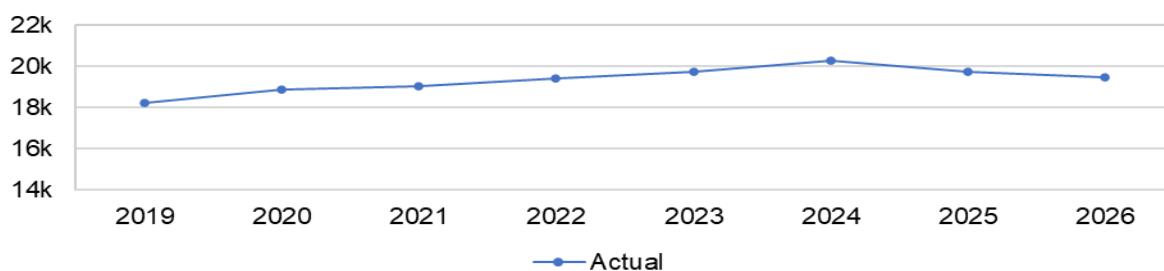
Percentage of pupils with EHCPs placed in mainstream schools



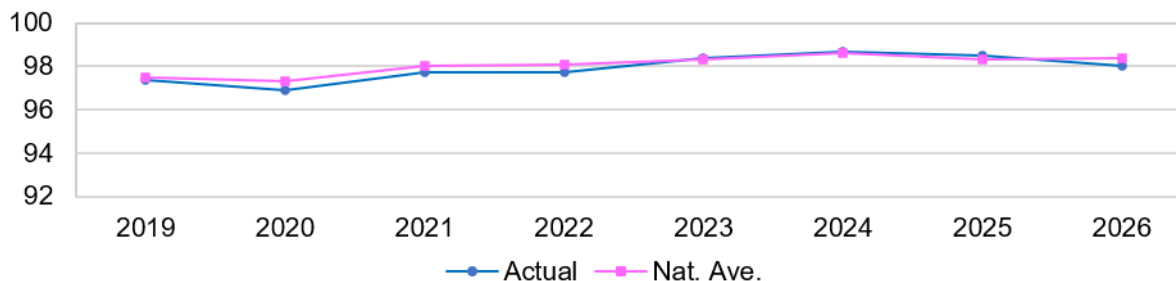
Number of pupils in Reception year (Kent state funded schools)



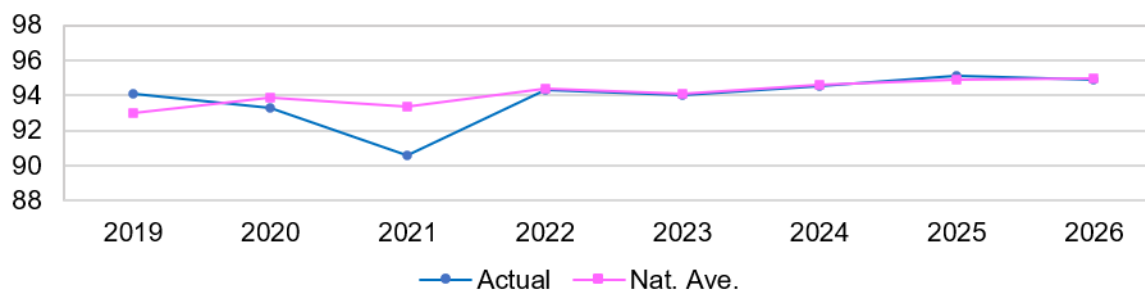
Number of pupils in Year 7 (Kent state funded schools)



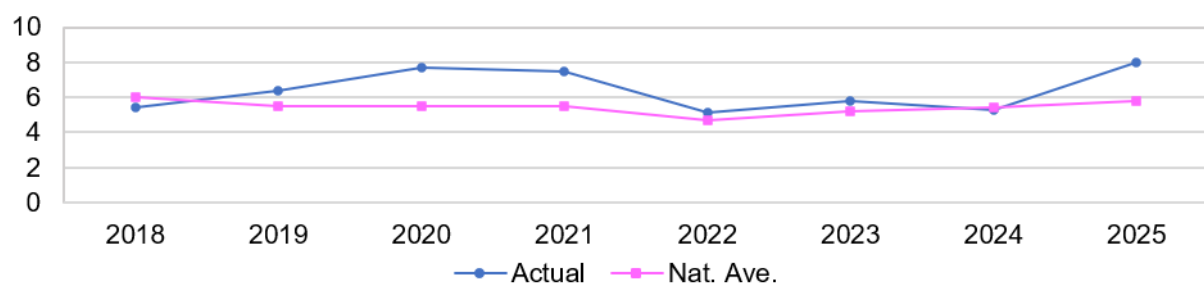
Percentage of Primary school applicants offered one of top three preferences



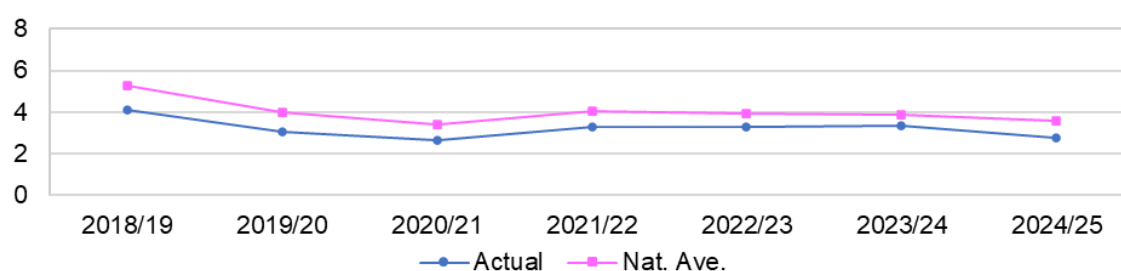
Percentage of Secondary school applicants offered one of top three preferences



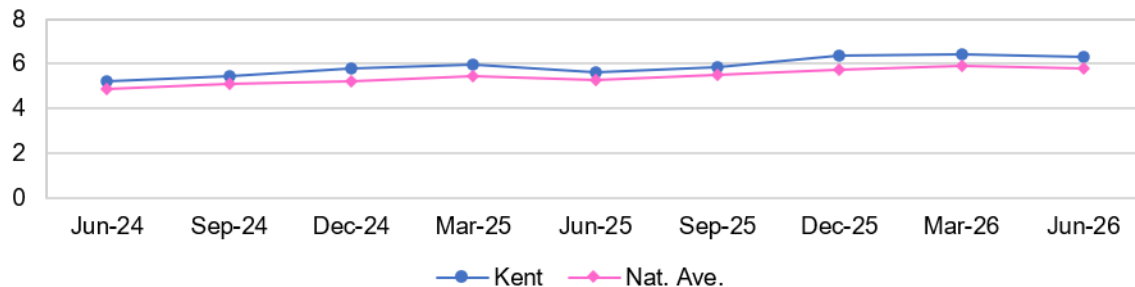
Percentage of 16-17 years olds Not in Education, Employment or Training (NEETs) or whose activity is Not Known



Percentage of 16-18 year olds who start an apprenticeship



Percentage of 18-24 year olds claiming Universal Credit



Children, Young People and Education (*Integrated Children's Services*)

Cabinet Members	Paul Webb
Corporate Director	Christine McInnes

KPI Summary	GREEN	AMBER	RED	↑	⇒	↓
	2	5			5	2

Early Help

At the end of Quarter 1, there were 2,367 family cases open to Early Help units, providing support for 4,851 children and young people under the age of 18. This is a 7.4% decrease in the number of families supported when compared to the end of the previous quarter (2,557), and a 7.3% increase on the number of families receiving support in June 2025 (2,205).

The performance measure for Percentage of Early Help cases closed with outcomes achieved returning to Early Help or Children's Social Work teams within 3 months was 14.2%, an improvement of 0.5 percentage points from the previous quarter, continuing to achieve the target of 15.0% or lower.

Children's Social Care - Staffing and Caseloads

At the end of Quarter 1, the number of open cases (including those for care leavers above the age of 18) was 11,878, a 5.9% (666) increase when compared to the end of the previous quarter (11,212), and an increase of 5.2% (586) when compared to the same quarter last year.

There were 5,814 referrals to children's social care services in the quarter, an increase of 8.9% (476) when compared to the previous Quarter (5,338) and similar to Quarter 1 last year (5,797). The rate of re-referrals within 12 months for the 12 months to June 2026 was 21.7%, compared to 22.3% the previous Quarter and continuing to achieve the target of 25.0% or lower. This is in line with the latest England average of 22.6% for 2024/25.

The percentage of the case-holding establishment with a member of staff present in post was 82.6%, this is a 5.2 percentage point reduction from the previous quarter.

Child Protection

At the end of Quarter 1, there were 1,199 children subject to a child protection plan, a decrease of 3.5% (43) from the end of the previous Quarter (1,242), and an increase of 2.1% (25) when compared to the same quarter last year.

The rate per 10,000 children (aged 0-17) was 33.7, which remains below the last published rate for England of 40.6 (31st March 2025).

Children in Care

The number of non-UASC children in care increased by 36 in the quarter to 1,503. The number of unaccompanied asylum-seeking children (UASC) in care increased by 50 to 485, with some of these young people awaiting transfer to another local authority under the National Transfer Scheme (NTS). The percentage of NTS Referrals made within 2 working days of a referral to KCC was 89.5%, against a target of 90.0%.

Status	Jun-25	Sep-25	Dec-25	Mar-26	Jun-26
Non-UASC	1450	1458	1460	1467	1503
UASC	433	530	469	435	485
Total	1883	1988	1929	1902	1988
Sex					
Male	1203	1303	1244	1209	1278
Female	680	685	685	693	710
Age Group					
0 to 4	270	279	289	286	289
5 to 9	232	234	231	229	240
10 to 15	614	604	582	585	608
16 to 17	767	871	827	802	851
Ethnicity					
White	1287	1285	1273	1266	1293
Mixed	117	121	123	130	131
Asian	32	35	38	34	35
Black	177	217	180	151	127
Other	270	329	314	321	402
Not Known		1	1		

The number of children in care placed in Kent by other local authorities increased by 1 child over the Quarter to 1,233.

The percentage of Children in Care (excluding UASC) placed in KCC in-house foster care or with family/friends was 69.1%, a reduction of 0.6 percentage points since the last quarter. Performance against this measure is impacted by the availability of in-house foster placements which is a national issue.

As of 30th June 2026, there were 587 approved fostering households (which is below the target of 600).

