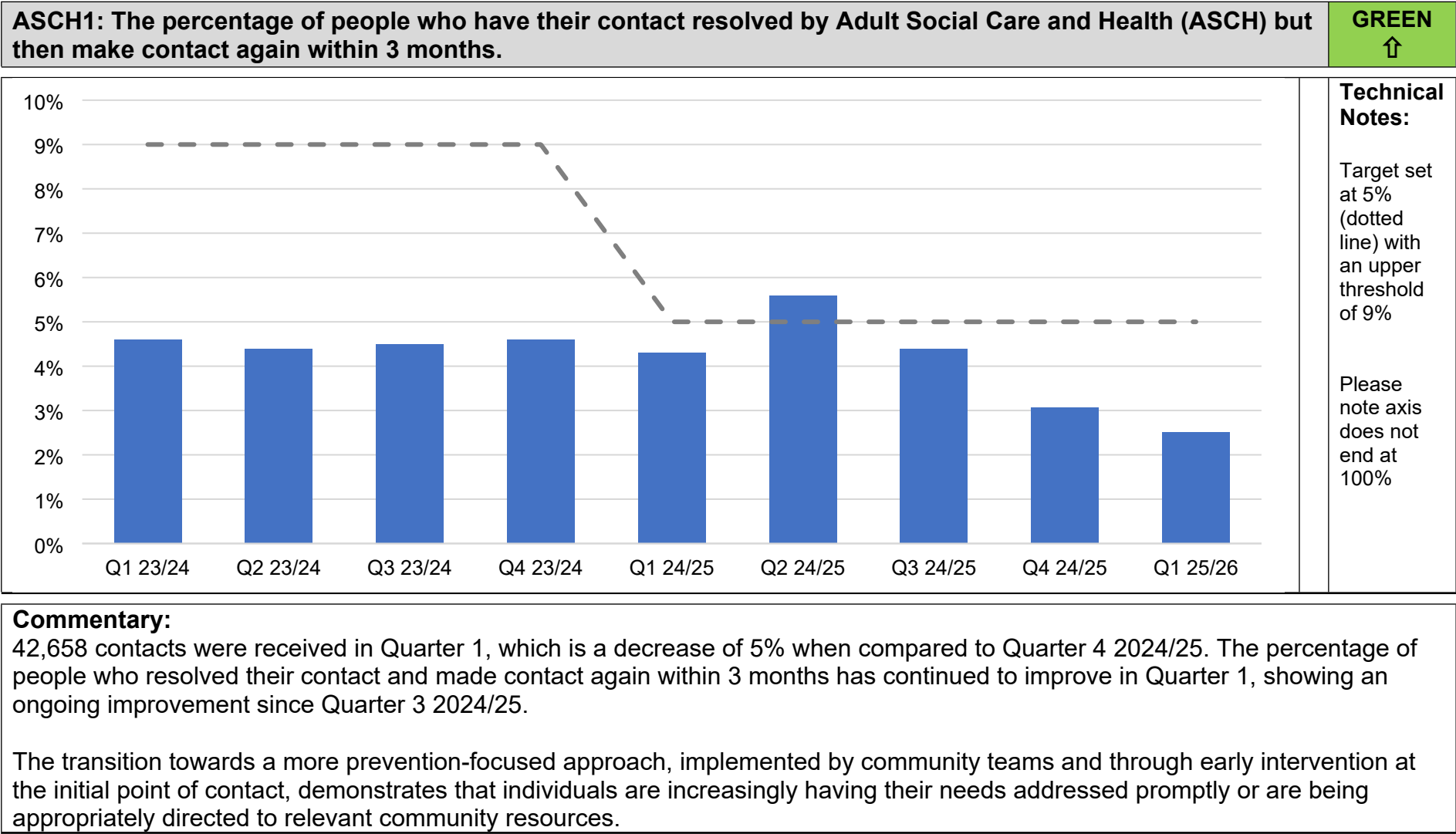
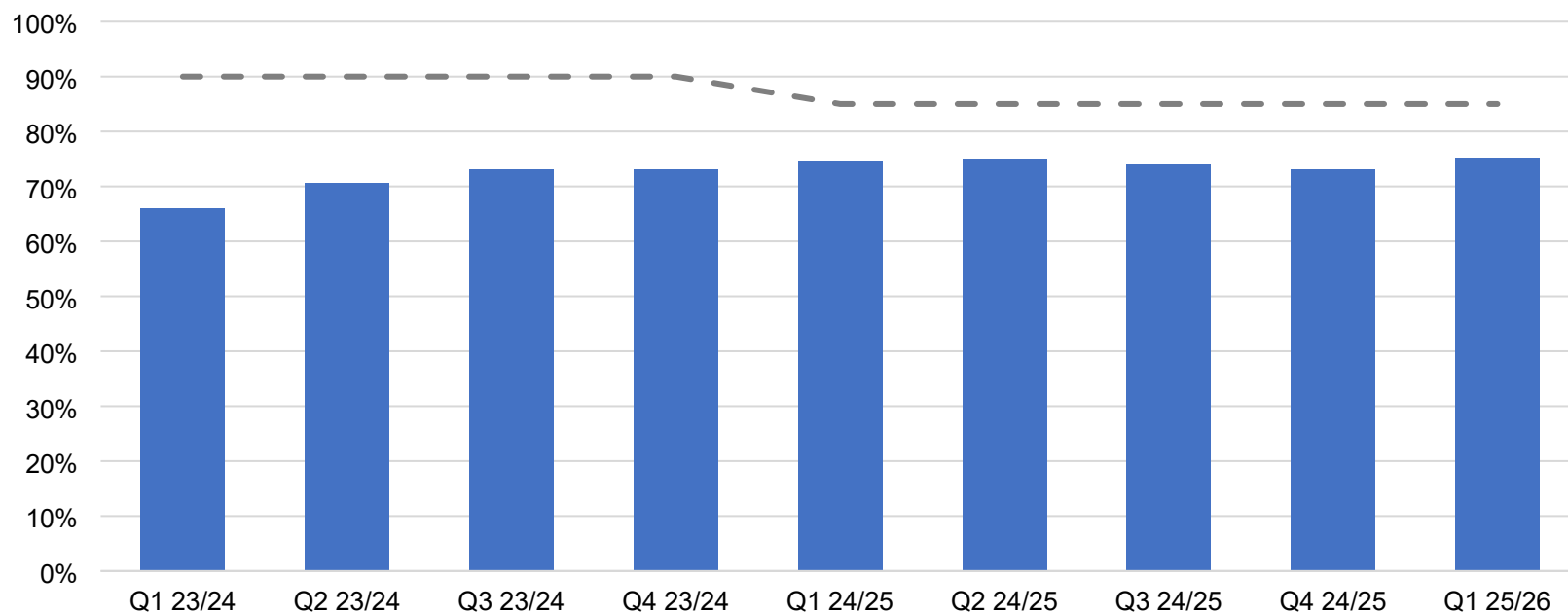


Appendix 1: Adult Social Care and Health Key Performance Indicators and Activity Performance 2025/26



ASCH2: The proportion of new Care Needs Assessments delivered within 28 days.

AMBER
↑



Technical Notes:

Target set at 85% (dotted line) Floor Threshold of 75%.

Commentary:

4,353 requests for a Care Needs Assessment were received by adult social care in Quarter 1 2025/26. The percentage of assessments delivered within 28 days has increased by 2% in Quarter 1, meeting the floor threshold of 75% for the first time since Quarter 2 2024/25. A total of 4,799 assessments were completed in Quarter 1, which was 288 more than the previous quarter.

Adult social care continue to prioritise completing open care needs assessments, ensuring those that can be completed within 28 days are done so, but where assessments need to take longer, are completed with the person being supported at the centre of the work, and do not take longer than is necessary.

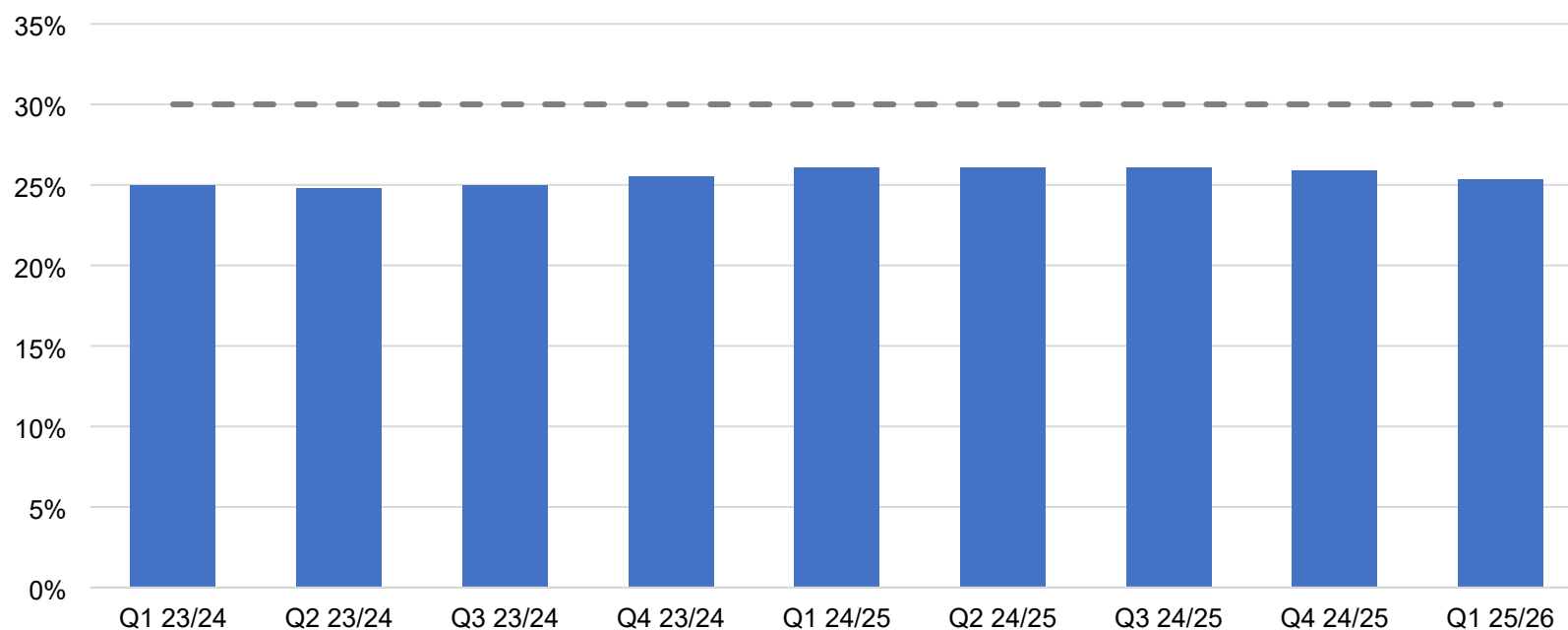
ASCH3: The percentage of people in receipt of a Direct payment with Adult Social Care and Health

AMBER
↓

Technical Notes:

Target set at 30% (dotted line) floor threshold is 24%

axis does not end at 100.



