

To: Communities Policy Overview Committee – 13 January 2009

By: Mike Hill, Cabinet Member, Amanda Honey, Managing Director.

Subject: Performance Monitoring 2008/09

Classification: Unrestricted

Summary: This report summarises ‘in-year’ performance information relating to the service units in Communities, in advance of the annual report on performance in July 2009. It also provides an update on the new set of National Indicators.

Recommendation: Members are asked to NOTE this report.

FOR INFORMATION

1. Background

1.1 In September 2008, Members of the Communities Policy Overview Committee (POC) received the 2007/08 annual review of Communities’ services performance. At the same meeting members also considered progress reports on the thirteen ‘*Towards 2010*’ targets for which the Communities portfolio holder and Managing Director have responsibility. These were subsequently presented to full Council in October 2008 and good progress was recorded against all the Communities led targets including for example the successful Kent School Games (delivered alongside CFE); important examples of the impact of intelligence-led Trading Standards operations against rogue traders; and the securing of over £8 million of ACE and SEEDA funding to support the building of the Turner Contemporary Gallery.

1.2 This report now gives an in-year comment on Communities service unit performance to date during 2008/09 in advance of the next annual review which will be presented in the July 2009 Policy Overview Committee cycle. It also provides a note on progress against the action plans arising from the external inspections of the Youth Service and the Youth Offending Service that were carried out in 2008; and an update on the new set of National Indicators.

2. Service Unit performance 2008/09

2.1 A review of service unit performance to date indicates good progress across the board with approximately 95% of all the key actions and projects approved in the 2008/09 unit plans either achieved or on course for achievement by 31 March 2009. Examples of this positive activity are given in Appendix One.

2.2 The remaining actions that are unlikely to be achieved by March 2009 (approx 5%) are listed in full at Appendix Two. They relate mainly to factors such as changing government priorities or refocusing of activity within the units and these will roll forward if necessary into the 2009/10 business plans.

2.3 A major area of concern raised in a previous report to this Committee related to the number of adult drug users entering drug treatment programmes in the county. A strong improvement in performance by the treatment providers commissioned via the Kent Drug & Alcohol Action Team (KDAAT) can now be reported and, in addition, the number of adults remaining in effective treatment for a period of 12 weeks is increasing – in fact Kent’s performance in terms of people leaving drug treatment in a planned way was deemed by the National Treatment Agency to be amongst the best in the country for the first half of 2008/9.

2.4 Communities units also contribute to some or all of the cross-cutting Directorate priorities for 2008/09 and these are listed in Appendix Three. A number of these priorities are explicitly embedded within Towards 2010 and the new Local Area Agreement targets and progress will be reported to Members within those frameworks. Three important exceptions to this are highlighted in paragraphs 2.5-2.8 below.

2.5 The development of the Integrated Youth Support Strategy is being led by Communities, alongside colleagues in the CFE directorate, on behalf of the Children’s Trust. Units in the Directorate have also contributed fully to the refresh of the Children & Young People’s Plan and the Youth and Youth Offending Services are both represented at all 23 Local Children’s Partnerships. This is a significant commitment but it will ensure that both Services can make a valuable contribution towards integrated planning at a local level.

2.6 Work is also continuing on the recommendations of the Alcohol Select Committee and the Drug strategy. Close working relationships have been cemented with the Kent Department of Public Health; a successful joint “Action on Alcohol” conference was held in June, arising from the Alcohol Select Committee report; and the Kent Community Alcohol Partnership (KCAP), the largest scheme of its kind in the country, was launched in November 2008. The Partnership sees Kent Trading Standards Officers joining with colleagues from the industry and other agencies such as Kent Police and the Retail of Alcohol Standards Group, aiming to inform and advise young people on sensible drinking limits and help local communities to tackle alcohol related problems.

2.7 The Directorate is also taking the lead for KCC in relation to the service implications and opportunities arising from increased migration to the County. A multi- agency Network on migration has been established and initiatives are underway to collect data on the number and nature of migrants to the County and to map existing work projects being undertaken with migrant communities. Service Unit activity in Communities includes providing tuition in English as a Second Language (ESOL) to over 1,400 learners, in many cases providing work based or community based provision; and a variety of measures designed to encourage migrants to use the library service, including simplified membership and the provision of books in a wide range of languages.