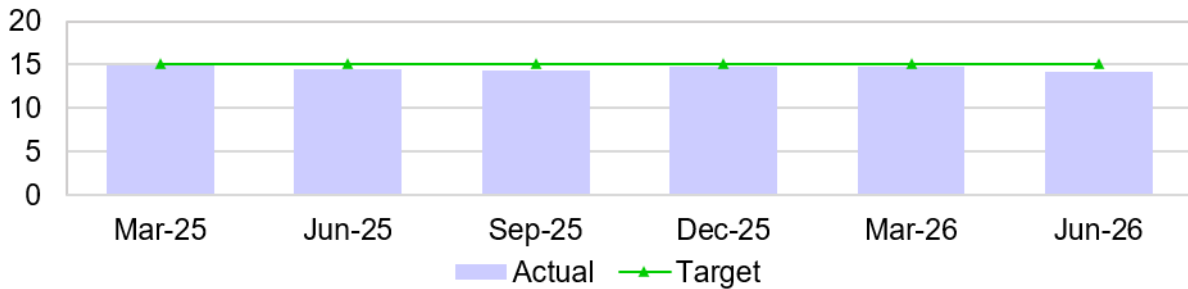
Care Leavers

The number of care leavers at the end of June 2026 was 2,137, an increase of 53 from the previous Quarter. Of the 2,137 care leavers, 1,072 (50.2%) were non-UASC care leavers and 1,065 (49.8%) were UASC. At 56.0%, the percentage of care leavers in education, employment or training remains below the target of 60.0%.

Key Performance Indicators

Percentage of Early Help cases closed with outcomes achieved that come back to Early Help or Children's Social Work teams within 3 months

GREEN
⇒



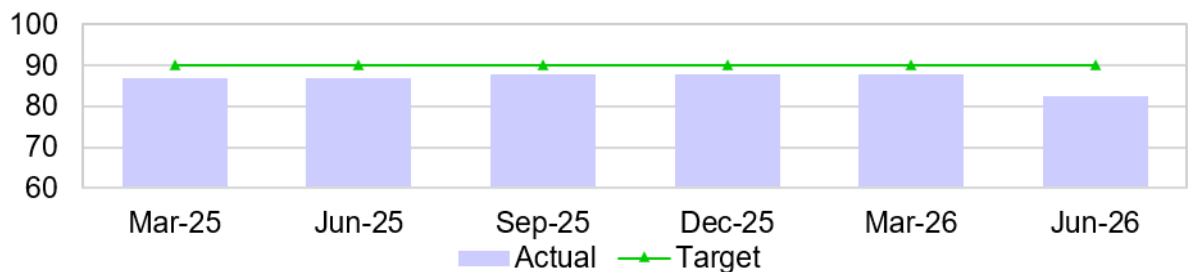
Latest: 14.2%

Target: 15%, Floor: 20%

Previous: 14.7% (Green)

Percentage of the case-holding establishment with a member of staff present in post

AMBER
⇒



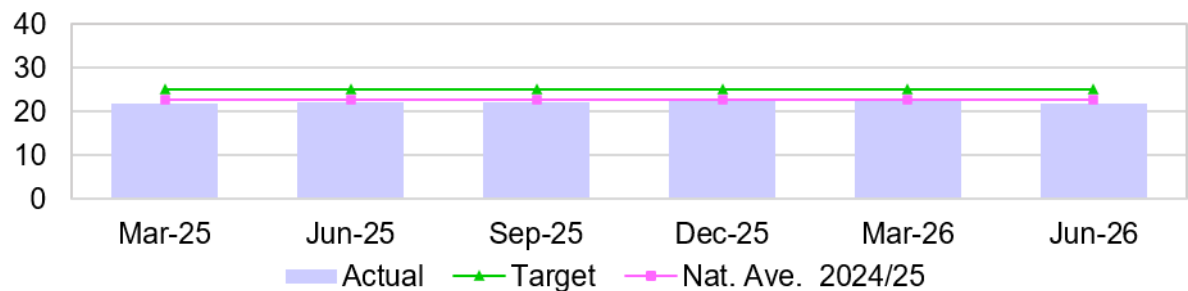
Latest: 82.6%

Target: 90%, Floor 80%

Previous: 87.8%

Percentage of children's social care referrals that were repeat referrals within 12 months

GREEN
⇒



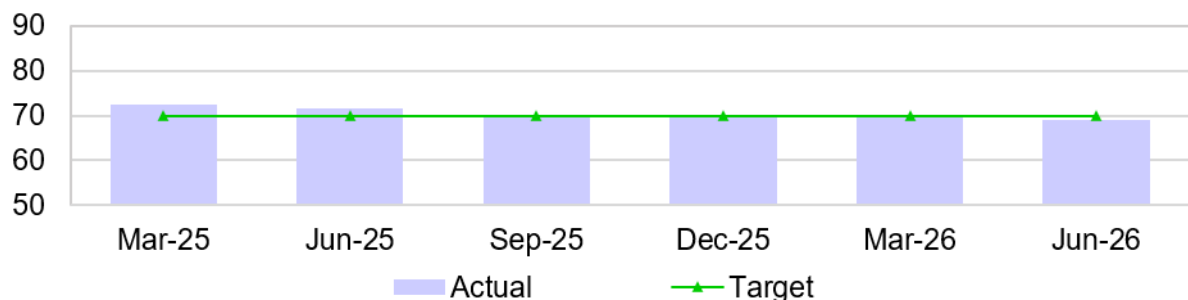
Latest: 21.7%

Target: 25%, Floor 30%

Previous: 22.3% (Green)

Percentage of Children in Care in Fostering placements (excluding UASC).

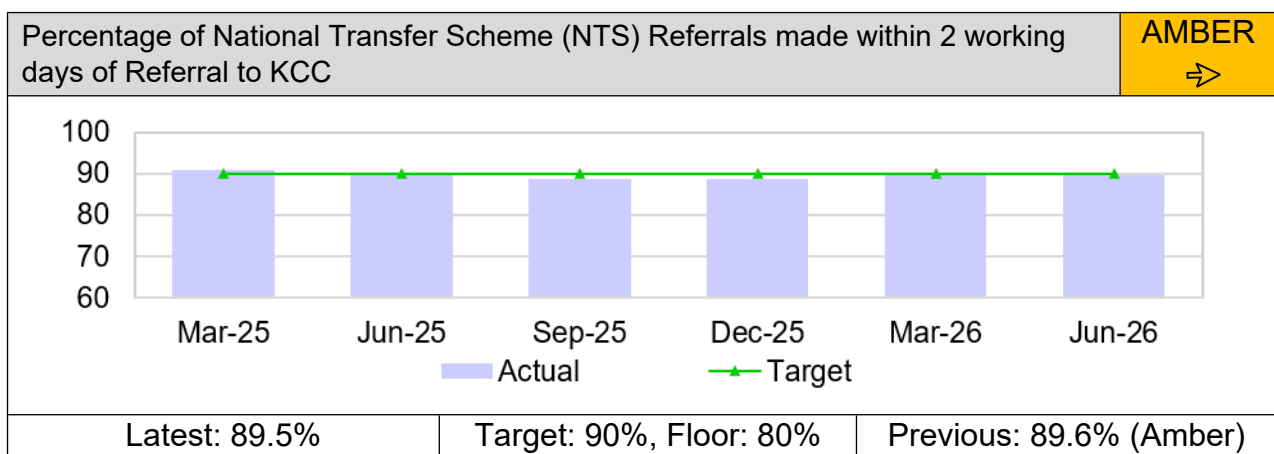
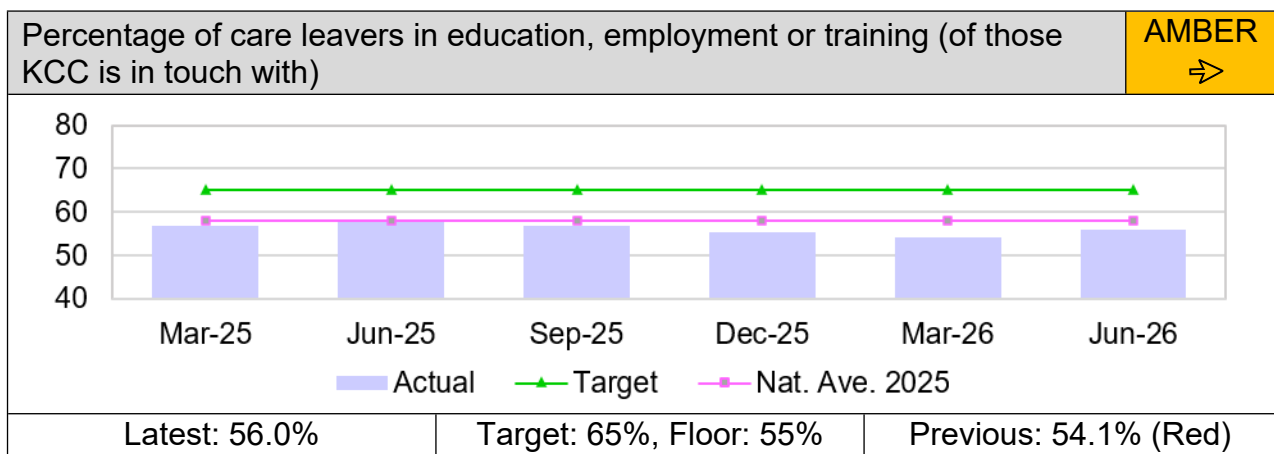
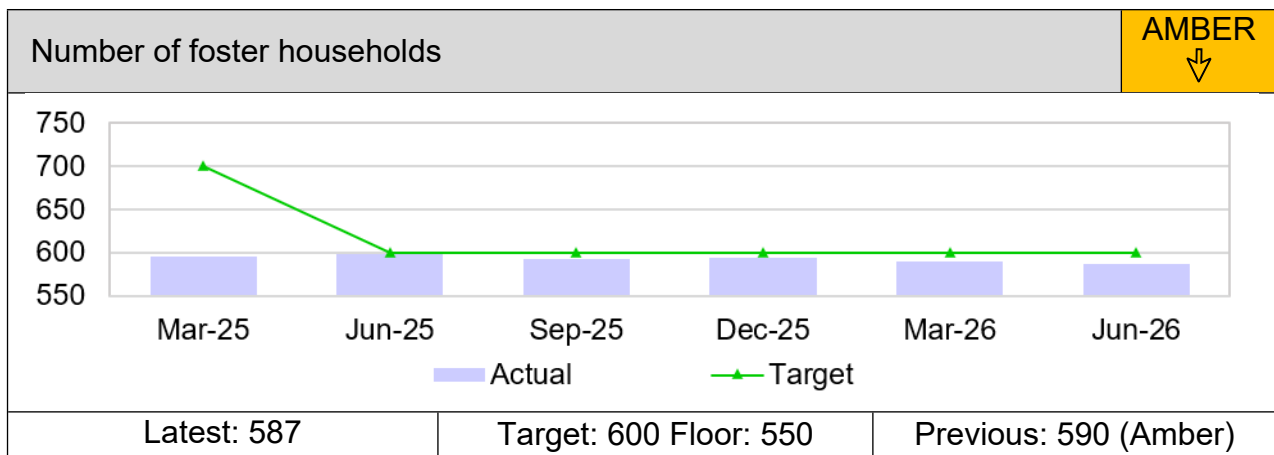
AMBER
↓



