

Increasing Opportunities, Improving Outcomes



Annual Report Executive Summary 2016



Introduction

In March 2015 we launched our Strategic Statement – [Increasing Opportunities, Improving Outcomes](#). Our first Annual Report demonstrates the progress we have made towards our 5 year vision over the last 18 months.

“Our focus is on improving lives by ensuring every pound spent in Kent is delivering better outcomes for Kent’s residents, communities and businesses.”

Increasing Opportunities, Improving Outcomes:

KCC’s Strategic Statement 2015-2020

The Annual Report tells the story of progress towards achieving better outcomes.

Outcome 1:
Children & young people get the best start in life

Outcome 2:
Kent’s communities feel the benefits of economic growth by being in-work, healthy and enjoying a good quality of life

Outcome 3:
Older and vulnerable residents are safe and supported with choices to live independently

We have kept delivering vital services to Kent’s 630,000 households and 1.5m residents, despite significant pressures and changes. We have successfully delivered £433m of savings since 2010 and we face a further £234m savings challenge over the next 4 years.

We have made real progress towards working in a different way with our customers, partners and suppliers, but we know there is more to do.

We are committed to providing a balanced picture of our progress against our outcomes, considering:

- Key performance measures against our 20 supporting outcomes
- The views of our residents, customer, partners and suppliers
- Achievements and challenges over the last 18 months

This document summarises our progress. You can read the full Annual Report 2016 [here](#).

Measuring our progress

In March 2015, when we launched our Strategic Statement [Increasing Opportunities, Improving Outcomes](#), we set out a range of outcome measures to help assess our progress against our 20 supporting outcomes. To check we are making progress we looked at our performance based on the latest national data.

Below is a summary of our overall 1 and 3 year performance direction of travel (progress over time) for each outcome.

Find out more about our performance information in our [Outcome Measures Performance Report](#).

Strategic Outcome 1: Children and young people in Kent get the best start in life		
Performance direction of travel	1 Year	3 Year
1.1 Kent's communities are resilient and provide strong and safe environments to successfully raise children and young people	Mixed	Improving
1.2 We keep vulnerable families out of crisis and more children and young people out of KCC care	Improving	Improving
1.3 The attainment gap between disadvantaged young people and their peers continues to close	Improving	Improving
1.4 All children, irrespective of background, are ready for school at age 5	Improving	Improving
1.5 Children and young people have better physical and mental health	Not improving	Improving
1.6 All children and young people are engaged, thrive and achieve their potential through academic and vocational education	Improving	Improving
1.7 Kent young people are confident and ambitious with choices and access to work, education and training opportunities	Improving	Improving

Strategic Outcome 2: Kent communities feel the benefits of economic growth by being in-work, healthy and enjoying a good quality of life		
Performance direction of travel	1 Year	3 Year
2.1 Physical and mental health is improved by supporting people to take more responsibility for their own health and wellbeing	Improving	Improving
2.2 Kent business growth is supported by having access to a well skilled local workforce with improved transport, broadband and necessary infrastructure	Mixed	Improving
2.3 All Kent's communities benefit from economic growth and lower levels of deprivation	Improving	Improving
2.4 Kent residents enjoy a good quality of life, and more people benefit from greater social, cultural and sporting opportunities	Improving	Improving
2.5 We support well planned housing growth so Kent residents can live in the home of their choice	Improving	Improving
2.6 Kent's physical and natural environment is protected, enhanced and enjoyed by residents and visitors	Maintaining	Maintaining*

Strategic Outcome 3: Older and vulnerable residents are safe and supported with choices to live independently		
Performance direction of travel	1 Year	3 Year
3.1 Those with long-term conditions are supported to manage their conditions through access to good quality care and support	Not improving	Improving
3.2 People with mental health issues and dementia are assessed and treated earlier and are supported to live well	Improving	Improving*
3.3 Families and carers of vulnerable and older people have access to the advice, information and support they need	Not improving	Maintaining*
3.4 Older and vulnerable residents feel socially included	Not improving*	Improving*
3.5 More people receive quality care at home avoiding unnecessary admissions to hospital and care homes	Improving	Mixed
3.6 The health and social care system works together to deliver high quality community services	Not improving*	Mixed
3.7 Residents have greater choice and control over the health and social care services they receive	Mixed	Improving

