

**Equality and Diversity Annual Report
April 2011 to March 2012**

Useful information

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Foreword by Paul Carter, Leader of Kent County Council

Kent County Council has recently experienced significant change, with reductions to its budget resulting in major reorganisation, some reductions to staffing and services and a new, leaner structure.

Maintaining a strong commitment to equality during a period of upheaval is always a challenge. It's difficult to achieve improvements against a backdrop of reductions, but the council has managed to continue with essential everyday work, adjust to its new conditions and move forward in some areas.

Public service delivery

In response to financial conditions and the Government's 'opening up' of public services, the council is becoming smaller and leaner, more flexible and more responsive. Therefore robust and helpful procurement and commissioning arrangements that take account of equality are crucial.

Health

The role the council plays in improving health and wellbeing will become more prominent in the future. A new Shadow Health and Wellbeing Board was established in April 2011 and will bring together organisations to coordinate and oversee the development of integrated approaches to the commissioning of services. From April 2011 the council assumed lead responsibility for a range of local public health improvement and prevention work. Addressing health inequalities and ensuring access to public health information will therefore become KCC's responsibility.

A new Healthwatch will be the consumer voice for health and social care. Through these arrangements, the voices of people at risk of discrimination and inequalities can be heard.

Welfare Reform

Changes to benefit entitlements will mean the profile of our communities, including levels and areas of deprivation, could change. Our role in helping people to get the information and benefits they are entitled to as well as influencing economic conditions and access to jobs, will be crucial.

Education

Our responsibility for education is changing. As schools become independent and more diverse in nature, our relationship with schools in championing the needs of the most vulnerable, closing the gap in outcomes and improving social mobility may change.

Partnerships

Our influence on education, transport and the environment means we are ideally placed to address the root causes of poor health. At the same time, by working in partnership we can support local communities and groups in relation to other key determinants of health such as housing and employment.

Due to the major restructure of the council, the reduction in budgets and the changing national issues, the council delayed the consultation on the new Equality Act objectives till April 2012. These new equality objectives have been developed drawing on the council's current priorities, known areas of national concern in relation to equality, combined with analysis of the Kent equality data and the new Public Sector Equality Duty.

They show a combined approach by presenting the objectives, in relation to the services that the council provides, and its responsibilities as an employer. The council's performance against the objectives will be published in next year's annual report.

This report shows how far the council has come in terms of delivering change for residents and staff. Equality and Diversity are starting to become more mainstream in the working practices of the council and the behaviours of the staff. This report also recognises the councillors, staff, service users and voluntary sector partners who have been working on a range of equality and diversity issues across the county. Many of the achievements listed in this report are due to their hard work.

Paul Carter

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The new KCC Equality & Diversity Policy Statement

KCC believes and recognises that the diversity of Kent's community and workforce is one of its greatest strengths and assets. The different ideas and perspectives that come from diversity will help the Council to deliver better services as well as making Kent a great county in which to live and work.

As a major employer and provider of a wide range of services, KCC is committed to and will challenge inequality, discrimination and disadvantage for everyone who lives in, works in and visits Kent.

Working closely with all its statutory partners, including social enterprise, business and the voluntary sector, KCC is committed to achieving the highest possible standard of service delivery and employment practice.

The Council strongly believes that Kent's community and workforce should not face discrimination, or receive less favourable treatment, on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

KCC Equality & Diversity Objectives 2012-2016

The Council will promote equality in employment and service delivery by:

Working with all our partners to define and jointly address areas of inequality – In particular through Kent's

- Vision for Kent
- Bold Steps
- Draft Poverty Strategy
- Bold steps for Education
- Kent Children and Young People's Joint Commissioning Board Strategy
- Mind the Gap - Health & Wellbeing Strategy
- Health Watch

We will know that we have been successful when we have achieved key milestones in our key strategies

Promoting fair employment practices and creating an organisation that is aware of and committed to equality and diversity and delivers its Public Sector Equality Duty.

Improving the way KCC listens to and engages with its employees, communities and partners to develop, implement and review policy and to inform the commissioning of services through:

- Knowing who makes up the different communities in Kent
- Keeping residents and staff informed;
- Enabling communities to have their say through consultations
- Making sure that communities have easy access to accessible information

Improving the quality, collection, monitoring and use of equality data as part of the evidence base to inform service design delivery and policy decisions by:

- Knowing who makes up the communities in Kent
- Providing best practice guidance on the collection and use of community information for staff
- Understanding what and how the information will be used
- Offering guidance, updates and training on how to use and collect community information
- Clarifying what community information is needed/ used when commissioning services from partners
- Promoting consistent and clear standards in the use of data in defining service need and managing the performance of services

Providing inclusive and responsive customer services through:

- Understanding our customers needs
- Connecting with our customers effectively and efficiently
- Empowering staff to meet service expectations
- Improving access to services
- Working with our partners to improve our customer experience

Understanding and responding to the impacts on People when KCC is doing its work by ensuring:

- we understand the impact of all our decision through knowing our communities and their needs
- that we understand and monitor the cumulative impacts on People of the decisions that are taken within the Council
- we have a fair decision making process for making good decisions that take the needs of people into account

Introduction

The Public Sector Equality Duty takes a fundamentally different approach to previous equality duties.

Public authorities are now legally obliged to promote equal opportunity and eliminate discrimination against service users and staff, rather than waiting for individuals to complain. They have to go beyond 'ticking boxes' and to keep reviewing progress to make sure that they deliver results. If there are no positive outcomes, public authorities will be failing in their legal duties. This is a step towards a society where equality is the norm and diversity is seen as a benefit to everyone.

The Equality Act covers nine protected characteristics: age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, marriage and civil partnership, sex and sexual orientation. Every person has one or more of the protected characteristics so the act protects everyone against unfair treatment.

Kent County Council believes that discrimination on any grounds is unacceptable. Human rights legislation places specific obligations on public bodies, to consider the impact of services and policies. Implementing the General Duties requires a culture change and the council, as a public body must show that it has paid "due regard" to equality issues. This in practice means the council should prioritise and address the most significant inequalities in employment and service delivery.

This is not just about the numbers of people affected. Good practice procedures to fulfil the duties include:

- Gathering and analysing information
- Consulting stakeholders
- Gathering evidence and information on which key decisions have been made via equality impact assessments (EqIAs)
- Prioritising and implementing equality objectives
- Reporting and reviewing
- Monitoring requirements

The expectation is that the council as a public body will collect data relating to protected characteristic where relevant, and analyse and use the information for planning purposes. It is important that monitoring of equalities is an ongoing process and this is one of the authority's new equality objectives.

Change in approach to equality

April 2010 to March 2011 saw considerable change within the council. New centralised Equality and Diversity and Consultation teams were established resulting in a more joined up approach to the management and delivery of equality, diversity and consultation across the council.

The Equality and Diversity Team has worked with a range of services across KCC to raise the profile and implications of Equality Act 2010. Briefing sessions have been carried out for the council and partner organisations on the Equality Act 2010, the Public Sector Equality Duty and equality analysis.

A new equality analysis process has been put in place to embed Equality Impact Assessments (EqIAs) into the working practices of the council. EqIAs are included as

part of procurement, consultation and decision-making processes. Over 200 EqlAs were completed last year and the Equality and Diversity team will be monitoring the positive and negative cumulative impact of decisions on service users.

Further work is being undertaken in 2012 on a partnership protocol for EqlAs, to help the sharing of good practice and information across Kent.

The planning of any consultation is underpinned by the EqlA, which is critical to identifying stakeholders who may be impacted as a result of the proposals. This helps KCC with identifying groups who may be affected, and to identifying the most effective methods for communicating and engaging with these groups, which ensures that consultations are inclusive. Draft EqlAs are published during consultations to enable everyone to understand and challenge any assumptions made regarding our communities.

In the coming year, the Consultation team will further analyse data in relation to protected characteristics, providing the council with a better knowledge of who is responding to its consultations. This will be coupled with analysis of customer satisfaction across services to enable the council to provide services which meet residents' needs and the efficient targeting of resources.

A full list of consultations undertaken by KCC is available via <http://consultations.kent.gov.uk/consult.ti/system/listConsultations?type=O>.

KCC Workforce

KCC's aim is to reflect the diverse community of Kent in its workforce. The Council is committed to promoting equality, valuing diversity and combating unfair treatment, by providing a safe and accessible working environment with fair access to learning and development opportunities, and to encourage and support all staff in fulfilling their potential.

1. To employ a workforce that reflects the diverse community of Kent

As a major employer in Kent, KCC is committed to creating a dynamic workforce that is diverse, responsive to its customers and that understands Kent communities. The Council strives through progressive employment practice to meet the needs of all staff, listen to their views and to respond to feedback.

KCC endeavours to create an environment where managers and employees continuously improve their skills, knowledge and behavioural competencies through development programmes.

2. To provide fair access to learning and development opportunities and to encourage and support staff in fulfilling their potential

To continue to ensure equality is in every aspect of our services and employment, we aim to further embed diversity into all our training programmes, ensuring accessibility to all staff.

The Council has delivered a range of equality training, available to staff during 2011/12 which include:

- Families and Social Care delivered Valuing Diversity courses specifically aimed at for 156 frontline care worker staff
- Diversity awareness sessions were run for Kent Library and Archives Staff and included:
 - Disability Awareness – 115 staff attended
 - Visual Impairment – 40 staff attended
 - Ability Net (training programme for specialist software – 195 staff attended
 - British Sign Language – 40 staff attended
 - Mental Health Awareness - 46 staff attended
 - Challenging Behaviour – 294 staff attended
 - Equalities & Diversity training – 58 staff attended
- Diversity Awareness Workshops was provided to 114 staff
- Equality and Diversity on-line tool was used by 218 staff
- Recruitment and Selection training was provided for 158 Managers

3. Provide a safe environment and accessible environment that values and respects the identity and culture of each individual and that is free from discrimination, harassment and victimisation

Creating an environment in which people are and feel treated, fairly with respect demands more than minimum legal compliance. KCC's terms and conditions, policies and procedures are reviewed and impact assessed regularly. During 2011/12, KCC started a review of 15 policies and procedures to ensure they remain inclusive and fair for all.

KCC's Dignity & Respect Policy and Guidance describes how we expect our staff to be treated by those they work for, and with, and includes steps we take to protect them. This has been further supported by our 'Expect Respect' poster and information campaign, resulting in information being displayed in KCC workplaces and public access points. Throughout 2011/12 KCC has promoted 'Expect Respect' alongside other initiatives, including, LGBT History Month, LGBT Hate Crime Vigil and Dementia Awareness campaign.

During 2011/12, KCC was accredited for the 9th year running by the Department for Work and Pensions, as being Positive About Disabled People, and are proud to display the Two Ticks symbol on our recruitment and publicity material.

KCC continues to be committed to Mindful Employer, a Charter for Employers who are Positive About Mental Health in the work place. KCC has been a member of the Charter since 2006 and successfully completed a good practice review in 2011/12.

KCC is a member of the Employer Forum on Disability, Employers Network for Equality, Inclusion and Stonewall.

During 2011/12, KCC was shortlisted for the Employee Network Group of the Year and continues to be a member of the Stonewall Diversity Champion Programme.

KCC's GradsKent was launched in October 2010 and operates primarily through its website, www.GradsKent.com. The GradsKent website works with recruiting managers in KCC and external Kent based employers to promote student and graduate employment opportunities. 69% of registered users on GradsKent are aged 25 or under, and 91% are aged 35 or under.

During 2011/12, 75% of candidates recruited through the programme are still working within KCC. Formal Years in Industry opportunities have been offered to Graduates across areas including Property, (trainee surveyor role) Emergency Planning and our Environment Unit. A number of one year contracts have also been offered, 6 within our HR Business Centre and 5 within our Information and Communications Team.

KCC's Graduate Programme, offer opportunities within 3 graduate streams – Management, Finance and Highways. KCC has a long tradition of employing graduates through its Graduate Programme with over 40 employees having been recruited through the scheme and still in employment, from KR9 grade to senior positions including a Director.