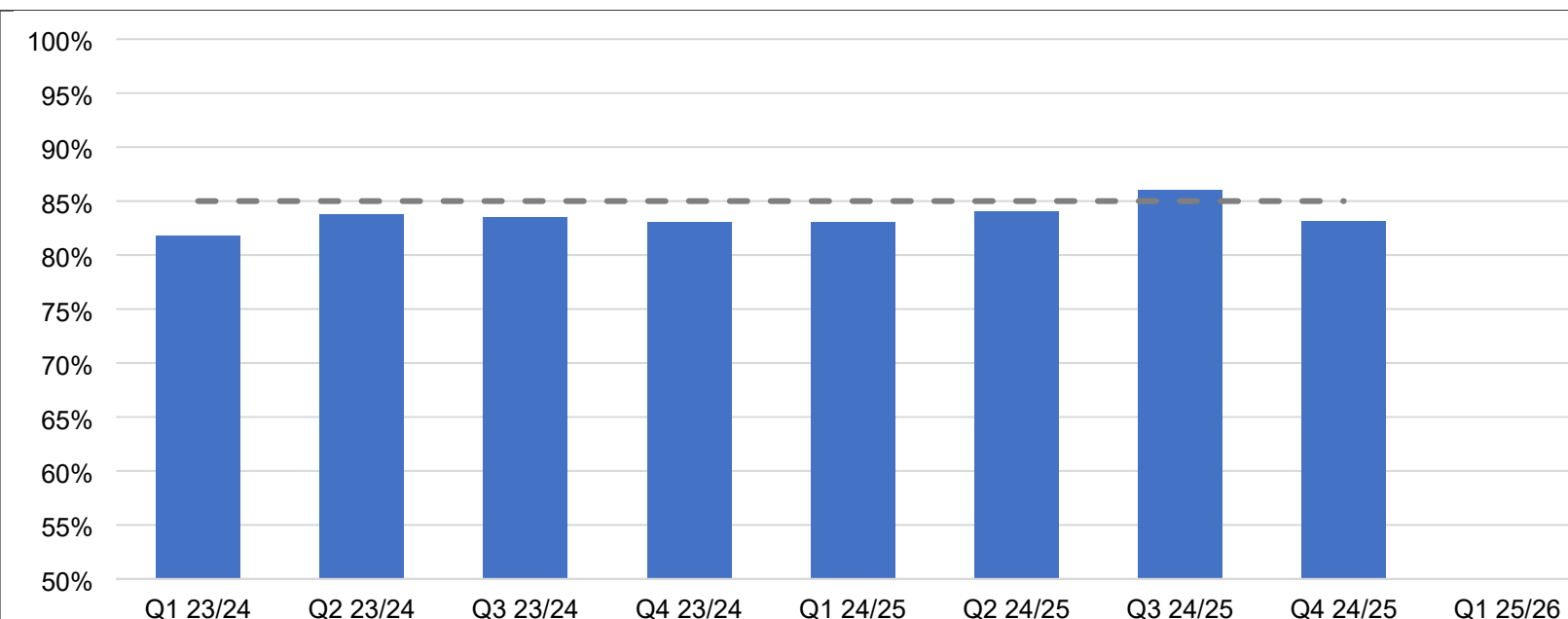
Commentary:

The percentage of people in receipt of a direct payment has decreased, by 1%. In Quarter 1 2025/26, 160 people started a direct payment and 205 ended their provision. Overall 3,067 people were in receipt of a direct payment. The number of Carers direct payments has decreased by 3% when compared to Quarter 4 2024/25.

Adult social care continue to encourage and support people in using Direct Payments, which allows them to have control and on the care and support they receive; work is ongoing to ensure the direct payments processes are streamlined.

ASCH4: Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services

AMBER
↓



Technical Notes:

Target set at 85% (dotted line) floor threshold of 80% for 25/26

KPI runs a quarter in arrears to account for the 91-day time frame.

axis does not start at 0.

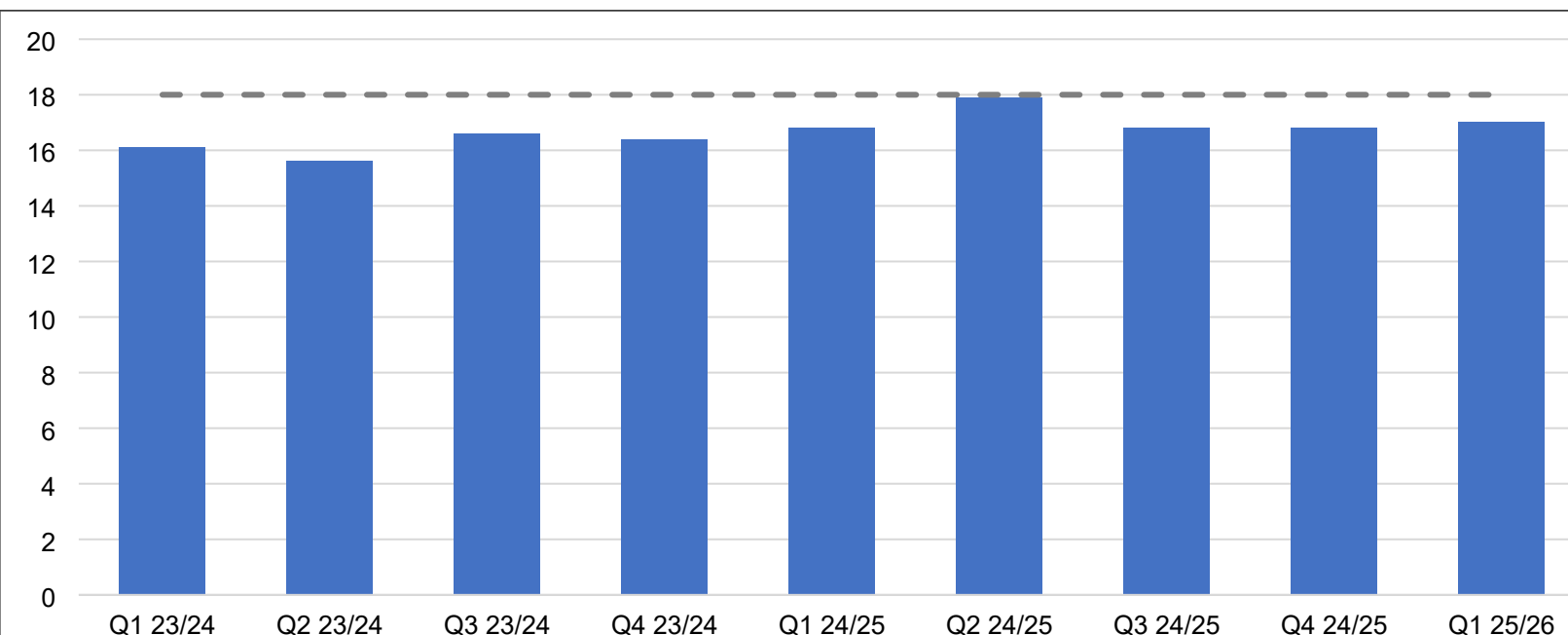
Commentary:

The proportion of people aged 65 and older who were still at home following discharge from hospital has decreased by 3% in Quarter 4 2024/25. There were more people in a residential or nursing home at 91 days in Quarter 4 compared to the previous quarter, this was due to people moving from short term to long term care.

Adult Social Care aim to ensure people are in their own homes when appropriate and successful reablement and rehabilitation services make this a more likely for the person receiving support.

ASCH5: Long Term support needs of adults (18-64 years old) met by admission to residential and nursing care homes, per 100,000

GREEN
↓



Technical Notes:

Target set at 18 (dot) with an upper threshold of 22.

