

Kent County Council

Core Monitoring Report

**Presented to Cabinet
29 November 2010**

**Including Information up to the end of
September 2010**



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General notes on interpreting the data included in this report

A wide selection of indicators for the core areas of activity and performance of the council is included in this report, as well as some contextual indicators relating to the Kent economy. Indicator values are shown by graph and data tables, including Direction of Travel and RAG ratings (see tables below for a key to interpreting these).

A range of presentation styles are provided for different indicators depending on the information available. In some cases we provide the most recent results for the last four financial year quarters, while for other indicators we provide annual data for the last few years with the most recent two quarter's data also shown.

Where relevant and available, the indicators are provided with comparative data showing national averages or other suitable benchmark information. See the Appendix for more information on the comparative benchmarks used.

It should be noted that annual data provided in this report (ie a full financial year up to and including financial year 2009/10 which ended on March 2010), is generally validated data which is public domain and available in many cases within the remit of national statistics.

However, quarterly data provided in this report and all information subsequent to March 2010 is classed as provisional local management information which in some cases is provided on an estimated basis. This data is likely to be subject to future revisions.

Key to RAG (Red/Amber/Green) ratings

		RAG Ratings
Green	★	Performance exceeds local targets where set or is significantly better than the most recently published national average/benchmark
Amber	●	Performance not significantly different from most recently published national average or close to but not exceeding local targets
Red	▲	Performance significantly behind local targets where set or significantly worse than the most recently published national average
N/a		Data not available in order to assess performance

Key to DoT (Direction of Travel) ratings

		DoT Ratings
	↑	Improvement in performance or change in activity levels with a positive impact on budgets and resources
	↓	Fall in performance or change in activity levels with a negative impact on budget and resources
	↔	No change in performance or activity levels

KCC Core Monitoring

Group Managing Director's Commentary

This is our second Core Monitoring report for 2010/11. It provides information for the second financial quarter up to the end of September 2010. As well as the key indicators reported each quarter, this report also provides a mid-year stock take on some key projects and actions within our service business plans.

The publication of this report is part of our transparency agenda, making the information and data we use as an organisation more open to public scrutiny. We are interested to hear what residents think of this information and how we could improve it to make it more relevant and easy to understand.

Some key highlights from this quarter's report are:

Customer Services

- Residents are making good use of Kent's new Gateway facilities to access public services. Transaction levels at our 7 outlets continue to increase each quarter.
- Our contact centre and location switchboards answered more than 85% of the 270,000 calls received within 20 seconds. This is slightly down from last quarter but well ahead of target.
- The number of complaints received this quarter was lower than last quarter, but still higher than last year. See the 'You said - We did' section of our web site for how we have improved our services in response to customer feedback.

Services for all residents

- Our Find & Fix highways repair programme has now completed. This means that a significant backlog of pothole repairs have now been dealt with. Pothole response times for the quarter show as very long, due to the data including a backlog of repairs from much earlier in the year.
- Recycling levels in Kent are not showing any increase but diversion of waste from landfill continues to improve.
- The level of serious injury due to road traffic accidents continues to reduce.
- The level of library visits has held up well despite a number of temporary closures to various libraries due to refurbishment as part of our modernising libraries programme, but book issues are down.

Children and young people

- Kent children are now performing extremely well at Foundation stage and for GCSE their performance continues to exceed the national average.
- We continue to experience increasing rates of referrals to children social services.
- Children's social worker vacancy rates continue to reduce.
- We have exceeded our target for take up of Apprenticeship offers.
- Continued reduction in the number of young people becoming involved in crime and being referred to the youth justice system.

Services for adults and older people

- Adult education enrolments continue to exceed target, although levels have dropped this quarter.

- We continue to deliver more personalised adult social services with the successful roll-out of Self Directed Support, giving people control and choice over the support we provide, through the allocation of Personal Budgets.
- We are experiencing upward demand to support older people who require nursing care but this is within affordable budgeted levels, and expected due to demographic changes.
- Similar pressures are being experienced for clients with learning disability who require residential care.