KCC continues to provide work experience opportunities for young people in Kent schools. In the past work experience placements have been found in response to requests. Since 2010 a far more proactive approach has been taken by publicising placements on the kent.gov website and contacting schools directly to publicise opportunities. During 2011/12, 142 young people were provided with work experience placements.

Though the Kent Apprenticeship Programme, KCC continue to employ supernumerary apprentices in recognition of the benefits apprentices bring to the Council. A total of 54 apprentices have been successfully appointed to posts within KCC and during 2011/12, 103 apprentices have been recruited.

Apprentices are considered for KR2-4 posts where there are no suitable employees at risk of redundancy. Apprentices are also supported in obtaining employment within KCC or employers in Kent.

4. To provide fair and transparent pay and reward systems

KCC has implemented a single pay structure and undertakes equal pay audits on a yearly basis. The audits cover approximately 30,000 employees and cover gender, race and ethnicity. Our last audit in 2012 indicated that we are a fair employer in terms of those categories. We continue to monitor to ensure this position is maintained.

As part of our reward strategy, KCC continues to develop an inclusive and accessible reward package, ensuring KCC's wider benefits are accessible and appeal to all sections of KCC's workforce. During 2011/12, the Taste Card Scheme was piloted and the Cycle2Work scheme was re-introduced.

Performance assessment outcomes for all employees are also monitored on an annual basis for gender, age, ethnicity, disability, full and part-time staff. The distribution profile is reported within the organisation and the outcomes of the equalities analysis is shared with our recognised Trade Unions.

The results are used to help make ongoing improvements to both the process and understanding of managers across the Council. Examples of this include the inclusion of graphical distribution of appraisal ratings at the time of submission against the expected distribution and communication to managers that part-time workers have the same opportunity to achieve higher appraisal ratings as full time workers.

5. Involve and communicate effectively with members of staff and staff groups

KCC's four staff groups were set up to offer support, friendship, networking and training opportunities for members of staff who are under represented in the workforce. The groups play a vital role in supporting the organisation by commenting on policies, procedures and services to ensure they meet the needs of everyone.

A combined staff group leaflet was produced in 2010 and promoted across the organisation. KCC continues to explore the potential for new groups and other ways to better engage with all staff who work for KCC so that the approach to employment takes account of all and understands our staff's interests and needs.

The groups include:

UNITE: has been established for over 12 years and supports Black & Minority Ethnic staff. It provides a reference point for KCC on issues relating to ethnicity. As Kent becomes increasingly culturally diverse it is vital the Authority understands how it can develop and extend its services to respond to that diversity. UNITE offers a

support network to its members and assists, along with the other staff groups, in the development of service delivery and employment policy.

Level Playing Field: has been meeting since December 2000. The group is made up of disabled staff and friends and is open to all KCC employees who consider themselves to have a disability or who have an interest in disability related issues. The provision of equal access to employment within Kent County Council and the support of new staff are key priorities for LPF. The group also informs employment policy. This is coupled with the retention of existing staff through better understanding of reasonable adjustments.

Rainbow Forum: has been meeting since 2003. The Forum supports members of the Lesbian, Gay, Bi-sexual and Transgender staff community. It also informs and assists others who have a personal or professional interest in issues of sexuality, including other public sector organisations in Kent. The group gives advice on the services that KCC provide and its employment policies to ensure that all aspects of KCC's work is accessible and appropriate to all residents of Kent and employees regardless of sexual orientation.

Aspire: -supports younger members of staff (under 30) in KCC and promotes the value that younger staff members bring to the workplace. It aims to be proactive in empowering younger members of staff to fulfil their potential; seeking and taking opportunities to expand their experiences within the working environment, including outside the day job.

6. Statistical information relating to staff profiles, staff turnover and employee relation activity:

KCC's staffing profile for the last 3 years:

KCC - Non-Schools	2009/10		2010/11		2011/12	
Breakdown	14,719		13,850		12,652	
Male	3,775	25.65%	3,526	25.46%	3,248	25.67%
Female	10,944	74.35%	10,324	74.54%	9,404	74.33%
Disabled	283	1.92%	270	1.95%	430	3.40%
Non disabled	10,967	74.51%	10,143	73.23%	10,280	81.25%
Undeclared		0.00%	1,079	7.79%	433	3.42%
Unknown	3,469	23.57%	2,358	17.03%	1,509	11.93%
BME	517	3.51%	567	4.09%	513	4.05%
White	10,968	74.52%	10,863	78.43%	10,130	80.07%
Undeclared		0.00%	887	6.40%	293	2.32%
Unknown	3,234	21.97%	1,533	11.07%	1,716	13.56%
Christian	3,937	26.75%	5,334	38.51%	4,899	38.72%
Non Christian	2,436	16.55%	3,053	22.04%	2,931	23.17%
Undeclared		0.00%	715	5.16%	623	4.92%
Unknown	8,346	56.70%	4,748	34.28%	4,199	33.19%
Heterosexual	5,993	40.72%	7,931	57.26%	7,429	58.72%
Non Heterosexual	130	0.88%	166	1.20%	168	1.33%
Undeclared		0.00%	888	6.41%	752	5.94%

Unknown	8,596	58.40%	4,865	35.13%	4,303	34.01%
16-29	2,208	15.00%	2,006	14.48%	1,729	13.67%
30-44	4,428	30.08%	4,250	30.69%	3,904	30.86%
45-59	6,318	42.92%	5,994	43.28%	5,541	43.80%
Over 60	1,765	11.99%	1,600	11.55%	1,478	11.68%

Note - during 2011/12 our Disabled monitoring changed to include all those that consider themselves disabled, not just DDA

Summary:

- KCC predominantly employs female staff
- 3.4% of KCC's workforce is made up with staff who have declared that they have a disability
- over 4% of staff are from BME communities
- a little under 40% of staff state they have a Christian religious belief
- the majority of KCC's working population is aged between 30-59
- just under 14% of KCC's staff are between 16-29

Pay range data

KCC staffing profile across pay range groups for the last 3 years:

Paybands	KR 1-5 equivalent			KR 6-10 equivalent			KR 11-15 equivalent		
	2009/10	2010/11	2011/12	2009/10	2010/11	2011/12	2009/10	2010/11	2011/12
KCC - Non-Schools									
Breakdown	5,700	5,148	6,840	5,794	5,765	4,416	1,743	1,896	1,351
Male	1,207	1,076	1,499	1,394	1,405	1,210	643	628	511
Female	4,493	4,072	5,341	4,400	4,360	3,206	1,100	1,268	840
Disabled	106	106	204	124	127	206	41	43	67
Non disabled	4,451	3,983	4,987	4,788	4,690	4,779	1,446	1,574	1,490
Undeclared	379	186	259	199	216	165	42	45	48
Unknown	764	873	937	683	732	550	214	234	151
BME	233	249	292	227	255	187	68	82	65
White	4,504	4,243	5,253	4,760	4,861	3,711	1,457	1,618	1,138
Undeclared	148	101	877	87	97	308	17	31	93
Unknown	815	555	418	720	552	210	201	165	55
Christian	1,705	2,170	2,682	1,741	2,194	1,698	501	716	510
Non Christian	998	1,191	1,500	1,112	1,382	1,114	292	392	308
Undeclared	454	256	382	259	249	166	58	83	49
Unknown	2,543	1,531	2,276	2,682	1,940	1,438	892	705	484
Heterosexual	2,516	3,117	3,945	2,703	3,399	2,694	735	1,050	773
LGB	46	60	72	57	84	70	28	34	26
Undeclared	503	388	500	266	289	172	63	88	55

Unknown	2,635	1,583	2,323	2,768	1,993	1,480	917	724	497
15-29	1,142	958	1,139	779	795	571	24	26	19
30-44	1,578	1,457	1,933	2,091	2,095	1,601	529	571	362
45-59	2,266	2,118	2,738	2,466	2,429	1,923	1,014	1,114	845
Over 60	714	615	1,030	458	446	321	176	185	125

Employment profile data for the last 3 years:

Recruitment Process

Applications

KCC - NS	2009/10		2010/11		2011/12	
Breakdown	54,685		19,797		19,054	
Male	18,096	33.09%	6,728	33.98%	6,816	35.77%
Female	36,024	65.88%	12,872	65.02%	11,833	62.10%
Undeclared		0.00%	76	0.38%	181	0.95%
Unknown	565	1.03%	121	0.61%	224	1.18%
Disabled	1,704	3.12%	694	3.51%	803	4.21%
Non disabled	53,179	97.25%	18,980	95.87%	17,882	93.85%
Undeclared		0.00%	51	0.26%	147	0.77%
Unknown	439	0.80%	72	0.36%	222	1.17%
BME	8,121	14.85%	3,537	17.87%	4,521	13.73%
White	46,576	85.17%	15,862	80.12%	14,032	81.19%
Undeclared		0.00%	163	0.82%	279	2.30%
Unknown	625	1.14%	139	0.70%	222	2.78%
Christian	28,819	52.70%	10,149	51.27%	9,515	49.96%
Non Christian	24,834	45.41%	8,712	44.01%	8,291	43.54%
Undeclared		0.00%	705	3.56%	1,012	5.31%
Unknown	1,671	3.06%	231	1.17%	226	1.19%
Heterosexual	50,174	91.75%	18,008	90.96%	17,095	89.77%
LGB	1,026	1.88%	395	2.00%	318	1.67%
Undeclared		0.00%	815	4.12%	1,234	6.48%
Unknown	3,485	6.37%	579	2.92%	397	2.08%
Up to 19	2,699	4.94%	1,421	7.18%	1,538	8.08%
20 - 25	14,522	26.56%	5,599	28.28%	4,462	23.43%
26 - 35	13,757	25.16%	4,531	22.89%	4,417	23.20%
36 - 45	11,644	21.29%	3,759	18.99%	3,861	20.28%
46 - 55	9,727	17.79%	3,382	17.08%	3,423	17.98%
56 - 65	2,312	4.23%	822	4.15%	888	4.66%
over 65	61	0.11%	21	0.11%	29	0.15%
Undeclared		0.00%	113	0.57%	202	1.06%
Unknown	899	1.64%	149	0.75%	222	1.17%

Summary:

Proportionally higher application rates for most minorities of the Protected Characteristics compared to the organisational profile. Applications for people with a disability continues its upward trend in 2011/12.

Shortlisting

KCC - NS	2009/10		2010/11		2011/12	
Breakdown	9,116		3,718		4,134	
Male	2,377	26.08%	1,118	30.07%	1,266	30.62%
Female	6,567	72.04%	2,529	68.02%	2,741	66.30%
Undeclared		0.00%	19	0.51%	56	1.35%
Unknown	172	1.89%	52	1.40%	71	1.72%
Disabled	391	4.29%	188	5.06%	220	5.32%
Non disabled	8,524	93.51%	3,477	93.52%	3,778	91.39%
Undeclared		0.00%	17	0.46%	65	1.57%
Unknown	201	2.20%	36	0.97%	71	1.72%
BME	1,067	11.70%	558	15.01%	752	18.66%
White	7,837	85.97%	3,052	82.09%	3,253	78.29%
Undeclared		0.00%	32	0.86%	56	1.37%
Unknown	212	2.33%	54	1.45%	71	1.68%
Christian	4,757	52.18%	1,927	51.83%	2,141	51.92%
Non Christian	3,831	42.03%	1,556	41.85%	1,658	40.20%
Undeclared		0.00%	156	4.20%	254	6.16%
Unknown	525	5.76%	79	2.12%	71	1.72%
Heterosexual	8,108	88.94%	3,316	89.19%	3,672	88.82%
LGB	191	2.10%	79	2.12%	77	1.87%
Undeclared		0.00%	177	4.76%	278	6.72%
Unknown	817	8.96%	146	3.93%	107	2.59%
Up to 19	451	4.95%	191	5.14%	171	4.13%
20 - 25	1,837	20.15%	890	23.94%	729	17.63
26 - 35	2,266	24.86%	788	21.19%	925	22.36%
36 - 45	2,060	22.60%	828	22.27%	936	27.63%
46 - 55	1,864	20.45%	724	19.47%	974	23.55%
56 - 65	404	4.43%	210	5.65%	264	6.38%
over 65	8	0.09%	7	0.19%	12	0.29%
Undeclared		0.00%	24	0.65%	54	1.31%
Unknown	226	2.48%	56	1.51%	71	1.72%

Declaration rates	2009/10	2010/11	2011/12
Disability	97.80%	99.03%	98.28%
Ethnicity	97.67%	97.96%	98.32%
Faith	94.21%	97.88%	98.28%
Sexual Orientation	91.04%	96.07%	97.41%

Summary:

Over a quarter of people with a disability who applied for a job were shortlisted for an interview (compared to a fifth of all applicants). KCC continues to be accredited as a Two Ticks - Positive About Disabled People symbol user, demonstrating its commitment in supporting disabled people. Despite a small drop in the numbers of BME people applying for jobs the proportion of those shortlisted rose in 2012 against the previous year. Younger staff are not as successful at being shortlisted. Men are proportionally less likely to be shortlisted than their female counterparts.