Rate per 100,000 of the population

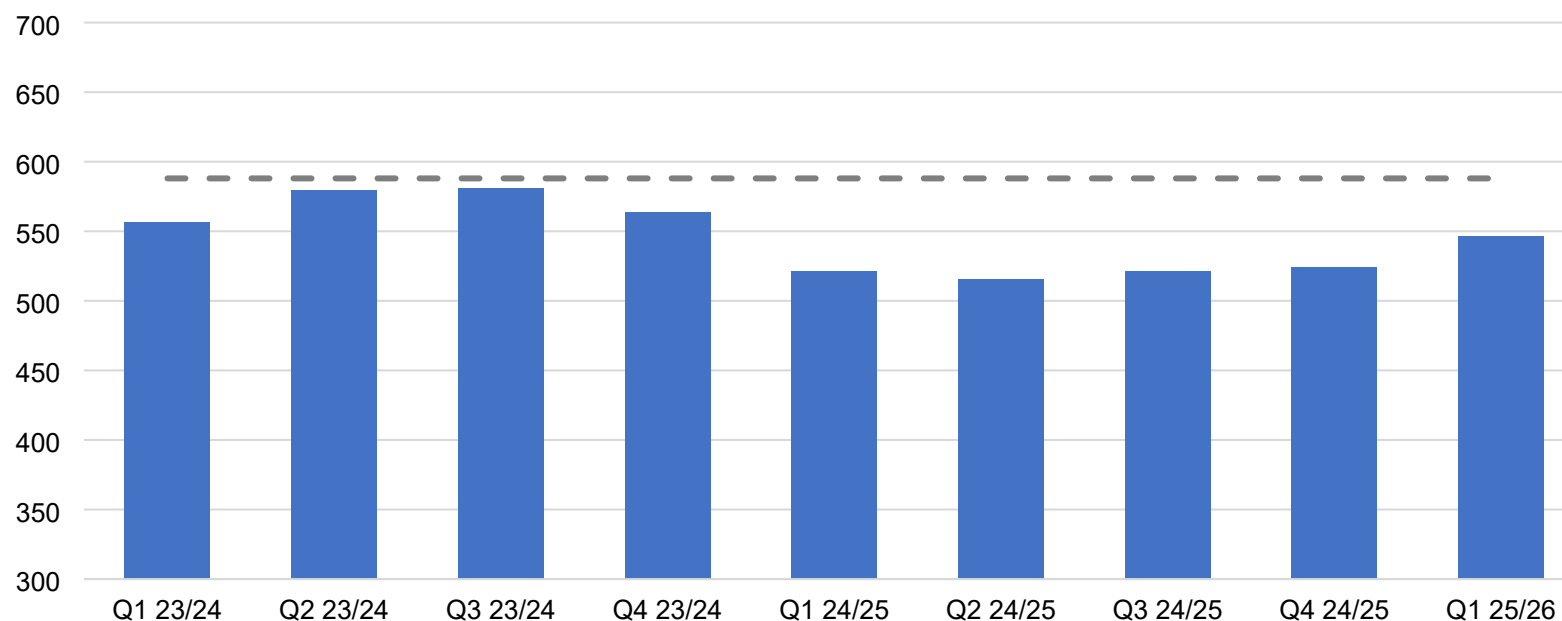
Commentary:

This is a new activity measure. This metric uses the CLD methodology to measure the number of individuals who have started a local authority funded long-term residential or nursing care service for the first time within a 12-month period.

The rate per 100,000 population of 18-64 years old who have their long term needs met by an admission to a residential or nursing home has continued to remain below the target for Quarter 1 2025/26. This measure includes people, who were already in a care home placement, who had become eligible for social care support as their funds drop below the financial support threshold, referred to as former self funders. It remains a priority for adult social care to ensure people remain independent in their home for as long as possible, with care home placements being made only when necessary.

ASCH6: Long Term support needs of older people (65 and over) met by admission to residential and nursing care homes

GREEN
↓



Technical Notes:

Target set at 588 (dot) upper threshold of 617.

Rate per 100,000 of the population

axis does not start at 0

BCF Measure

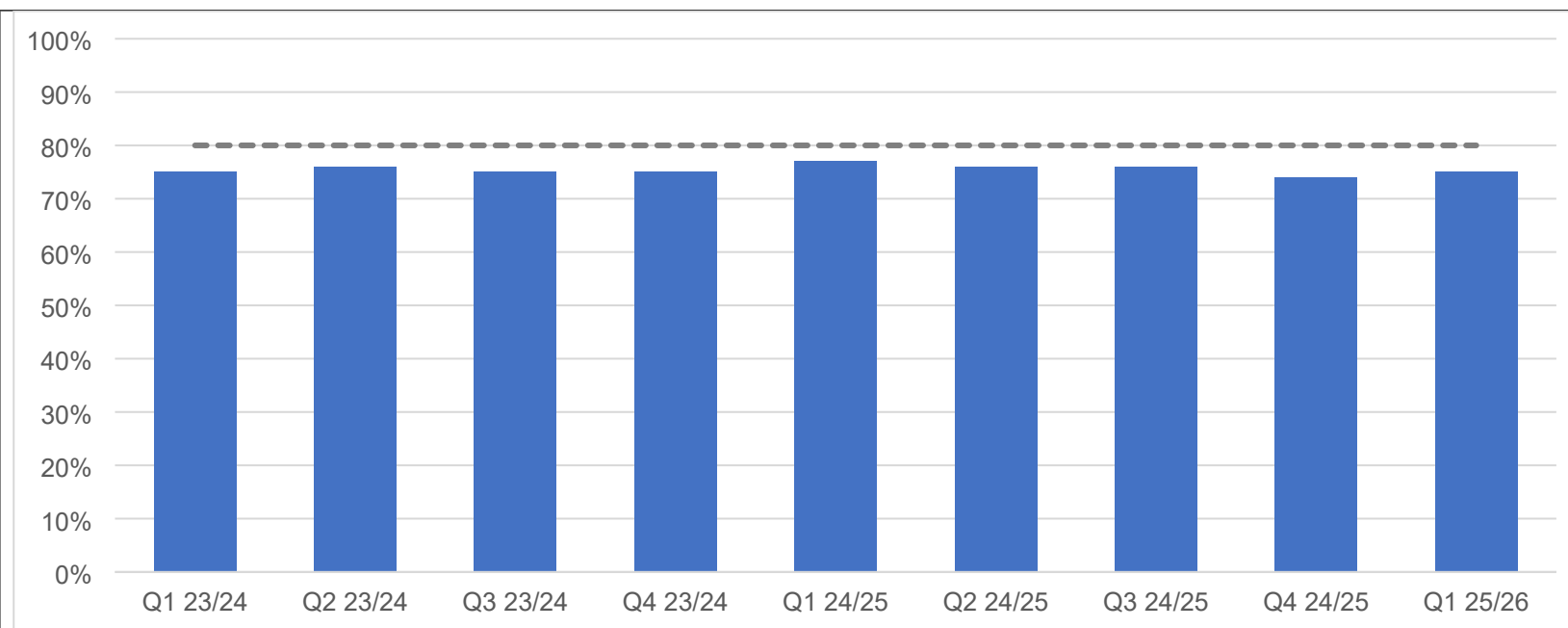
Commentary:

This metric uses the national Client Level Dataset (CLD) methodology to measure the number of individuals who have started a local authority funded long-term residential or nursing care service for the first time within a 12-month period.

The rate per 100,000 population of people who have their long term needs met by an admission to a residential or nursing home is below the target of 588 for Quarter 1 2025/26. This measure has been performing as GREEN for the previous 4 quarters, following backdating of services.

ASCH7: The % of Kent Count Council (KCC) supported people in residential or nursing care where the Care Quality Commission rating is Good or Outstanding

AMBER
↑



Technical Notes:

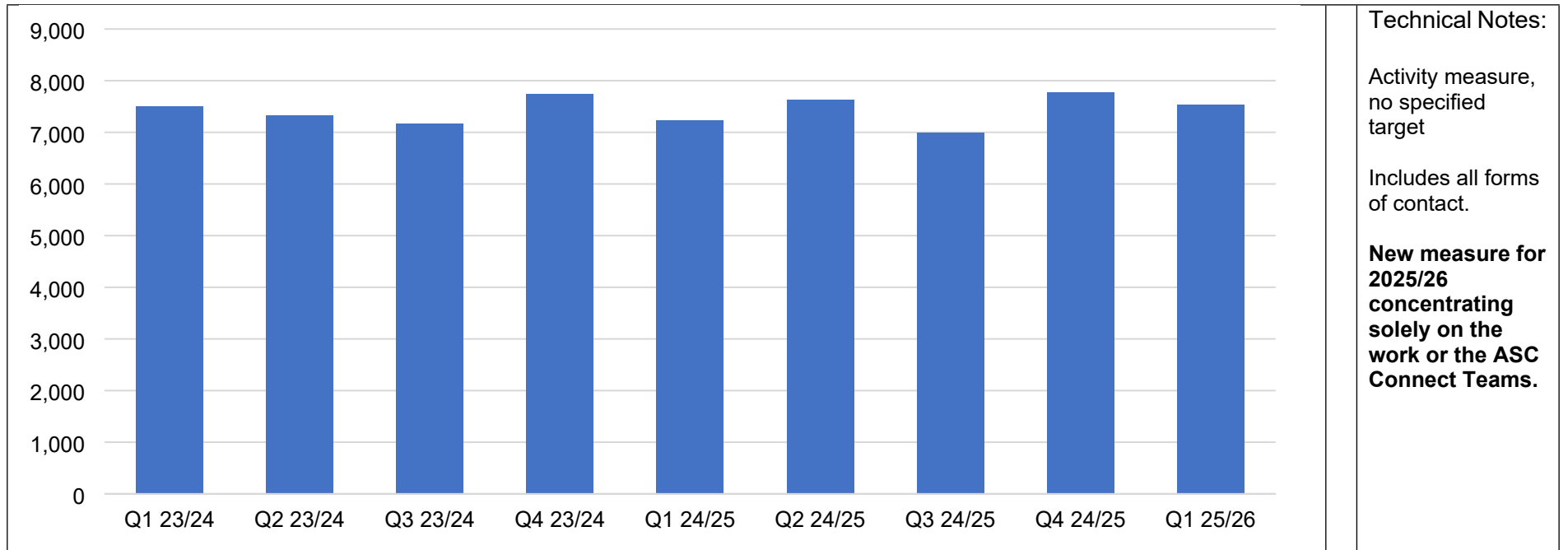
Target set at 80% (dotted line) with a floor threshold of 75%

Corporate Risk Register: CRR0015

Commentary: Adult social care continue to work closely with CQC, utilising the Market Support team to assist homes in achieving their action plan outcomes. Work is in progress to design a governance structure to support market improvement and to ensure equity of experience for people supported in residential and nursing settings.