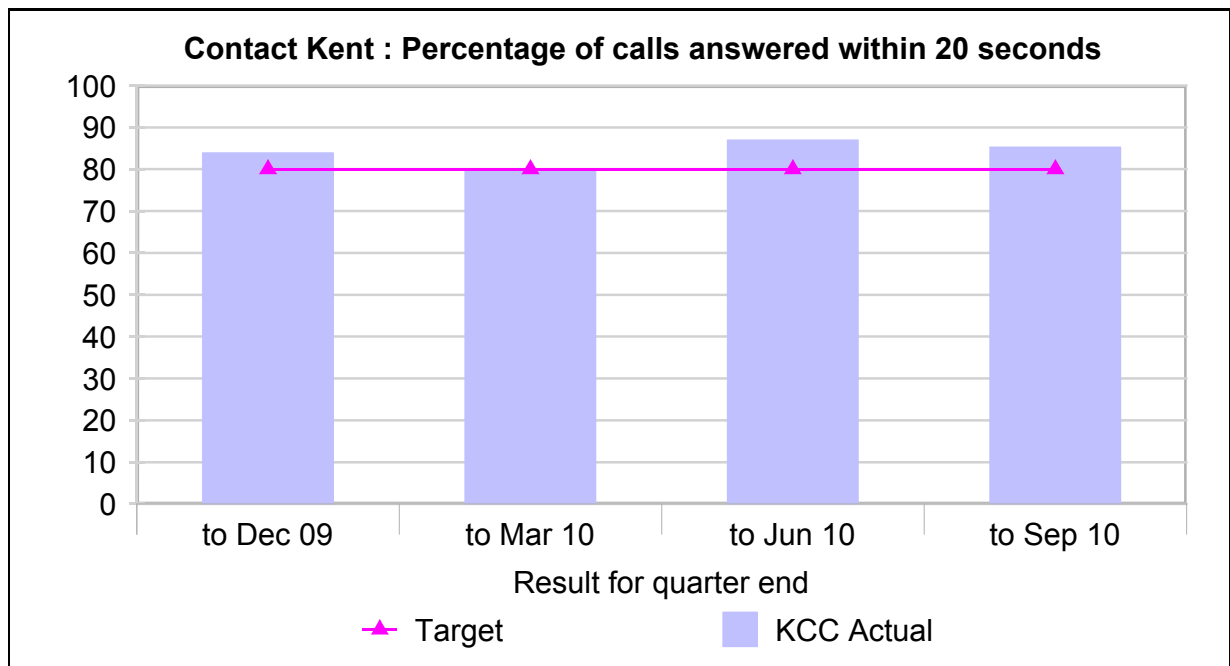
Support for Businesses

- We continue to work hard on our Backing Kent Business campaign to help support local businesses through the worst recession seen in decades.

Environment

- We have made good progress in reducing carbon emissions from our direct estate but emissions from school buildings have been increasing.

**Katherine Kerswell
Group Managing Director
Kent County Council**



Higher value is better	Quarter end Dec 09	Quarter end Mar 10	Quarter end Jun 10	Quarter end Sept 10
KCC Result	83.9%	79.6% ↓	87.0% ↑	85.3% ↓
Target	80%	80%	80%	80%
RAG Rating	★	●	★	★
Calls received	269,000	304,000	261,000	270,000

Contact Kent currently supports 87 different services on a 24 hours a day, 7 days a week, 365 days a year basis. The range of services provided includes library book renewals, reporting pot-holes, arranging temporary housing for Maidstone residents and handling reporting of child protection concerns for both new and existing cases. This requires a high level of customer service skills, dealing with different needs and conversing with a wide range of callers. The services with the highest volumes of calls received are Libraries, Highways and Registrations.

Contact Kent continues to perform well with 85.3% of the 270,000 calls received in the last quarter being answered within 20 seconds.

Detailed performance information is as follows :

	2009 Full year	2010 To date
Percentage of calls that were answered	94%	95%
Average wait time	15 seconds	12 seconds
Average abandon time	57 seconds	1 min 2 sec

Gateways

Transactions	Jul - Sep 09	Oct – Dec 09	Jan – Mar 10	Apr – Jun 10	Jul – Sep 10
Ashford	8,893	8,461	8,829	11,126	12,958
Dover	5,944	8,239	11,514	11,780	11,735
Maidstone	12,035	10,576	13,244	12,652	16,742
Tenterden	5,291	4,534	4,633	6,030	4,987
Thanet	25,152	21,835	29,807	33,586	32,385
Tonbridge	10,381	9,246	15,991	17,640	21,029
Tunbridge Wells	14,720	11,927	17,516	13,409	11,999
TOTAL	82,416	74,818	101,534	106,223	111,835

Variations between quarters reflect seasonal variations and other changes to services offered/advertised at any given time.

Footfall	Jul – Sep 09	Oct – Dec 09	Jan – Mar 10	Apr – Jun 10	Jul – Sep 10
Ashford	16,341	16,607	17,495	22,103	24,735
Tenterden	47,883	59,653	61,209	56,940	63,672
Thanet	116,483	99,386	109,813	104,764	121,012
Tunbridge Wells	Not available	27,840	34,018	30,952	28,407
TOTAL	180,707	203,486	222,535	214,759	237,816

The Tunbridge Wells footfall counter was installed in September 2009. Counters are not currently installed at Maidstone, Dover or Tonbridge. Thanet and Tenterden Gateway footfall includes library visitors but library transactions are not counted under Gateways.

Gateways have had a busy quarter with transaction levels continuing to increase. Many transactions are processed through the Meet and Greet function (26%) or as routine transactions (27%). The benefits section takes the most specific enquires (36%).

Gateway is working with Gravesham Borough Council to develop the Gravesend Gateway at the Civic Centre, which is expected to open in autumn 2010.