Starters

KCC - NS	2009/10		2010/11		2011/12	
Breakdown	1713		1270		970	
Male	491	28.66%	392	30.87%	320	33.0%
Female	1222	71.34%	878	69.13%	650	67.0%
Disabled	20	1.17%	8	0.63%	34	3.5%
Non disabled	965	56.33%	509	40.08%	737	76.0%
Undeclared		0.00%		0.00%	91	9.4%
Unknown	728	42.50%	753	59.29%	108	11.1%
BME	108	6.30%	72	5.67%	68	7.0%
White	931	54.35%	527	41.50%	718	74.0%
Undeclared		0.00%		0.00%	12	1.2%
Unknown	674	39.35%	671	52.83%	172	17.7%
Christian	523	30.53%	336	26.46%	403	41.5%
Non Christian	457	26.68%	257	20.24%	333	34.3%
Undeclared		0.00%		0.00%	125	12.9%
Unknown	733	42.79%	677	53.31%	109	11.2%
Heterosexual	965	56.33%	579	45.59%	710	73.2%
LGB	24	1.40%	13	1.02%	26	2.7%
Undeclared		0.00%		0.00%	123	12.7%
Unknown	724	42.27%	678	53.39%	111	11.4%
15-29	719	41.97%	553	43.55%	406	41.9%
30-44	542	31.64%	394	31.02%	262	27.0%
45-59	409	23.88%	290	22.83%	260	26.8%
Over 60	43	2.51%	33	2.60%	42	4.3%

Declaration rates	2009/10	2010/11	2011/12
Disability	57.50%	40.71%	79.48%
Ethnicity	60.65%	47.17%	81.03%
Faith	57.21%	46.69%	75.88%
Sexual Orientation	57.73%	46.61%	75.88%

Contract Groups	2009/10	2010/11	2011/12
Casual	297	304	235
Fixed Term	276	249	181
Permanent	930	525	437
Temporary	191	162	119
Null	33	65	0
Contract Hours	2009/10	2010/11	2011/12
Full Time - Male	320	213	170
Full Time - Female	618	443	339
Part Time - Male	175	188	148

Part Time - Female	614	461	462
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Summary:

The reducing levels of starters reflects a contracting workforce. Proportion of BME staff joining is more than those leaving the organisation creating greater representation for this group. Proportion of staff aged 15-29 starting in the organisation is higher than those leaving, increasing representation across the organisation.

Leavers

KCC - NS	2009/10		2010/11		2011/12	
Breakdown	1,820		2,121		2,158	
Male	537	29.51%	661	31.16%	597	27.66%
Female	1,283	70.49%	1,460	68.84%	1,561	72.34%
Disabled	48	2.64%	42	1.98%	87	4.03%
Non disabled	1,241	68.19%	1,538	72.51%	1,654	76.65%
Undeclared		0.00%	153	7.21%	101	4.68%
Unknown	531	29.18%	388	18.29%	291	13.48%
BME	68	3.74%	90	4.24%	101	4.68%
White	1,235	67.86%	1,504	70.91%	1,636	75.81%
Undeclared		0.00%	80	3.77%	15	0.70%
Unknown	517	28.41%	447	21.07%	406	18.81%
Christian	423	23.24%	583	27.49%	817	37.86%
Non Christian	293	16.10%	407	19.19%	466	21.59%
Undeclared		0.00%	165	7.78%	134	6.21%
Unknown	1,104	60.66%	966	45.54%	741	34.34%
Heterosexual	670	36.81%	931	43.89%	1,202	55.70%
LGB	18	0.99%	24	1.13%	25	1.16%
Undeclared		0.00%	186	8.77%	172	7.97%
Unknown	1,132	62.20%	980	46.20%	759	35.17%
15-29	415	22.80%	518	24.42%	445	20.62%
30-44	434	23.85%	489	23.06%	494	22.89%
45-59	578	31.76%	587	27.68%	711	32.95%
Aged 60 and over	393	21.59%	527	24.85%	508	23.54%

Declaration rates	2009/10	2010/11	2011/12
Disability	70.82%	81.71%	76.02%
Ethnicity	71.59%	78.93%	76.16%
Faith	39.34%	54.46%	56.94%
Sexual Orientation	37.80%	53.80%	54.54%

Contract Groups	2009/10	2010/11	2011/12
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Casual	480	526	444
Fixed Term	155	291	265
Permanent	948	1,236	1386
Temporary	184	264	162
Null	1	0	0
Contract Hours	2009/10	2010/11	2011/12
Full Time - Male	298	382	382
Full Time - Female	457	577	624
Part Time - Male	265	334	223
Part Time - Female	920	1,024	958

Summary:

Overall number of staff leaving is increasing. This is commensurable with current budget profile and re-structuring. Proportion of male leavers is lower than starters. Proportion of disabled staff leaving the organisation is higher than those starting.

Turnover

KCC - NS	2009/10	2010/11	2011/12
Breakdown	12.39%	14.92%	16.41%
Male	14.16%	18.16%	17.76%
Female	11.78%	13.80%	15.95%
Disabled	16.93%	15.05%	19.53%
Non disabled	11.34%	14.62%	15.55%
Undeclared		13.30%	23.96%
Unknown	15.35%	17.08%	17.65%
BME	13.73%	16.96%	18.62%
White	11.31%	14.10%	15.61%
Undeclared		11.06%	10.24%
Unknown	15.82%	19.45%	20.46%
Christian	11.27%	14.18%	16.14%
Non Christian	12.78%	15.91%	15.74%
Undeclared		21.58%	20.46%
Unknown	12.78%	14.24%	16.57%
Heterosexual	11.88%	14.82%	15.80%
LGB	15.09%	16.28%	15.29%
Undeclared		22.26%	21.50%
Unknown	12.68%	14.10%	16.58%
15-29	19.42%	24.72%	24.12%
30-44	9.75%	11.27%	12.18%
45-59	9.15%	9.57%	12.40%
Aged 60 and over	22.11%	32.00%	33.51%

Contract Groups	2009/10	2010/11	2011/12
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Casual	14.08%	16.65%	15.40%
Fixed Term	26.10%	44.59%	48.18%
Permanent	8.28%	11.02%	13.19%
Temporary	24.81%	38.78%	29.14%
Contract Hours	2009/10	2010/11	2011/12
Full Time - Male	11.36%	15.14%	16.34%
Full Time - Female	9.15%	11.62%	13.29%
Part Time - Male	18.19%	23.67%	17.26%
Part Time - Female	12.93%	15.04%	15.54%

Decreases in fixed term and temporary contracts, which is to be expected in the current financial climate. Higher turnover in male part timers.

Summary:

Staff from Black & Minority Ethnic groups have a higher turnover rate than the overall figure. The turnover of non BME staff is lower than the organisational total.

This is the same picture for staff with a disability. Turnover of LGB staff is on par with those declared as heterosexual and is lower than the rate for the organisation as a whole. Staff aged 15-29 and over 60 have a significantly higher turnover than other age brackets.

Employee Relations

Type of Cases	2009/10		2010/11		2011/12	
Disciplinary	175	25.81%	175	18.64%	192	25.60%
Capability - Poor Performance	46	6.79%	75	7.99%	78	10.40%
Capability - Ill Health	345	50.89%	578	61.55%	380	50.70%
Capability - Other	7	1.03%	11	1.17%	9	1.20%
Grievance	63	9.29%	57	6.07%	46	6.10%
Harassment	15	2.21%	18	1.92%	24	3.20%
Appeals	27	3.98%	25	2.66%	21	2.80%
Total	678		939		750	

As of 2010/11 information is now collected and collated by protected characteristics.

The role of procurement in promoting equality

Kent County Council is one of the largest shire councils and spends around £1 billion per annum on goods, services and works to provide infrastructure and services to support the people of Kent. Therefore, the services provided to the community should be geared towards their diverse needs and requirements.

Spending by KCC sustains and maintains a significant number of jobs within Kent. The council has a statutory duty to make sure that public money is spent in a way that ensures value for money and does not lead to unfair discrimination and social exclusion.

Furthering equality is a key goal of best value, because the procurement process is one of the most important tools that a council has to develop its equality objectives and outcomes. Local government procurement must be carried out to comply with both EC and UK regulations, such as the Public Contract Regulations 2006 and the new Equality Act 2010 strengthens provisions on procurement.

The promotion of equality in procurement will help to:

- Improve overall value for money for the council in terms of the goods, works and services it purchases
- Improve the quality, responsiveness and appropriateness of council services
- Ensure that public money is not spent on practices which lead to unfair discrimination for sections of Kent
- Create a diverse and integrated workforce
- Deliver more responsive and flexible services in combating social exclusion and building stronger and cohesive communities
- Encourage other organisations to promote and practice the council's policies on equality.

The future holds significant change for the council both in terms of significantly reduced budgets as well as moving to new ways of providing direct services. Bold Steps for Kent, the county council's ambitions, outlines a number of these challenges including 'Right to Buy' for staff and collaborative or integrated service provision with other agencies e.g. health. These will put a pressure on the council's ability to lead and manage procurement to deliver continuing value for money consistent with its strategic aims.

To position the council to deliver against these aims, we have transformed the procurement function and processes by:

- **Resourcing and procurement expertise**
We have restructured and centralised procurement to deliver a consistent approach. The new team have been briefed by the Equalities Team and are fully aware of the requirements to deliver the aims above.
- **Governance and control of appropriate processes**
All procurements over £50k have a procurement plan which is signed off by the relevant member of the procurement team. Included in the checklist for the plan is that the internal client has carried out equality analysis. The equality analysis will cover any additional needs required to complete the contract.

- **Systems support for efficient operation**
To support the introduction of the new standard processes the procurement pages of the intranet have been updated to give clear guidance for internal clients, training modules have been developed to inform internal clients of their responsibilities.

Training is also being developed to support internal clients in their contract management responsibilities which include monitoring the suppliers' adherence to the council's equality and diversity policy. As the council's overall procurement becomes more robust, equalities and diversity aims will become increasingly easier to deliver.

Promoting Equality

It is essential to consider the social and environmental needs of individuals, families and communities as key elements of any strategic framework. Inequalities do matter because they not only affect the health and well-being of today's communities but also future generations. The council recognises that one size does not fit all and local solutions and programmes need to be developed across Kent to meet the varied needs and aspirations of Kent residents. The council will be working with all our partners to define and jointly address areas of inequality.

Further information on how the Council promotes equality and makes a difference can be found in our key achievements for the residents of Kent in the following chapters.

Adult Social Care - Helping you get the most from life

Adult Social Services has a statutory responsibility for the assessment, planning and arranging or provision, of community care services for adults living in the Kent County Council area who may qualify for social care support.

KCC Adult Services carried out 25 impact assessments this year on new service developments and commissioning strategies. Measures to improve access and tackle barriers have been built into delivery plans.

Key achievements in 2011/12

Older People

Older people want to stay in their own homes for as long as possible. Managing long-term conditions using preventative technology and making adaptations to people's homes are some ways in which independence at home can be achieved. In partnership with five district councils, KCC delivered **228 units of social housing** for vulnerable people in 2011/12.

KCC supports older people to live independent, fulfilled and safe lives in their local communities. During 2011/12 KCC provided Home Care support for **5,807 people** to enable them to stay in their home. Residential Care was provided for **2,943 people**. KCC provided respite and short term care for more than 1,000 people.