At present, ten care homes (nine older person care homes and one mental health care home) have contract suspensions in place to prevent further placements. A learning disability home also has a suspension contract due to closure for financial viability issues; this home is due to close. An older persons home also has a contract suspension in place due to closure, following the provider's decision to close. The mental health home has an Inadequate CQC rating. Four older persons care homes with a contract suspension are currently rated Inadequate by CQC. Suspensions on the remaining older persons care homes are for reasons including quality or safeguarding concerns.

ASCH8: The number of people making contact with Adult Social Care Connect

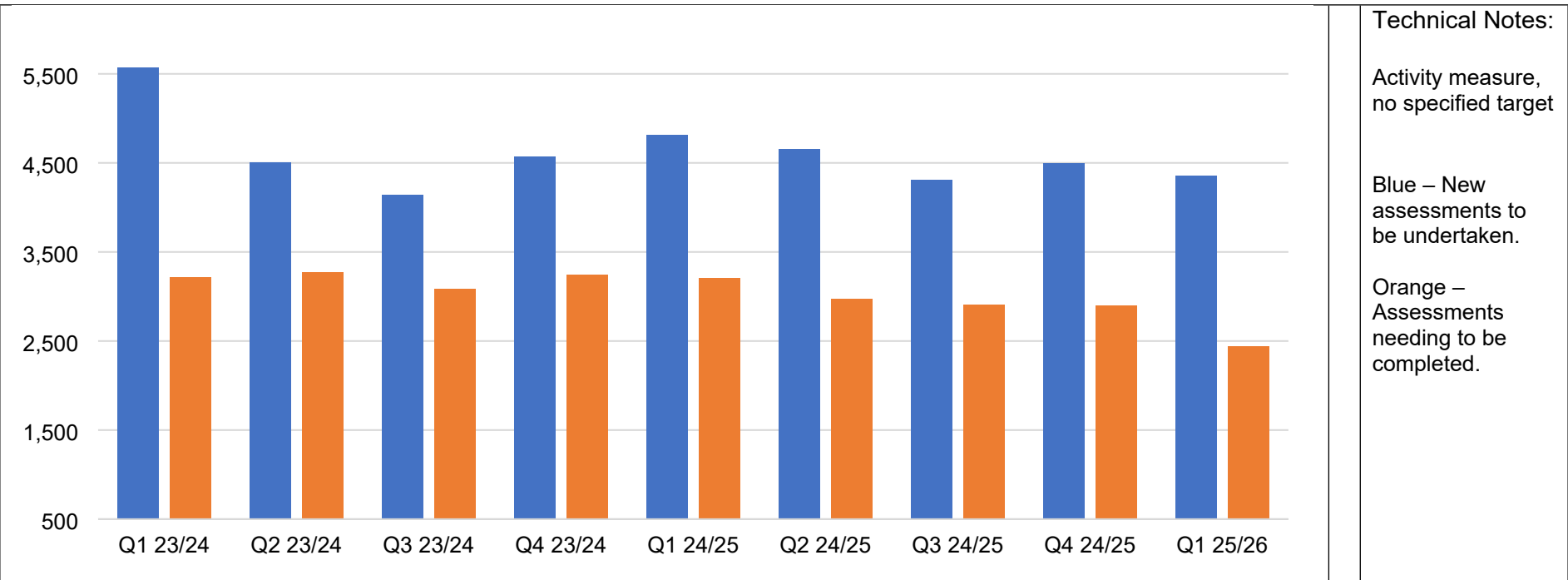


Commentary:

To provide a more accurate understanding of the number of people making contact with adult social care at the front door, this measure has been adopted to focus on the activity of Adult Social Care Connect Teams.

For Quarter 1 2025/26, Adult Social Care Connect Teams have experienced a decrease of 3% in the number of people making contact with adult social care.

ASCH9: Care Needs Assessments

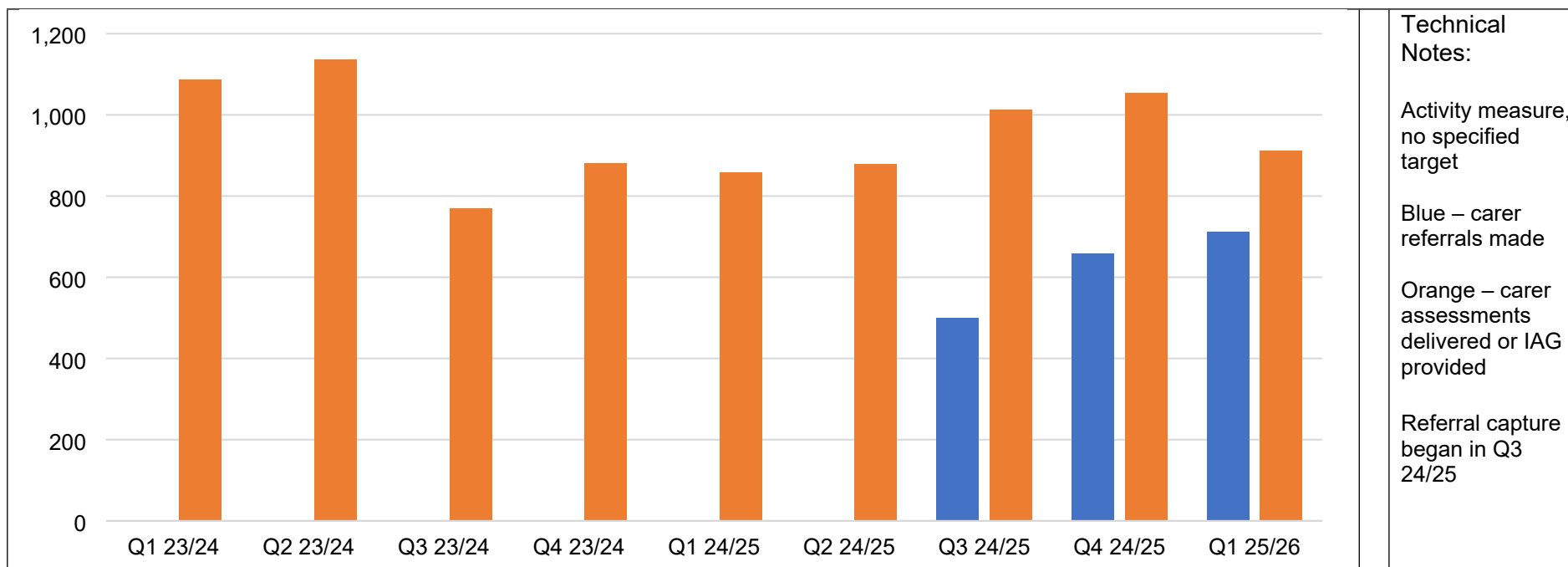


Commentary:

4,353 care needs assessments were initiated in Q1 2025/26, which was a reduction of 3% on the previous quarter.

Adult Social Care continue to complete more assessments than the number incoming, for the fifth consecutive quarter, teams have been able to reduce the number of assessments needing to be completed. This has amounted to a 16% decrease when compared to the previous quarter. 4,799 care needs assessments were completed in Quarter 1.

ASCH10: Number of carer referrals to ASCH and those there supported with IAG or an assessment

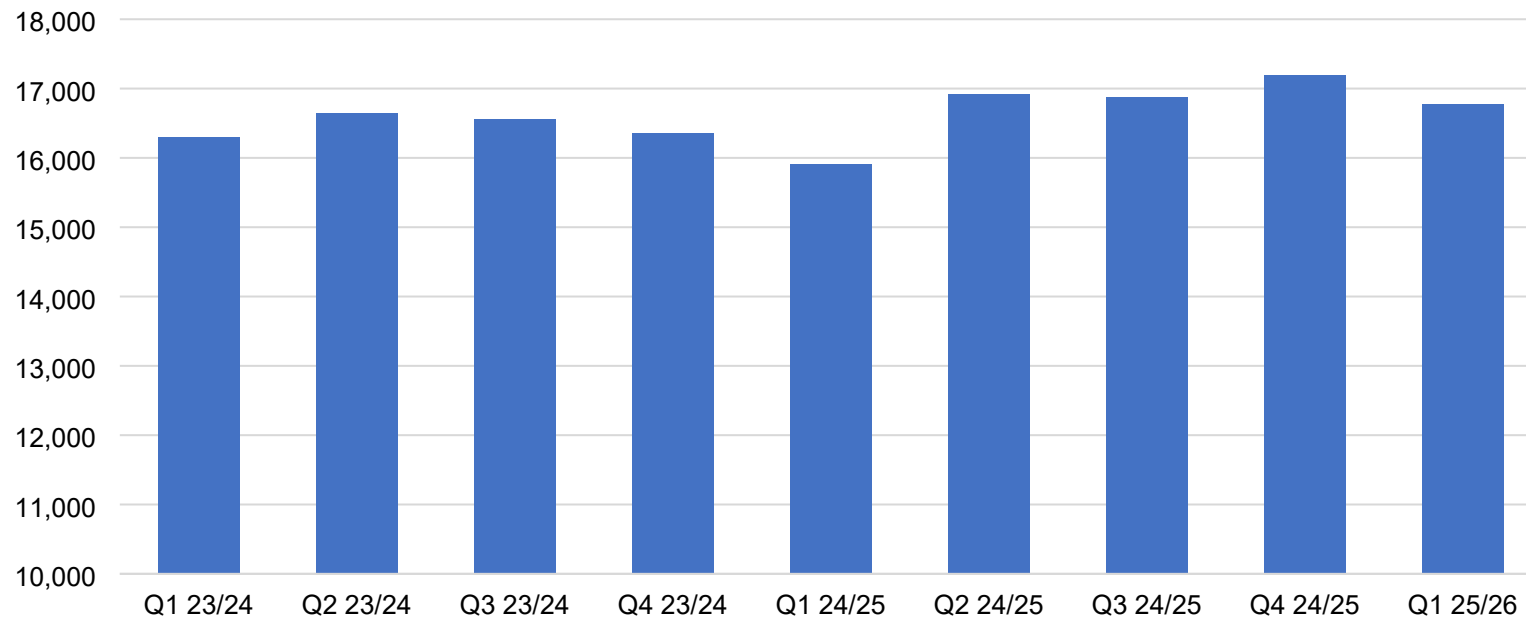


Commentary:

Changes to the client recording system has meant that Carers Organisations in Kent, who are commissioned by Adult Social Care to carry out care needs assessments, can now more accurately reflect their work in the way they record. The development of a 'Carers Referral' on the system now enables a view of signposting and other work outside of a Carers Assessment. This updated part of the process has been in place since Quarter 3 2024/25 and enables partner organisations to assess whether the Carers Referral is appropriate and should be progressed further.