3. Inspection Improvement Plans

3.1 The results of the Youth and Youth Offending Service inspections, published in June 2008, were both very positive. The Kent Youth Service was placed amongst the best nationally of those inspected in the past two years, while the multi-agency Youth Offending Service was praised for its strong leadership, relationship with the courts and outcomes being achieved by YOS interventions with young people in the community. The subsequent improvement plans were reported to this Committee in September 2008 and a

full report on progress will be included in the annual review for the Directorate in July 2009. Paragraphs 3.2- 3.8 meanwhile confirm the focus of the inspection recommendations and note points of interest to date.

Youth Service

3.2 The principal recommendations of the inspection report centred on three themes viz:- involving young people more systematically in planning and evaluating youth work; developing further the skills and understanding of youth workers to use accreditation effectively; and ensuring that quality assurance processes focus on outcomes and lead to consistent improvement in practice.

3.3 There has been positive progress already against the majority of the improvement plan tasks and remainder are on schedule. Much of the improvement will be delivered through training and supervision and of particular note is the extent of the training that has been given to senior youth club members to support their role in planning and evaluation.

3.4 The appointment of a new Assistant Head of Service (Policy and Standards) will further accelerate progress especially in relation to closing the loop between quality assurance information and service improvement. The action plan will also provide evidence for the forthcoming assessment against the National Youth Agency's "Youth Service Quality Mark" scheme, which is being externally assessed in January 2009.

Youth Offending Service (YOS)

3.5 The principal recommendations of the YOS inspection also centred on three areas - partnerships, practice and capacity. The partnership issues related to Police, Health, Children's Social Services, Education and the Courts. The YOS Partnership is on track to deliver these improvements within the given timeframe for example, changes to the delivery of Final Warnings to conform to national guidance will be incrementally implemented from January 09. All three health posts within YOS are now filled and existing protocols with CSS have been revised and updated.

3.6 The practice issues related to the model of preventative work with young people and also work with young people in custody. The revised prevention model of Youth Inclusion Support Panels (YISPs) has been implemented and has the support of the 11 Crime and Disorder Reduction Partnerships as well as the 23 Local Children's Services Partnerships. Work with young people in custody has ensured that all young people now have Individual Learning Plans on release and participate in development of their re-settlement plans. Work is underway to develop better education, training and employment opportunities and accommodation options in order to reduce the risk of re-offending by this group.

3.7 The two areas of activity which were judged to be performing well but needing extended coverage were parenting and work with victims of youth crime and these remain outstanding actions. The capacity to develop parenting services further will be dependent upon external resourcing, mainly through the Children's Trust / LCSP arrangements. YOS are represented within these structures to highlight the need and service development requirements. Work with victims remains limited to those who are victims of young people mainly subject to Final Warnings and Referral Orders.

3.8 The Inspection Improvement Plan will be reviewed formally by the YJB in January 2009 but a recent validation visit in respect of the nationally required Youth Justice Planning framework has shown the service to be performing well with excellent capacity to improve.

4. The National Indicator Set and the Local Area Agreement

4.1 2007/8 was the last reporting year of the previous national performance framework, which included Best Value Performance Indicators (BVPIs). The final outturn against these figures was reported to the Policy Overview Committee in September 2008.

4.2 Performance against the new set of 198 National Indicators will, in future, form the central evidence base for the Comprehensive Area Assessment of local authorities and local partnerships, and a list of the National Indicators that relate to the work of the Communities Directorate is featured in Appendix Four. A number of the indicators are completely new and, in these cases, baseline data is being collected for the first time during 2008/9. Baseline and any available performance information will be presented to the Policy Overview Committee alongside the year-end performance report in July 2009.

4.3 The Kent Partnership has selected 35 priority targets to feature in the Local Area Agreement covering the period 2008-2011 and seven of these are led by officers within the Communities Directorate. They are:

- NI 8 – Adult Participation in Sport and Recreation
- NI 11 – Engagement in the Arts
- NI 40 – Number of drug users recorded as being in effective treatment
- NI 110 – Young people's participation in positive activities
- NI 111 – First time entrants to the Youth Justice System aged 10-17
- NI 161 – Learners achieving a Level 1 qualification in literacy
- NI 162 – Learners achieving an Entry Level 3 qualification in numeracy.