Latest: 69.1%

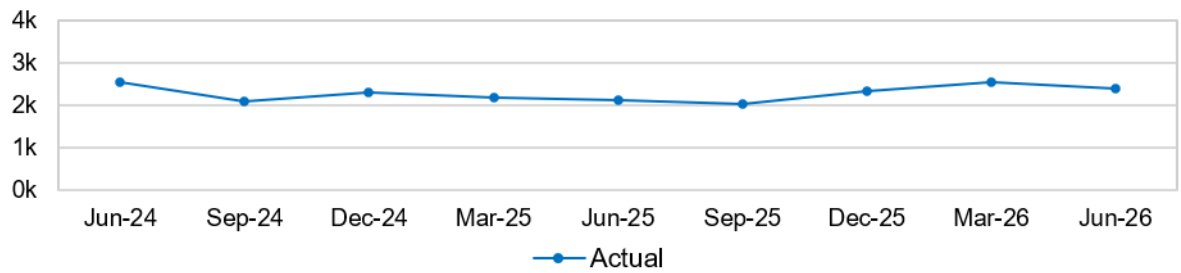
Target: 70%, Floor: 60%

Previous: 69.7%

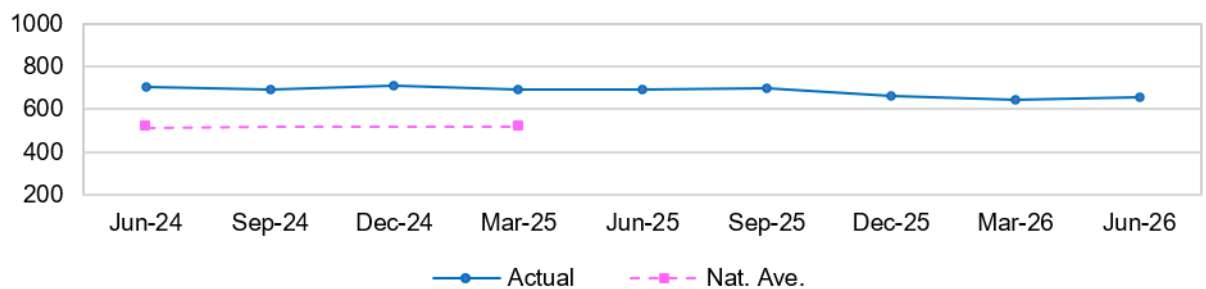


Activity indicators

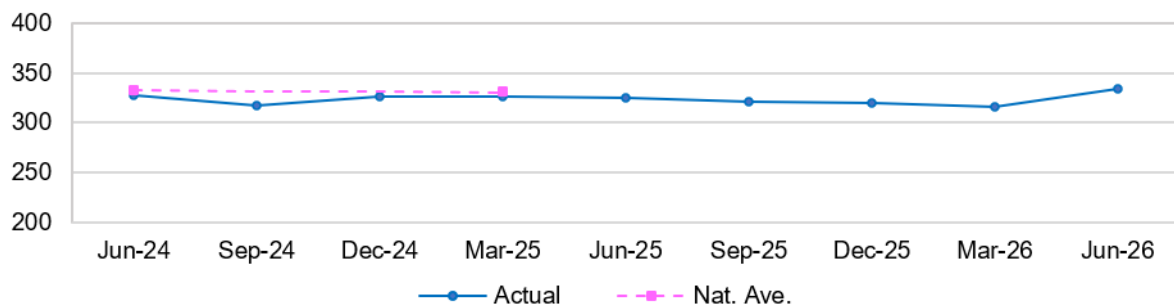
Number of open Early Help cases managed by Units



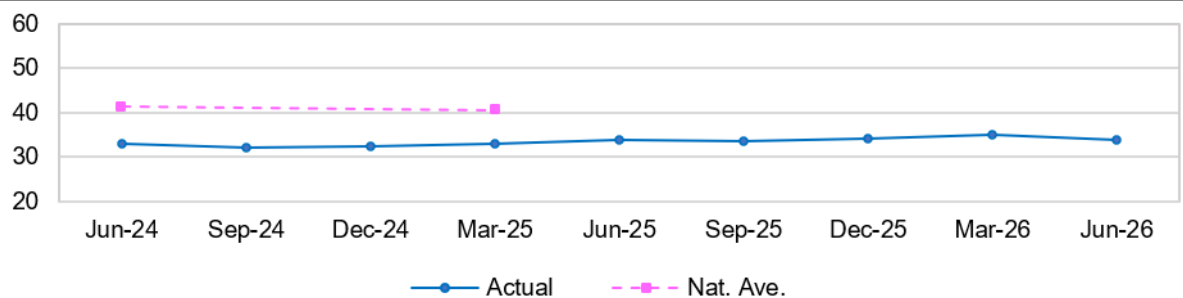
Rate of CSW referrals per 10,000 population aged under 18 – rolling 12 months



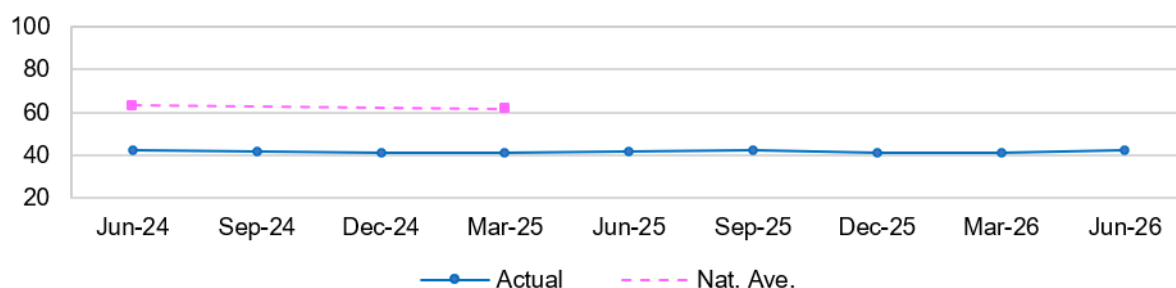
CSW caseload per 10,000 child population – snapshot at Quarter end



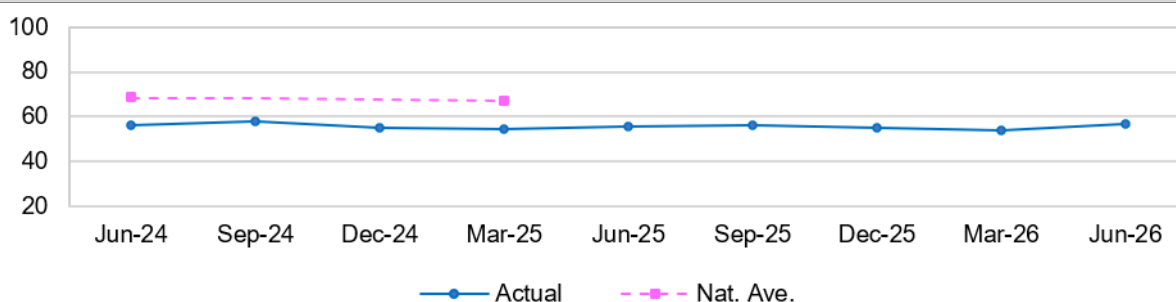
Rate of children with Child Protection Plans per 10,000 child population – snapshot at Quarter end



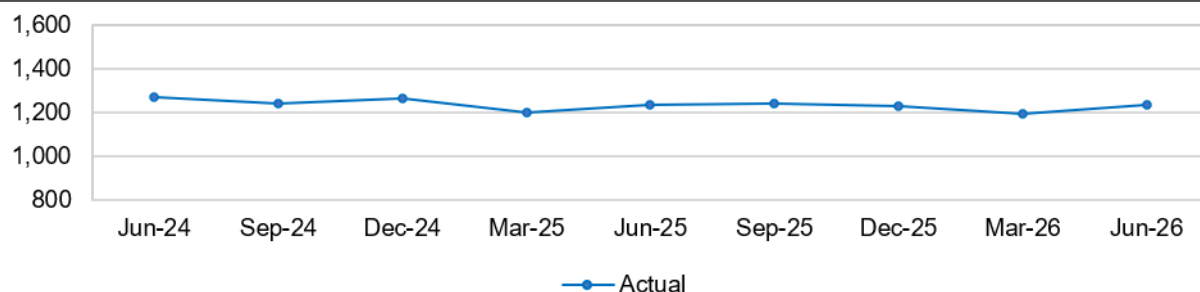
Rate of Children in Care (excluding UASC) per 10,000 child population – snapshot at Quarter end



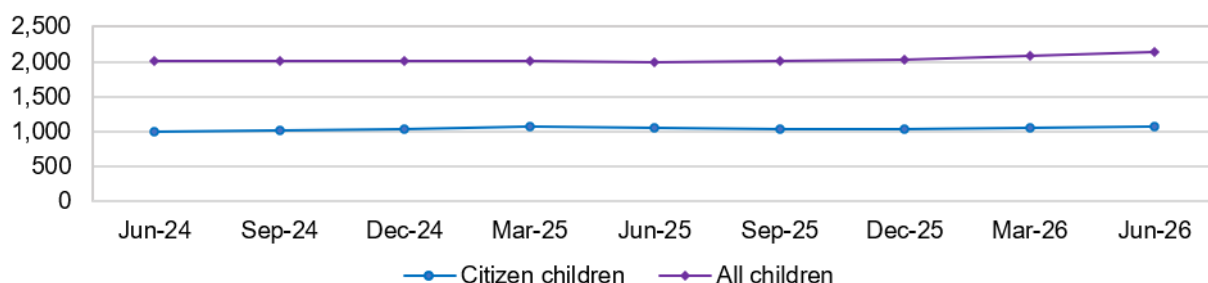
Rate of Children in Care (including UASC) per 10,000 child population – snapshot at Quarter end



Number of other local authority children in care placed into Kent – snapshot at Quarter end



Number of care leavers as at Quarter end



Adult Social Care

Cabinet Member	Georgia Foster					
Corporate Director	Sarah Hammond					
KPI Summary	GREEN	AMBER	RED	↑	⇒	↓
	3	2	2	1	6	

Contacts

The Adult Social Care Connect teams are the first point of contact for people seeking support from Adult Social Care. They provide information, advice, and guidance to individuals making contact and, where appropriate, arrange further support and assessment. A key objective of the service is to resolve enquiries efficiently and effectively at the earliest opportunity, ensuring people receive the help they need without having to repeat their request for support. In Quarter 1, 3% of contacts were from people who had made contact in the past 3 months. This proportion is the same as the previous quarter which is below the target of 5%.and therefore the measure is RAG rated Green.