Complaints Monitoring

Service area	Apr – Jun 10	Jul – Sept 10	Current year Apr - Sep	Previous year Apr - Sep
Kent Highway Services (KHS)	534	532	1,066	328
Adult Social Services	139	126	265	213
Children, Families & Education	131	104	235	229
Environment & Waste	103	102	205	193
Risk Management & Insurance	96	49	145	41
Community Learning & Skills	32	49	81	17
Other services	31	29	60	65
Commercial Services	11	27	38	33
Libraries & Archives	45	25	70	235
Youth Service	5	12	17	57
Supporting People	8	12	20	15
Total	1,135	1,067	2,202	1,426

During 2009/10, lessons learned from complaints received have been published within the '**You said, we did**' section of the kent.gov website to illustrate the changes that are made as a direct result of complaints

The total number of complaints received for the quarter to September was slightly down from the previous quarter with the risk management and insurance section showing a large drop in the number of complaints being now being received in relation to delays in processing insurance claims for pothole damage.

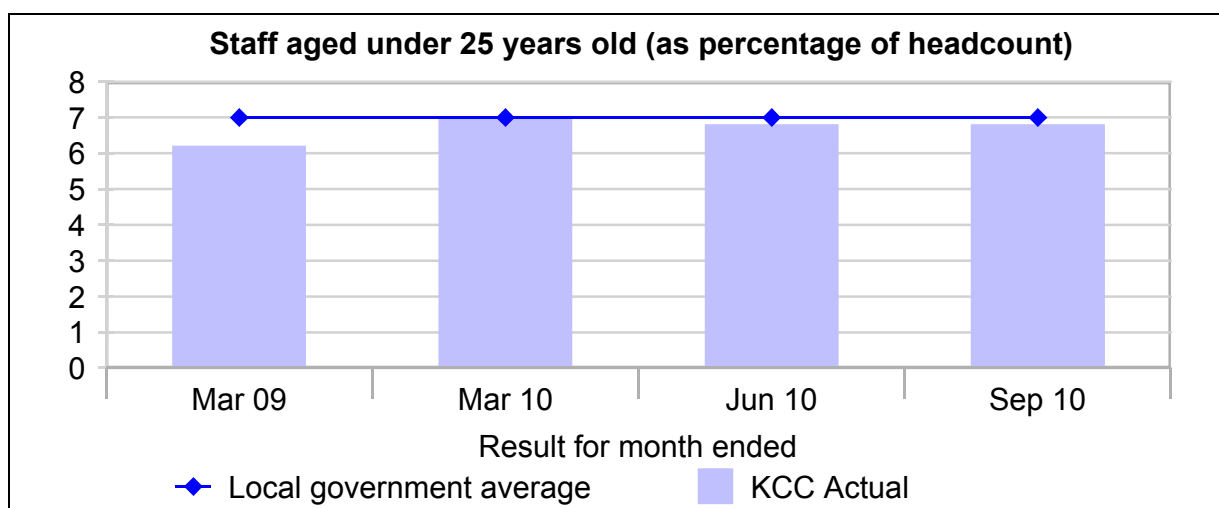
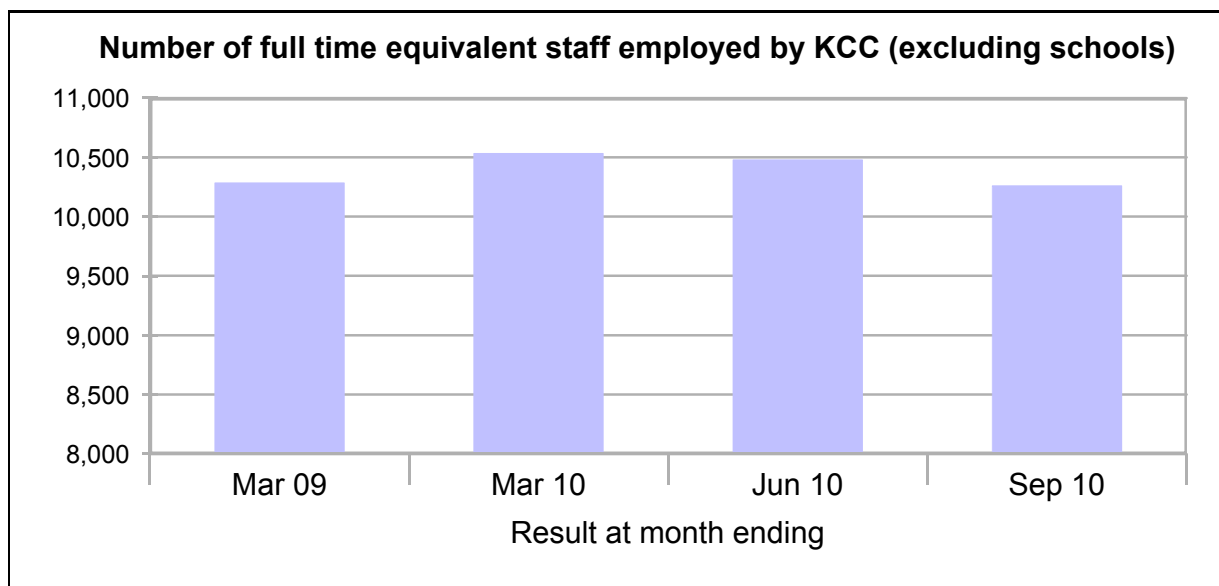
So far this financial year we have received 54% more complaints than for the same period for last financial year, although some services are seeing less complaints. However the number of complaints is currently lower than it was during the last winter (2,475 complaints in the six months October to March).