5. Conclusion

5.1 The targets and commitments for which the Communities portfolio holder and officers in the Directorate are responsible are largely on track for achievement at the end of 2008/09.

5.2. An annual review of 2008/09 performance will be presented to this Committee in July 2009.

6. Recommendations

6.1. Members are asked to NOTE this report.

Judy Edwards, Director, Policy and Resources, Communities Directorate

Contact Officer: Mark Scrivener, Business Information Manager 01622 696055 mark.scrivener@kent.gov.uk

Summary of Activity – April to September 08

Libraries & Archives

Examples of Partnership work led jointly by Libraries & Archives and CFE Extended Services:

- New partners for literacy - e.g. Libraries, Adult Education Service and BBC Learning have developed a joint offer to support Kent's businesses to develop employee literacy skills. The Kent & Medway Local Skills for Productivity Alliance has endorsed the offer and sent it to business organisations and employers across Kent. Pfizer sponsored a new Reading Garden at Birchington Library and have recently donated £2000 to our new Ramsgate library for science books.
- New approaches to literacy - The Library in the Park in Dartford attracted over 1000 visitors and ran regular Baby Bounce and Rhyme activities to encourage families to learn nursery rhymes and take the first steps on the path to literacy.
- New opportunities for literacy - e.g. work with Adult Social Services to support adults with learning disabilities building on the award won in 2007-08 by Sevenoaks Library for work with work to support the District Partnership, a forum for adults with learning disabilities. Activity includes special Makaton signage in libraries, the use of libraries as meeting spaces, Biblio Hour reading promotions, and books specially selected by and for adults with learning disabilities. Libraries are also working with Skillnet in Canterbury to produce an ABC for adults with learning difficulties. This work will soon be mainstreamed. Kent Libraries and Archives have recently drafted a Best Practice Guide for Services for adults with learning disabilities.
- "Recovery through Reading" is being piloted with mental health patients at the William Harvey Hospital. We are also working in partnership with St Martins Hospital Library to support mental health user groups.
- "Bag Books" - produce age appropriate multi-sensory stories for children whose attention skills are not yet fully developed, very young mainstream children, pre-schoolers with visual impairment, children on the autistic spectrum, with ADHD and children and adults with severe or profound learning and physical difficulties.
- The English Channel: The link in the history of Kent and Pas-de-Calais - Kent Archives collaborated with the team at the Archives Departementales du Pas-de-Calais to produce a bilingual exhibition. It charts the shared history of channel communities from the 12th to the 20th century. The exhibition is accompanied by a booklet giving further background and transcriptions of archival texts.
- NU txt reading group 4 u -The first teen txt reading group in Kent is now up and running in Swale. They are working in partnership with Swale Borough Council to use their Bored in Swale website and texting facilities to enable local teenagers to discuss books via their phones.
- Y2Crew Activity Day Tonbridge Library - Aimed at vulnerable and hard to reach young people between 11-18 linked with the National Year of Reading July theme of Rhythm and Rhyme. Activities included a Rap workshop led by 2 rap artists, a Manga workshop and a Drama workshop. In addition Connexions EDGE Learning Forum offered advice on careers to those who may have failed in the conventional education system. A CD and DVD of the day's events will be available.

Sport

- The Kent School Games in summer 2008 was a great success and surpassed expectations. Over 500 schools were involved and feedback has been generally very positive. Over 1200 medals were provided across 52 separate Finals events. Some School Sport Partnerships looking to establish “Area Hub” Games in 2009 to maintain momentum.
- Successful Olympic and Paralympic Day Handover events on 24 August and 17 September. 17 Flag raising events, 4 community events and 18 swimming pools offered free swimming on 24 August. Launch of the 20 in 12 Learning Programme, schools signing up to the Olympic & Paralympic values and launch of Valence School as a Sports College on 17 September. Event to Launch the Cultural Olympiad on 26 September, in Dover.
- Target for LAA NI8 Adult Participation in Sport and Active Recreation negotiated with GOSE and Sport England – achieved realistic but challenging target of 2.2% increase above 2005/06 baseline. Subsequently a draft County delivery plan has been prepared with support from key health and leisure partners in the county and circulated to LSPs to dovetail into local plans. Already some districts and the PCT in East Kent have begun to work together on issues such as the Free Swimming initiative.
- 31 facilities in Kent were included in a Pre-Games Training Camp brochure provided to International Olympic Federations in Beijing with seven facilities included in the brochure for International Paralympic Federations. This was more than any other County and provides opportunities for Kent to host international teams in the run-up to the 2012 Games in London.
- Successful co-ordination and submission of a plan to provide sports activities for young people as part of the Government’s “5 hour offer” (project called “Sport Unlimited”). Attracted approx £250,000 for 08/09 and will be able to bid for further funding in 2009/10 and 2010/11.
- Successful Quest accreditation at the end of September 2008 and submission of bid documentation for Beacon Status for the Olympic and Paralympic legacy work, for which Kent County Council has been shortlisted.
- Established the Kent eVent Team project, alongside Kent Volunteers Service, to provide volunteers for sport, leisure and cultural events.