The number of people contacting Adult Social Care Connect saw a 2% decrease in Quarter 1, falling to 8,411 though this figure is 12% higher than the same quarter last year. The most common source of referrals continued to be family members (24%), followed by self-referrals. The majority of contacts were made using the online web contact form (35%), followed by email (31%).

Adult Social Care Connect teams are looking to increase their presence in local communities through drop-in clinics and information stands, helping people access advice in familiar, accessible settings. This will encourage earlier conversations, raising awareness of available support, including preventative and community-based services.

Changes have also been made to the 'How to get adult social care support' pages on kent.gov.uk, providing clearer information on eligibility and what to expect from Adult Social Care; this update aims to improve understanding, support informed decision-making, and direct people to the most appropriate support pathway.

Assessments

Adult social care will undertake a Care Needs Assessment if a person's needs cannot be met through conversation, signposting or other alternative enablement actions. This assessment will outline the person's eligibility for further support. The number of incoming assessments has reduced for a fifth consecutive quarter, with 3,301 assessments requested in Quarter 1, compared to 4,353 requests in the same quarter last year. As a result, the number of Care Needs Assessments completed also reduced for the fourth consecutive quarter, with 3,323 assessments completed in Quarter 1.

For 2026/27, a new KPI for Care Needs Assessments is now in place, covering the median wait time in days for the completion of a Care Needs Assessment aligning this KPI with Care Quality Commission (CQC) reporting requirements and KCC's Strategic Statement. In Quarter 1, the median wait time for completion of a Care Needs Assessment was 24 days; an improvement of 3 days when compared to the previous quarter. The target for this measure is 25 days, with an floor standard of 30 days, meaning this measure is RAG Rated Green.

Adult Social Care commissions external care agencies to provide support for people who identify as carers. This support may include information, advice and guidance, or a full carers assessment to identify any additional support needs. In Quarter 1, 920 carers were supported in this way, representing a 12% decrease from Quarter 4 but a similar figure to the same quarter last year (911). Support provided in the quarter included 373 carers assessments, with 330 requested in the same time period. Although engagement with support services has declined, teams continue to work with partner organisations to understand the underlying reasons and identify opportunities to increase uptake and strengthen support for carers through carers' needs assessments and the prevention framework.

Reviews of the Care and Support Plan

Once a support package has been put in place as part of a person's care and support plan, the Care Act requires it to be reviewed regularly to ensure it continues to meet the person's needs.. In Quarter 1, adult social care completed 5,789 reviews, with 5,752 scheduled in the quarter. The volume of both scheduled and completed reviews was higher in Quarter 1 than in any other quarter across the last two financial years, demonstrating a strong operational response to rising demand. Of the reviews completed in the quarter, 2,548 were initial (first) reviews and 3,241 were ongoing (annual) reviews. There was a notable 18% increase in the volume of initial reviews that were completed.

Enablement

Both the [Kent Enablement at Home \(KEaH\)](#) and [Kent Enablement Service \(KES\)](#) aim to work with people to increase their independence and enable them to live more independently. In Quarter 1, 2,195 people were supported by KEaH and 1,174 by KES. Whilst there was a reduction in the number of people supported by KEaH compared to the previous quarter, a 26% increase in those supported by KES meant the overall volume of people being supported by these enablement services increased quarter-on-quarter. When comparing the independence levels of people starting with the enablement services to when they ended, people supported by KEaH saw, on average, an 82% decrease in need, with people supported by KES seeing a 58% decrease

Utilisation of short-term beds increased in Quarter 1, following decreases in previous quarters. 1,474 people were in a short-term bed in the quarter, which is an increase of 8% on the previous quarter, but is a similar figure to the same quarter last year

Hospital Discharge Pathway

The proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement services continues to be RAG rated Amber for a second successive quarter, at 84%. It sits 1 percentage point below target. This measure has sat in the range of 83-86% over the past two financial years.

Direct Payments

A Direct Payment can give a person full control of how their needs can be met and are offered by adult social care where appropriate. In Quarter 1, 26% of people in receipt of community services had a Direct Payment. This measure continues to be RAG rated Amber, below a target of 30% but above the floor standard of 24%.

Residential and Nursing care

If a person's needs cannot be met in a community setting, they may receive care in a residential or nursing home. For adults aged 18-64, this was 14 per 100,000 in Quarter 1. This is better than the target of 18 per 100,000 and means this measure remains RAG rated Green. For those aged 65 or over, this has also decreased since last quarter and now stands at 576 per 100,000. However, the target for this measure has changed for this financial year, moving from 588 to 515. As a result, this measure is now RAG Rated RED. The change in target reflects aims in KCC's strategic statement and is based on performance in 2024/25.

The Care Quality Commission (CQC) regularly inspect residential and nursing homes and publish their findings. In Quarter 1, 72% of KCC supported people resident in these settings were residing in a home rated either Good or Outstanding. This measure is now RAG Rated RED, moving below a floor standard of 75%.

This movement has been influenced by increased CQC assessment activity and changes to the ratings of a small number of care homes with relatively high numbers of Kent-funded residents. As CQC undertakes assessments, more current ratings replace previous ratings, and changes at individual homes can therefore have a disproportionate impact on this measure.

Deprivation of Liberty Safeguards (DoLS)

There was an 11% decrease in Deprivation of Liberty Safeguards applications received in Quarter 1 compared to the previous quarter and a 5% reduction in applications completed. Both metrics saw their lowest figures since Quarter 2, 2025/26. Following the Attorney General Northern Ireland judgement made in June 2026, there has been a reduction in the number of applications received from care homes. As a result of the judgment, the multifactorial assessment has changed, leading to fewer people now meeting the threshold for an application.

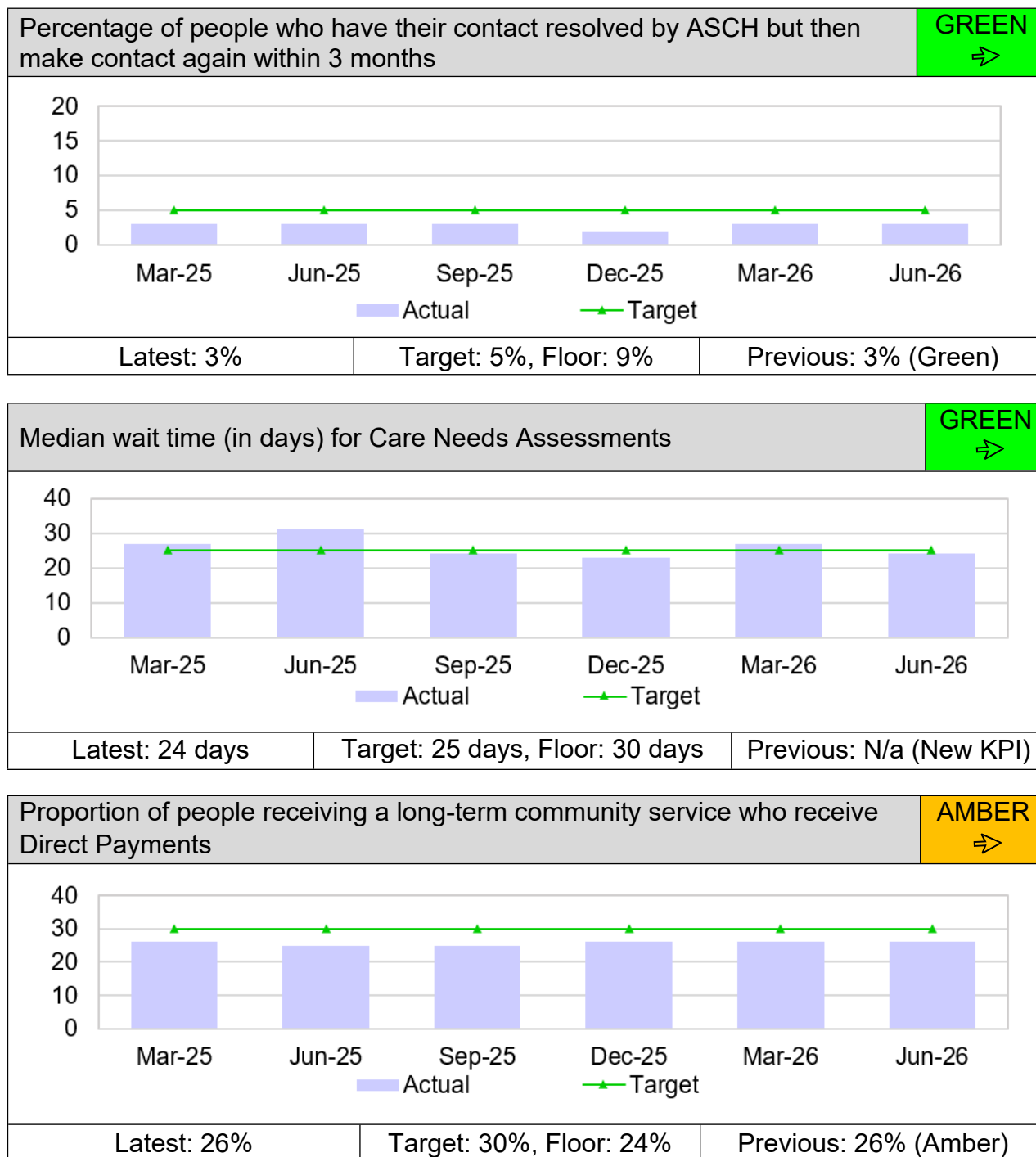
Safeguarding

Incoming safeguarding concerns had seen downward movement in the previous two quarters, reflecting focused work to ensure there is clarity on when concerns should be raised, so the correct assistance can be provided. However 6,029 safeguarding concerns were received in Quarter 1, up from 5,796 in the previous quarter; a contributing factor was the hot weather experienced over this period.

