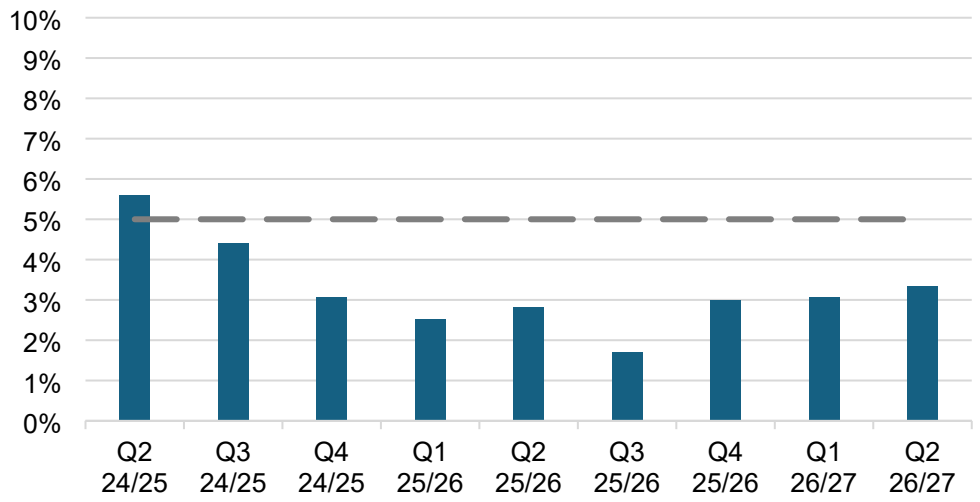
APPENDIX 1

Adult Social Care Key Performance Indicators and Activity Performance 2026/27

Symbol	Description
⇩	Measure going in the wrong direction
⇧	Measure going in the right direction
⇔	No change in direction of travel

ASC1: The percentage of people who have their contact resolved by adult social care but then made contact again within 3 months

GREEN ⇔



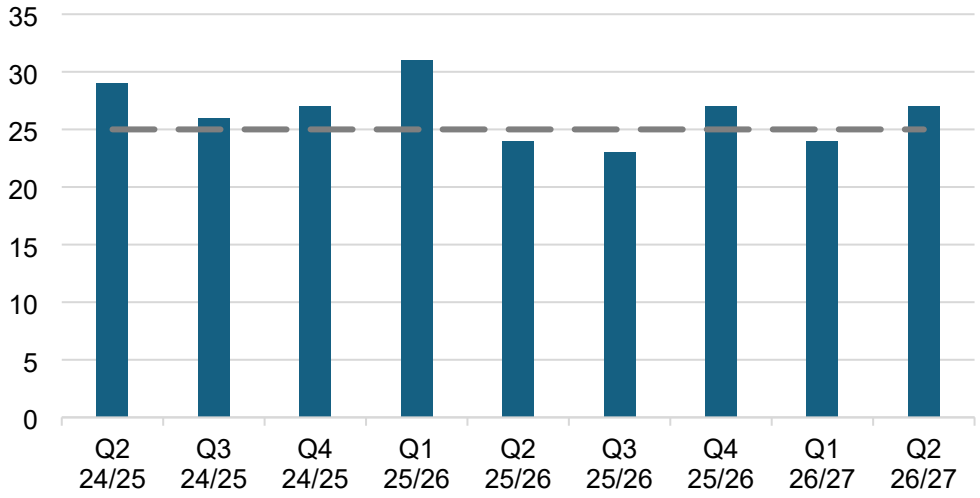
The proportion of people who recontacted Adult Social Care within three months of having their contact resolved has remained consistently at 3% for the 3rd consecutive quarter, which is below the target of 5%.

A **lower percentage indicates better performance** against this measure.

Target: 5%	Upper Threshold: 9%

ASC2: The median wait time for Care Needs Assessments

AMBER ⇩



The median wait time for a Care Needs Assessment has increased to 27 days in Quarter 2. This measure is currently above target of 25 days, but below the upper threshold of 30 days, which has resulted in the RAG Rating moving from Green to Amber. Operational teams have targeted care needs assessments where a person has been awaiting intervention for the longest – this, when completed on scale, can increase the overall median wait time.

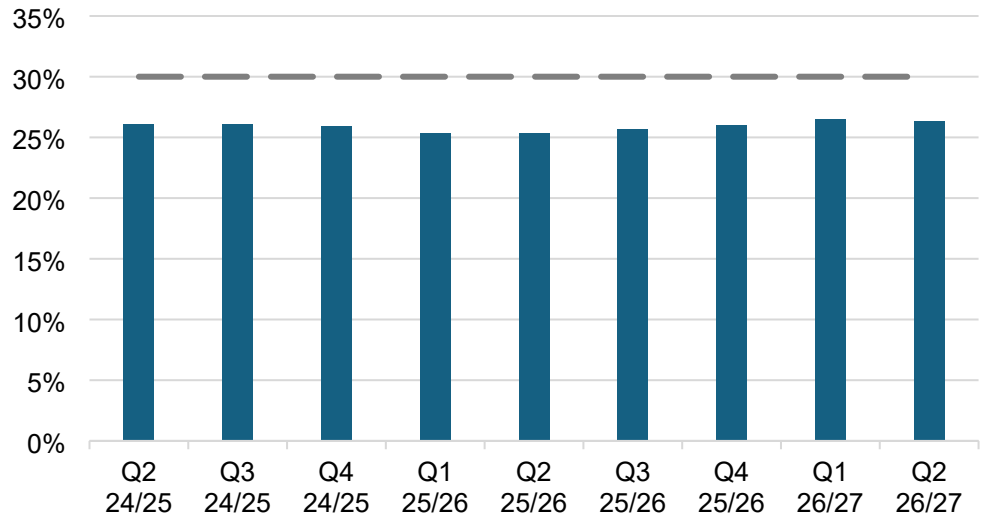
A **lower value indicates better performance** against this measure.