Arts Development Unit

- In recognition of the new strategic role and focus of the Arts Development Unit, over the next 3 years Kent will see an overall increase in Arts Council England investment.
- *Light Up Open Up Dover* (26-28 September) – key partner on the Steering Group that delivered a high profile, public event in Dover leading the launch of the Cultural Olympiad in the South East region, and as a result of which Dover is cited as leading other south coast towns by example in terms of lighting up celebratory beacons and celebrating our culture
- Broke new ground by delivering the first-ever Cultural Tourism initiative in East Kent

Adult Education

- KAES successfully bid for Neighbourhood Learning in Deprived Communities (NLDC) capital funding to enable the creation of a Skills Plus Centre in Folkestone Library. This will greatly improve Skills Plus Provision in Folkestone, improving access in a good town centre location.
- Relocation of Dartford Adult Education Centre to newly re-furnished building on shared Campus with Dartford Technology College and Westgate Primary School. New Centre will provide much improved learning environment for students including excellent Skills for Life and IT provision.
- Access to Adult Education enrolment facilities at Dartford Library by Library staff that have been appropriately trained and supported by KAES. This has resulted in an excellent, collaborative working relationship for the Dartford area.
- New Train to Gain contract agreed in May 08 will enable KAES to offer fully subsidised training, to those who qualify, in Schools, early years settings and play work settings. These full level 2 qualifications will apply to those in employment and volunteers who also work in the settings. KAES can also offer part subsidised training to those who do not qualify for full funding. This will enable the workforce to be up skilled and a bank of newly skilled workers to be developed whilst volunteering on the job, building capacity in the children's workforce.
- KAES has successfully tendered for additional Family learning impact funding of £130k, to be applied exclusively to the coastal deprived areas, including Thames Gateway, Swale, Thanet, Dover and Shepway and targeted at new learners. A total of 167 learners in these deprived areas will be engaged.
- KAES has successfully bid for a second round of NLDC funding, worth £125k which will focus on SE Kent, including Dover district, Shepway and Ashford. A range of 3rd sector partners are involved, and the bid will fund certificated 1 day courses enabling those not in employment to gain a qualification that will assist in gaining employment, introductory courses for volunteering and a fund to enable rapid response to locally identified need. The bid will also fund the set up of a further 20 learning champions, all from deprived communities in the area and link with expansion of Family programmes and basic numeracy and literacy provision in the KAES Skills Plus Centres.

KEY Training

- KEY was 4th out of 17 Providers and colleges in the LSC league tables at April 08. KEY's success rates were above National, Regional and Local LSC at this time.
- A record number (159) young people from the NEET group started a training programme with KEY in September.
- KEY delivered Level 2 qualifications to 360 employed adults under the Train to Gain contract between the period 1/8/07 and 31/7/08, of which 241 have achieved so far to date.

Community Safety

- During the summer of 2008/09 the community wardens built on the success of the previous two years to facilitate a countywide 7 a-side football tournament, engaging over 1,000 'hard to engage' young people, both boys and girls, in a positive diversionary activity.
- The Kent Community Wardens have again been recognised for their dedication and hard work at the 2008 Kent Police Authority Safer Kent Awards. Nominations were submitted by members of the community, parish councils & partner organisations. Malcolm Wells (Community Warden for Kingsdown and Ringwould) was the East Kent and Overall winner of the safer Kent Awards, in addition two more wardens were winners in Mid Kent and West Kent with a further five wardens named as runners up. The award scheme has highlighted the positive impact the KCC wardens have on their communities each and every day.
- Community Intelligence pilot seminars: In June 2008 a seminar was held for handyvan and homesafe operatives to both raise awareness and provide information about a variety of subjects including terrorism, burglary & crime, bogus callers and intelligence reporting. The aim was to encourage those people who are out and about in the communities to consider the wider aspects of community safety and to be aware of what they could do to help people by reporting information. The feedback from the seminar was positive and it is intended that these seminars will be expanded and delivered to other groups who deal with members of the public.