In part the increased level of complaints this year will be down to initiatives such as 'You said, we did' where we actively encourage residents to make complains to help us improve our services. However the main cause for the increase in complaints has been in relation to problems with the condition of the roads as explained below.

KHS received over 1,000 complaints during the first half of this financial year from over 90,000 enquiries received. This compares to 328 complaints in the same period last year from 50,000 enquires. The increase was primarily as a result of the extremely harsh winter conditions that led to severe damage to the road network and fuelled concerns from residents about the time to repair potholes and dealing with the significant increase in insurance claims.

KHS have now addressed the backlog of faults which led to the increase in complaints, through the winter pot hole damage Find & Fix programme. This should reduce the number of complaints, although another harsh winter could again cause significant damage to the highways in Kent.

Services with reduced numbers of complaints this year include Libraries and the Youth Service.

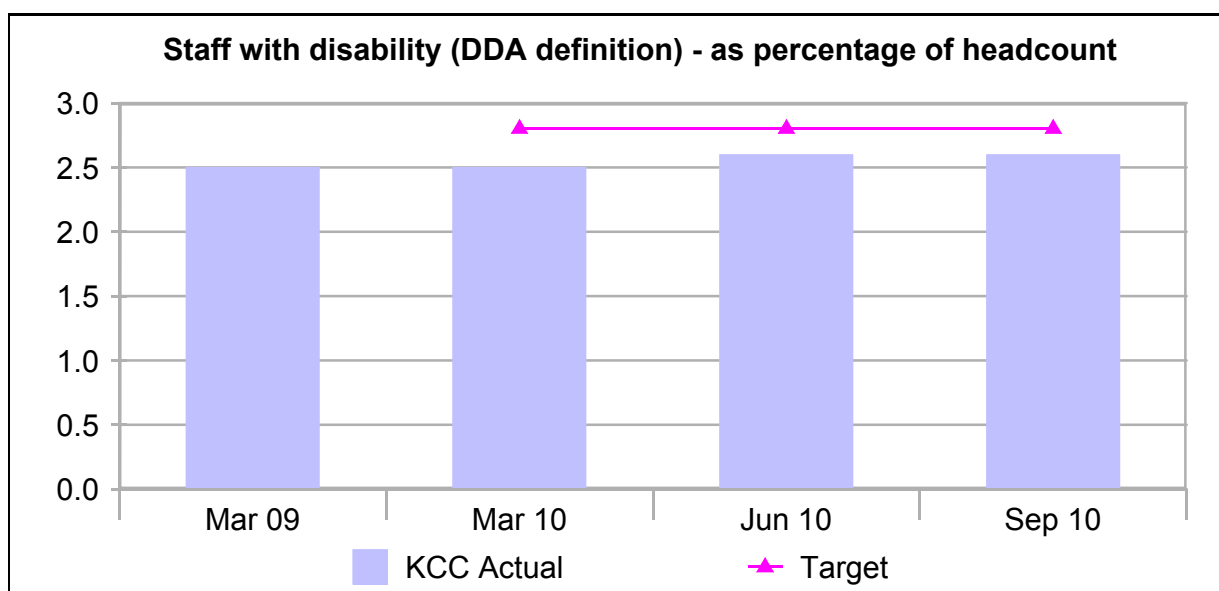
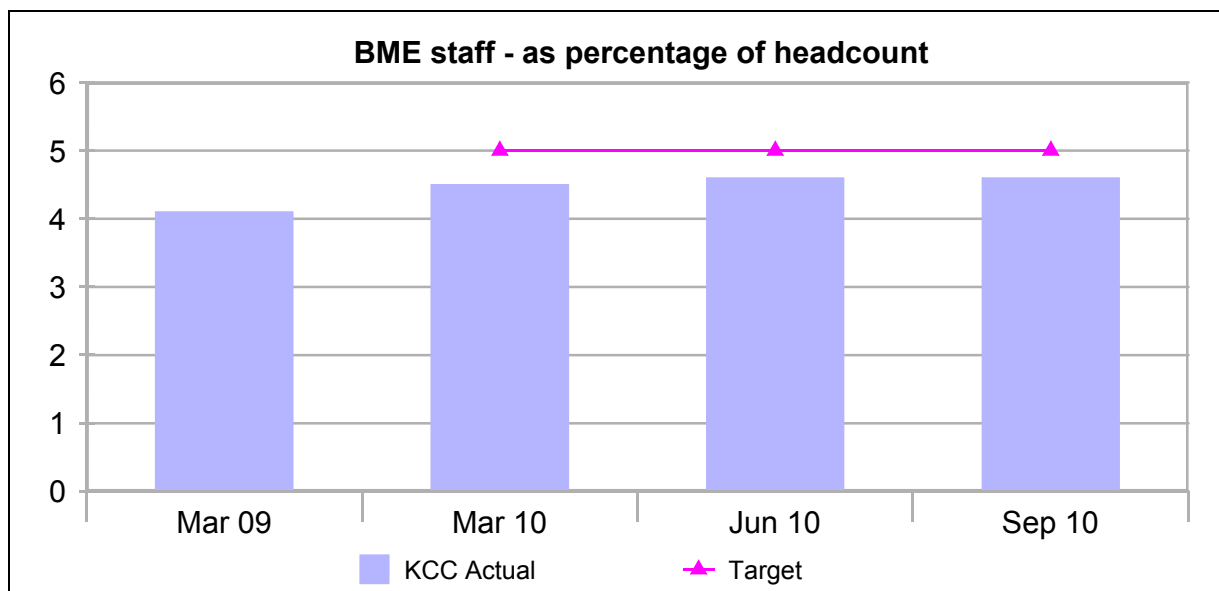