Key to performance direction of travel:

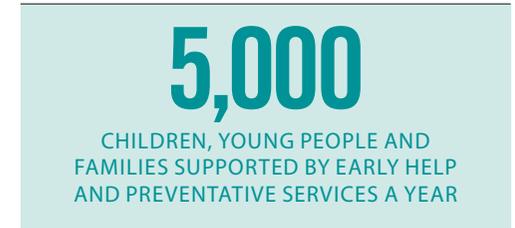
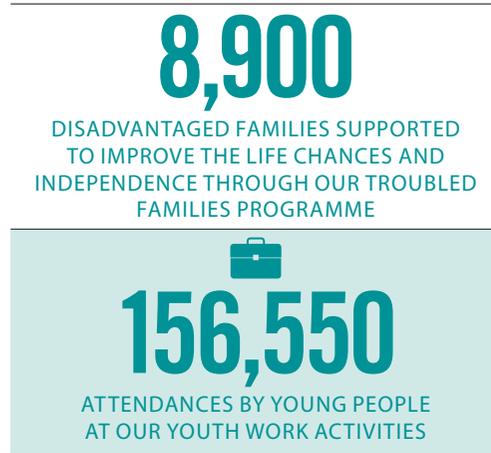
- Improving** Overall outcome measures are improving
- Maintaining** Overall outcome measures have not statistically significantly changed and performance is being maintained
- Mixed** Overall outcome measures have mixed performance - for example where 2 of the 4 outcome measures are improving and 2 are not improving
- Not Improving** Overall outcome measures are not improving

*Based on the single outcome measure available

Strategic Outcome 1

Scale of delivery

We support vital services for children and young people to get the best start in life, including:



&



TO IMPROVE ACCESS TO EDUCATION, EMPLOYMENT AND TRAINING OPPORTUNITIES

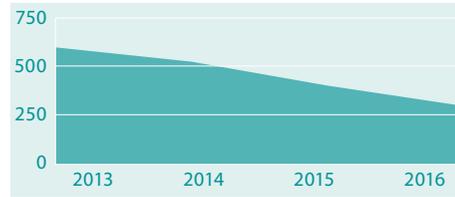
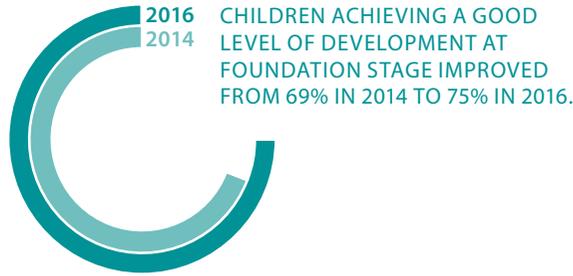
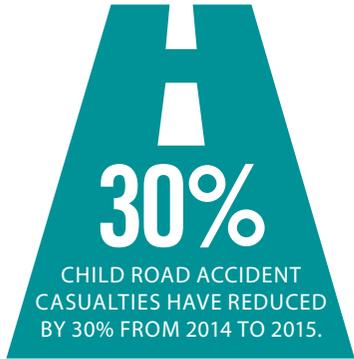


CHILDREN AND YOUNG PEOPLE SUPPORTED WITH HOME TO SCHOOL / COLLEGE TRANSPORT



Strategic Outcome 1

Key results



THE NUMBER OF FIRST TIME ENTRANTS TO THE YOUTH JUSTICE SYSTEM REDUCED BY 24% FROM 2015 TO 2016. IN THE LAST 3 YEARS THIS HAS REDUCED BY 50%.



WE HAVE CLOSED 83% OF EARLY HELP CASES WITH BETTER OUTCOMES FOR CHILDREN AND YOUNG PEOPLE, UP 14% SINCE 2015.

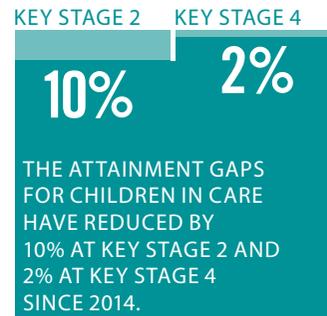


IN THE LAST YEAR (AS AT APRIL 2016) THE NUMBER OF 16-18 APPRENTICESHIPS HAS INCREASED BY 12%, AND IS EXPECTED TO FURTHER INCREASE LATER THIS YEAR TO IN EXCESS OF 3,000 APPRENTICESHIPS.