Trading Standards

- A builder who deliberately targeted elderly and vulnerable homeowners in East Kent and put them at risk of carbon monoxide poisoning because he carried out dangerous work on their chimneys was ordered to pay a fine and costs amounting to more than £26,000 by Margate Magistrates on 1 August. It followed a joint investigation by Kent Trading Standards and the Health and Safety Executive after suspicions were raised by the local Neighbourhood Watch.
- Kent's first Enterprise Act Injunction was made against a rogue trader who carried out a landscape gardening business in the East Kent area and preyed on elderly and vulnerable residents, making unsolicited calls to consumers and entering into contracts but failing to provide cancellation rights.
- Buy with Confidence – Feedback from over 600 Kent consumers was overwhelmingly positive with 100% satisfaction with quality of work and 99% satisfaction with level of service.

Kent Scientific Services (KSS)

KSS skills have been recognised by the UN, Greece and the Association of Public Analysts.

- Calibration services manager provided training in Bhutan.
- Visit to the analytical laboratory has been arranged by NAGREF, the National Agricultural Research Foundation in Greece funded by the Ministry of Agriculture and EU grants.
- The Head of Service and one of the KSS public analysts were invited to lecture at the APA public analysts training course at Reading University.

Registration & Coroners

- Ashford ceremonies team successfully re-located from Elwick House to Associate House (Adult Education Centre).
- New part time registration office opened at Margate Gateway for birth and death registrations.
- Citizenship ceremonies now being held at the Archbishops Palace as well as at County Hall. Feedback has been positive and encouraging.

Emergency Planning

- Excellent performances noted on corporate level by our actions in response to Operation Stack community issues, the potential fuel strike and the channel tunnel fire.
- Training and exercising activities and our participation in Kent Resilience Forum activities are being well received and welcomed from all areas of the resilience community.

Youth Service

- www.togogo.info – The Service launched this new website in the early summer, developed in consultation with young people. It forms a key part of the strategy to engage the county's young people in positive activities (link to KA2 NI 110)
- Disability Work – the Service has engaged in an exciting new initiative with CFE – Aiming High for Disabled Young People' – where significant capital and revenue funding is coming into Kent over the next three years to develop support and bespoke services for this vulnerable group. The Youth Service has committed to work as part of the group, with the aim of providing positive activities for them. An early success from the programme involved 15 young people enjoying a residential programme of activities at The Swattenden Centre in Cranbrook, facilitated and led by youth workers.
- Dover Discovery Centre – the Service has been working closely with Libraries and Museums and the South East Kent YMCA to support the opening of a Community Café in the Dover Discovery Centre. Managed by the YMCA, the Café is staffed by young people who are also studying for a relevant vocational qualification as part of their work through YMCA Training.
- Positive Activities for Young People (PAYP) – Funding from central government has been passed to the Service since April 2008 to provide positive activities and support for vulnerable young people in the county. Following extensive recruitment, a new team of 9 PAYP Workers is in place since September and will be delivering wide-ranging programmes of activity during evenings, weekends and in school holidays; much of the work will be delivered in partnership with other agencies e.g. Youth Offending Service, Rainer Kent 16plus and Connexions.