KCC is using technology such as TeleHealth and Telecare to support over **2,000 people** with long term conditions to maintain their independence and give them reassurance and the ability to remain independent in their own homes with the use of alarm and monitoring systems.

"Telecare was installed recently to support my uncle who is very frail. ...Telecare equipment has allowed me (and him) to be reassured that in the event of a fall he can call for help immediately. He has had to use it on several occasions so the emergency services and I have been able to be called for help. Without telecare he would have laid on the floor all night".

(Comments from a carer).

A range of services are offered which are geared towards preventing people going into hospital if they do not need to, or having to stay in longer than necessary because there is no support at home. These services are also having a significant impact on reducing the rates of delayed hospital discharges across Kent.

KCC provided £15 million funding through grant and contract arrangements with the voluntary and community sector to provide a range of community based services. These include services such as bathing, befriending, support groups, home care, day care, short breaks, information and advice services and specialist support

KCC launched the "My Home Life Initiative" which provided training and opportunities for shared learning for providers of care homes in Kent. KCC worked with care home providers to set up Dignity in Care Champions in their homes. Their role was to share good practice amongst staff and to ensure residents are treated with dignity and respect.

In November 2011 KCC introduced a lesbian, gay, bisexual and transgender (LGBT) support toolkit. This toolkit provides important information and guidance for staff in an

area they may not be familiar with. The toolkit helps to recognise the importance of sexual orientation in someone's life. The toolkit is being used in in-house residential provision.

People with Dementia

KCC awarded grants of £67,370 for Alzheimer's and Dementia support services and £30,000 to Guideposts Trust for a web service. Grants totalling £180,000 were granted to ensure that there is a Peer Support Group and a Dementia Café in every local authority district throughout Kent. A county best practice group has been established to help providers develop services and maximise impact. In the first year of the Dementia Cafe initiative there were **13** Read Aloud and Pictures to Share sessions run by KCC Libraries. These were attended by **131** carers and people living with dementia.

Disability

Around 18% of Kent's population has some limiting long-term illness or disability and the number of long term conditions is set to rise. A wider range of assistive technologies and knowledge of long term conditions have enabled people to manage complex conditions and live fulfilling lives.

The Kent Contact and Assessment Service now offers direct access to equipment and minor adaptations across the whole of Kent so that people can obtain small pieces of equipment, such as grab rails, quickly to enable them to live safely and independently at home. In 2011/12, **50,383 items of small equipment** were provided to help people stay at home.

Services for people with a physical disability

KCC supports disabled people to live independent, fulfilled and safe lives in their local communities. During 2011/12 KCC provided Home Care support for **965 people** to enable them to stay in their homes. Residential Care was provided for **216 people**.

Occupational therapists work with service users to find the most appropriate way of adapting their home to maintain independence, and thereby minimise care and the risk of admissions to hospitals or care homes. They make recommendations for the Disabled Facilities Grant Fund to the local district, borough or city councils. In cases of hardship a 'top up' to the Disabled Facilities Grant is available from the KCC Home Support Fund. This KCC fund spent in the region of £1m in 2011/12 helping **427 people to stay in their homes**.

Case Study

Susan has learning and physical disabilities. She had been feeling unhappy with her care arrangements as the care workers were not always available during the hours she wanted them and also she did not always know the person who was coming to support her. With the help of an advocate Susan decided to receive her Personal Budget as a Direct Payment so she could employ her own personal assistant. With the support of her advocate Susan did this and is now much happier as she receives her care and support in a way that suits her.

Services for people with mental health problems

In Kent, up to **138,000** people may have a common mental health problem at any one time and we expect up to 34,000 of these may need some form of treatment. This need will typically be met in primary care through Improving Access to Psychological Therapies (IAPT) psychological services linked to GPs. More than

50,400 people will have a more severe mental health problem and of these, about 10,100 will have a severe and enduring problem. (Source: Kent and Medway Joint Strategic Needs Assessment). In mental health the emphasis is on a recovery model. It is not seen as a disability and our aim is that everyone finds a fulfilling and sustainable place in life.

People mainly receive a service from Kent and Medway Health and Social Care Partnership Trust (KMPT) and the voluntary sector. In 2010/11, KMPT recorded **9,681 people** who were referred to the 'front door' and **5,519 people** were being case managed by Care Coordinators in longer term teams.

In the voluntary sector, informal community services have worked with more than **5,000 people** this year. Mental health employment projects had helped **1,190 people** with severe mental health problems with **272 being helped back to sustained employment**. The advocacy projects have delivered **3,734 episodes of advocacy**.

KCC has supported the local Primary Care Trusts (PCTs) with a Community Development Worker initiative. This has enabled 11 workers to be placed with key mental health providers, to be bridge-builders to minority ethnic communities and to improve access to mainstream services.

KCC also funds the Sahayak project in North Kent which works with people from minority ethnic communities and provides carers' support, mental health information and a helpline in ways that meet the needs of language and culture.

722 people with mental health problems attended events in libraries across the county including Discovery Tours, three reading groups and a one creative writing group (compared to 87 in 2010-2011).

KCC's Archives team carried out research into the history of the treatment of people with mental health issues and learning disabilities using the records of two hospitals in Maidstone which are now closed. The 'How it Used to Be' project involved **28** members and staff from Maidstone Mind and **17** members of the Maidstone Ambassador User Group (adults with learning disabilities and their support workers). The project encouraged interaction with archive documents and oral history discussions focusing on their experiences and memories of these hospitals.

The Kent and Medway Independent Mental Capacity Advocacy service (which all councils have a statutory duty to fund and set up) provided **5,900** hours of advocacy to befriended vulnerable adults, who were deemed to lack capacity to make certain important decisions including serious medical treatment and major change of accommodation.

Activmobs

Activmobs are a group of people involved in community projects and have been commissioned to improve the local engagement of community mental health services in Canterbury and Dartford. This work provides valuable insight for service providers on how best to ensure that the local community make use of their facilities.

Services to blind and partially sighted people

KCC's Libraries and Archives team have signed up to the national Six Steps pledge to ensure that their services are accessible to the blind and partially sighted people. Over the year **702** blind and partially sighted people have attended events across the county, an increase of 18 % from 2010-2011. There were **eight** audio book groups for blind and partially sighted readers across the county supported by **three**

subscriptions from Calibre Audio Library.

Make a Noise in Libraries (MANIL) fortnight is an annual campaign to bring together public libraries with blind and partially sighted people to improve their access to books and information. During this time KCC Libraries made contact with local blind and partially sighted groups and the Kent Association for the Blind centres. Best practice and offers for services to blind and partially sighted people were promoted. Two blind and partially sighted reading groups held special events – an eBooks promotion at Herne Bay Library and Postal Loan Service promotion at Maidstone Library.

Services for deaf and deaf/blind people

A Kent-based Sign Language Service has been established in partnership with KCC, Kent Police, Kent Fire and Rescue Service, and the Kent Mental Health Partnership Trust. This service is provided by the Royal Association for Deaf People.

The benefits of the service include improved access to interpreters at short notice, the provision of local interpreters and specialist training. This service was developed with the involvement of the Deaf Community in Kent, and it is intended to extend the service to other public service providers within Kent. In 2011/ 12 the service had **574 bookings** an increase of 38 bookings from KCC alone on the previous year.

Services for People with learning disabilities

KCC has established The Good Day Programme which helps people with a learning disability to:

- Choose what they want to do during the day, evenings and weekends
- Have support when and where they need it
- Feel equal as citizens in their local community
- Have opportunities to lead a full and meaningful life.

It is now available for more than 300 adults with a learning disability.

KCC helped **125 adults** with a learning disability live independently and **533 adults** live in supported living accommodation. Community support was provided for **337 adults**.

Kent Libraries and Archives won the Chartered Institute of Library and Information Professionals (CILIP) **national Libraries Change Lives Award** and invested the £5,000 prize money in building on and developing new ways of working with adults with learning disabilities.

20 Easy Access collections are now located in the main town centres. These include selections of basic readers, Books Beyond Words and Pictures to Share series, as well as a selection of DVDs especially produced for adults with learning disabilities. These address social skills and health issues – including making a will, opening bank accounts and tenancy agreements.

Over the past year **1,162 adults with learning disabilities** (23% increase on the previous year) have attended activities in Kent libraries. This included Talk Times, author events, Knit and Natter sessions, Time2Give volunteering, IT session and the Six Book Challenge (**23 adults** with learning disabilities received a certificate after completing the challenge).

Over the past year **44 adults** with learning disabilities completed the **Passport to the Library course** and have been awarded their certificate (25 in 2010-2011). This course is run in partnership with Community Learning and Skills (CLS).

Books Beyond Words reading groups- using the Books Beyond Words series enabled **10 adults** with learning disabilities, with little or no literacy skills, to become involved in a book group at Dartford Library.

In partnership with CLS, libraries have developed and are now running the **Bag Books Community Learning and Skills (CLS) course** for **10** profoundly disabled adults with learning disabilities. CLS has never been able to offer a course to adults with this level of disability before. The course is now in its 3rd term at Birchington Library. Regular **Bag Books story sharing activities** have started at Hythe Library for **seven** adults with profound and multiple disabilities.

Autistic spectrum conditions

A new team for people with autistic spectrum conditions, without a learning disability, became operational at the end of. It is an integrated team with health staff from Kent and Medway NHS and Social Care Partnership Trust providing a local diagnostic service.

As part of this a countywide support service for people with autism is currently being commissioned and is expected to become operational in December 2012. This service will set up peer support, specialist carer support groups and 1:1 support for all people with autism across the county.

Mind the Gap

Mind the Gap is the Kent Health Inequalities Action Plan that demonstrates the Kent approach to reducing the gap in life expectancy between the most affluent and the most deprived. This plan sets out what will be done to fulfil new responsibilities in tackling health inequalities in our communities and to help keep everyone healthy and feeling well.

The action plan is available at : <http://www.kmpho.nhs.uk/search/?q=Mind+the+Gap>

LGBT equality in health and social care workshop

In February 2012 KCC and Kent Community NHS Trust co-hosted a workshop on LGBT equality in health and social care. Speakers from Public Health, Families and Social Care, HIV, Kent Trans Forum and The Metro Centre attended the workshop. It explored a range of issues from how professionals can better meet the needs of people who are lesbian, gay or bisexual and transgendered, to celebrating communities and understanding why it is important to recognise a person's sexual orientation or gender identity in the provision of services.

Children's Services

Children's Services covers how KCC works with partners and local communities to provide effective support to children, young people and families.

Improving use of resources

Four impact assessments have been carried out this year on new service developments and commissioning strategies. Measures to improve access and tackle barriers have been built into delivery plans. Examples include: the review of children's centres, and Children's Improvement Plan.

Key achievements in 2011/12

Children's Social Care Services

Children's social care services gather comprehensive equalities data to inform individual service and support care planning as well as providing aggregated data to assist in challenging and improving the total service. Information on the cultural backgrounds of looked after children are used to inform planning for foster carer recruitment and other placement procurement.

Information is also used to monitor access to services and the flow of children through care pathways from referral through assessment, to child protection 'section 47' investigations and in assessing and comparing the characteristics of children with an active 'child in need' plan,

At the end of March 2012 Kent County Council was looking after **1804 children and young people** (1618 citizen children and 186 unaccompanied asylum seeking children). This represents a net rise of 105 (6.1%) of children and young people over the year 2011/12 (April 2011 to March 2012).

The average number of children who become 'looked after' each month is 82.6, while the average number of children ceasing to be 'looked after' each month is 74.3 – a net increase of around **8.5** looked after children per month.

For the year 2011/12, 94.8% of children and young people participated at some level in their annual review and only 5.2% (213) of children and young people did not participate in any form at all. The overall average for children and young people attending their review meetings, excluding children under 4 years is 59.2% (2330).

Children's Centres

There are **97 Children's Centres** in Kent. Eight of these are commissioned centres, provided by seven organisations across the county. The remaining 89 are provided directly by KCC. 62 of the 97 Children's Centres are located on school sites.