195 new carers received a support plan in Quarter 2025/26

ASCH11: The number of people with an active Care and Support Plan at the end of the Quarter



Technical Notes:

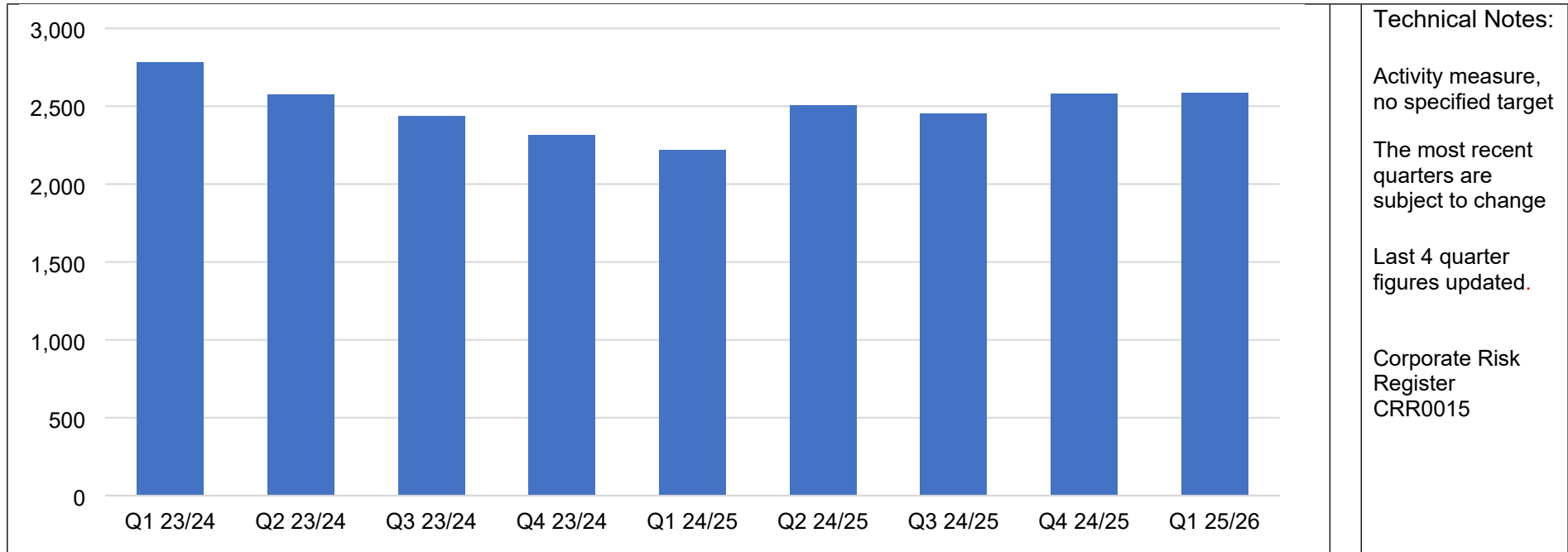
Activity measure, no specified target

Please note axis does not start at 0.

Commentary:

There are 16,77 people with an active care and support plan, which is a decrease of 2% since the previous quarter; however there remains an ongoing overall trend over time of increasing numbers of people with a care and support plan with adult social care.

ASCH12: The number of new support packages being arranged for people in the quarter

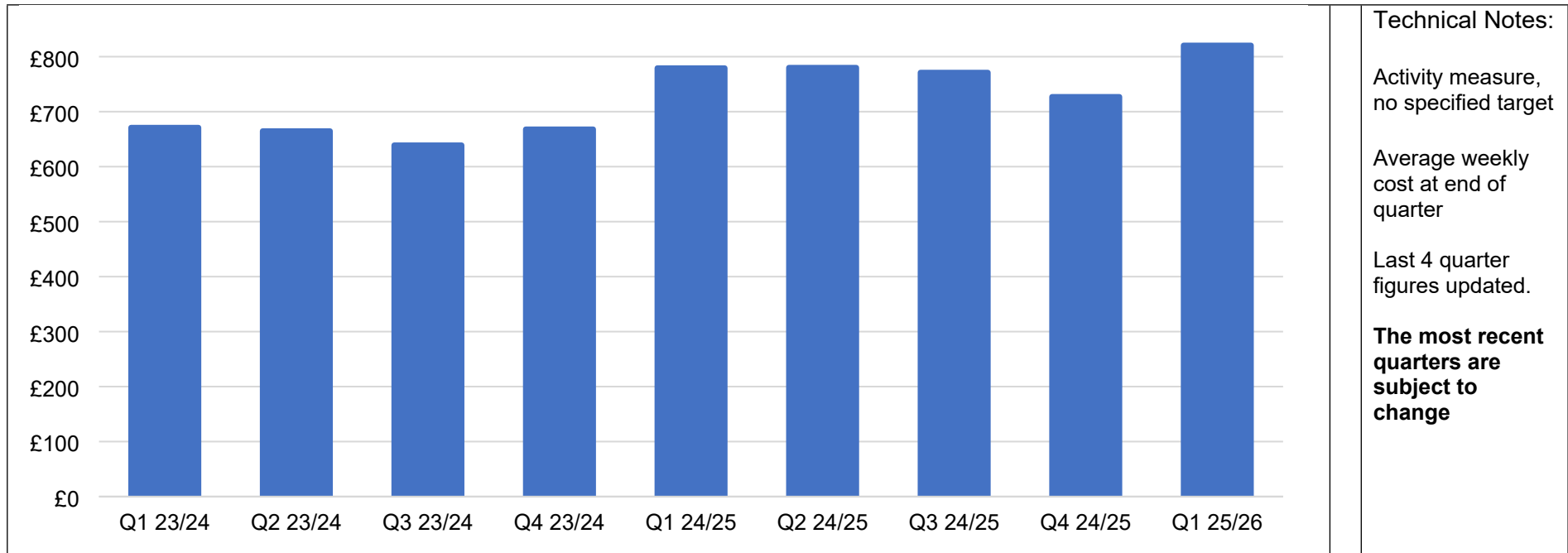


Commentary:

The number of new support packages being arranged for people within the quarter has been increasing and is now at 2,585.

In Quarter 1, 36% of services being arranged for people were residential, 12% nursing, 24% Homecare and 25% were for other community services.

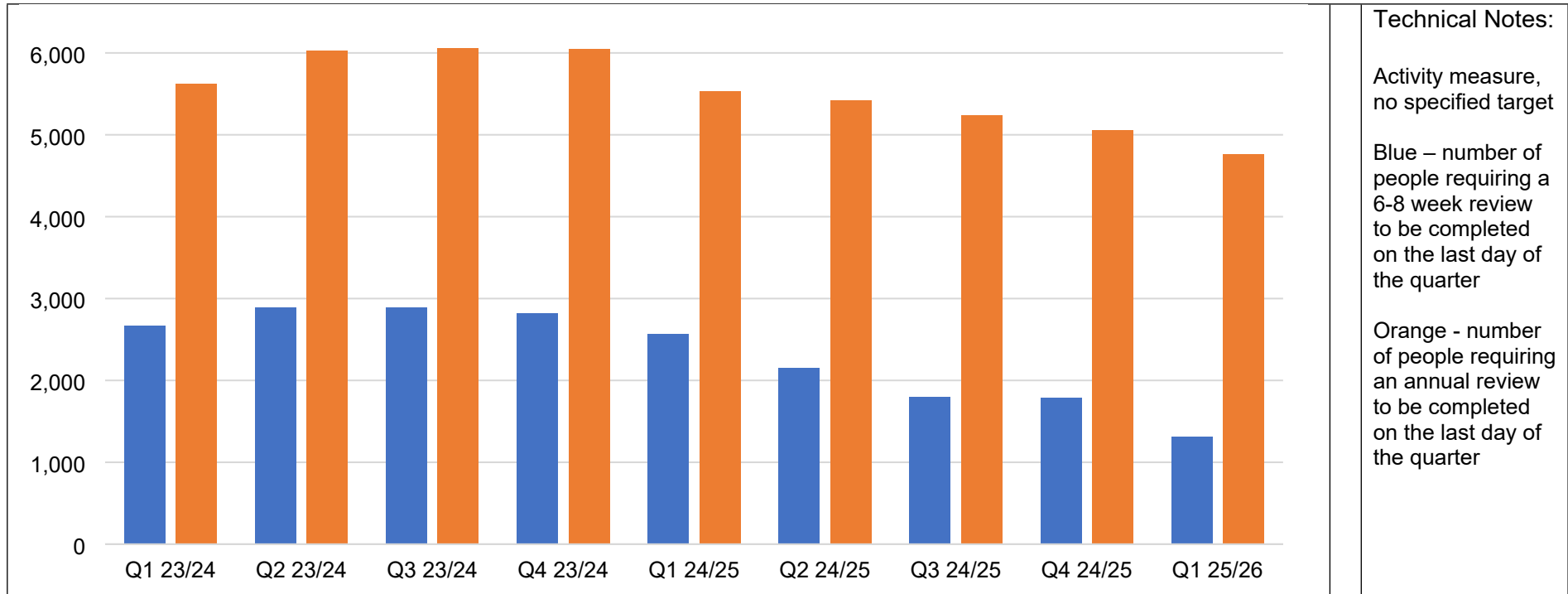
ASCH13: The average cost of new support packages arranged for people in the quarter



Commentary:

Quarter 1 saw an increase in the average cost of new support packages arranged for people within the quarter. This trend can also be noted in previous Quarter 1, and can be attributed to annual price increases across the Adult Social Care market.