Youth Offending Service

- The re-offending rates achieved by the Service with the 2006 Cohort revealing sustained progress with the Pre Court population and marked progress with those young people receiving Referral Orders. Between them these populations represent the majority of youth justice interventions delivered by YOS.
- Improvements have been recorded in reducing the 16 / 17 year old NEET (not in education, employment or training) population known to the Service. This has been an area of concern and this progress should be assisted by YOS now having access to a Learning Mentor Scheme, funded by the Learning & Skills Council, for young people leaving custody.
- The three Health posts in the Service are now filled so providing a positive response to one of the concerns expressed by the Inspection regarding a lack of a substantive Health presence. YOS will seek to build on the opportunities that this change in resource offers.
- The revised model for preventative services is now in place with a Youth Inclusion Support Panel soon to become operational in each District. This development will facilitate strong links with both the Crime and Disorder Reduction Partnerships and with the Local Children's Services Partnerships which are both committed to reducing the number of First Time Entrants to the youth justice system in the county. Additionally YOS and the Youth Service are becoming increasingly aligned and are working together to ensure that the funding for Positive Activities for Young People does target children & young people assessed as being at risk of offending.

KDAAT

- KDAAT were praised for their achievements at a six month review with the NTA in September 08. Targets set for 2007/8 were fully achieved and so far they are on target for 08/09.
- For the first time in the 1st and 2nd quarters Kent have achieved the commencements and completions targets for Drug Rehabilitation Requirements (DRRs). The forecast is that the positive results are set to continue for the remainder of the year.
- The young people services have secured funding to ensure services through to 2010 for Dual Diagnosis and Sunlight project.

Turner Contemporary

- £8.1m of funding has been secured from ACE and SEEDA; this represents the majority of the external funding package and is a key moment in the delivery of Turner Contemporary.
- John Kampfner was appointed in June as Chairman of the future Turner Contemporary trust. The trust will be responsible for the operation of Turner Contemporary. A board of trustees has been appointed.
- A groundbreaking event was held on 25th November to mark the commencement of the construction.
- Continued delivery of a varied programme including the use of the Turner Contemporary Project Space. Recent exhibitions have included Nature is a Workshop, Celestial Radio and the recently opened Far West.

Appendix Two

Progress against Projects, Developments and Key Actions

95% of key actions have been completed (in some cases on-going) or are on course for completion by year-end. This appendix lists the remaining 5% i.e. those that it is not expected will be completed by year-end, the reason(s) why and action to rectify.

Sport, Leisure and Olympics

Project/development/key action	Reason(s) why and actions to rectify
Encourage districts to establish and embed Community Sports Networks as part of the National Delivery System for Sport.	Sport England has recently introduced a new strategy which no longer emphasises a national delivery system involving Community Sports Networks. We will continue to support those established (10) should they wish to continue and discuss the merits of having a local Community Sports Network with the other 3 districts.
Coordinate the 'Step into Sport' programme to develop young sports leaders.	The funding for Step into Sport is now given directly to School Sport Partnerships to run Leadership academies and therefore the service no longer co-ordinates this work countywide. The targets have also been changed on this programme and this may have a knock on effect to an area of work re. securing, retaining and placing volunteers. The service is looking to support School Sport Partnerships with their Leadership Academies, in terms of opportunities to place young leaders/volunteers.
Establish links with the proposed Regional Coaching Development Centre.	Sports Coach UK, have put on hold work to develop Regional Coaching Centres, due to the new Sport England strategy.
Support national governing bodies to implement the UK Coaching Certificate for Kent's coaches.	Limited work can be undertaken on this at the moment as National Governing Bodies (NGBs) are writing Whole Sport Plans to obtain funding from April 2009 onwards, as a result of the new Sport England strategy. Some NGBs are also re-writing their coaching programmes and structures as a result.

Libraries and Archives

Project/development/key action	Reason(s) why and actions to rectify
Continue to develop the programme for modernising library buildings.	One of the four modernisations (Deal) is now likely to complete in June 09, once negotiation and consultation regarding internal layout are completed and work carried out.
Development of Folkestone History Resource Centre	Building issues outside of the Unit's control have delayed the start date. The HRC is now scheduled to open in mid 2009/10.
Increase book additions by 3% through optimum use of new CBC contract	There has been an increase in spending on Large Print stock to address customer needs. The higher unit cost of this material means overall target cannot now be met.
Ensure that minimum of 50% of staff complete KCC Diversity E-Learning tool	This target has been revised. A pilot of 25 people will complete the E-Learning tool this year and further staff will be take part during 2009-10.
Deliver the KEY training programme at Canterbury and Gravesend Libraries. One set of four weekly sessions at each location	New approach being taken due to changes in KEY Training's recruitment and training of students. One library visit will be completed for each group of students. Gravesend may initially deliver two sessions per week.