The median is where half of the values are above it and half below it.

Target: 25 days	Upper Threshold: 30 days

ASC3: The percentage of people in receipt of direct payments with adult social care

AMBER ⇔



The percentage of people in receipt of a direct payment remains at 26%, as it has done for the past two financial years.

The majority of people with a direct payment continue to be those with a Learning Disabilities (33%) and Carers (21%).

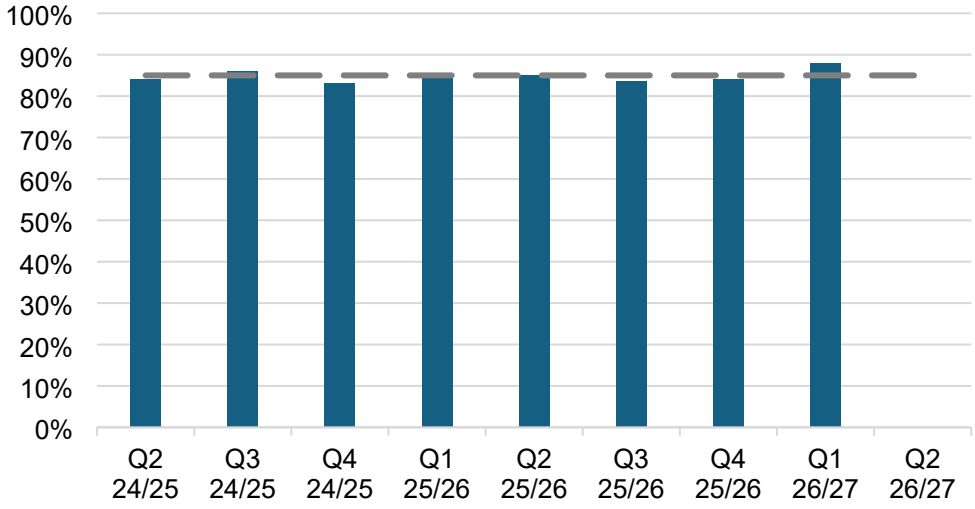
This measure remains RAG rated Amber.

A **higher percentage indicates better performance** against this measure.

Target: 30%	Floor Threshold: 24%

ASC4: Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services

GREEN ⇧



The proportion of people still at home 91 days after discharge from hospital (65 or over) was at its highest level in the past 2 financial years in Quarter 1, raising the measure above its target of 85% for the first time since Quarter 2 25/26.

The measure is now RAG Rated Green

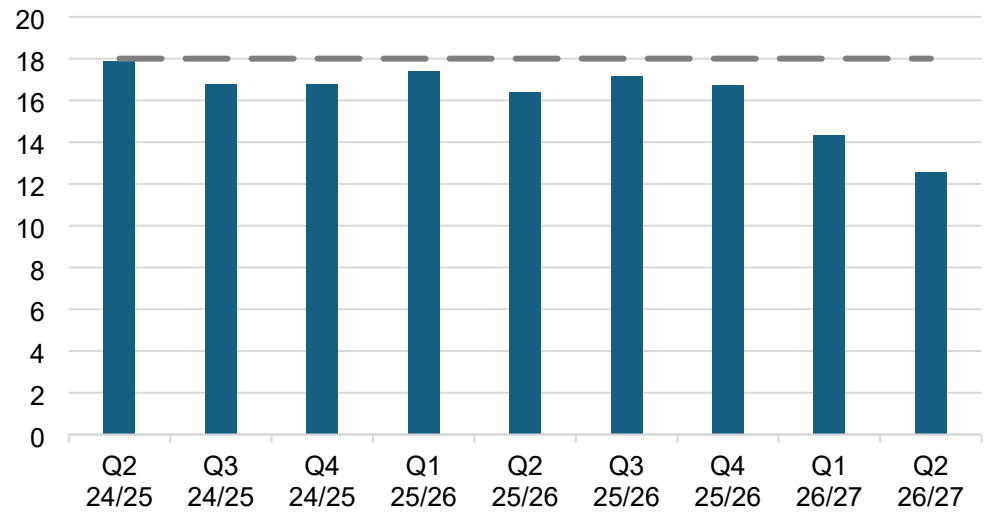
A **higher percentage indicates better performance** against this measure.

Data for the most recent quarters remains provisional and may be subject to change.

Target: 85%	Floor Threshold: 80%

ASC5: Long term support needs of adults (18-64 years old) met by admission to residential and nursing care, per 100,000

GREEN ⇧



The rate per 100,000 at which people aged 18 to 64 have their needs met through admission to residential or nursing care has decreased for the second quarter.