ASCH14: The number of people requiring a first Review (6-8 weeks) or an annual review to be completed on the last day of the quarter

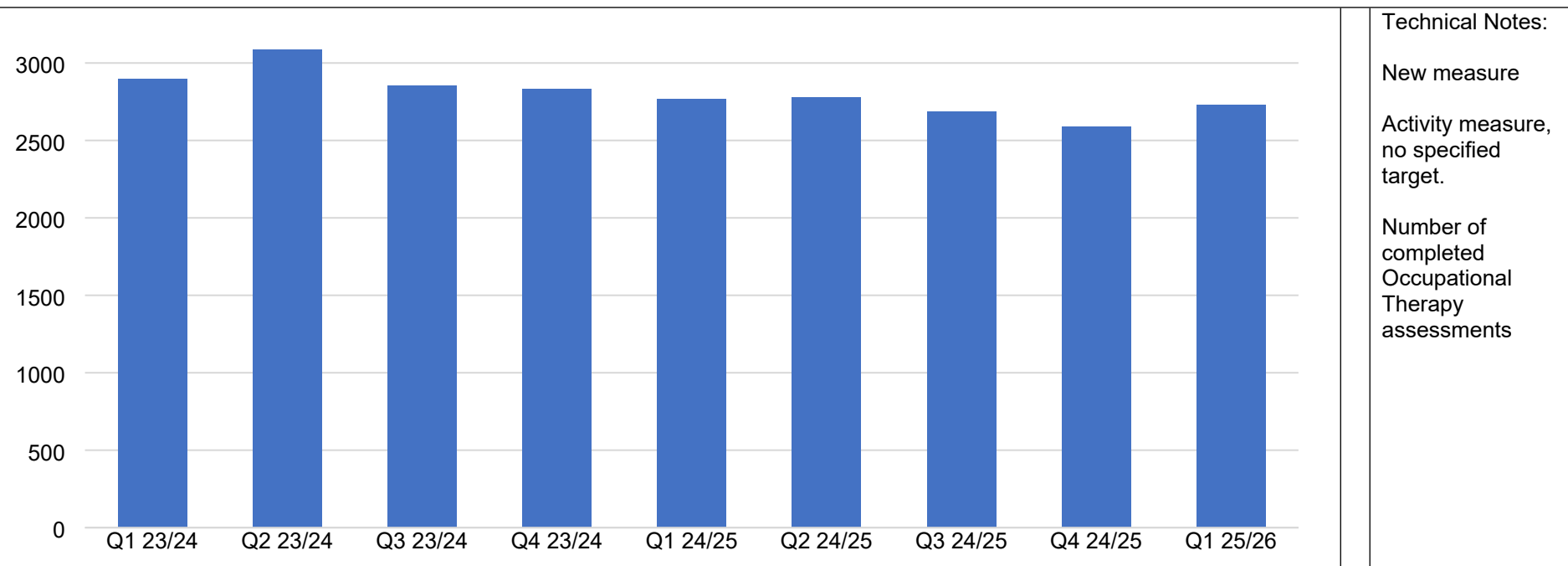


Commentary:

A total of 5,559 reviews have been completed in Quarter 1 2025/26. The number of people requiring a review, whether it be a first review or annual review is in its sixth quarter of reductions. In comparison to Quarter 1 2024/25, there has been a 49% decrease in the number of people requiring 6-8 week review to be completed on the last day of the quarter at the start of the financial year.

The number of people requiring an annual review to be completed on the last day of the quarter has also decrease by 14% when compared to Quarter 1 2024/25.

ASCH15: The number of Occupational Therapy assessments completed

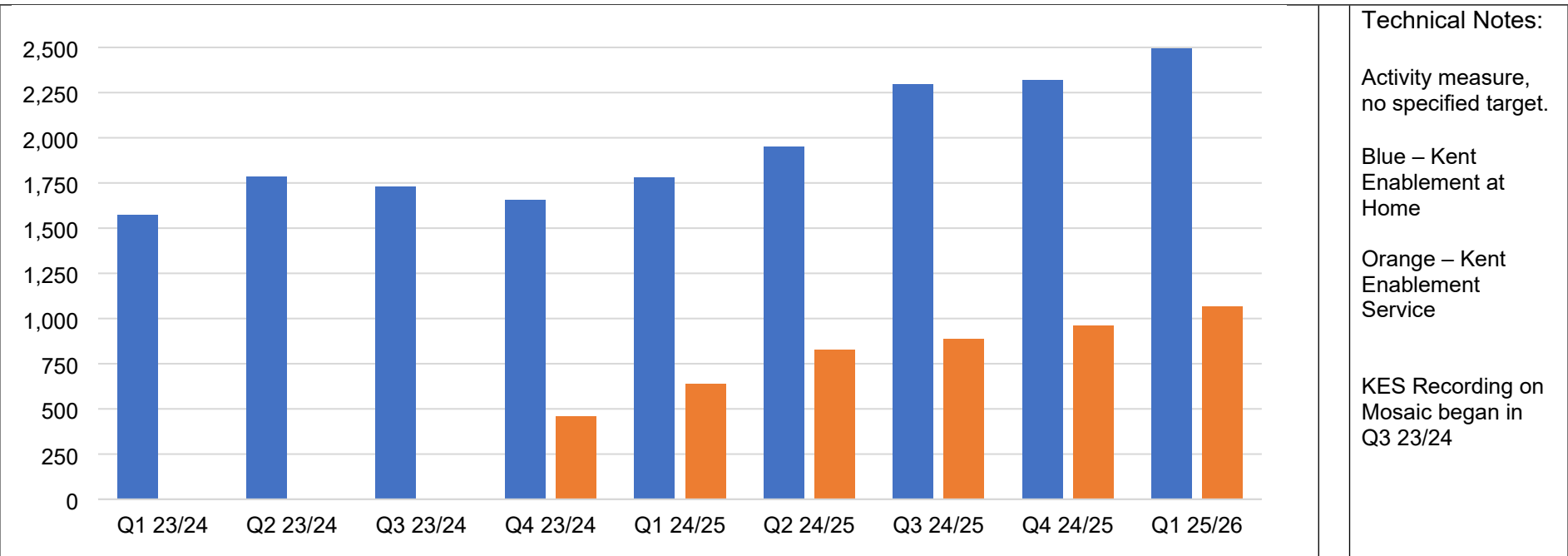


Commentary:

This is a new activity measure which has not been reported on in previous reports.

A total of 2,882 Occupational Therapy referrals were received in Quarter 1 and 2,731 assessments were completed. When compared to Quarter 4 2024/25, Quarter 1 has seen a 7% increase in the number of referrals and 5% increase in the number of completed Occupational Therapy assessments.

ASCH16: The number of people in a KCC community enablement service

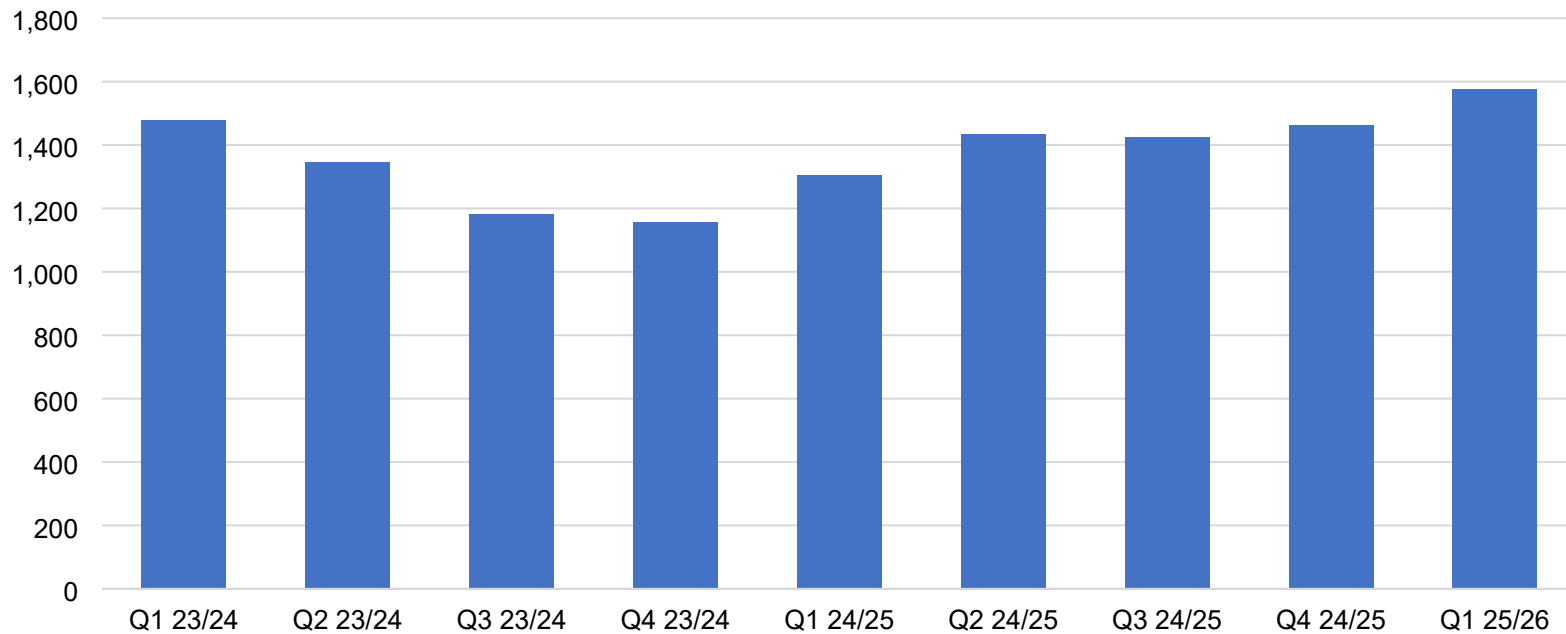


Commentary:

With the change of an external provider of enablement services to Kent Enablement at Home (KEaH), the number of people starting and receiving enablement has continued to increase and is back to pre-pandemic activity.