Youth Service

Project/development/key action	Reason(s) why and actions to rectify
Feedback from non-users and development of associated action plan.	The new Asst Head of Service for Policy & Standards will lead this work when in post, although this extensive piece of work is unlikely to be completed until 2009/10.
ContactPoint	National Launch of ContactPoint has been delayed until at least January 2009. Preparatory work including accreditation of the Youth Service continues in partnership with CFE.

Key Training

Project/development/key action	Reason(s) why and actions to rectify
External funding to be secured to enable an additional 45 young people to engage in vocational education opportunities.	LSC offered to fund only 10 Young Apprenticeships, in Retail. Unfortunately, despite marketing and development to a number of schools in Kent, there was no uptake for these places. KEY continues to deliver to 9 Young Apprentices who were engaged in 2007 – all of whom have achieved their Year 1 qualifications. NB: KEY deliver to a further 126 14-16 year olds on Vocational qualification Programmes, but these are not funded through the Young Apprenticeship scheme.
To increase Apprenticeship Framework completion rates from 65% to 68%	Overall the Apprentice Success Rate was 65% at the end of July, however the following Skill Areas did achieve Success Rates at or above 68%: Childcare: 68%; Business Administration: 69%; Retail: 75% Warehousing: 100%
To increase Advanced Apprenticeship Framework completion rates from 60% to 65%	This was not achieved. The main reason was that some learners who were recruited in 2006 and 2007 could not meet the standards of the level 3 Award. KEY introduced a new and more rigorous initial assessment of Level 3 learners in January 08 which should support a rise in Success Rates by July 09.

Turner Contemporary

Project/development/key action	Reason(s) why and actions to rectify
Appoint PR Agency	The establishment of the trust will take forward the operation in the future and the Chairman's significant experience in this area has meant that we have delayed the appointment. A further body of research around marketing and audience development is currently taking place and will inform all future decisions in this area.

Appoint Development Manager	The timing of the appointment of the Development Manager has been reviewed in light of the recent developments in establishing the Turner Contemporary trust. The appointment of the post is now expected in the 09/10 financial year
Improve and develop mailing lists	The target of 8,500 subscribers is unlikely to be achieved this year. However, there is now better segmentation of the mailing list.

Registration and Coroners

Project/development/key action	Reason(s) why and actions to rectify
Develop proposals for partnership working with Medway Council for birth declarations at Sittingbourne Register Office	Draft partnership agreement drawn up and shared with Medway. Currently awaiting response. The Service will continue to pursue until a decision is made.
Implementation of government sponsored internet based system (RON) for taking notices of marriage and civil partnership	Delayed by General Register Office until RON (births and deaths) is fully functional across the country.

Emergency Planning

Project/development/key action	Reason(s) why and actions to rectify
Business Continuity	The potential fuel strike in June, coupled with review against CPA Key Lines Of Enquiry have identified areas for improvement in relation to Business Continuity capability in terms of consistency, application and testing. A range of foundation activities are being undertaken in this financial year with a view of implementation in 2009/10, including the development of software to support the BC process, and the introduction of common principles of planning and testing. Financial impacts are being accounted for in the draft 2009/10 business plan.

Kent Scientific Services

Project/development/key action	Reason(s) why and actions to rectify
Cost Control Review of charging mechanism and invoicing procedures to be electronically linked to Oracle	Project is planned to go ahead but unlikely to be completed this financial year.

Cross-cutting service objectives and priorities for the Directorate in 2008/09

- Improve safety for young people, and their sense of safety, and reduce numbers of young people entering the youth justice system
- Promote positive activities for young people and positive imaging of young people
- Lead the implementation of the Integrated Youth Support Strategy, in collaboration with colleagues in CFE and other partners; and contribute to Children's Trust developments, in particular local children's services partnerships
- Give new momentum to the positive effect that cultural development in the whole county can have on employment, community cohesion and individual well-being; and continue to encourage culturally led regeneration in Margate relating to Turner Contemporary.
- Build the momentum which will ensure a lasting legacy in the county from the 2012 Olympics and Paralympics
- Take forward the recommendations from the Alcohol Select Committee and Drug Strategy
- Contribute to the crucial issue of helping to raise adult skills levels in the county through providing education and training opportunities and encouraging people to make a start through volunteering
- Respond to the service implications and opportunities arising from increased migration into the county