There are currently **21 nurseries** located within Children's Centres that KCC has contracts with to provide childcare provision for local children and their families. Another 25 partnership agreements exist that create formal links between Children's Centres and local nurseries within walking distance of the site. In addition to this KCC currently runs three maintained nurseries, one of which is located within a Children's Centre and two of which are located on the same site.

The establishment of Children's centres throughout the county has enabled services to be targeted at those most in need whilst maintaining universal availability to all. As recognised by Ofsted, groups most in need include;

- Teenage mothers and pregnant teenagers
- Lone parents
- Children in workless households
- Children in black and minority ethnic groups
- Disabled children and children of disabled parents.

Outreach is provided to those families who are disengaged from services because of isolation, language or multiple problems.

Between April 2011 and March 2012, **12,547** new families were registered with a Children's centre and **856,906** visits were made to Children's Centres during the year.

Teenage parents are a key target group that access support through Children's Centres. At March 2012, **805** teenage parents had been registered at Children's Centres. Of those who visited Children's Centres between April 2011 and March 2012, 2% were teenage parents.

857 (2.1%) of children and **806 (1.9%)** of carers using the centre consider have declared a disability, a significantly lower figure than the Kent average.

A great deal of work goes on in Children's Centres to support particularly vulnerable service users who have disabilities, and the registration figures are dependent upon any person wishing to declare a disability at the point of registration.

Children's Centre services are, by their very nature open to all and services are accessible and open to users everyone. However, data collected demonstrates a higher number of females accessing Children's Centre services. This is perhaps to be expected given that a number of the services provided, whilst being inclusive, are likely to be accessed more predominantly by pregnant women and mothers (for example breastfeeding support, ante-natal support and post-natal depression support services).

Health

In June 2011 colleagues in Health undertook a review of Children Centres in Kent. This included for each District area the development of a core common data set to assess the current impact of local Children's Centres on the children of the county in their early years (ages 0-4).

The following data was analysed and summarised as part of the review;

- Percentage of resident children seen in each Children's Centre
- Number of children seen in each Children's Centre
- Number of children resident aged 0-4
- Income deprivation
- Tax Credit eligibility
- Fertility rates
- Low birth weight
- Breast feeding
- Injuries to children
- Respiratory admissions to hospital
- Personal, Social and Emotional Development and Communication, Language and Literacy indices
- Levels of obesity in children at Year R
- Not in Employment, education or training (NEETS)
- Teenage conceptions

These district summaries are available via the Kent and Medway Public Health Observatory here: <http://www.kmpho.nhs.uk/population-groups/children/?assetdet973626=247495>

Disabled Children

There are **11,490** children in Kent in receipt of Disability Living Allowance. KCC's Disabled Children's Service provided a direct service to over **1,800** children with the most complex levels of disability during the year. More than **5,000** disabled children accessed services that were commissioned by KCC.

In response to a new statutory duty to provide short breaks for disabled children to enable parents and carers to have a break from the caring responsibility, KCC published a Short Breaks Statement detailing how it would meet its statutory obligations. Throughout the year, KCC funded the provision of more than **520,000 hours** of short breaks in a variety of settings. Children stayed overnight in KCC's own residential units (run in partnership with the NHS), attended specialist play schemes and activity clubs and went sailing and horse riding. Mainstream providers of leisure activities for children were supported to include disabled children alongside their non-disabled peers.

A key element of developing locally based services for disabled children and their families was the support given to the establishment of new parent run charities to co-ordinate activities in their areas and act as a first point of contact for families seeking information, advice and support.

Three new centres were developed to bring together NHS and KCC services for disabled children, in response to the frustration often expressed by parents at having to criss-cross the County to access services such as physiotherapy, dentistry and social work support. These services are now co-located on the same site in three areas of Kent.

Parents of **760** children were given choice and control over their support services through the provision of a direct payment enabling them to purchase the most appropriate form of support for their child.

Unaccompanied Asylum Seeking Children (UASC)

The Service for Unaccompanied Asylum Seeking Children (UASC) is county wide and provides services for Looked After and Leaving Care UASC. Its primary remit is to support children who are seeking asylum. However, it also supports children who are unaccompanied by their parents, not asylum-seeking and are not EU nationals.

The Duty team situated in Dover is responsible for taking the initial referrals and completing initial assessments of need and age assessments. The Millbank reception centre in Ashford caters for up to 30 young people at any one time. It provides reception facilities for a period of 6 – 8 weeks from arrival, and provides a space in which the assessments to determine age and the service provision for the young person are completed.

The service received in total **154 referrals** in April 2011 to March 2012. Referrals come largely from the UK Border Agency. Many of the young people arrive through the port of Dover and a small number of young people are found on the streets by the police.

The Service for Unaccompanied Asylum Seeking Children has worked with Barnardos for over ten years. This charity currently provides excellent volunteer support services for the young people who are placed in the community. There are over 30 volunteers who engage with 40-50 young people per year and provide the following activities:

Befriending service: the work of the volunteers with the young people focuses on teaching them independent and self-care skills in the community, English as a second language and skills around cultural awareness/sensitivity.

- *Book club:* Barnardos provide the facilities for the young people to borrow books and share stories.
- *Garden project:* outdoor activities such as the gardening club, where the young people meet on Sundays to work on various allotments, are provided.
- *Apprenticeship project:* the charity provides opportunities every summer holidays for young people to do apprenticeships with local businesses.

The team started working in partnership with the Kent Refugee Action Network (KRAN) in 2006, when the need for community support for UASC became more apparent. One area of concern was the lack of readily available access to appropriate educational provision for the majority of the young people.

This partnership focuses primarily on social inclusion for 16+ clients who are either not in education because they are newly arrived and waiting for educational provision or are unable to cope in the school or college setting and require a different type of learning.

KRAN provides the following facilities at the Riverside Children Centre in Canterbury and engages with about 30-40 young people a year:

- *Pastoral care:* community based activities which help the boys get together to church for worship, or simply to meet community figures.
- *Community initiatives:* cultural events for boys are organised in conjunction with other charities.

- *The Charlton community football initiative*, which took place in the summer of 2011, was a big success.
- *Cricket activities*: a number of cricket games were organised in the summer of 2011, in a joint initiative by the Riverside Childrens Centre, Canterbury College and the police.
- *SHED*: this was a smaller version of the Riverside project, set up in Folkestone, in conjunction with Kent Young Community, in 2008. It supports young people to learn English as a second language, to meet others and share views and thoughts and to receive some pastoral care and support.

It is difficult to demonstrate in quantitative terms the outcomes for young people with provisions such as community activities. The outcomes are qualitative and can be seen in the longer term. Unaccompanied Asylum Seeking Children all come from different and diverse backgrounds with varying needs. The provision of activities by these voluntary agencies is primarily to keep young people occupied and engaged and through such engagement they refrain from crime etc.

Young People

HOUSE

Following the success of the HOUSE pilot for Young People in Kent, the Council are supporting District Councils in setting up their own permanent HOUSE sites. Using vacant properties in town centre locations, District Councils are working with a range of public sector agencies and voluntary organisations to host their own local HOUSE provision. HOUSE is a branded relaxed atmosphere for young people aged 13-19 to 'hang out', keeping them off the streets and in a safe and comfortable environment.

There is no formal curriculum or agenda, but agencies are invited in to discuss lifestyle issues such as alcohol use, sexual health, relationship advice, drug use, employment, learning and increasing confidence and self esteem. Other related issues such as Housing, emotional health and work experience have also been high priority for the young people who attend. Ashford, Dover and Sevenoaks operate HOUSE in their areas.

Community Services

Community Services includes our work to provide community leadership, work in partnerships, improve library services, promote the arts, and modernise the registration service.

26 impact assessments have been carried out this year on new service developments and commissioning strategies. Measures to improve access and tackle barriers have been built into delivery plans. Examples include the: Customer Services Strategy, Library Transformation and Youth services.

Key achievements in 2011/12

Customer Service Strategy

The strategy aims to improve access to The Council services and improve delivery. Customers will still have the option of which channels they want to use, whether that is Internet, phone or face to face. The Council will also be exploring alternative channels such as apps for Smartphones which will increase accessibility for all, including disabled people with additional access requirements.

Service redesign will always be taken from the customers' point of view and their needs will be reflected in new processes. Progress of projects will continued to be monitored particularly the projects involving channel shift and service redesign, to ensure that they do not adversely impact customers or particular groups.

Gateways

The Gateways saw 679,749 people pass through its doors in 2011/12. The Gateways supported adult social care services by offering a local venue to hold Blue Badge assessments and Bathing Assessment clinics. Gateways also offered access to clinics with voluntary organisations including Age Concern, Scope, Royal British Legion and Hi Kent.

The Council continues to expand the Gateway programme with projects underway in Swanley and Edenbridge, and in prospect in Herne Bay.

There are currently two Mobile Gateways available to offer Gateway services across Kent. They are both in place to bring Gateway services to urban or rural areas where the needs are currently unmet - maybe as a result of insufficient transport links to a physical Gateway location, or because a specific borough does not yet have a physical Gateway in its town centre or high street.

The Mobile Gateway units have facilitated events such as Adult Learning Week, Backing Kent People campaign providing support for debt and benefits advice, and a Community Safety Roadshow.

Find out how Kent's Gateways system is providing a range of public sector services under one roof.

http://www.kent.gov.uk/adult_social_services/watch_our_videos/browse_our_video_library/browse_our_video_library/gateways.aspx

Activmobs

Activmobs (a community based action group) were commissioned to identify stop smoking rates in Newington, Thanet where women's experiences of quitting smoking were addressed, and specifically their experiences of the local cessation service.

The insight report has now been shared with the stop smoking service, and its host organisation who also provide the health trainer service. It is being used as a basis for potential service design and also informing commissioners.

The main outcome to date, has been empowering a group of women, giving them the self belief and support, to challenge service providers, and collectively take responsibility for dealing with issues that are affecting their daily lives.

Black History Month

During Black History Month libraries across the county took the opportunity to display Black History Month collections of book -stock and DVDs.

Curriculum packs for schools are available on line to help celebrate and share African and Caribbean History.

http://www.kent.gov.uk/education_and_learning/youth_service/curriculum_packs/awareness_packs.aspx

LGBT History Month – February 2012

Since 2005, February of each year has been designated in the UK as LGBT History Month. This marks and celebrates the lives and achievements of Lesbian, Gay, Bisexual and Trans-gendered people

Rainbow Reads Collections of books, written by the LGBT community, and of interest to everyone are now available in the main town centre libraries across the county. Author visits this year included DJ Connell at Margate and Deal libraries and a *Meet the Authors* session at Canterbury Library. Session's included Paul Burston, author and host of 'London's peerless gay literary salon' Polari, popular author and stand-up comedian, VG Lee and author Karen McLeod.

As part of LGBT month, artist Vince Laws held a Human Library at Georges House Gallery. Libraries and Archives helped facilitate the event. Titles available to borrow included HIV +, Addict, Cross Dresser, Single Sober Mum, Lesbian, and Fat Woman.

65 people attended events during LGBT month. (2010-2011 173 people attended events but included a high profile author event Emma Donoghue).

Hate Crime Vigil

On Monday 13 February 2012 a vigil took place in Sessions Square, Maidstone to remember victims of homophobic, biphobic and transphobic hate crime. The event was attended by over 50 people and community speakers reminded us that hate crime is all too common and we can all make a difference by thinking about how our actions affect others. A number of young people in the square asked what the vigil was about and spontaneously joined in to find out more. A full video of the [LGBT vigil](#) is available.

Gypsy, Roma and Irish Travellers

The Gypsy and Traveller Unit work in supporting individuals and families, living on residential sites we manage, or sometimes elsewhere, to access education, health and other services. We manage and maintain sites in an excellent condition, and have developed specific initiatives such as "pitches for life" (compliant for existing

and future residents with disabilities) on the new Coldharbour Lane site in Aylesford, Tonbridge & Malling.

The Gypsy and Traveller Unit consulted on its proposed new policy for the allocation of pitches on the Council managed Gypsy and Traveller sites. Staff visited the sites to help facilitate the residents' participation by explaining the proposed policy and answering queries. The Community Engagement Officers undertook follow up visits to some of the sites as required, and were invited back by some of the residents. This approach has helped to develop positive relationships with this community and we will be able to build upon this for future consultation and participation opportunities. The feedback from this consultation was used to influence the final policy.