This measure remains RAG rated Green.

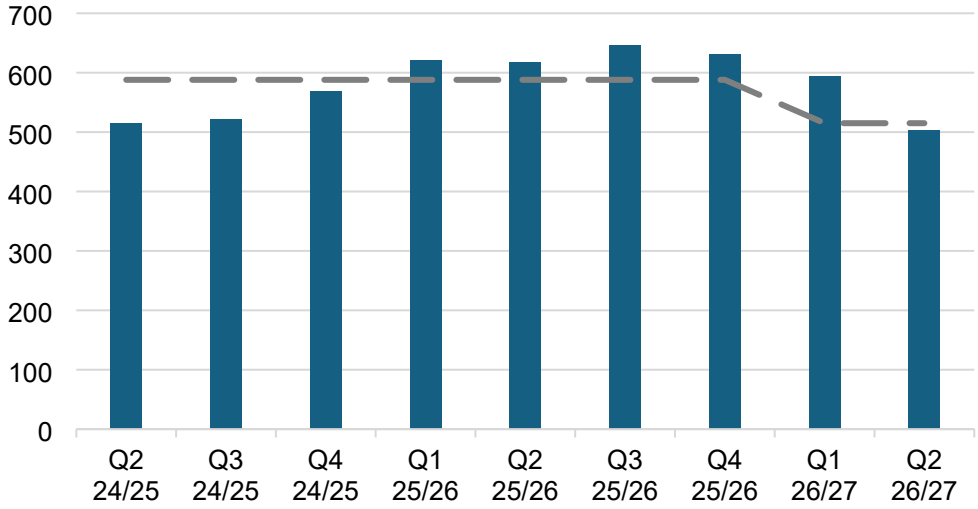
A **lower number indicates better performance** against this measure.

Data for the most recent quarters remains provisional and may be subject to change.

Target: 18	Upper Threshold: 22

ASC6: Long term support needs of older people (65 and over) met by admission to residential and nursing care, per 100,000

GREEN ⇧



The rate of people aged 65 and over whose needs are met through long term admission to residential or nursing care has continued to decrease for the third consecutive quarter. The rate is now below both the upper threshold and target, resulting in a Green RAG rating.

Following a refresh of the population data used within the calculation, the rate now provides a more accurate reflection of Kents population and is more closely aligned with the methodology used in national reporting. The population figure used for Q1 and Q2 2026/27 has been updated. The previous value of 326,600 has been replaced with the revised figure of 342,900.

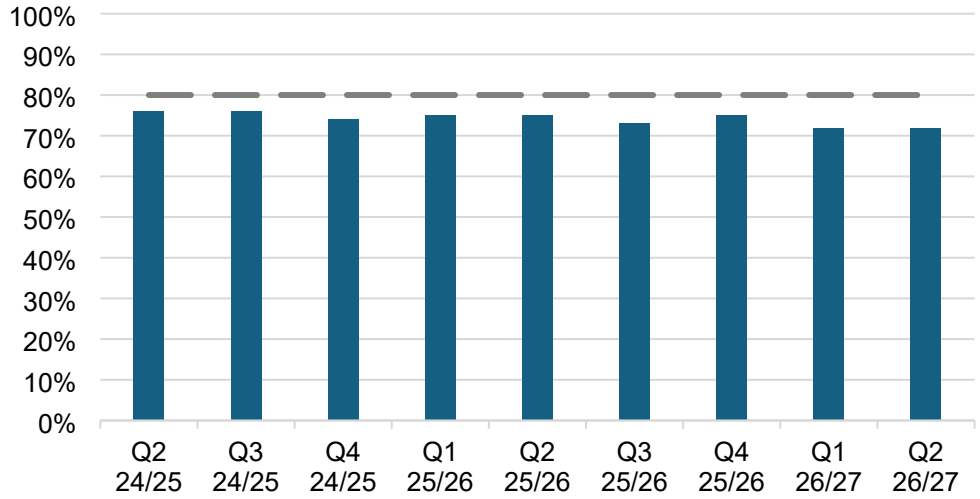
A **lower number indicates better performance** against this measure.

Data for the most recent quarters remains provisional and may be subject to change.

Target: 515	Upper Threshold: 560

ASC7: The percentage of Kent County Council supported people in residential or nursing where the Care Quality Commission rate is Good or Outstanding