A new addition to this financial year's collection of measures is the amount of open safeguarding work at the end of the quarter. This enables a view of whether the safeguarding teams are able to stay on top of the incoming demand, which has been increasing over the past few years. In Quarter 1, the amount of open work increased from 2,418 to 2,881, this will be a mixture of ongoing enquiries and incoming concerns that are being triaged. Open work is at its highest level since Quarter 3, 2024/25.

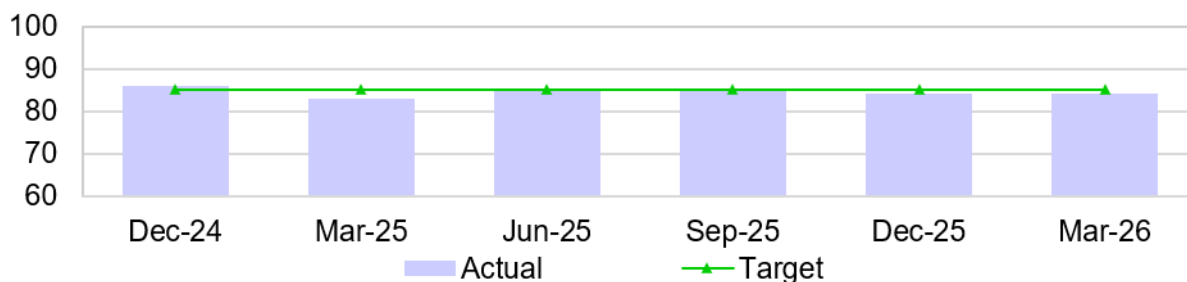
At the beginning of a safeguarding intervention, the adult at risk will be asked what their desired outcomes are as a result of adult social care providing assistance. This is a fundamental part of '[Making Safeguarding Personal](#)' and whether the outcomes were fully or partially achieved form a new measure for this financial year. In Quarter 1, 88% of people had their desired outcomes fully or partially completed as a result of safeguarding intervention; an increase of 1 percentage point when compared to the previous quarter but lower than the same quarter last year (93%).

Key Performance Indicators



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

AMBER



Latest: 84%

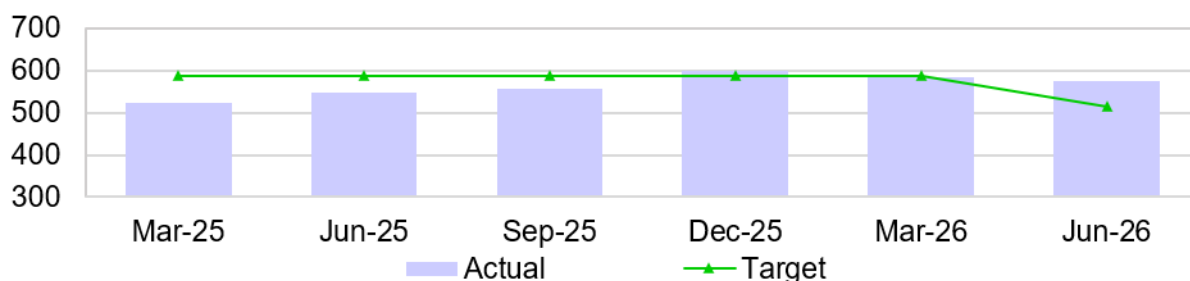
Target: 85%, Floor: 80%

Previous: 84% (Amber)

Reporting is based on the date in the Quarter that the hospital discharge occurs, with the 91 days commencing from that point.

Long Term support needs of **older people** (65 and over) met by admission to residential and nursing care homes, per 100,000 – rolling 12 months

RED



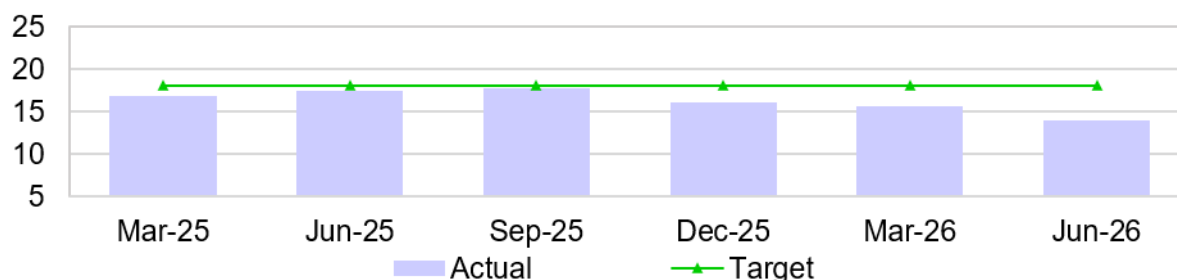
Latest: 576

Target: 515, Floor: 560

Previous: 584 (Green)

Long Term support needs of **adults** (18-64 years old) met by admission to residential and nursing care homes, per 100,000 – rolling 12 months

GREEN



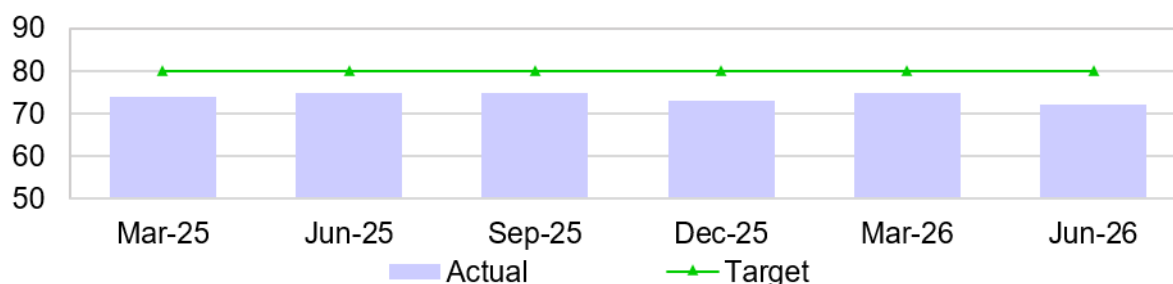
Latest: 14.0

Target: 18, Floor: 22

Previous: 15.6 (Green)

Percentage of KCC supported people in residential or nursing care where the CQC rating is Good or Outstanding

RED



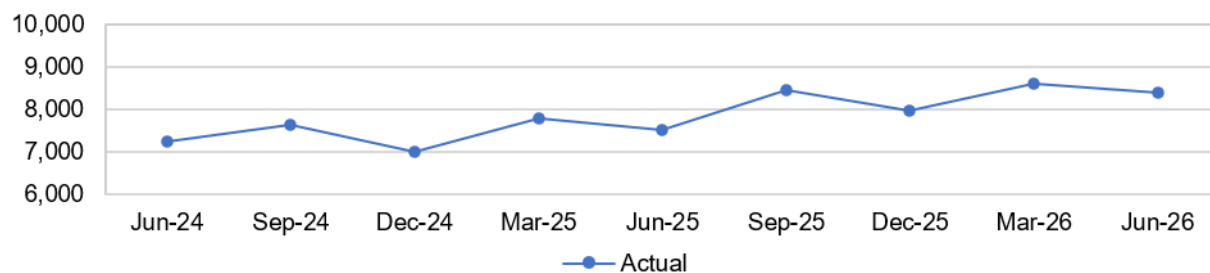
Latest: 72%

Target: 80%, Floor: 75%

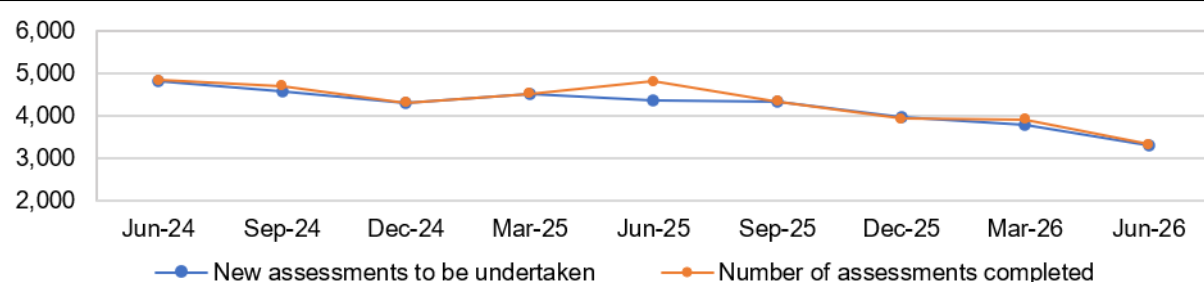
Previous: 75% (Amber)

Activity indicators

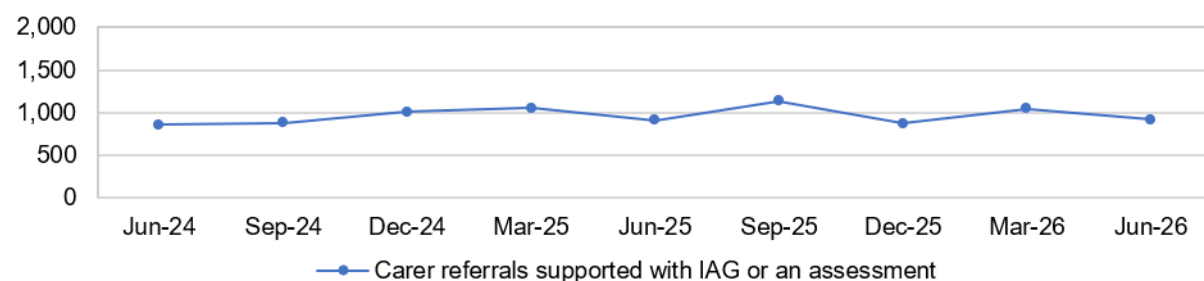
The number of contacts received by adult social care connect about people that might need our support