KCC is working with health partners to promote access to health and social care services for gypsy and traveller communities and to tackle the health inequalities experienced by this community.

CURVES

CURVES is an international franchise that provides exercise facilities for women in a friendly and supportive environment. For the first time the franchise in Gravesend has been purchased by a social enterprise to attract women from the local population to increase the amount of exercise they take and also to engage in other activities that may benefit their health, social inclusion and life and employment skills. As a social enterprise any surplus generated by the franchise is re-invested in opportunities and resources for local people. CURVES has relocated to be part of a local community centre in a disadvantaged area and is offering its members a wide range of health related, social, employment, and cultural activities.

Wellbeing Kiosk

The Wellbeing Kiosk is a stand alone machine that measures people's weight, height, Body Mass Index and Blood Pressure. It also prompts responses about lifestyle behaviours such as smoking, exercise, alcohol drinking and diet. Those staffing the machine can then offer advice on where and how some of the health issues that may be indicated can be addressed by referring to local services and opportunities. A two week pilot programme in March in Gravesend attracted over 450 participants and made numerous referrals to local services.

Library Service

"Talk Time" sessions were held in many Kent libraries, these informal drop-in sessions helped to bring older people together to reduce their social isolation. In 2011/12 a total of 3,436 sessions were held, which offered a variety of activities ranging from using archive services, speakers and quizzes to recreational activities or just tea and chat.

The Home Library Service served **1,432** customers (2010-2011 1,200 customers) from 70 libraries, using the time donated by **511** volunteers (2010-2011 400 volunteers). They include people who are homebound by ill health, disability or caring responsibilities. **146,297** loans were made in 2011-2012 to older people. (2010-2011 140,850 loans to older people).

Our postal loan talking book service has **1,226** visually impaired customers in Kent and Medway and made 49,427 loans in 2011/12.

Stock and displays reflect the diversity of our customers. During 2011-2012 Kent Libraries and Archives purchased stock to support the development of library services for the following communities:

- People with dementia. Pictures to Share, a series of illustrated books to help the individual with dementia, their families and carers can enjoy activities and time together
- Adults with learning disabilities. Books Beyond Words, a series of picture books addressing life-skills / situations including coping with death, bullying and cancer.
- Romany reads selections. Traveller awareness collections selected by traveller community.
- Selection of children's stock reflecting the celebration of diversity purchased for town centre hubs.

The Nepalese Elder Meeting Point was a huge success last year, this is a regular drop-in facility held at Cheriton Library that provides information on health and well being for the older members of the Nepalese community. In 2011/12 137 sessions were held.

Kent Libraries and Archives support **Race Online**, a national initiative targeting people who are digitally excluded, either through lacking in IT skills or access to computers (or both), and missing out on accessing the information and services available over the internet.

We are currently helping people to build their computer literacy skills by offering support and opportunities through our **computer buddy scheme** and dedicated UK online centres located in our libraries and Gateways. Volunteers have given over **15,000** hours in supporting people with their IT skills.

Kent libraries have supported national computer initiatives encouraging older people to gain skills and confidence when using IT. These initiatives include:

- Silver Surfer **56** sessions **229** attendees (2010-2011 64 sessions held 169 attendees)
- itea and Biscuits **8** sessions **24** attendees (1st year of initiative)
- Spring Online **17** sessions **116** attendees (1st year of initiative)

IT sessions for prisoners nearing their release date have been held in Libraries. For security reasons internet not available in prison. Holding IT sessions in the library enables inmates to create email addresses and carry out online searches for jobs and housing:

- **8** sessions were held at Headcorn Library for 25 inmates from East Sutton Park (2010-2011 5 sessions with 14 inmates attended).
- **7** sessions were held at Staplehurst Library for 19 inmates from Blantyre (2010-2011 9 sessions and 22 inmates attended).

A number of council member grants have been made available to community projects which promote disability equality, for example:

- Citizens Rights for Older People (CROP) - Training
- YMCA Thames Gateway South Ltd - Sensory Garden
- Pilgrims Hospices – improving facilities for carers
- Royal School for Deaf Children Margate - Gardening Adventure
- Carers' Support - Broadstairs Drop In Service
- Maidstone YMCA - Archery and Boccia for Disabled Groups
- Hospice Care for Children & Young People Across Kent
- Mencap- Specialist equipment

- Youth Participation/Youth Events/Outreach Projects
- KAB Sittingbourne Blind Fellowship Club
- Dartford Community Mela Festival
- Alzheimers & Dementia Support Services- Singing for the Brain

More information on member grants is available from [kent.gov.uk](http://www.kent.gov.uk).

http://www.kent.gov.uk/your_council/have_your_say/community_engagement/local_member_grants.aspx

Kent Youth County Council (KYCC)

Kent Members help to voice the views and opinions of young people.

Last year elections were carried at 150 polling stations across Kent. 100 young people were nominated to take part in the elections and over 27,000 ballots were cast across the County. 48 people were elected through District seats and 12 through Community seats.

Last year the 3 top campaigns were voted by over 20,000 young people. They were:

- **Transport you**

Samuel Watkins & Alice Stretch presented their video on how Education Maintenance Allowance (EMA) will affect young people's ability to get to post 16 Education in September to the Department for Education.

The online petition to 'Extend the Freedom Pass for 16—20 year olds' reached its 12,000 target, and a full council debate was held. KYCC have worked to develop the extended freedom pass and take their ideas forward to the Cabinet Members. This has led to the 16+ Travel Card scheme launching in 2012.

- **Employment**

The KYCC employment group will be working with Kent Choices 4U to help create 5 new apprenticeships for young people in Kent this year. They will also redesign their current website to be more appealing and offer more options to 14-19yr olds. KYCC are currently producing a leaflet on young people's employment rights as many young people do not know what their rights are when they get a job.

- **Things to do!**

KYCC are keen to provide discount vouchers to make leisure activities more accessible to young people and are continually exploring avenues to achieve this. Making up-to-date information available to young people about what's going on in their local area is also a priority through PLINGS! An on-line data base with 'things' to do by young people in Kent.

Over 50 KYCC Members took part in a Training & Induction Weekend, in January 2012 to develop the knowledge and skills to be young campaigners and representing the views of young people across Kent. They also took part in a number of activities on Saturday morning including high ropes courses and raft building! KYCC members then split down into their Campaign Groups and began to plan for the year ahead!

Education, Learning and Skills

KCC works in partnership with a wide range of stakeholders, and provides leadership, support and challenge for the improvement of:

- The childcare and early years education sector
- Schools including special schools and additional education
- Post 16 education and training including work based learning and apprenticeships
- Adult and Community learning.

KCC also directly provides a range of services to support individual pupils and schools, or commissions this support from external providers.

Education and learning has the potential to improve the wellbeing and life chances of all children and young people, especially the most vulnerable groups in our communities. Good quality education and support builds resilience, increases self confidence and independence and gives young people the skills and qualifications to progress in their learning and on to achieve sustained employment that will benefit individuals, families and the communities they live and work in.

Reducing inequality in education and learning outcomes, reducing achievement gaps and championing the needs of the most vulnerable children and young people is therefore a vital part of the Local Authority's role and purpose. This affects individuals and whole communities.

KCC is operating in a more diverse education system with greater freedoms and autonomy for schools, colleges and other education and learning providers. To effect the improvement in outcomes that KCC needs to achieve for our children and young people, as well as vulnerable adults across Kent, KCC needs to work in close partnership with early years settings, schools, colleges, training providers, employers and other providers and stakeholders.

During 2011/12 6 impact assessments have been carried out on new service developments and commissioning strategies. Measures to improve access and tackle barriers have been built into the delivery plans. Examples include the: Post 16 Transport Policy, School Admissions and Kent School Place Commissioning Plan.

Key Achievements:

Leadership

Bold Steps for Education:

During the Autumn of 2011, a range of discussions were held with Headteachers, governors and other partners to determine where KCC need to be in Kent in relation to education and learning outcomes, to establish shared ambition and agree a range of rapid priority improvements for 2015. These ambitions and strategic priorities for Education, Learning and skills are set out in *Bold Steps for Education* and are based on a rigorous analysis of current performance and challenging expectations for future improvements. As KCC accelerates the rate of progress overall, we need to work even harder to close the gaps in performance that exists for Free School Meals pupils, Children in Care and pupils with Special Education Needs and Disability.

Bold Steps for Education is available:

http://www.kent.gov.uk/news_and_events/news_archive/2012/may/bold_steps_for_education.aspx

Working Together

Internationally, the highest performing and most improved education and learning systems have at their core, strong leadership and collaborative practice.

KCC has established the ***Kent Association of Headteachers*** - designed to enable Headteachers to take a leading role in shaping the future of education and learning in Kent and in driving improvement across the system.

A proposal to establish ***The Kent Learning Partnership*** – designed to develop and support a self-improving school system has been consulted on with schools, colleges and other stakeholders and has led to the development of a range of ***district- based school improvement partnerships***.

These partnerships have been agreeing priorities based on information and data around current performance, and setting outcome-based targets – including targets focused on closing the gap in outcomes for vulnerable groups such as:

- Children and young people on Free School Meals
- Children and young people with Special Education Needs and Disabilities
- Children in Care
- Gypsy Roma Traveller children
- Young offenders
- Teenage mothers
- Closing the gaps in performance between boys and girls.

KCC has supported these partnerships with one-off resources, to enable them to develop robust performance frameworks, to facilitate school to school support, challenge and to kick-start improvement programmes focused on three key issues:

- To improve standards of literacy, especially at Key Stage 2;
- To improve the quality of teaching in schools from satisfactory to good overall; and
- To improve the quality of leadership and increase the improvement rate of Kent schools overall, for those judged to be satisfactory to become good schools or outstanding schools.

Performance against these outcome-based targets will be reported in next years annual equality report.

Improving Attainment and Achievement:

As easy as A.B.C every day KCC make sure 220,000 children get a great education

Primary education

In 2011/12, **111,357** children attended Primary School in Kent. In Primary education KCC have significant challenges. Only 55% of our schools are good or better, fewer than in similar areas and much less than the national average.

72% of children achieved level 4 in English and mathematics in 2011.

There still remains an achievement gap between boys and girls, for example for those achieving level 4+ in English and Maths at KS2 in 2011, there is a percentage gap of 7%.

Secondary education

In 2011/12, 100,128 children attended Secondary School in Kent. Over the last five years, the percentage of students at Kent schools and academies gaining five or more GCSEs at grade A* to C has increased from **64.9% to 82.5%**. For the same period, the percentage of students in Kent gaining five or more GCSEs at grade A* to C including English and Maths has increased from **48.5% to 59.4%**. There remains an achievement gap between boys and girls, for example for those attaining 5 A*-C including English and maths at GCSE in 2011, there is a percentage gap of 7.8%.

However the gaps in Secondary school performance at Key Stage 4 are wide, and again are worse amongst those young people who face the greatest disadvantage. Only **28%** of pupils on free school meals attained five good GCSEs in 2011, which is well below average.

Improving Support to Vulnerable Learners:

Special Education Needs and additional needs

KCC want children of all ages in Kent to get the most out of their education, regardless of what learning difficulties or needs they have. There are many types of special or additional educational need, and KCC want to make sure that if your child needs additional support with their education they get the most appropriate help from KCC and our schools.

There were in the region of **7,000** children in Kent being supported with special needs in 2011/12.

Minority, ethnic and bilingual children

The Minority Communities Achievement Service (MCAS) is a KCC Service which is focused on improving access to education and raising the achievement of minority ethnic children and young people. MCAS works in partnership with: schools, children and young people, minority ethnic communities, parents and carers, and other agencies.

In the 2011/12 financial year almost **788** children and young people accessed this service.