Appendix Four

New National Indicators that apply to the Communities Directorate

Ref	Indicator	Baseline data	LAA/Statutory
NI 37	Awareness of civil protection arrangements in the local area	New from 2008/09	

Culture and Sports

Ref	Indicator	Baseline data	LAA/Statutory
NI 8	Percentage of adults participating in sport for at least 30 minutes 3 days a week	20.3% Average performance	LAA Target
NI 9	The percentage of the population who say they have used public libraries in the last 12 months (survey not actual usage)	New from 2008/09	
NI 10	The percentage of the population who say they have used museums or galleries in the last 12 months (survey not actual usage)	New from 2008/09	
NI 11	The percentage of the population who say they have used engaged in the arts in the last 12 months (survey not actual usage)	New from 2008/09	LAA Target

Adult Education

Ref	Indicator	Baseline data	LAA/Statutory
NI 13	Migrants English language skills and knowledge	New from 2008/09	
NI 161	Learners achieving a Level 1 qualification in literacy	4,168 No comparative data	LAA Target
NI 162	Learners achieving an Entry Level 3 qualification in numeracy	46 No comparative data	LAA Target

Regulatory services

Ref	Indicator	Baseline data	LAA/Statutory
NI 182i	Satisfaction of businesses with recorded non-compliance with local authority regulation services	New from 2008/09	
NI 182ii	Satisfaction of businesses with no recorded non-compliance with local authority regulation services	New from 2008/09	
NI 183	Impact of local authority regulatory services on the fair trading environment	New from 2008/09	
NI 190	Achievement in meeting standards for the control system for animal health	New from 2009/10	

Youth services

Ref	Indicator	Baseline data	LAA/Statutory
NI 110	Young people's participation in positive activities	New from 2008/09	LAA Target

Youth Offending

Ref	Indicator	Baseline data	LAA/Statutory
NI 19	Rate of proven re-offending by young offenders	40.2% Average Performance	
NI 43	Young people within the Youth Justice System receiving a conviction in court who are sentenced to custody	4.1% Upper Quartile	
NI 44i	Difference in ethnic composition of offenders on Youth Justice System disposals compared to population (white)	0.38% No comparative data	
NI 44ii	Difference in ethnic composition of offenders on Youth Justice System disposals compared to population (mixed)	-0.08% No comparative data	
NI 44iii	Difference in ethnic composition of offenders on Youth Justice System disposals compared to population (black)	0.63% No comparative data	
NI 44iv	Difference in ethnic composition of offenders on Youth Justice System disposals compared to population (asian)	-0.98% No comparative data	
NI 44v	Difference in ethnic composition of offenders on Youth Justice System disposals compared to population (chinese)	0.05% No comparative data	
NI 45	Young offenders engagement in suitable education, employment or training	76.60% Upper quartile	
NI 46	Young offenders access to suitable accommodation	87% Lower Quartile	
NI 111	First time entrants to the Youth Justice System aged 10 – 17	1,660 per 100,000 10-17 population Comparative data tbc	LAA Target

Place Survey Indicators – Volunteering

Ref	Indicator	Baseline data	LAA/Statutory
NI 6	Participation in regular volunteering (district led)	New from 2008/09	LAA Target (District led)

Drug action team Indicators

Ref	Indicator	Baseline data	LAA/Statutory
NI 40	Increase in the number of drug users in effective treatment since 2007/08	New from 2008/09	LAA Target

Anti-social behaviour

Ref	Indicator	Baseline data	LAA/Statutory
NI 17	Perceptions of anti-social behaviour	Awaiting data from government	
NI 21	Dealing with local concerns about anti-social behaviour and crime by the local council and police (Place survey)	New from 2008/09	LAA Target (Police Led)
NI 24	Satisfaction with the way the police and local council dealt with antisocial behaviour	New from 2009/10	
NI 25	Satisfaction of different groups with the way the police and local council dealt with anti-social behaviour	New from 2009/10	
NI 27	Understanding of local concerns about anti-social behaviour and crime by the local council and police (Place survey)	New from 2008/09	
NI 41	Perceptions of drunk or rowdy behaviour as a problem	27% Average performance	
NI 42	Perceptions of drug use or drug dealing as a problem	36% Average Performance	