Number of new Care Needs Assessments to be undertaken and the number completed

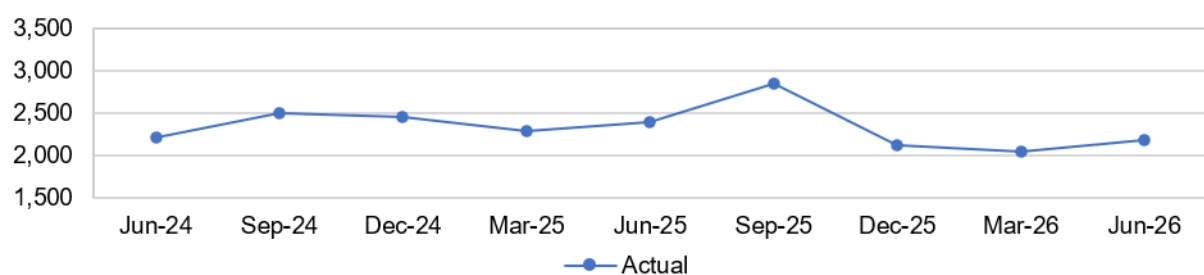


The number of carers supported with information, advice or guidance, or an assessment

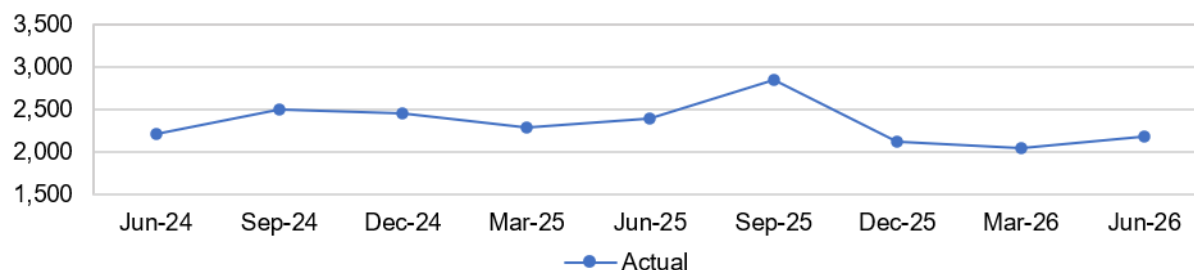


From the Dec-24 quarter it became possible to identify all carer referrals due to improved data recording

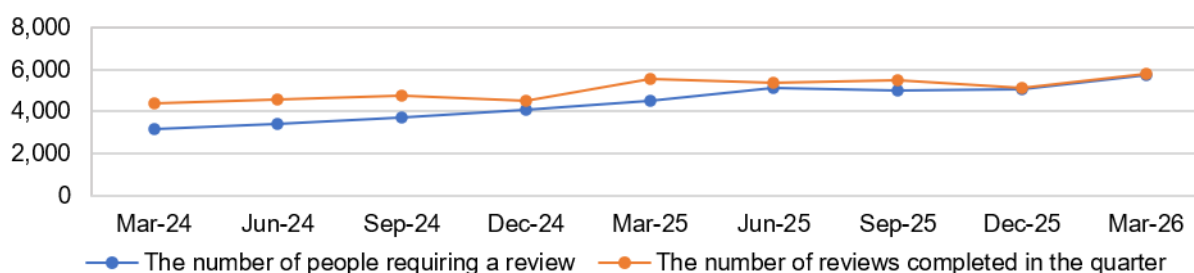
Number of new support packages being arranged for people in the Quarter



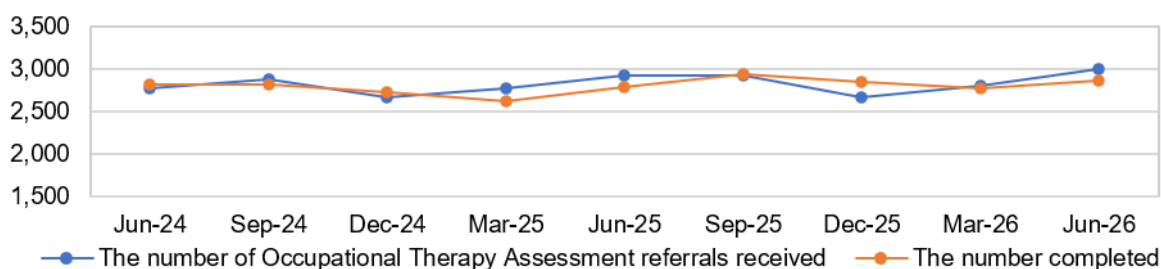
Number of new support packages being arranged for people in the Quarter



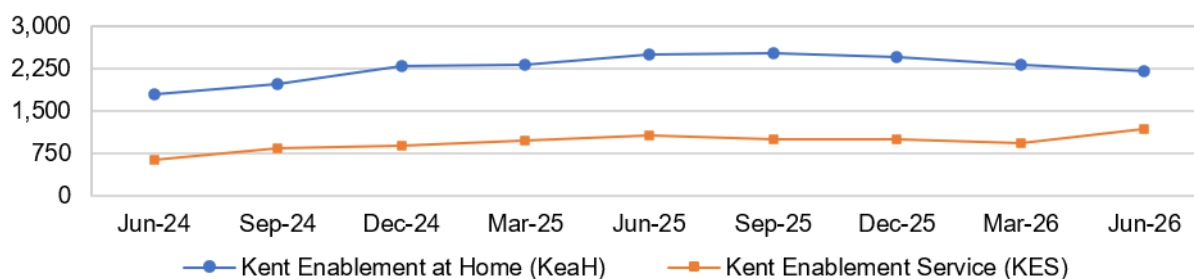
Number of people requiring a review to be completed on the last day of the Quarter



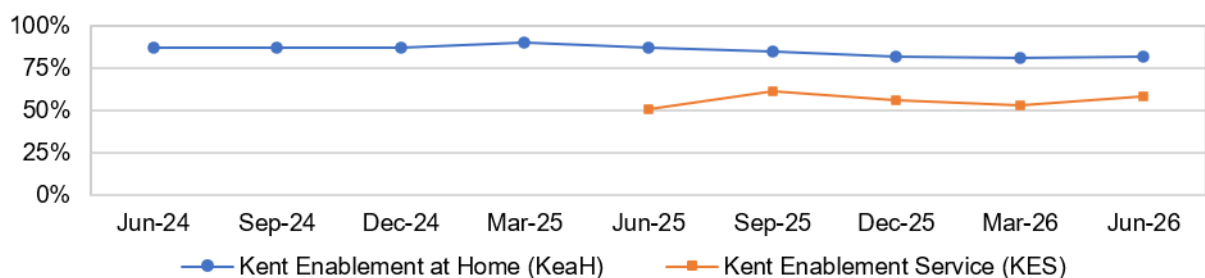
The number of Occupational Therapy Assessment referrals received and the number completed



The number of people receiving Kent Enablement at Home

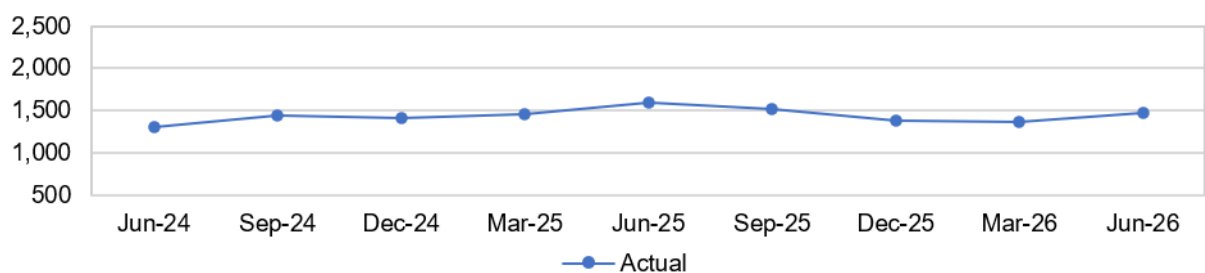


Average percentage decrease in need for people receiving Kent Enablement at Home

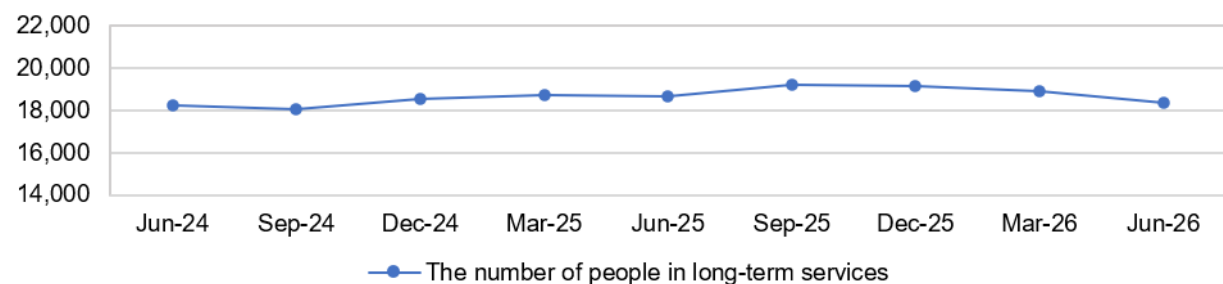


No data for KES before Jun-25

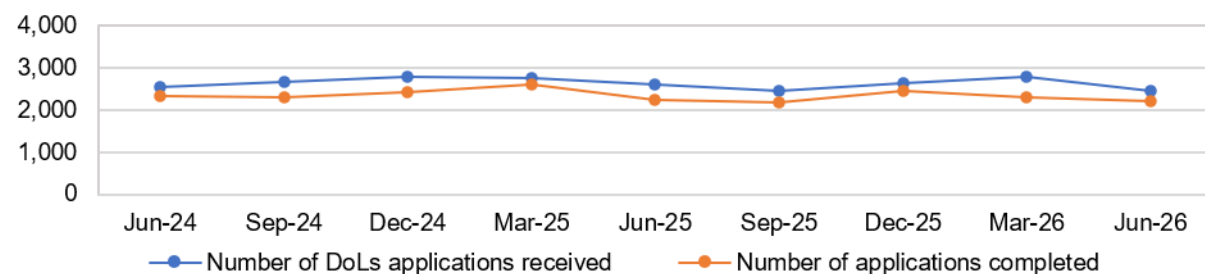
Number of people in Short Term Beds during the Quarter