RED ⇔



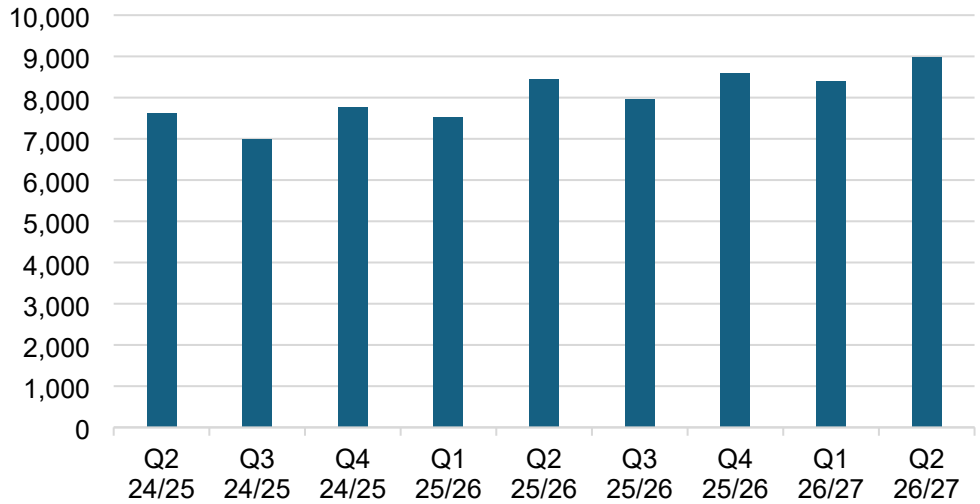
Due to an increase in the number of people supported in homes rated as Requires Improvement during Quarter 2, the proportion of Kent County Council supported people in residential or nursing care placed with providers rated Good or Outstanding by the Care Quality Commission remained unchanged at 72% this quarter.

This measure remains RAG rated Red.

A **higher number indicates better performance** against this measure.

Target: 80%	Floor Threshold: 75%

ASC8: The number of people contacting Adult Social Care Connect



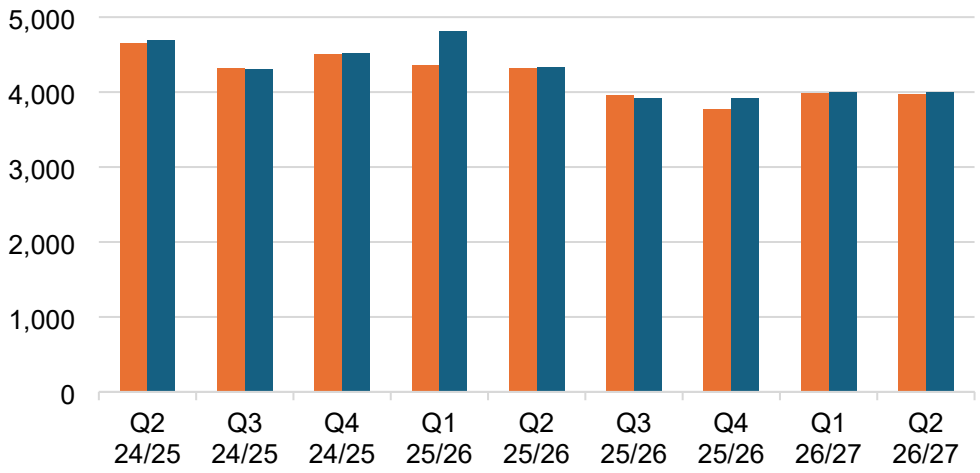
In Quarter 2, Adult Social Care Connect saw an increase of 7% in the number of people making contact.

The most common source of referrals continue to be family members (26%), followed by self-referrals (21%).

The majority of contacts made were made via email (32%) and online web form (24%).

This is an activity measure only

ASC9: The number of Care Needs Assessments to be undertaken, and the number completed



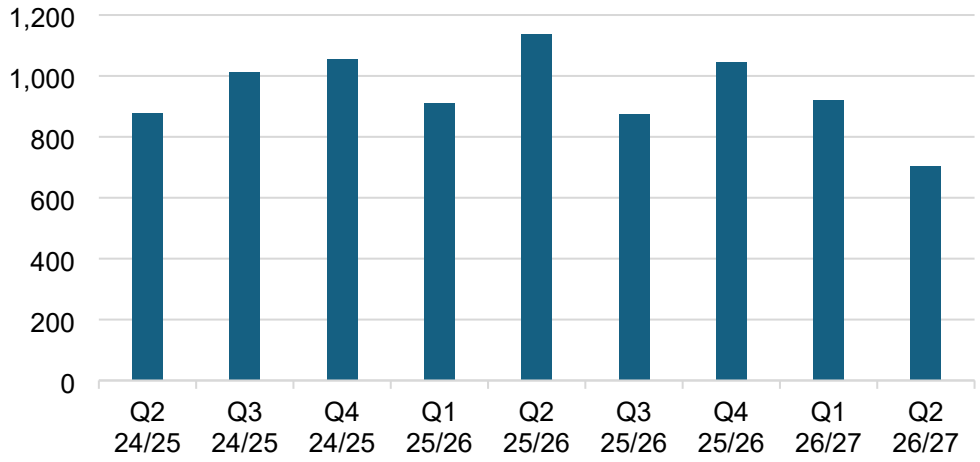
The number of new Care Needs Assessments requiring to be undertaken (incoming) stayed at a similar level to the previous quarter.

The number of Care Needs Assessments completed also remained consistent. Teams continued to complete more assessments than were received for the third consecutive quarter.