	Mar 09	Mar 10	Jun 10 Provisional	Sept 10 Provisional
Staffing levels – FTE	10,285	10,531	10,477	10,259
KCC Result – staff aged under 25	6.2%	7% ↑	6.8% ↓	6.8% ↔
Local government average	7.0%	7.0%	7.0%	7.0%
RAG Rating	▲	●	●	●

The current financial year shows a drop in staffing levels as funding becomes reduced and the council prepares for further funding reductions in the years to follow as government reduces its budget deficit.

The council has performed well in attracting younger people into the workforce, including young apprenticeships. Kent now performs close to the local government average of 7% of staff aged under 25 years old.

At least 350 additional apprenticeships will be taken on over the next four years.

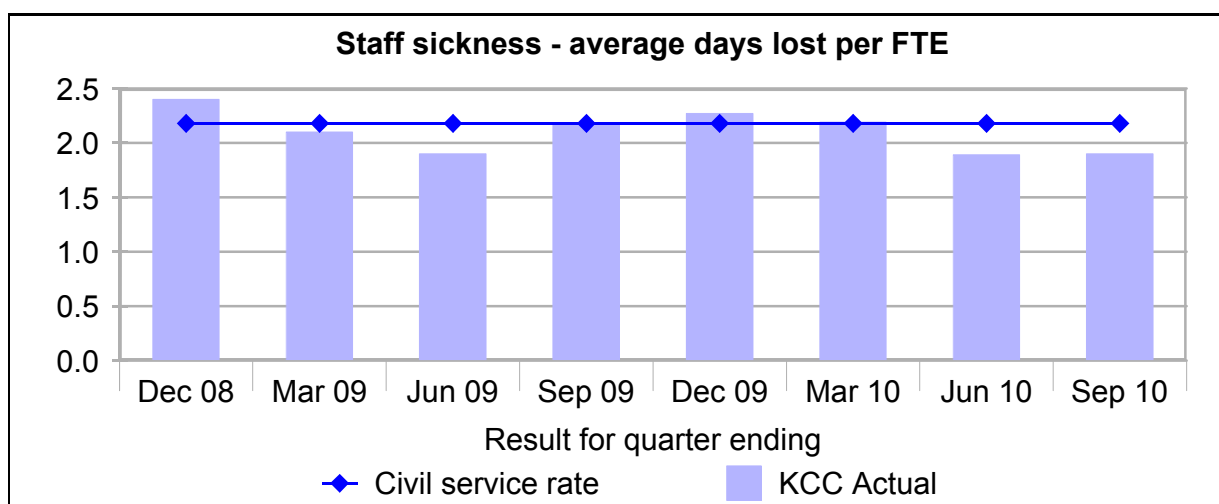
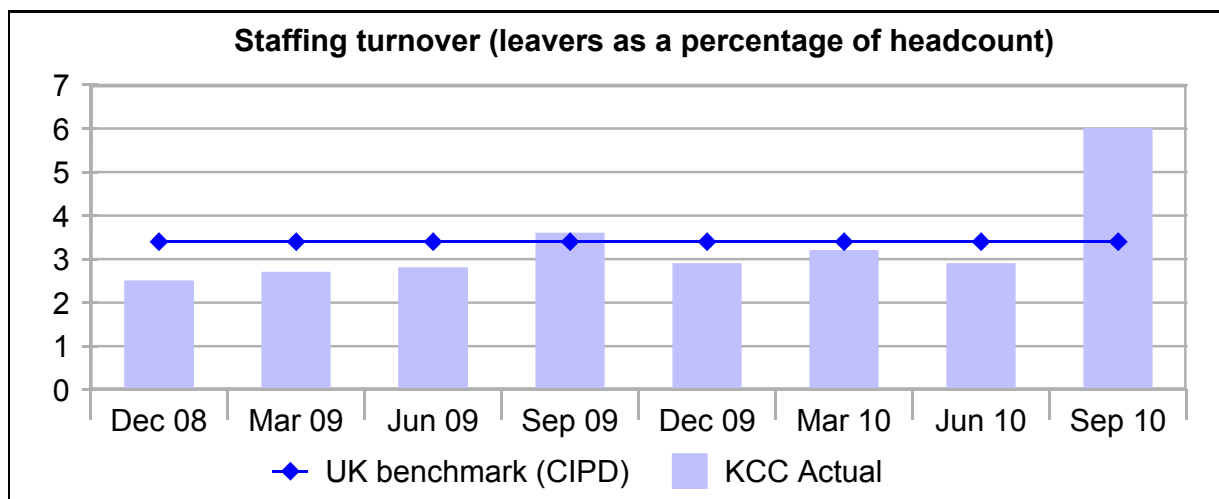