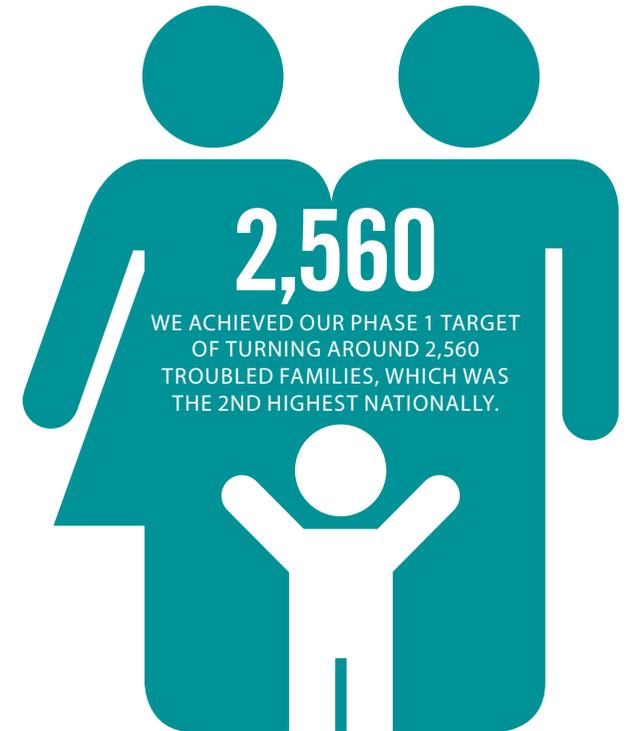
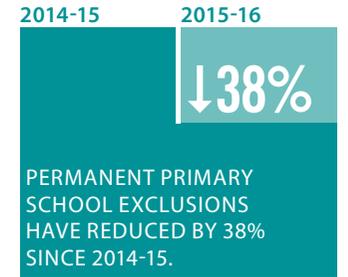


23% OF CASES CLOSED BY SOCIAL CARE ARE NOW SAFELY STEPPED DOWN TO EARLY HELP.

RE-REFERRALS TO CHILDREN'S SOCIAL SERVICES WITHIN 12 MONTHS REDUCED FROM 29% IN 2015 TO 21% IN 2016.



SCHOOLS RECEIVING A GOOD OR OUTSTANDING OFSTED JUDGEMENT HAVE SIGNIFICANTLY IMPROVED FROM 71% IN 2013 TO 86% IN 2016. OUR MOST RECENT RESULTS SHOW A FURTHER IMPROVEMENT TO 89%, AN 18% IMPROVEMENT IN 3 YEARS.



Strategic Outcome 2

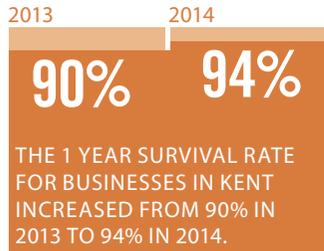
Scale of delivery

We support vital services for Kent's communities, businesses and residents, including:

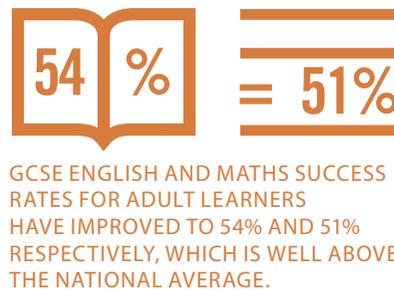
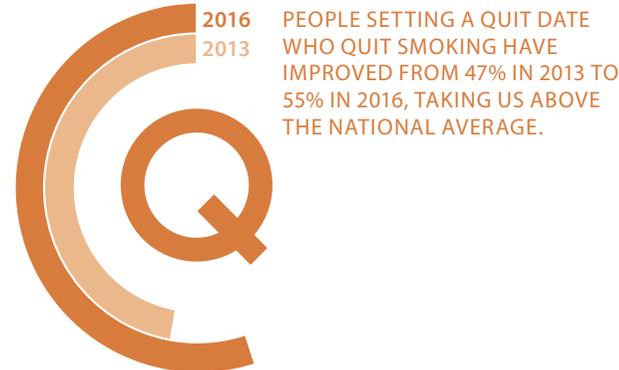


Strategic Outcome 2

Key results



COMMUNITY LEARNING AND SKILLS RECEIVED A GOOD OFSTED INSPECTION JUDGEMENT IN JUNE 2016.