(Blue – Assessments to be undertaken)
(Orange – Assessments completed)

This is an activity measure only

ASC10: The number of carers supported with information, advice or guidance, or an assessment

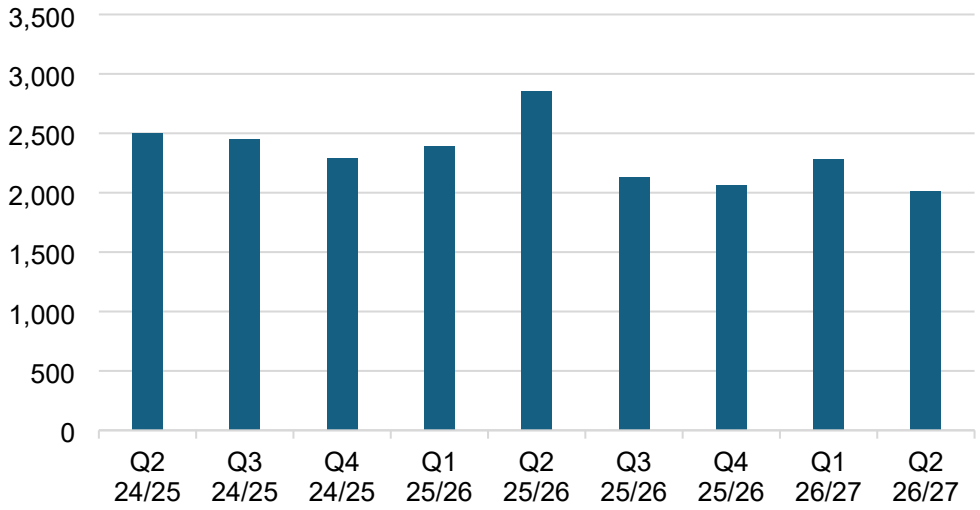


The number of carers supported through information, advice, guidance, or an assessment decreased by 23% compared with the previous quarter.

Despite this reduction, Quarter 2 saw an 18% increase in carer referrals compared with Quarter 1, representing the highest level of referrals received since Quarter 3 2024/25.

This is an activity measure only

ASC11: The number of new support packages being arranged for people in the quarter



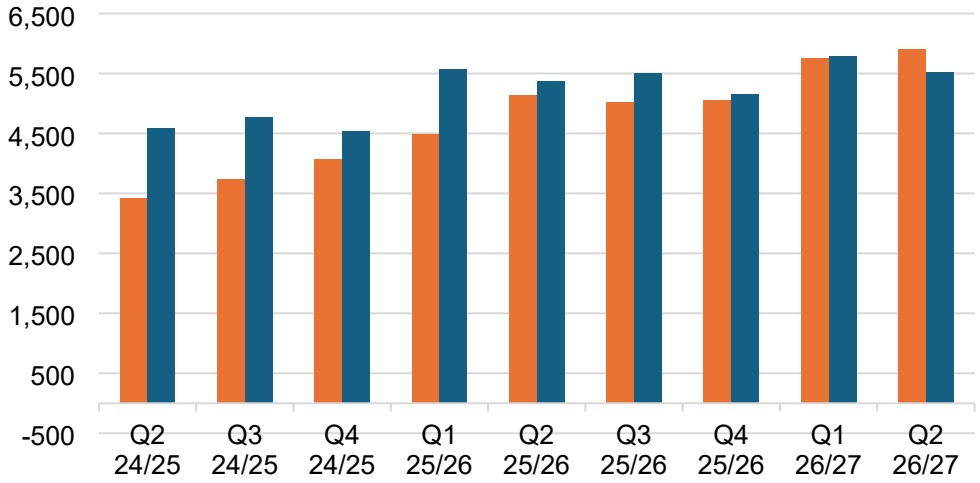
The number of new support packages arranged for people has remained stable at just above 2,000 for the fourth consecutive quarter.

In Quarter 2, Short Term Beds (32%) and Homecare (30%) continued to be the predominant support types being arranged, accounting for almost two-thirds of all new packages commissioned during the period.

Data for the most recent quarters remains provisional and may be subject to change.

This is an activity measure only

ASC12: The number of people requiring a review and the number of reviews completed in the quarter



Quarter 2 saw a 3% increase in the number of people requiring a review (incoming) compared with the previous quarter. This is the highest volume recorded over the last two financial years and represents the second consecutive quarterly increase.

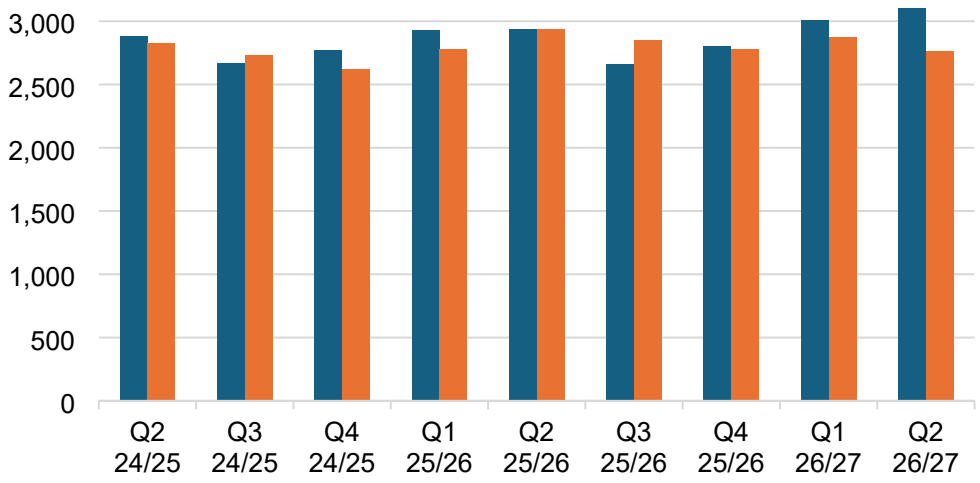
In contrast, the number of completed reviews decreased by 4% compared with the previous quarter.