Higher value is better	Mar 09	Mar 10	Jun 10 Provisional	Sep 10 Provisional
BME staff actual	4.1%	4.5% ↑	4.6% ↑	4.6% ↔
Target	5%	5%	5%	5%
RAG Rating	▲	●	●	●
Staff with disability actual	2.5%	2.5% ↔	2.6% ↑	2.6% ↔
Target	2.8%	2.8%	2.8%	2.8%
RAG Rating	▲	▲	●	●

Progress is being made on attracting and retaining staff from black and minority ethnic groups with numbers continuing to increase.

Less progress is being made in relation to staff with disability with numbers not changing significantly in the last two years. Performance has however improved marginally since March 2010

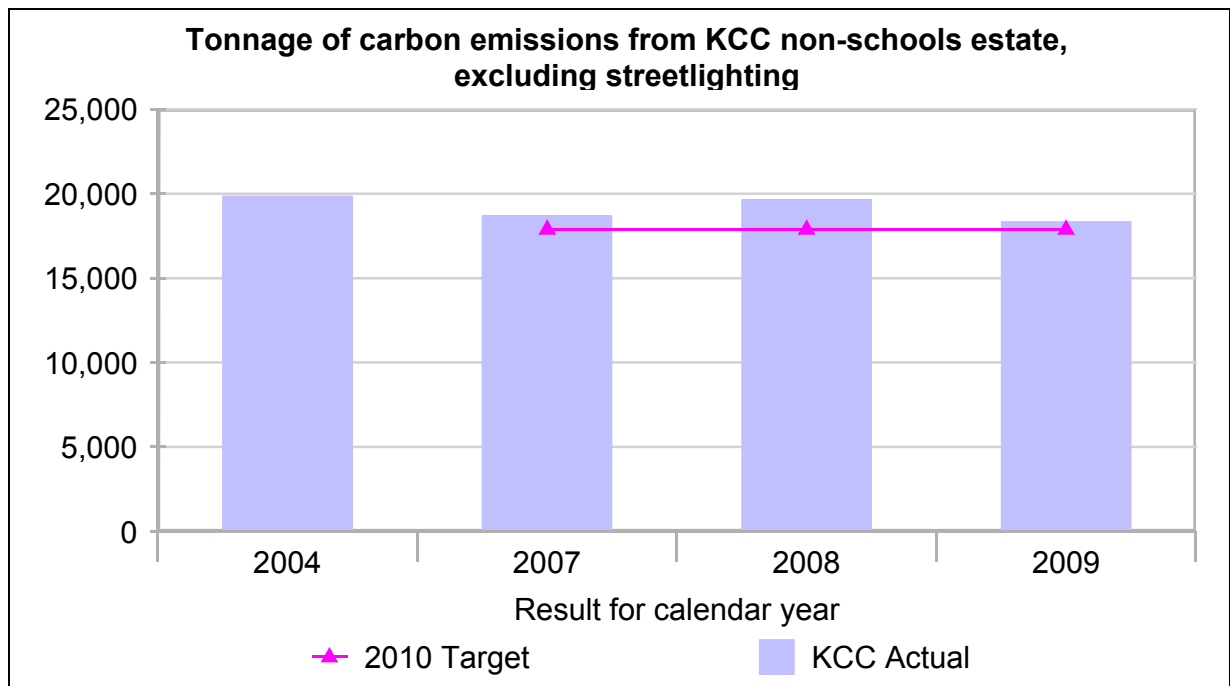
Results for both indicators could be erratic in future quarters due to staff turnover levels.