Asylum Seeking Young Person:

• Accompanied Asylum Seeking Young People	3
• Unaccompanied Asylum Seeking Young People	30
• Gypsy Roma and Irish Traveller children	466
• Vulnerable Minority Ethnic Young People	289

Total 788

MCAS worked with over **200** schools to:

- Provide advice on teaching English as an Additional Language
- Provide schools with advice and training on refugee, migrant and Gypsy Roma Traveller issues, including anti-bullying and anti-racist strategies
- Review the progress of minority ethnic and bilingual children to ensure our services are effective
- Provide schools with advice and training about how to include minority ethnic children and young people
- Provide training and development for specialist staff in schools
- Provide support to improve access to education and raise achievement of Gypsy Roma Traveller and refugee children and young people
- Drive forward National Strategies and disseminate good practice to raise achievement of children and young people of minority ethnic and bilingual backgrounds, including narrowing the gap
- Support Kent County Council's initiative to promote race equality and community cohesion.

Further information is available from:

http://www.kent.gov.uk/education_and_learning/special_additional_education/minority_ethnic_and_bilingual.aspx

The **Virtual School** is an organisation which has been created for the effective co-ordination of educational services at a strategic and operational level for Looked After Children (LAC). It will enable KCC to raise the achievement levels and wider outcomes of all Looked After Children.

The school does not exist in real terms, or as a building. Children do not attend it - they remain the responsibility of the School at which they are enrolled.

Looked after children (LAC)

Many Kent schools have pupils looked after by a local authority. The term 'looked after children' (LAC) refers to children who are in public care.

The children can be at risk of underachieving at school because they have experienced disruption to their family life and education. Some may have low expectations, poor emotional and psychological health and a lack of family support. Education can be a pathway to a better life for them and KCC is determined to raise the achievement of looked after children.

Each local authority has a responsibility under the Children Act to safeguard and promote the welfare and education of all young people it looks after. A duty of 'corporate parenting' requires the authority to do all that a 'good parent' would. Government guidelines gives specific responsibilities to all those involved in providing or supporting their education.

The Priority Outcomes for Looked after Children (awaiting 2011/12 Validation) 2010/11 achieved were:

Level 4+ English (Yr6)

43% which evidences a 9 % increase over the last 3 year average

Level 4+ Mathematics (Yr 6)

43% which evidences an 8 % point increase over the last 3 year average

5A*-C at GCSE or equiv (incl Eng & Maths)

10.1% which evidences a 5 % point increase over the last 3 year average. In real terms this is a 120% improvement on 2009/10 results

25+ day's absence

12% which evidences a 26% reduction over 2009/10 results

Gypsy, Roma and Irish Traveller children and young people

There are more Gypsy/Roma or Traveller of Irish Heritage people in Kent than in any other County in the UK. Kent has been chosen by the Department for Education, along with Cambridgeshire and Bradford, to take part in a two year pilot to raise the attainment and accelerate the academic progress of Gypsy, Roma and Traveller children and young people within their areas. Emulating the successful pilots for Virtual schools for Looked after Children (2007 -9) Virtual Head teachers have been appointed in each Local Authority charged with "championing the interests of Gypsy, Roma and Traveller pupils and their families".

The aims of the pilot are:

- To monitor and respond to issues of low attainment and attendance and the disproportionately high number of exclusions
- To work with other agencies to identify and return to school those Gypsy, Roma and Traveller children who are missing from education
- To manage the provision of training and support to schools, settings and other agencies
- To raise awareness among schools and others of the barriers to success which these children face - and how best to overcome them

Pupil Population

The total pupil population in Kent is 211,485. Of these pupils 1.65% have declared their ethnicity as Gypsy/Roma or Traveller of Irish Heritage.

Exclusions

In the 2011-12 academic year in Kent there were a total of 211 Permanent Exclusions (48 Primary and 163 Secondary). 9 of the permanent exclusions relate to pupils categorised as Gypsy/Roma or Traveller of Irish Heritage, which is 4.3% of all exclusions. **1.65% of the pupil population accounts for 4.3% of all exclusions.** This figure relates to approximately 1 permanent exclusion per 200 pupils categorised as Gypsy/Roma or Traveller of Irish Heritage, compared to approximately 1 permanent exclusion per 1009 of all pupils (excluding GRT) in Kent. This figure suggests that in Kent a pupil categorised as Gypsy/Roma or Traveller of Irish Heritage is 5 times more likely to receive a permanent exclusion than all other pupils.

The 2011-12 data for Fixed Term exclusions identifies that for every 15 of all pupils (excluding GRT) there is 1 fixed term exclusion. This is compared to **1 fixed term exclusion for every 3** pupils categorised as Gypsy/Roma or Traveller of Irish Heritage.

NATIONAL	PE	FT
All pupils nationally	0.1%	5.0%
Gypsy/Roma	0.3%	14.8%
Traveller of Irish heritage	0.5%	16.6%

KENT	PE	FT
All pupils in Kent	0.12%	6.60%
White - Gypsy/Roma	0.52%	26.43%
White - Traveller of Irish heritage	0.00%	15.22%

Attendance

At the start of the 2012/13 academic year the persistent absence (PA) threshold was raised from 80% to 85%.

In relation to the 2010-11 figures and using the 2011-12 threshold approximately 54% of all pupils categorised as Gypsy/Roma or Traveller of Irish Heritage are considered to be persistently absent from school. This is compared to approximately 7% of pupils categorised as White British.

Attainment 2010-11

KS2 – Level 4 + English and Maths

Kent: 17.2% of Gypsy/Roma pupils, 55.6% of Travellers of Irish heritage as opposed to 72.2% of all pupils.

Nationally: 23% of Gypsy/Roma pupils, 30.1% of Travellers of Irish heritage as opposed to 74.2% of all pupils.

KS4 – 5 A* - C including English and Maths

Kent: 14.3% of Gypsy/Roma pupils, 25% of Travellers of Irish heritage as opposed to 58.6% of all pupils.

Nationally: 10.8% of Gypsy/Roma pupils, 17.5% of Travellers of Irish heritage as opposed to 58.2% of all pupils.

Attainment 2011-12

KS2 – Level 4 + English and Maths

Kent: 29% of Gypsy/Roma pupils, 12.5 of Travellers of Irish heritage as opposed to 77.5% of all pupils.

Nationally: 23% of Gypsy/Roma pupils, 30.1% of Travellers of Irish heritage as opposed to 74.2% of all pupils.

KS4 – 5 A* - C including English and Maths

Kent: 4.2% of Gypsy/Roma pupils, 0% of Travellers of Irish heritage as opposed to 60.6% of all pupils.

Nationally: 10.8% of Gypsy/Roma pupils, 17.5% of Travellers of Irish heritage as opposed to 58.2% of all pupils.

Integrated Adolescent Support

During the early part of 2012 work commenced on the development of an Integrated Adolescent Support Service, intended to improve the coordination of service delivery and outcomes for vulnerable young people.

KCC are modelling this approach in four pilot areas (Thanet, Ashford, Dartford & Tunbridge Wells), involving professionals working together with young people across health, education, social care, Connexions, the Youth Service, the Youth Offending Service, the police and schools.

Young people will be provided with a tailored, personalised programme that will support their learning as well as their personal and social development – helping them to develop the capabilities they need for the world of work and the transition to employment and adulthood.

The expectation is that this approach will deliver improved outcomes across the following areas:

- Improved educational outcomes and improved progress at ages 16 and 19
- Improved participation in 14-19 vocational pathways and take up of employment with training, including apprenticeships
- Reductions in exclusions and absence from school
- Reduction in 'not in education, employment, or training'. (NEETs)
- Improved stability of accommodation and foster placement
- Improved ability to manage transitions and relationships
- Improved mental health and wellbeing
- Increased engagement in positive activities
- Reduced levels of offending, re-offending and anti-social behaviour
- Reduced levels of drug and alcohol abuse
- Reduction in teenage conception rate and pregnancy

The outcomes of the four pilots areas will be reported in next years report.

Comprehensive review of Special Educational Needs (SEN) Policy and Provision

KCC are conducting a review of SEN policy and provision as part of our focus on ensuring all pupils fulfil their potential and to improve our services for the most vulnerable. KCC are linking this work to the other significant changes being brought in nationally that will impact on services to this target group e.g. proposed changes to the future funding of SEN;

- New guidance on Learning Difficulty Assessments for young people aged 16-25
- Changes to health services
- Increasing levels of delegated funding to schools and,
- In Kent, the work of the *South East SEND Pathfinder Programme* – one of the national pathfinders currently exploring the proposals outlined in the Green Paper, "*Support and Aspiration: A new approach to special educational needs and disability*".

These proposals include:

- A single education, health and social care plan (EHC plan) for children and young people from birth to age 25 which focuses on improving outcomes
- Personal budgets for families with an EHC plan.

KCC also intend to pilot Local Statutory Assessment Panels at district level during 2012/13, building on the early work of the Pathfinder programme running in Thanet.

Review of Pupil Referral Units and Alternative Curriculum

KCC have undertaken a review of the Pupil Referral and Alternative Curriculum provision in order to improve outcomes for Kent 11-19 year olds who are at risk of being excluded from school or who are permanently excluded.

There are above average levels of permanent exclusion in Kent with variations across the twelve districts. A high proportion of excluded pupils have special educational needs. Improving learning outcomes for these young people is central to this review and the approach will include development of successful locally designed reintegration programmes which lead to appropriate high quality curriculum pathways.

District school partnerships have put forward their proposals for the development of effective local planning, referral and delivery systems in collaboration with schools, Further Education colleges, Pupil Referral Units (PRUs), Alternative Curriculum providers and other partner agencies, working with learners who are at risk of disengaging or exclusion from school or college.

Action has been taken to ensure delivery of immediate improvements and improved outcomes for the young people currently being supported through PRUs or Alternative Curriculum pathways. KCC intend to test some of the proposals that have been put forward by district partnerships during 2012/13 to inform the wider roll-out of local models later in the academic year.

Delegation of the Specialist Teaching Service

KCC have delegated the Specialist Teaching Service to a lead special school in each district. The aim has been to fully harness and develop the special education needs and disabilities knowledge, skills and expertise present in all Kent early years settings and schools, in order to create well-co-ordinated, equitable and effective provision of additional support for children and young people at early years and school action plus and to ensure full access to learning for all the children and young people with SEND in our settings and schools.

The service will align its resources to the outreach resources (through SMILE centres) held by the lead Special schools and other Special schools, thereby increasing local outreach capacity and delivering improved outcomes.

Services will be co-ordinated and delivered through 12 Local Inclusion Forum Teams of professionals and overall governance of this new provision will be via a county-wide strategic board comprising Special school and mainstream school Headteachers and local authority officers – chaired by the Corporate Director for Education, Learning and Skills.

Improving Teaching and Learning

KCC have delivered a strong programme of professional development with evidence of driving up standards of teaching in Kent schools and impacting positively on

individual pupil outcomes: *Every Lesson Counts*, *Improving Teacher programme*, *Outstanding Teacher programme*, *Specialist Leaders in Education programme*.

14 to 24 Strategy

Early consultation commenced around the challenges and priority areas for action to inform the development of Kent's 14-24 Strategy. The priority areas for action are intended to focus on improving outcomes for all young people aged 14 to 24, but in particular for:

- Young people who would not currently choose to stay on in education and training to age 18
- Young people who would benefit from vocational pathways
- Vulnerable learners, such as care leavers, teenage parents, young offenders and young people with learning difficulties who are consistently over represented in 'not in education, employment, or training'. (NEET) figures.

The focus for the strategy is to make more of a difference to future educational outcomes and employment prospects for some of the most vulnerable groups of young people in Kent. Performance information will be available in next years report.

Kent's Vocational Programme

In response to the concerns about the number of young people who are not participating in learning and attaining sufficiently to progress to further education, training or employment, KCC have given priority to developing a system of vocational learning that recognises the different aspirations of young people. In the recent past KCC delivered a good 14-16 vocational programme, and the work of schools, colleges and the Vocational Skills Centres across Kent enabled **8,500 14-16 year olds** to undertake vocational courses, helping many young people to move into an apprenticeship or other employment. The most successful courses were in construction, engineering and catering where industry standard facilities were available. KCC aim to build on this work, scale it up and ensure it leads to better qualifications and progression to post 16 courses.