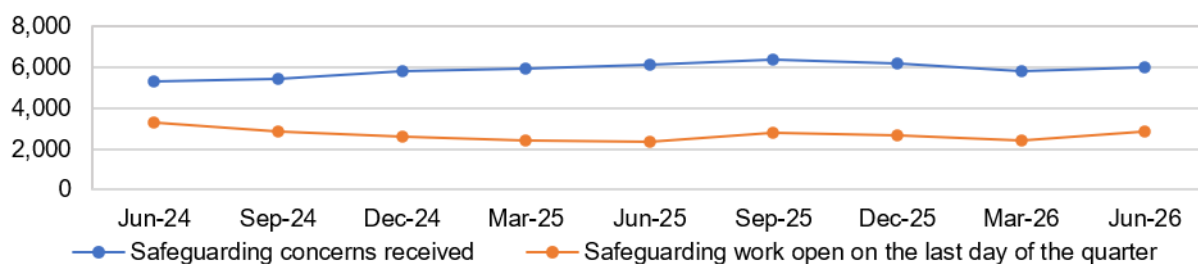
Number of people in Long Term Services



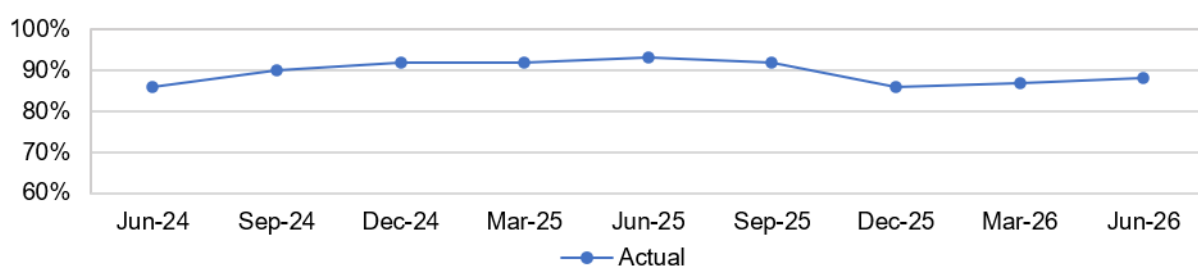
Number of DoLS applications received and completed



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



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



Public Health						
Cabinet Member		Jamie Henderson				
Director		Anjan Ghosh				
KPI Summary	GREEN	AMBER	RED	↑	⇒	↓
	3	3	1	2	4	1

NHS Health Checks

In Quarter 1, 4,677 NHS Health Checks were delivered to the eligible population in Kent. This represents a decrease of 20% (1,154) from the 5,831 checks delivered in the previous quarter. 18,379 first invitations were issued in the quarter.

Delivery of NHS Health Checks was significantly affected during this quarter by a number of service changes, including the transition to new provider arrangements for the Health Checks Outreach Service, the insourcing of programme management functions, and the move to KCC direct contracts for GP practices from April 2026. Collectively, these changes impacted service capacity and activity levels, contributing to the reduction in the number of health checks delivered.

There are now 111 GP practices fully signed up and delivering health checks, which is slightly higher than the previous contract. The Primary Care team continue to build strong relationships to support delivery. As the new arrangements become established, activity levels are expected to increase over the coming quarters, with health check delivery improving throughout 2026/27. To support engagement and raise public awareness of the new invitation route, a communications campaign is planned for September 2026.

Health Visiting

The Health Visiting Service delivers the statutory requirements of the national Healthy Child Programme on behalf of KCC, including the five mandated health and development reviews which take place at key child developmental stages: antenatal (after 28 weeks of pregnancy), new birth, 6–8 weeks, 9–12 months, and 2–2½ years.

In Quarter 1, the Health Visiting Service completed 16,935 health and development reviews. This meant that 68,029 out of 74,777 (90.9%) mandated reviews were completed in the 12 months to the end of June, which exceeds the 86% target. The performance continues the improvement seen in the last quarter, and remains stable across delivery of all of the mandated reviews. This reflects the continued stability and resilience of the service while mobilising against the requirements of the new contract, which began on 01 January 2026. This contract was awarded to the existing provider, Kent Community Health NHS Foundation Trust.

Sexual Health Service

In Quarter 1, 99.5% of eligible patients were offered an appropriate STI screen with 79.2% take-up, excluding online referrals. This is slightly below the 80% target and therefore RAG rated Amber.

This quarter, 16,222 face-to-face and virtual sexual health appointments were attended, representing an 8% increase (+1,210) compared to the corresponding period the previous year, demonstrating sustained demand for services. A revised suite of KPIs and performance measures has been developed as part of the new Integrated Sexual Health Service contracts. These measures will provide a more meaningful framework for measuring performance against the intended service outcomes.

During the quarter, 9,787 home testing kits were ordered through the online STI testing service, while 1,866 Long-Acting Reversible Contraception (LARC) procedures were reported in General Practice. The LARC service is currently being recommissioned and the new contract will commence on 01 December 2026.

In addition, 69 people completed a course of psychosexual therapy, with 100% reporting an improvement in their presenting problem. These figures demonstrate the continued ability of providers to respond to and meet strong levels of demand across a range of sexual health interventions.

Drug and Alcohol Services

The Adult Community Drug and Alcohol Services data for Quarter 1 had not been released at the time of reporting. The latest available data (Quarter 4, 2025/26) shows that 27.3% of people (1,642 of 6,015) successfully completed treatment in the 12-month rolling period to March 2026, slightly below the 28% target.

The number of people accessing structured treatment continued to increase throughout 2025/26. The proportion of people showing substantial progress (including those who successfully complete treatment, are drug-free while in treatment, or demonstrate a sustained reduction in drug use) continues to exceed both the national and regional averages. Additionally, successful completion performance is within the top quartile range for comparator local authorities.

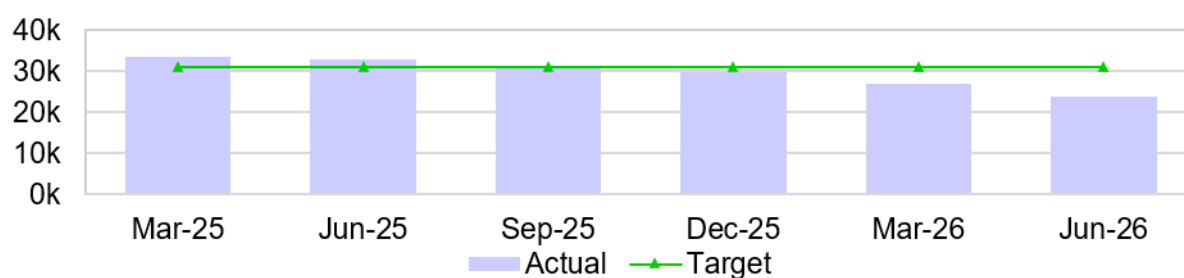
Live Well Kent and Medway

In Quarter 1, the KPI for Live Well Kent and Medway clients recommending the service to family, friends, or someone in a similar situation achieved 99.6%, exceeding the target of 98%. Live Well Kent and Medway received 2,094 referrals countywide this quarter. Timely access to support was maintained, with people generally starting support within seven working days of referral. Wellbeing outcomes remained strong, with 88.8% of people showing improved or maintained wellbeing scores using the DIALOG scale, very close to the 89% target for this new KPI. Additionally, a new domestic abuse Mental Health Recovery Pathways service was launched in partnership with the Kent Integrated Domestic Abuse Service (KIDAS) and safer accommodation partners, supporting 24 residents to achieve significant mental health goals in its first quarter. During the current quarter, six new delivery network partners began delivering countywide perimenopause peer support groups, expanding the support available through the Live Well network.

Performance Indicators

Number of eligible people (aged 40-74) receiving an NHS Health Check (Rolling 12 months)

RED
↓



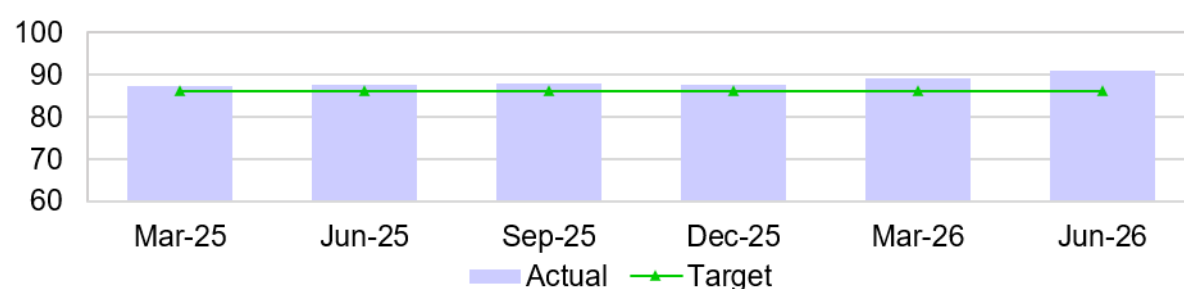
Latest: 23,685

Target: 31,000, Floor: 24,800

Previous: 26,877 (Amber)

Percentage of mandated health and wellbeing reviews delivered by the health visiting service of those due (Rolling 12 months)

GREEN
↑



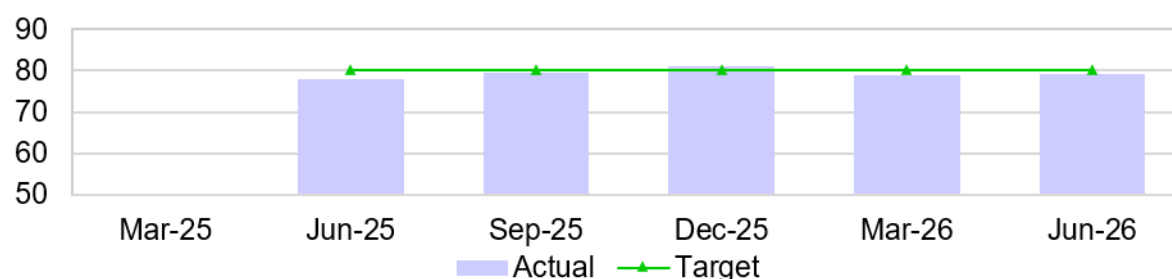
Latest: 91%

Target: 86%, Floor: 70%

Previous: 89% (Green)

Percentage of all eligible patients (at any clinic, excluding online referrals) receiving an appropriate STI screen

AMBER
⇒



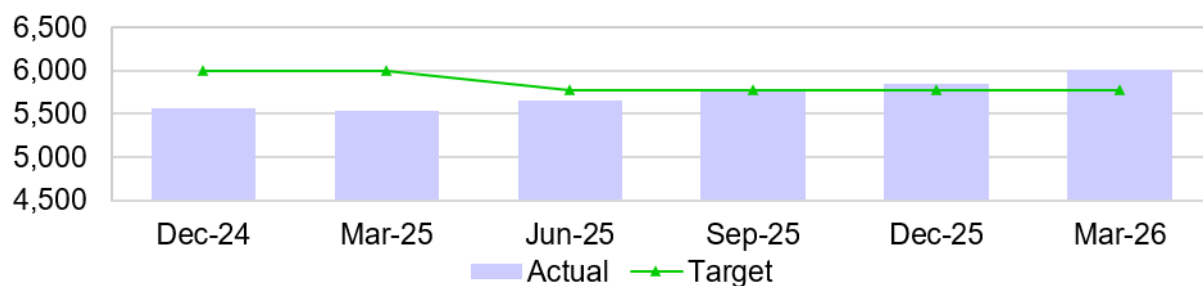
Latest: 79%

Target: 80%, Floor: 72%

Previous: N/a (New KPI)