Quarter 1 saw 3,556 people engage with community enablement services. This is represented in an 8% increase to Kent Enablement at Home services and 10% for Kent Enablement Service (KES), since Quarter 4.

ASCH17: The number of people in Short Term Beds



Technical Notes:

Activity measure, no specified target

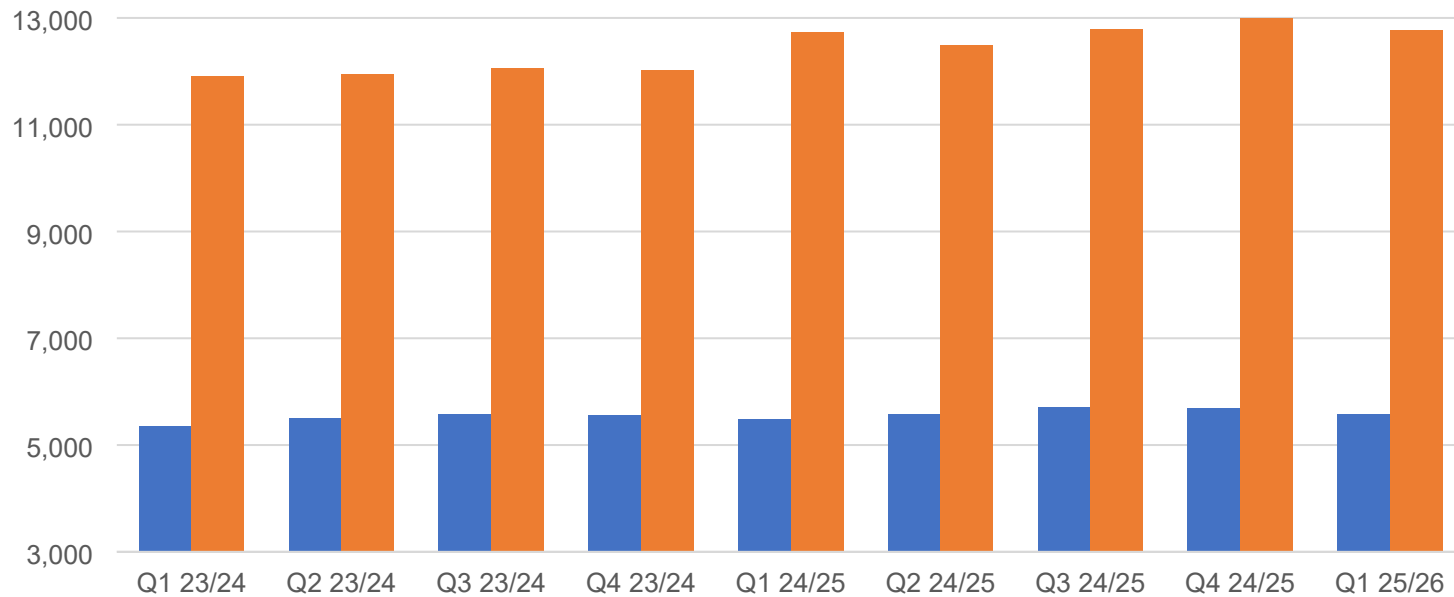
Last 4 quarter figures updated.

Commentary:

Since the last quarter, the number of people in Short Term Beds has increased by 8%. The increase in the of number people is a noticeable trend at a start of financial years and can also be observed in Quarter 1 of 2023/24 and 2024/25.

Work by both the community and short-term pathways teams (dealing with hospital discharges) aims to reduce the length of time people are in a short term bed enabling them to return the their usual place of residence and remain as independent as possible.

ASCH18: The numbers of people in Long Term Services



Technical Notes:

Activity measure, no specified target

Please note axis does not start at 0.

Blue – Residential or Nursing services

Orange – Community Services

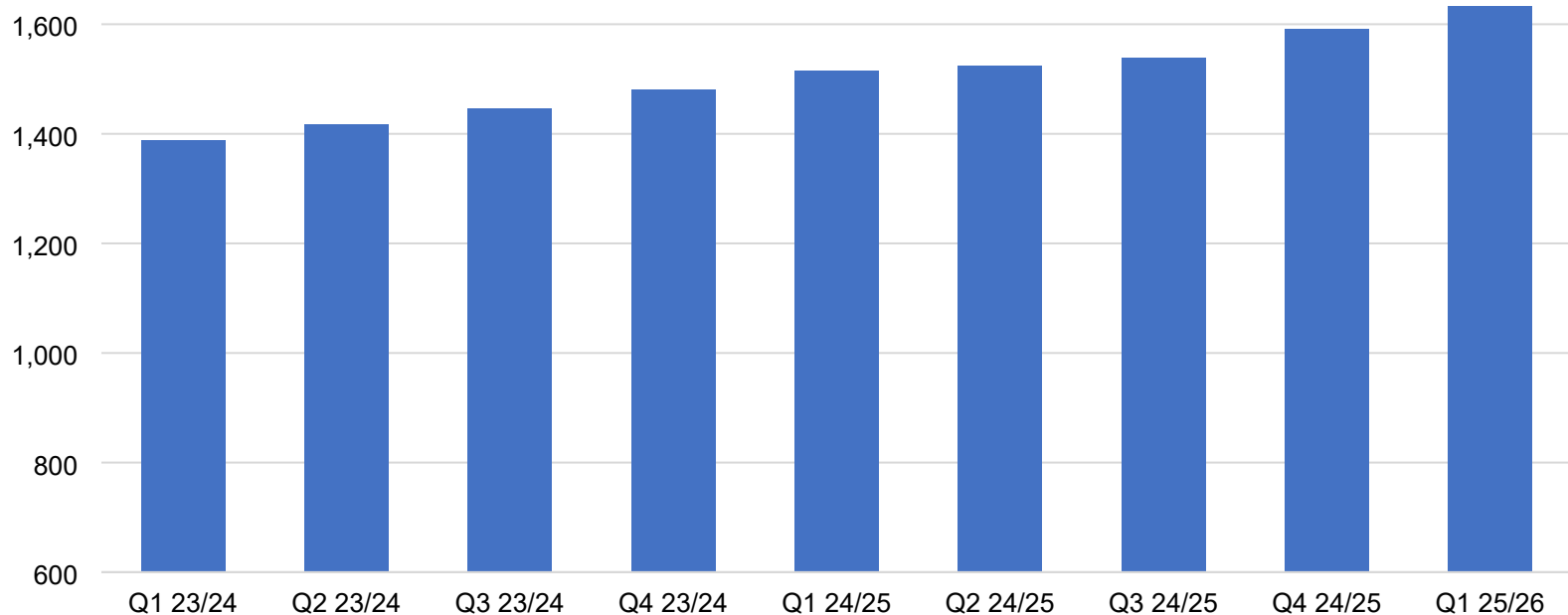
Last 4 quarter figures updated

Commentary:

Quarter 1 saw a similar level of people supported in both residential and community services as seen in the previous financial year. This is also true of CYPE, who saw 123 people in a residential or nursing placement in Q1 and 952 people in a community service.

When compared to the same quarter last year, the largest difference can be seen in the increase of people in a residential or nursing service. Activity has grown by 2% year on year.