Strategic Outcome 3

Scale of delivery

We support vital services for older and vulnerable people, including:

35,440

ADULTS IN KENT USED OUR SOCIAL CARE SERVICES LAST YEAR

17,300

VULNERABLE PEOPLE WITH HOUSING RELATED SUPPORT

70,000

ITEMS OF ADAPTIVE AND ASSISTIVE TECHNOLOGY EQUIPMENT AND TELEHEALTH AND TELECARE EQUIPMENT IN

3,000

HOMES



SUPPORTING

4,150

PEOPLE WITH DOMICILIARY CARE, AND COMMISSIONING

80,000

HOME DELIVERED HOT MEALS SO PEOPLE CAN LIVE AT HOME INDEPENDENTLY



1,295

PEOPLE HAVE SUPPORTED LIVING PLACEMENTS

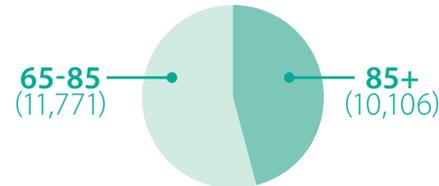


5,506

PEOPLE WITH NURSING AND RESIDENTIAL CARE THAT BEST MEETS THEIR NEEDS

21,877

OLDER PEOPLE SUPPORTED BY SOCIAL CARE SERVICES WERE OVER 65, AND OF THESE 46% (10,106) WERE OVER 85



7,828

PEOPLE RECEIVED A HOMECARE SUPPORT SERVICE TO ENABLE THEM TO STAY IN THEIR HOME



16.9m

FREE BUS JOURNEYS FOR OLDER AND DISABLED PEOPLE

MANAGING

150

CONTRACTS FOR SUBSIDISED BUS SERVICES TO SUPPORT RURAL AND ISOLATED COMMUNITIES



16,045

PEOPLE HAVE A PERSONAL BUDGET AND 5,626 PEOPLE DECIDED TO USE DIRECT PAYMENTS

Strategic Outcome 3

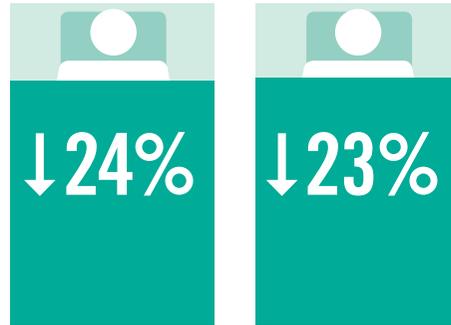
Key results

1,400
PEOPLE

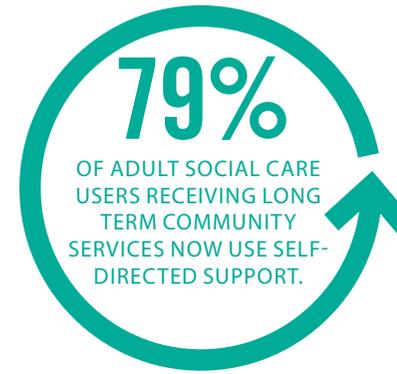
121,000
HOME DELIVERY
ITEMS



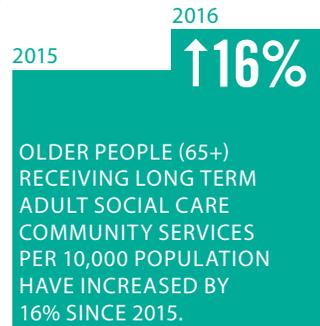
WE ASSISTED 1,400 PEOPLE THAT ARE UNABLE TO VISIT A LIBRARY DUE TO ILL HEALTH, DISABILITY OR CARING RESPONSIBILITIES, WITH 121,000 HOME DELIVERY ITEMS.