Lower value is better for sickness	Quarter to Dec 09	Quarter to Mar 10	Quarter to Jun 10 Provisional	Quarter to Sept 10 Provisional
Staff turnover actual	2.9%	3.2%	2.9%	6.0%
UK Benchmark	3.4%	3.4%	3.4%	3.4%
RAG Rating	Not rated – ideal is to be close to the benchmark over the medium term			
Staff sickness actual	2.3	2.2 ↑	1.9 ↑	1.9 ↔
Civil service rate	2.2	2.2	2.2	2.2
RAG Rating	●	●	★	★

The number of staff leavers has been high in the last quarter. This was a result of restructuring within services for Children, Families and Education where some posts were lost as well a result of some funding streams coming to an end. It is expected that high figures will continue to be reported over the next few years as funding cuts result in fewer staff being employed by the council.

Sickness days in the last 12 months have averaged 8.3 per full time employee which is down from previous figures, due to low levels in the last two quarters.



Lower result is better	2004 Baseline	2007	2008	2009
KCC non-schools result	19,900	18,700 ↑	19,700 ↓	18,300 ↑
Target		17,900	17,900	17,900
RAG Rating		▲	▲	●
Schools result (not graphed)	66,000	69,700 ↓	76,700 ↓	75,700 ↑
Target		59,400	59,400	59,400
RAG Rating		▲	▲	▲

The target for a 10% reduction in emissions from 2004 levels by 2010 is not being met although good progress has been made for the non-schools estate.

There has been an increase in emissions at schools including a 50% increase in electricity use. The increases are due to :

- Increase in physical estate (additional school buildings) e.g. Children's Centre Programme
- Significant increase in use of ICT in schools (ongoing)
- Longer 'hours of business' across KCC e.g. Extended Schools Programme
- New schools with higher energy use than those they replace

More than ever, a step change approach is now needed in energy and carbon management if the upward trend in energy demand and carbon emissions is to be reversed or even stabilised. Further options to take renewed action for the future are currently being explored including different funding mechanisms.

A plan of focused support for schools consuming large amounts of energy is underway and we are continuing to invest in energy saving projects where the payback is under 5 years.

Children, Families and Education (CFE)

Managing Director's Commentary

The 12 Local Children's Trust Boards are now up and running, and developing their local District Children and Young People Plans in conjunction with the County-wide plan. In addition, during October twelve district headteacher meetings were held where we introduced all members of the new district teams and held discussions on possible traded services with schools in the future. These discussions contributed to current research into ways headteachers and governors can have more flexibility over funding which has traditionally been retained by KCC to provide services to schools. At the same time, governance models are being reviewed in order that headteachers and governors can participate as partners with KCC in strategic decision making concerning the development of a joint trading vehicle promoting services for schools.

Summary of Business Plan Half Year Exception Monitoring

Exception reporting against core services, forecast activity levels, projects, developments and key actions has been undertaken within CFE. We have made excellent progress on most of the activity described in our Business Plans. Some projects have been delayed or are being reviewed in the light of emerging performance, and local and national priorities including changes in legislation e.g. Academies Act. Each of these has been reviewed by the relevant Service Director with the results that either management action is in place to address any lack of progress, or the activity is being brought to CFE Senior Management Team to make decisions about the continued business priorities.

Key activities/projects that are NOT expected to be completed include:
Wave 4, 5 and 6 of the Building Schools for Future programme.

The process of the local authority taking on the responsibility for all casual school admissions has been adopted and delivered as planned. However, this legislative change which was designed to ensure every application came through the local authority for safeguarding reasons, is having a significantly negative impact on what would normally be straight forward applications from parents who at best now have to wait several days for a formal offer of a school place and at worst several weeks. We have written to MPs and the Secretary of State requesting a change to this new requirement.

Early Years

Exceptional progress has been made in our foundation stage results this year. Kent has now moved from being lower quartile nationally in 2006 to upper quartile in 2010, a truly remarkable turn around. An improvement has also been seen in our lowest performing children, with the gap between them and the rest continuing to narrow. Improving inspection outcomes in early years' settings reflect these advances. Our investment in children's centres and quality early years learning is paying off with many centres achieving their accreditation and celebrating successful outcomes. In time, we expect that progress in the early years will contribute to children's success throughout the primary phase, and so we remain committed to investment in the early years.

Primary attainment

Progress has been made in key stage 2 achievement in Kent primary schools this year, after much focused work from schools and our support teams, and we now have fewer schools below the national floor target of 55% year 6 pupils gaining the expected level in their SATs. There is still more to do and this will continue to be a major focus for our new district school improvement teams.

Only a small percentage of Kent primary schools boycotted this year's SATs tests. A much higher proportion of schools failed to conduct the tests nationally, which will make comparison of results more difficult this year.

Secondary attainment

We are delighted and immensely proud of the success of our young people in this year's GCSE results. Overall performance on the provisional figures released on 21st October show an improvement of 5.6% bringing 5 or more A*-C grades to 78.6% of entrants, and 5 or more A*-C grades including English and Maths to 56.4% (an improvement of 4.4%). Provisional A-level results also show significant improvement in Kent schools on the previous year, despite a general drop in national performance.