ASCH19: The number of people accessing Adult Social Care and Health Services who have a mental health need



Technical Notes:

Activity measure, no specified target

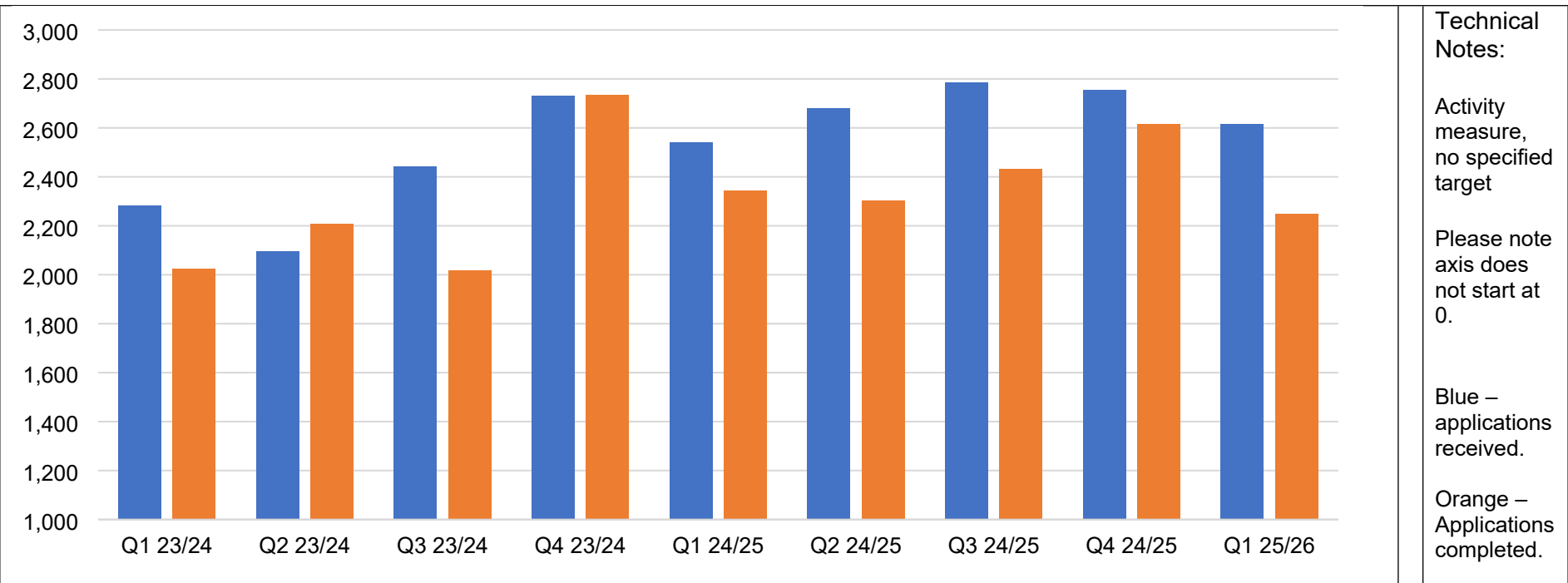
Please note axis does not start at 0

Last 4 quarters updated

Commentary:

Quarter 1 continued a trend of the last 2 financial years; an increasing number of people with a mental health need accessing adult social care, with an increase of 3% when compared to Quarter 4. This Quarter movement is the second largest increase recorded since Quarter 1 2023/24.

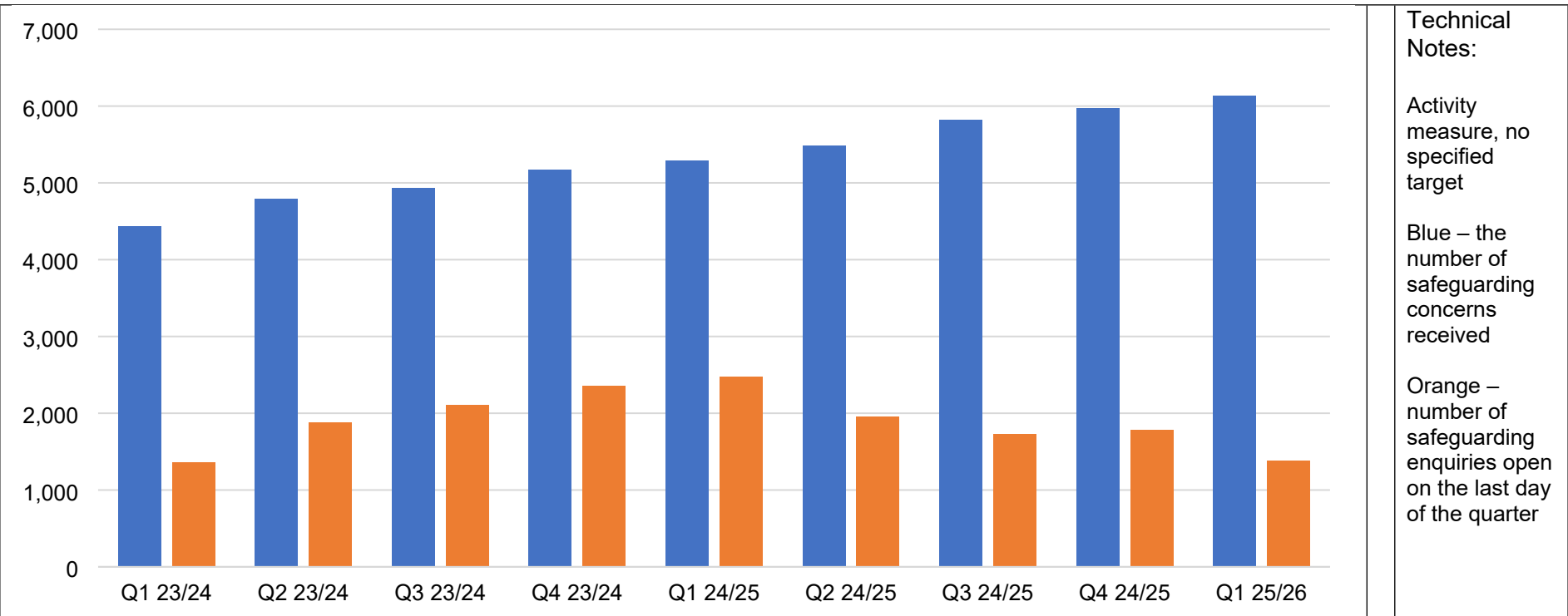
ASCH20: Number of Deprivation of Liberty Safeguards applications received and completed



Commentary:

The demand is increasing annually. This year, action taken has focused on workforce planning, which has seen a surge in practitioners being nominated to undertake the BIA qualification. Challenges in the DoLS Service has been available BIA resource impacted by competing priorities within the community teams.

ASCH21: The number of safeguarding enquiries open on the last day of the quarter

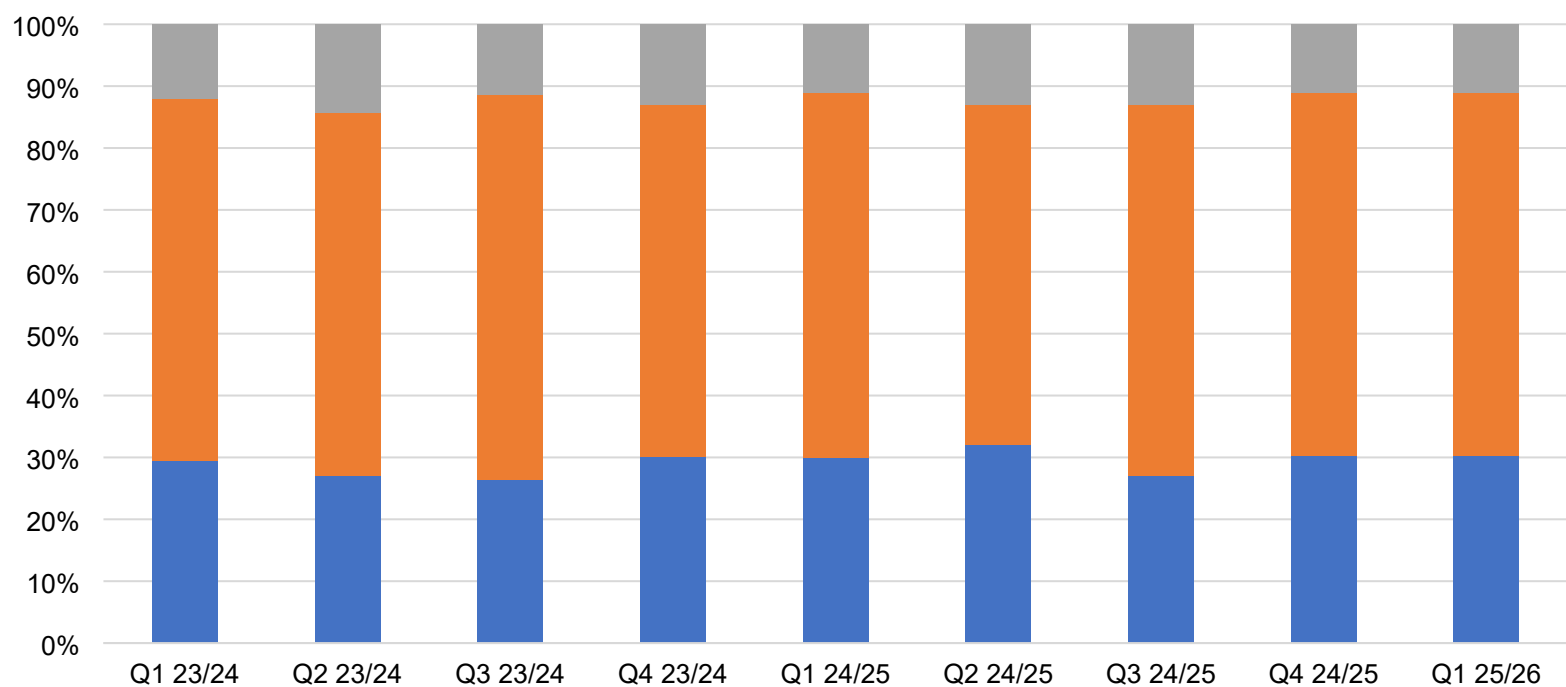


Commentary:

A total of 6,132 safeguarding concerns were received in Quarter 1, representing an increase of 3%, which continues an ongoing increase in the number of incoming concerns. Despite the increase, a total of 4,146 concerns were closed during the quarter.

Since Quarter 1 2024/25, we have also seen a gradual decrease in the number of open enquiries on the last day of the quarter. Since the end of the last financial year, there has been a 29% decrease in this figure.

ASCH22: Outcome of concluded Section 42 Safeguarding Enquiries where a risk was identified



Technical Notes:

Activity measure, no specified target

Blue – risk removed

Orange – risk reduced

Grey – risk remained

Commentary:

This performance measure has remained unchanged since Quarter 4, continuing a positive trend of a people having their risk removed (30%) or reduced (58%) as a result of a concluded Section 42 Safeguarding Enquiry.