Data collection commenced in quarter to Jun-25

Number of Adults accessing structured substance misuse treatment during a rolling 12-month period **GREEN** 



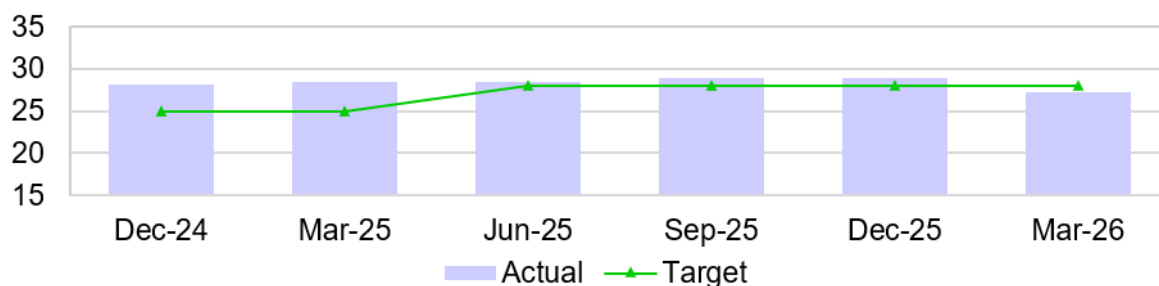
Latest: 6,015

Target: 5,770, Floor: 4,616

Previous: 5,853 (Green)

No data for Jun-26 available at time of reporting

Percentage of successful completions of drug and alcohol treatment – rolling 12 months **AMBER** 



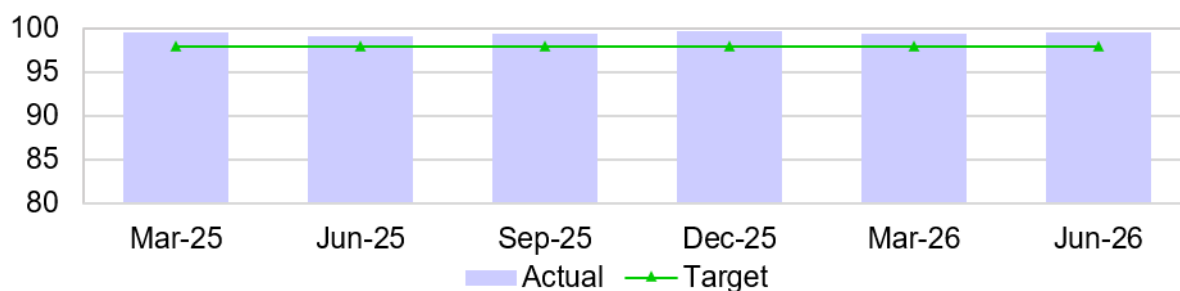
Latest: 27%

Target: 28%, Floor: 22.5%

Previous: 29% (Green)

No data for Jun-26 available at time of reporting

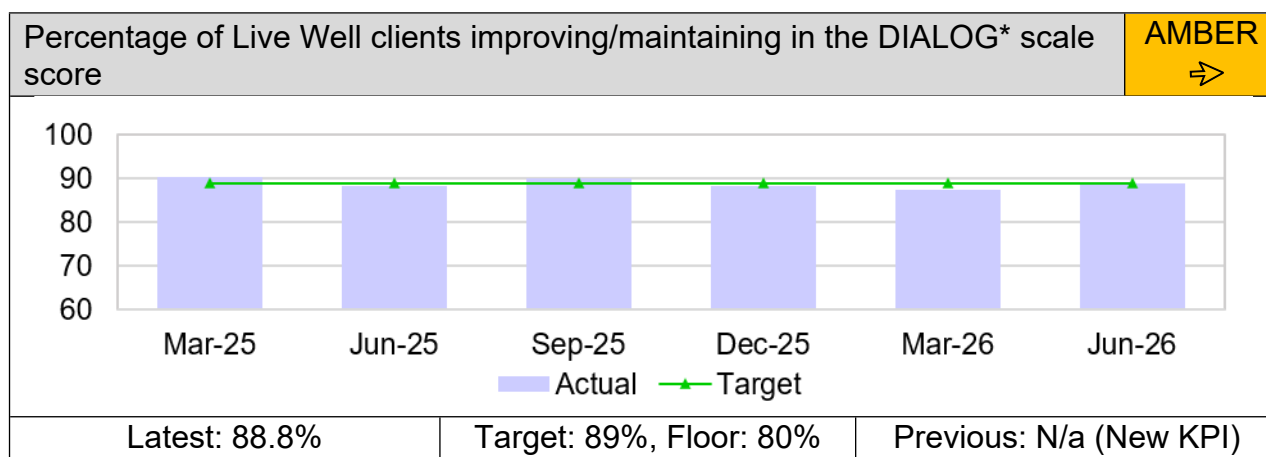
Percentage of Live Well clients who would recommend the service to family, friends, or someone in a similar situation **GREEN** 



Latest: 99.6%

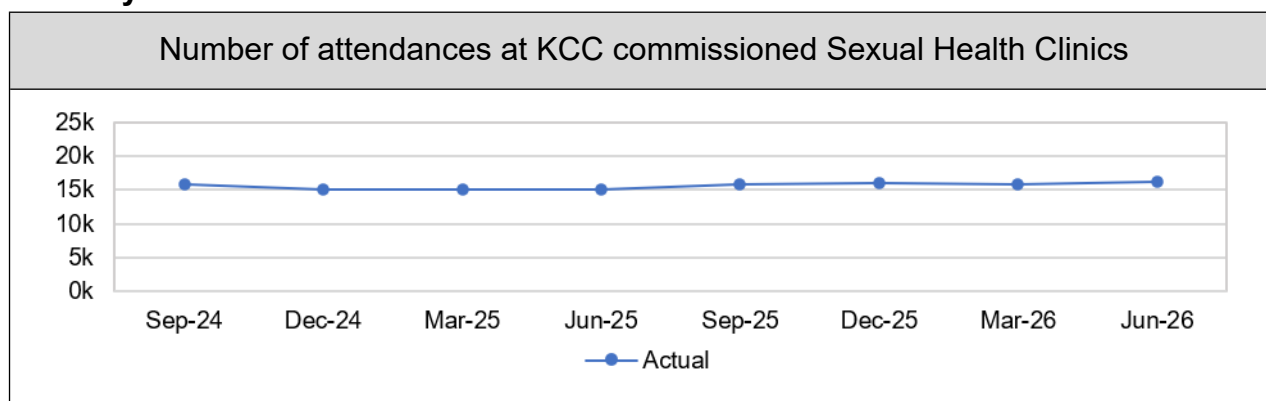
Target: 98%, Floor: 91%

Previous: 99.4% (Green)



*The DIALOG scale is a structured tool used to measure a person's quality of life and satisfaction across key wellbeing domains.

Activity indicators



Corporate Risk Register – Overview

The Council, along with the local government sector, continues to operate in an increasingly difficult financial and operating environment, which carries significant risk implications for the achievement of the Authority's objectives.

The table below shows the number of corporate risks in each risk level (based on the risk score) in August 2026, compared with May 2026.

	Low Risk	Medium Risk	High Risk
Current risk level August 2026	0	5	12
Risk level May 2026	0	6	11

KEY CHANGES DURING LAST QUARTER

RISK RATING INCREASED

CRR0042 Border fluidity, infrastructure and resilience – Increased on 16/07/26 from Medium (15) to High (20) due to confirmation being received from the EU and France that there is no flexibility in temporarily pausing border checks. This will mean that during peak periods there will be significant delays for a longer period than would be experienced if there was flexibility in the use of border checks.

MITIGATING ACTIONS

The Corporate Risk Register mitigations are regularly reviewed for their continued relevance and urgency, and new mitigations introduced as required.

Updates have been provided for **7 actions** to mitigate elements of corporate risks that were due for completion or review up to August 2026. These are summarised below.

Due Date for Review or Completion	Actions Completed / Closed	Actions Partially complete	Actions subject to Regular Review	Actions Outstanding
Up to and including August 2026	1	5	0	1

CRR0003: Securing resources to aid economic growth and enabling infrastructure (High)Partially Complete

Kent Design Guide to be refreshed to ensure consistency with national policy and legislation supporting the delivery of high quality design in new development. (Target date changed from 31/07/26 to 30/09/26 to accommodate the relevant Cabinet Committee meeting).

CRR0009: Future financial and operating environment for Local Government (High)Partially Complete

Adult Social Care have set out plans for the retendering of framework contracts with more robust guide prices and expectations for higher take-up of framework placements for new clients. Contracts relating to Older People, Residential and Nursing Care, plus Home Care are the first contracts to be recommissioned. (Next review date is November 2026).

CRR0014: Cyber Information Security Resilience (High)Partially Complete

Cyber security to be added to the mandatory Information Governance (IG) Training. Implementation later this year after Corporate Management Team sign off and a paper to Policy & Resources in May. Revised target date 31/10/26.

CRR0015: Social Care Market - Inability of the Council to obtain the right kind of provider supply at affordable prices. (High)Partially Complete

Adult Social Care have set out plans for the retendering of framework contracts with more robust guide prices and expectations for higher take up of framework placements for new clients. Contracts relating to Older People, Residential and Nursing Care, plus Home Care are the first contracts to be recommissioned. (Next review date is November 2026).

CRR0039: Information Governance (Medium)Action Outstanding

Services to complete data mapping process for their respective areas (Target date 16/07/26). Progress is to be discussed at the next Corporate Information Governance Group in September.

CRR0058: Capacity and capability of the workforce (High)Complete

Implementation of action plans arising from latest staff survey. Action plans are devised and implemented after each staff survey is conducted.

Partially Complete

Review spans and layers of management to make sure we have the right people in the right places doing the right things. The Spans and layers review is currently ongoing. There has been progress during Year 1 of the project (2025/26) to reduce 1:1 reporting, management layers and management spans. Further organisational design work has been actively undertaken across all Directorates to identify additional opportunities to reduce 1:1 reporting, management layers and increase management spans. It is expected that the changes identified will achieve the review objectives of by end of 2026/27.