WE ARE USING 24% FEWER SHORT TERM BEDS AND 23% FEWER LONG TERM BEDS THAN IN 2014-15.



OUR COMMUNITY WARDENS HAVE VISITED AND ASSISTED OVER 2,000 SCAM VICTIMS.



OVER 200 PEOPLE WITH LEARNING DISABILITIES ACCESSED SHARED LIVES WITH HOST FAMILIES IN THEIR COMMUNITY.



FOLLOWING ENABLEMENT SUPPORT,

800

SERVICE USERS PER YEAR REMAIN FULLY INDEPENDENT WITH NO ONGOING CARE NEEDS.

9,701

PEOPLE RECEIVED ENABLEMENT SERVICES AND

83%

COULD RETURN TO THEIR HOMES FOLLOWING THE SUPPORT THEY RECEIVED.



THE KENT SHEDS MEMBERSHIP HAS CONTINUED TO RISE WITH AROUND 400 MEMBERS AND 7,000 ATTENDANCES.



84%

OF ADULT SOCIAL CARE USERS SAY SERVICES HAVE MADE THEM FEEL SAFE.

↑9%

THE NUMBER OF GP PATIENTS WITH DIAGNOSED DEMENTIA HAS INCREASED BY 9% FROM 2015 TO 2016.



240

FROM 2015 WE HAVE DELIVERED 240 NEW EXTRA CARE HOUSING UNITS.

Working better together

Our relationships with our residents, customers, partners and suppliers are important to achieving our outcomes.

Our customers

66%

OF RESIDENTS ARE SATISFIED WITH THE WAY WE RUN THINGS.

66%

OF RESIDENTS TRUST US.

98%

OF CUSTOMERS RATED OUR TELEPHONE CONTACT CENTRE ADVISORS AS 'GOOD'.

66%

OF SOCIAL CARE SERVICE USERS ARE SATISFIED WITH THEIR CARE AND SUPPORT.

78%

OF SCHOOLS AGREED THERE IS A CLEAR SHARED VISION FOR EDUCATION IN KENT.

80%

OF RESIDENTS USE THE NATURAL ENVIRONMENT AT LEAST ONCE A FORTNIGHT, WHICH HAS INCREASED SINCE 2014.

Our partners

69%

OF PARTNERSHIPS HAVE NOTICED POSITIVE CHANGES IN THE LAST 12 MONTHS.

81%

OF PARTNERSHIPS FEEL THEY CAN RAISE ANY ISSUES OR CONCERNS THEY HAVE WITH US.

81%

OF PARTNERSHIPS FEEL THEY WILL BE SUCCESSFUL IN WORKING TOGETHER TO ACHIEVE BETTER OUTCOMES.

Our suppliers

80%

OF SUPPLIERS THOUGHT WE WERE CLEAR ON THE OUTCOMES WE WANTED TO BE ACHIEVED IN CONTRACTS.

95%

OF SUPPLIERS FELT THERE ARE CLEAR ROLES AND RESPONSIBILITIES.

85%

OF SUPPLIERS FELT THERE WAS A CLEAR ROUTE TO SOLVE PROBLEMS QUICKLY.

Find out more

You can find out more about how we are increasing opportunities and improving outcomes on our [website](#).

This includes:

Annual Report

Read the full Annual Report 2016 on progress against our 3 strategic outcomes.

Easy Read

Find an Easy Read version of our Annual Report Executive Summary.

Outcome Measures Performance Report

Find out more detail about our outcome performance measures.

Customer Stories

Read the personal customer stories highlighted in this report to find out how a focus on outcomes is transforming people's lives.

Increasing Opportunities, Improving Outcomes

Read the original Strategic Statement, published in March 2015.

Further information can be found at <http://www.kent.gov.uk/> including:

Strategies and Policies

Find out more about the detailed [strategies and policies](#) that will help put the outcomes into practice.

Facts and Figures

Find out more [about Kent](#), including demographic changes.

Alternative formats

If you require this document in any other format or language, please email alternativeformats@kent.gov.uk or call: 03000 421553 (text relay service number: 18001 03000 421553).

This number is monitored during office hours, and there is an answering machine at other times.

Kent County Council
County Hall
Maidstone
Kent ME14 1XQ
kent.gov.uk