This measure includes both initial and ongoing reviews.

(Orange – Incoming Reviews)
(Blue – Reviews completed)

This is an activity measure only

ASC13: The number of Occupational Therapy Assessment referrals received and the number completed



The number of Occupational Therapy Assessment referrals received increased by 6% in Quarter 2 compared with the previous quarter, continuing the upward trend seen over the last three quarters.

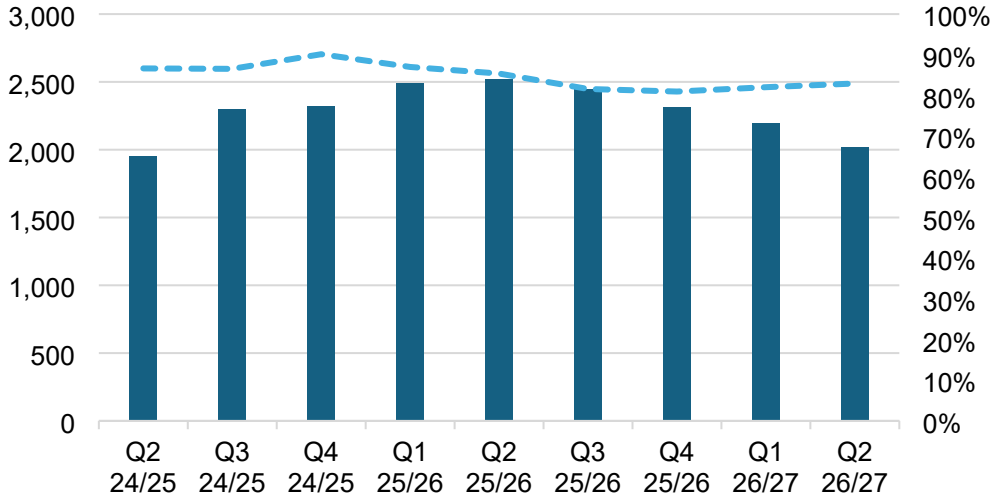
Meanwhile, the number of Occupational Therapy Assessments completed fell by 4% compared with the previous quarter.

As referral volumes have continued to rise, demand for Occupational Therapy services remains at its highest level recorded over the past two financial years.

(Blue – Referrals received)
(Orange – Referrals completed)

This is an activity measure only

ASC14: The number of people receiving Kent Enablement at Home, and the average percentage decrease in need

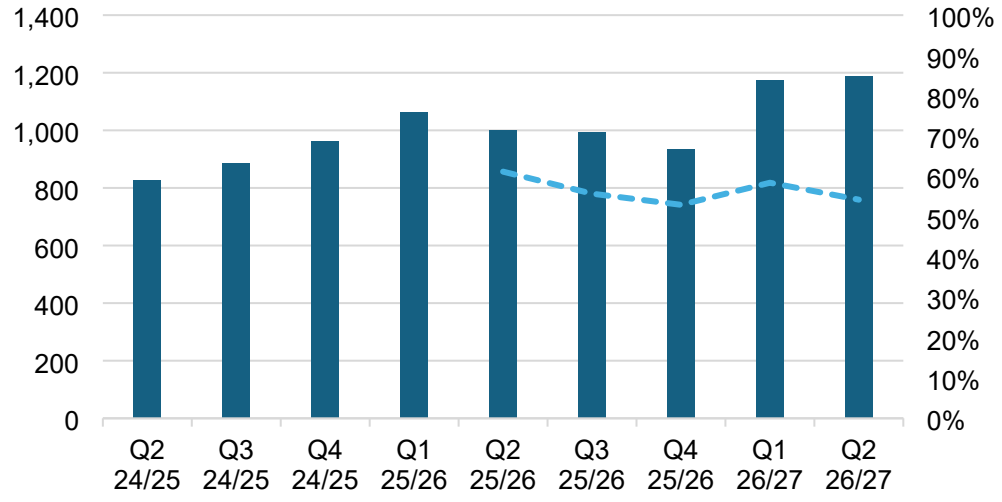


The number of people receiving support from Kent Enablement at Home has continued to decline for the fourth consecutive quarter since reaching a peak in Quarter 2 25/26. The number has decreased by 8% this quarter, representing the largest quarterly reduction since the peak was recorded. Despite this fall in the number of people being supported, demand for the service remains strong, with 2,420 referrals received during Quarter 2.
Outcomes achieved through the service improved, with the average percentage reduction in need increasing by 1% compared with the previous quarter.

(Bar – Number of people)
(Line – Percentage decrease)

This is an activity measure only

ASC15: The number of people receiving Kent Enablement Service, and the average percentage decrease in need.