The Post 16 Travel Pass

KCC recognise that the cost of transport is a key consideration for young people when making decisions about participating in learning and training post-16. To ensure transport costs are not a barrier to learning and participation for all young people, and disadvantaged young people in particular, KCC has approved a subsidised Post-16 Travel Pass scheme.

This provides county wide travel on buses and is available to learning providers at a cost of £520 per pass. There will be an average KCC subsidy of £230 per pass. Students can apply to buy their pass from their learning provider at a cost of no more than £520, and at a reduced subsidised cost for low income families.

Kentchoices

KCC recognises that quality information and advice is the key to helping young people find the right courses and pathways for post-16 learning and training. When young people do not follow the most appropriate courses the drop-out rates at age 17 tend to be higher.

The 'Kentchoices' prospectus is the largest and most used area- wide online prospectus in the country with over 10,000 courses and 250 learning providers for post 16 learning opportunities. In 2011-12 over **13,000 Year 11** students used the

site to research and apply for their courses. This year usage is considerably ahead of the same time last year and is expanding to include other year groups and young people from outside the county.

Performance Management:

An Education Learning and Skills Performance Scorecard has been developed which includes regular reporting on the performance of vulnerable groups. This is being replicated at a district level and has been consulted on with Headteachers at district meetings in order to ensure that it is a tool that will support their improvement journey and the focus for district based working.

More tailor made performance reports have been provided for groups of schools working together in partnership, to inform their development plans. Schools have been provided with access to data analysis around their own individual school performance through *Making Figures Speak* and *RAISE on-line*.

KCC have also brought a group together to agree a single data set for vulnerable learners in order to ensure that efforts across ages, stages and target groups are being appropriately co-ordinated and focused and that support, whether directly provided or commissioned, is appropriately targeted.

Kent School Games

The first ever [Kent School Games](#) finals took place in summer 2011, after heats had taken place across the county since autumn 2010. The Kent School Games are believed to be the largest competitive school or youth event ever to be staged in the UK and possibly Europe.

The Scale and Scope of the Games:

- **30,000** participants in the heats, area competitions and finals.
- Over **500** area heats and local competitions.
- **23** different sports including 9 for children with a disability.
- **500** schools
- **52** Finals events
- Involving boys and girls at primary, secondary school and special schools, from years 3 to 11
- **1,200** medals awarded.

Disabled pupils had the opportunities to compete alongside their non-disabled peers in a number of sports as well as taking part in Table Cricket, Sitting Volleyball, Wheel chair Fencing

Economy, Housing, and Transport

Economy, Housing, Transport and Environment includes our work to improve infrastructure, support economic growth and prosperity, maintain and improve our highways and environmental assets, manage our waste, improve road safety, improve passenger transport and look after the environment.

12 impact assessments have been carried out this year on new service developments and commissioning strategies. Measures to improve access and tackle barriers have been built into delivery plans. Examples include the: The Freight Action Plan, the Common Sense Street Lighting Plan, Kent Down's Management Plan and Waste Management.

Key achievements in 2011/12

Jobs for 18-24 year olds

In response to the high levels of youth unemployment, KCC allocated £2m from the Big Society Fund to assist employers to create jobs for 18-24 year olds. In addition to a grant for businesses, the campaign includes the opportunity for businesses to access the Apprenticeship Small Business Support Service provided by KCC, which ensures that the whole process of recruitment is as simple as possible.

'Kent Jobs for Kent's Young People'

Kent Employment Programme

In response to the high levels of youth unemployment, KCC secured £2m from the Big Society Fund to assist employers with less than 250 employees in creating employment opportunities for 18-24 year olds.

Through this programme, eligible employers will receive a £2000 grant from KCC. Additional grants will be available too. If an employer recruits a young person who has been claiming job seekers allowance for less than 9 months, they will be eligible for a £1500 grant from the National Apprenticeship Service. If however the young person has been signed on for 9 months or more then the employer would be eligible for the Youth Contract grant of £2275, this money can go towards costs such as Apprentice training and wages.

In addition to the grants, the campaign offers an Apprenticeship support service for businesses which ensures that the process of recruitment is as simple as possible.

This new Apprenticeship campaign is designed to engage and incentivise employers to take on more young people with a target of 900 Apprenticeships.

This builds on the success of the Kent Apprenticeship Scheme which supports young people aged 16-19. KCC aim to double the number of Apprenticeships by 2015. This will be achieved through better communication with employers about what is available, better advice for young people about Apprenticeship opportunities and through developing stronger partnerships between KCC, schools, colleges, training providers and other agencies, including Job Centre Plus.

Kent Apprenticeship Scheme

The Kent Apprenticeship scheme was a joint initiative between Kent County Council, The National Apprenticeship Service (NAS), The Kent Association of Training Providers (KATO) and Kent Association of Further Education Colleges (KAFEC).

Kent County Council Apprenticeships

During the year April 1st 2011 – March 31st 2012, 103 Apprentices joined the KCC programme, with a success rate of 74%.

The Apprenticeship Team continues to work with work based learning providers delivering within KCC to ensure high achievement levels for its apprentices.

Vulnerable Learners Project

This innovative project is working to place **80** vulnerable learners into apprenticeships and provide them with the first step to a career. The learners are from four key groups: care leavers, young offenders, young people with learning difficulties or disabilities (LLDD) and young parents.

The project has been running for 8 months and we have placed 74 young people – 67 young people into apprenticeships and a further 7 into apprenticeship style opportunities.

The placements are in a variety of public, voluntary and private sector organisations and cover a wide range of skill areas including:

- Customer service
- Construction
- Equine studies
- Sports and leisure
- Childcare and hairdressing.

Bespoke training has been developed for young people with learning disabilities to enable them to gain accredited qualifications whilst employed.

The young people are undertaking roles in retail, floristry, horticulture and catering and it is hoped that they will develop and learn the skills that will enable them to take on full time work or an apprenticeship in the future.

Employ Thanet - a free job brokerage, training and recruitment service in Thanet for residents, new and existing employers

Local people have been able to secure quality local jobs with the support of Employ Thanet, part of Thanet Works, a comprehensive solution and local employment initiative that provides an online job service linking local people with employers.

342 residents have been supported into work via a weekly Job Club and 3 Major Careers Events. Vacancies are advertised on an online database that enables separate organisations working on different employment projects, to work together, and co-ordinate provision of employment services for all local people.

All partners have access to the vacancies and are able, very effectively, to work together to find the perfect fit for both the jobseekers and employers. In addition, **10** new and existing businesses have been supported to develop and expand by the provision of a high quality recruitment support, training and advice service which has

assisted them to either expand or relocate to Thanet and access local labour. **55** NEETS¹ supported into Apprenticeships:

New Romney Household Waste Recycling Centre

New Romney Household Waste Recycling Centre was opened as a brand new site in May 2011. Previously householders had to travel to household waste recycling centres at either Ashford or Folkestone; a round trip of some 40 miles, or use a weekend only service provided by a refuse freighter in a local car park. This temporary service provided waste disposal but was unable to handle recycling.

Keep Kent moving

Every year we repair and maintain more than 5000 miles of roads and 4000 miles of pavements. Highways and Transportation' **Winter Service** policy prioritises service to particular groups and organisations including hospitals, doctors' surgeries and care homes. Highways and Transportation also include equality issues in the design of all our new safety critical schemes and major infrastructure projects.

The Members Highway Fund (MHF)

The fund has now been in operation for nearly 3 years and good progress had been made to commit to date £5.8 million to local highway schemes and projects. Approximately half of the money has been committed in the last 12 months. A total of 1,197 schemes had been designed by Highways & Transportation in that period. The most popular scheme category had been the installation of new or improved pedestrian crossings, where £874k had been spent.

Kent Freedom Pass

Kent County Council introduced the Freedom Pass in 2008, giving students in academic years 7-11 free travel on any bus not only to and from school, but outside school hours and at weekends. For the 2011-12 scheme year there were 25,700 Freedom Pass holders in the county. At a cost of £100 per year the pass is really good value and children in receipt of free school meals pay just £50. Kent's looked-after children and Kent's Young Carers get the pass for free.

English National Concessionary Travel Scheme (ENCTS)

In April 2011 Kent County Council became responsible for the ENCTS in Kent. There are currently over **277,000** passes including **17,000** disabled and **2,000** disabled + companion passes on issue to Kent residents. Pass holders are able to travel on public bus services across England for free between 9:30 and 23:00 on weekdays and at anytime on weekends and bank holidays.

Measures to adapt the transport network for disabled people

KCC has an ongoing programme to improve access for pedestrians on the highway network and for bus passengers. KCC has been working in partnership with operators to increase the number of low floor accessible buses in Kent. Some 70% of the public bus network in Kent is now operated by low floor accessible buses and KCC contributed to a Kickstart scheme with Arriva to provide low floor buses on service 6/6a serving the new hospital at Pembury, Tunbridge Wells. Around £200k was spent introducing dropped kerbs at key crossing points and upgrading signal controlled pedestrian crossings across the county.

Kent Karrier

¹ 16 to 24-year-olds not in education, employment or training

The Kent Karrier network was extended to cover the whole of the county in 2011-12. Kent Karrier is a membership based dial a ride accessible minibus scheme for disabled people and those living over 400m from a bus route. Currently over 1,500 members benefit from the scheme.

Feedback from recent residential developments

Kent's programme satisfaction surveys on recent residential developments, (350 sites by the end of 2011/12), is investing customer feedback into the planning process to seek better outcomes for the people of Kent.

A major step forward has been the recognition that poor design has resulted in facilities that were provided for pedestrians and cyclists being taken over by cars in the form of pavement parking. Similarly, cluttered streets appear to act as a disincentive to physical activity. The views of residents are now being converted into positive action to avoid repeating mistakes that affect vulnerable street users, and that may even undermine moves to encourage improvements in public health. New streets will be planned to cater fully for the needs of all users and disadvantage is being tackled.

No Use Empty Homes Initiative

KCC's in partnership with all 12 District and Borough Councils, continues to bring empty properties back into use. Over 449 properties (predominantly in East Kent) have been made available to rent or buy between 1 April 2011 and 31 March 2012. Working with registered housing providers the initiative is currently finalising a model which aims to bring larger long term empty properties back into use with affordable rents.

KCC works in partnership with many agencies. Green Pastures assists homeless people in helping them to enjoy independent living and has recently brought a long term empty property back into use as 8 self contained flats in the Dartford town centre.

Environment

There are several projects underway throughout Kent to make the best use of the County's parks and open spaces' potential to achieve wide social, and environmental benefits and improve the lives of all our communities.

Country Parks

KCC manages 16 country parks and this year has made the following improvements to aid accessibility:

- New fully inclusive classroom and cafe built at Trosley (opened August 11)
- New fully inclusive classroom built at Brockhill (opened March 12)
- Refurbished toilets at Teston - including new accessible ramp to the accessible toilet (March 12)
- Consultation with disabled users regarding improvements to the River Path at Lullingstone (work to be carried out this year)

A number of KCC local member grants have been made available to community projects which promote equality and help Kent's communities, a small example include:

Cyclopark

Kent's new activity park opened at the end of May and offers a wide range of activities for all ages and abilities from local and wider communities. The park includes specific facilities to support disabled riders, a large and exciting play area for younger children and sensory gardens. Cyclopark welcomes individuals, families, clubs, community groups, has volunteering opportunities and is continuing to grow its offer and engagement to more diverse sectors of the community through the on-going development of the leisure, retail, workshop, sporting and park areas.

Milton Creek

Milton Creek Country Park is one of the newest in Kent having been reclaimed from a former waste landfill site just to the north of Sittingbourne. It has created a safe and exciting green space which meets the needs of a predominantly urban population within a countryside setting rich in biodiversity. The park is a focus for a diverse range of outdoor informal leisure activities, with opportunities for learning, developed to celebrate Sittingbourne's rich heritage and vibrant culture. Wheelchair accessibility across a range of the walkways as well as a new children's play area add to the community facilities in the area.

Dover Waterfront

A major public realm improvement project on the waterfront at Dover is now providing an enhanced community / visitor facilities with greatly improved access from the highway right onto the beach for everyone including people with mobility impairments, wheelchair users and parents with children's buggies.