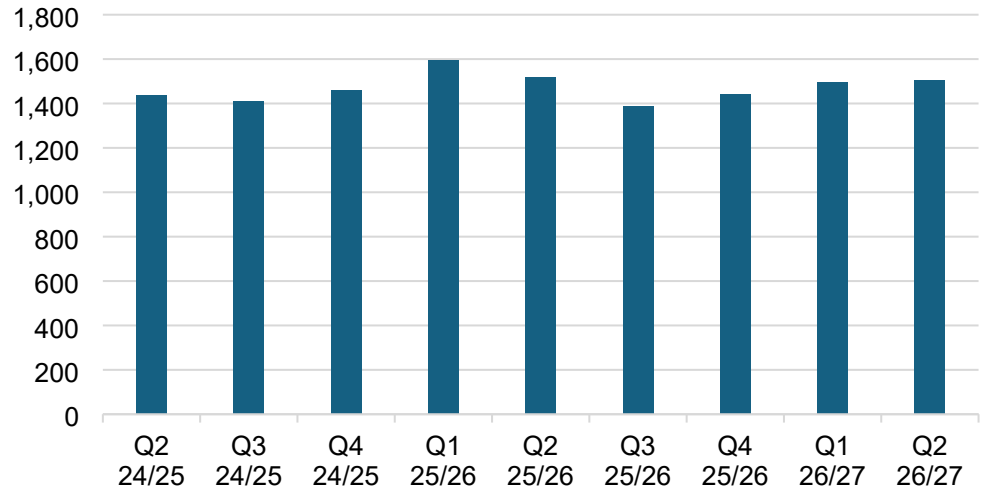
The number of people supported by the Kent Enablement Service has continued to increase for the second consecutive quarter and is now at its highest level in the past two financial years.

While more people are being supported, the average reduction in need following enablement has decreased by 4% compared with the previous quarter.

(Bar – Number of people)
(Line – Percentage decrease)

This is an activity measure only

ASC16: The number of people in Short Term Beds

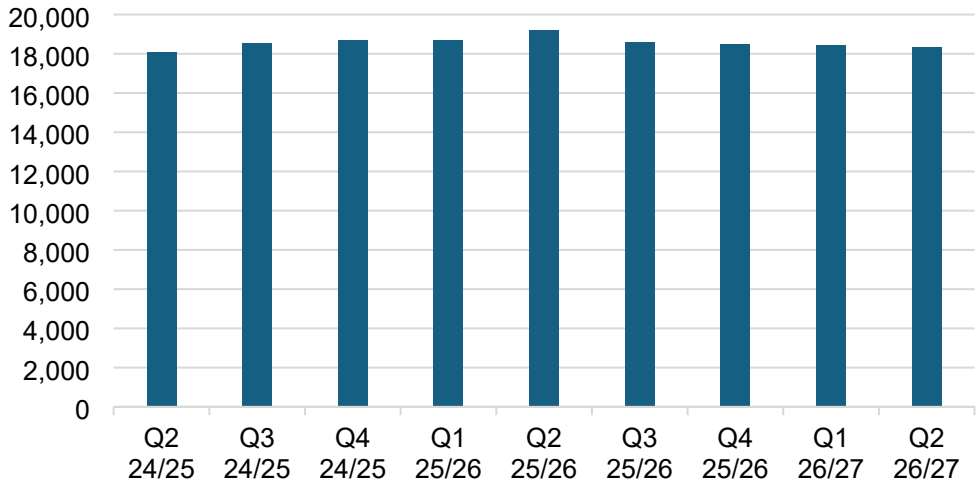


The number of people currently in a Short Term Bed increased by 1%. However, levels remain broadly in line with those recorded in previous Quarter 2.

Data for the most recent quarters remains provisional and may be subject to change.

This is an activity measure only

ASC17: The number of people in Long Term services



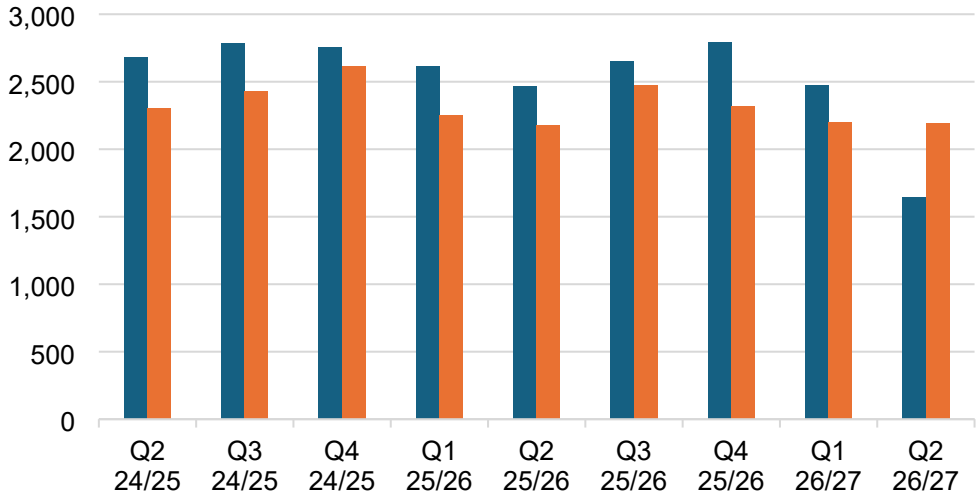
Quarter 2 saw a slight decrease in the number of people receiving Long Term Services compared with the previous quarter, although overall volumes remained stable at around 18,300 people.

Of those receiving long term support, 31% were in residential or nursing placements, while the majority (69%) were supported within the community.

Data for the most recent quarters remains provisional and may be subject to change.

This is an activity measure only

ASC18: The number of Deprivation of Liberty Safeguards applications received and completed



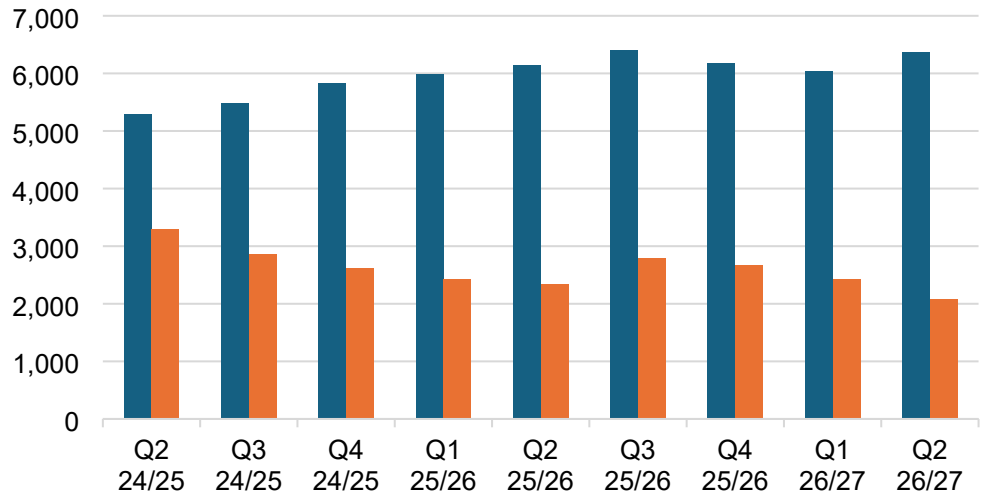
The number of Deprivation of Liberty Safeguards (DoLS) applications received continued to fall for the second consecutive quarter. Quarter 2 recorded a 33% reduction, resulting in the lowest number of applications received across the last two financial years.

The number of completed DoLS applications also decreased slightly compared with the previous quarter, marking the third consecutive quarter in which completions have fallen. However, for the first time during this period, the number of applications completed exceeded the number of new applications received.

(Blue – Applications received)
(Orange – Applications completed)

This is an activity measure only

ASC19: The number of safeguarding concerns received and total safeguarding work open on the last day of the quarter



The number of safeguarding concerns received increased by 5% compared with the previous quarter.

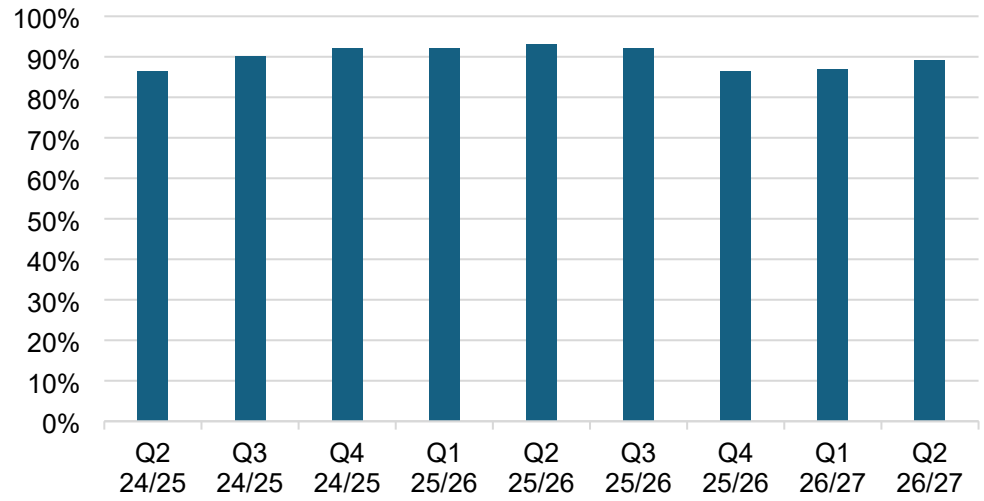
Despite this increase in demand, the number of open safeguarding cases has fallen for the third consecutive quarter and is now at its lowest level recorded over the last two financial years.

The summer period saw extreme heat and sporting events like the football world cup which increased the number of concerns raised about vulnerable adults.

(Blue – Concerns received)
(Orange – Open work)

This is an activity measure only

ASC20: Making Safeguarding Personal: Expressed desired outcomes that were fully or partially achieved



In Quarter 2, 89% of safeguarding outcomes were either fully or partially achieved, maintaining the improvement seen since the lower levels reported earlier in the year.

Although performance has changed over the reporting period, outcomes remain consistently high and broadly in line with historical levels. The latest result indicates that the positive progress achieved in recent quarters has been sustained.

This is an activity measure only