What is particularly impressive is the improvement made by Kent schools in the National Challenge. In 2008, Kent had 33 schools below the 30% floor target of 5+ A*-C GCSEs including English and Maths. This reduced to 21 in 2009 and this year it has reduced to 5. No-one can doubt the immense focus and effort made by the leadership teams to achieve these results, which will increase the opportunities for their pupils to progress into further education and employment. Schools have driven these improvements, with the support of KCC and our National Challenge Advisers.

We will want to ensure we build on this and consolidate the success which has been boosted by additional resources which may cease from next year. We will look with interest at the proposals for the pupil premium which may be targeted on schools serving areas, and pupils, of disadvantage.

NEETs

The percentage of young people Not in Education, Employment or Training (NEET) is being exacerbated nationally by the difficulties in the UK economy. In Kent, however, the rate has remained at a reasonably low level, still comfortably better than the national average. There is some evidence that the downturn may encourage more young people to stay on in education which is encouraging when work is difficult to find. The Kent Success Apprenticeship Scheme will also continue to provide and promote apprenticeships across the private and public sectors, with KCC alone providing at least another 350 apprenticeships over the next four years.

Narrowing the gap

It is of concern that the attainment gap between children from disadvantaged backgrounds is higher in Kent than the national average, and is not closing to any significant degree at KS2 or at GCSE level. This is particularly relevant for children looked after by the local authority. This will be a key area of focus for our new teams, working with the schools, and we hope that the pupil premium, a key plank of the new Coalition government's policy, will be used to good effect by schools once the detail is announced. The new headteacher to champion the educational needs and outcomes for our looked after children is now in post.

School inspections

Many children and schools do very well in Kent, but the new Ofsted inspection framework puts a high emphasis on attainment of Level 4 (the national benchmark) for all primary pupils, which has been an area of concern in Kent for many years, and on gaining 5 good GCSEs including English and Maths for secondary schools. As the emphasis on raw attainment is a limiting factor in the inspections, this has led to an increase in the number of schools going into special measures. We will continue to support schools to ensure there is a joined up approach from across CFE and our Children's Trust Partners so that all children and young people can reach their full potential.

Special Educational Needs

SEN assessment numbers are reasonably steady and are below the national average, although the increase in the most recent quarter moves the indicator back to an amber rating. Support for children with special needs is a key priority for Kent County Council, and a report setting out a proposed review of our strategy has been presented to KCC Cabinet on 13 September.

School exclusions and attendance

Positive results can now be seen from the sustained action which is taking place to reduce exclusions and poor attendance, with the rate of exclusions in particular now clearly declining. Yet we know that some schools and academies, as well as some groups of young people, are not meeting expectations on this measure. Working with and across KCC Directorates and partners we can deliver more closely targeted support for those young people likely to disengage from school.

Children and families social care services

On 10th and 11th August, the local authority had the unannounced Ofsted inspection of its duty and assessment service for children's social care. I am really pleased that the inspectors found areas of strength, including learning from Serious Case Reviews, and many areas which were satisfactory. They also identified a number of areas for development and one area for priority action, based on a number of referrals which had not been assessed or responded to within an appropriate timescale.

Immediate action has been taken to ensure that the cases identified during the inspection were responded to. The service has also conducted an intensive audit of all recent referrals to ensure they are being processed and tracked in a timely way. An improvement team has been assembled and meetings have taken place with all managers in the service to produce improvement plans that identify actions that can be put in place, and where assistance is required. This provided an important opportunity to hear directly from social workers and their team leaders who do so much to prevent harm to children and to support families on a daily basis. Our social care teams are actively working with over 12,000 children and families at any one time, with good results and outcomes.

There is no doubt, and this is acknowledged in the Ofsted feedback letter, that our children and families social care teams are under considerable pressure due to the increasing numbers of referrals, and continued vacancies in social work posts, despite very successful recruitment, and retention, of newly qualified social workers and social workers from abroad; this has seen the vacancy rate decline for the fourth quarter in succession, moving the indicator rating from red to amber.

This pressure on children's social services is a national issue, and many other local authorities have received similar judgements and priority actions due to lack of capacity. There is a national review of children's social care commissioned by the Coalition government, and we are actively contributing to this. We are also working with all children and young people's services, including schools, and with local partners through the Kent Safeguarding Children Board to ensure that referrals being made are appropriate. It is anticipated that the 12 District Preventative Services Managers, who were appointed in September, will boost the coordination of early identification and intervention, by embedding the Common Assessment Framework process, and by refining the single point of access process.

Following the unannounced inspection, Ofsted undertook an announced inspection of Safeguarding and Looked After Children's Services in Kent between 11th and 22nd October 2010. This inspection had a sharp focus on evaluating the impact that services have on improving outcomes for children and young people, including the management of risk, and how we minimise the incidence of child abuse and neglect through preventative and targeted intervention. The cross cutting inspection takes a multi-agency approach, in order for inspectors to gain an understanding of how we work across services to improve outcomes for vulnerable children in Kent. **Please see separate paper on the report findings.**

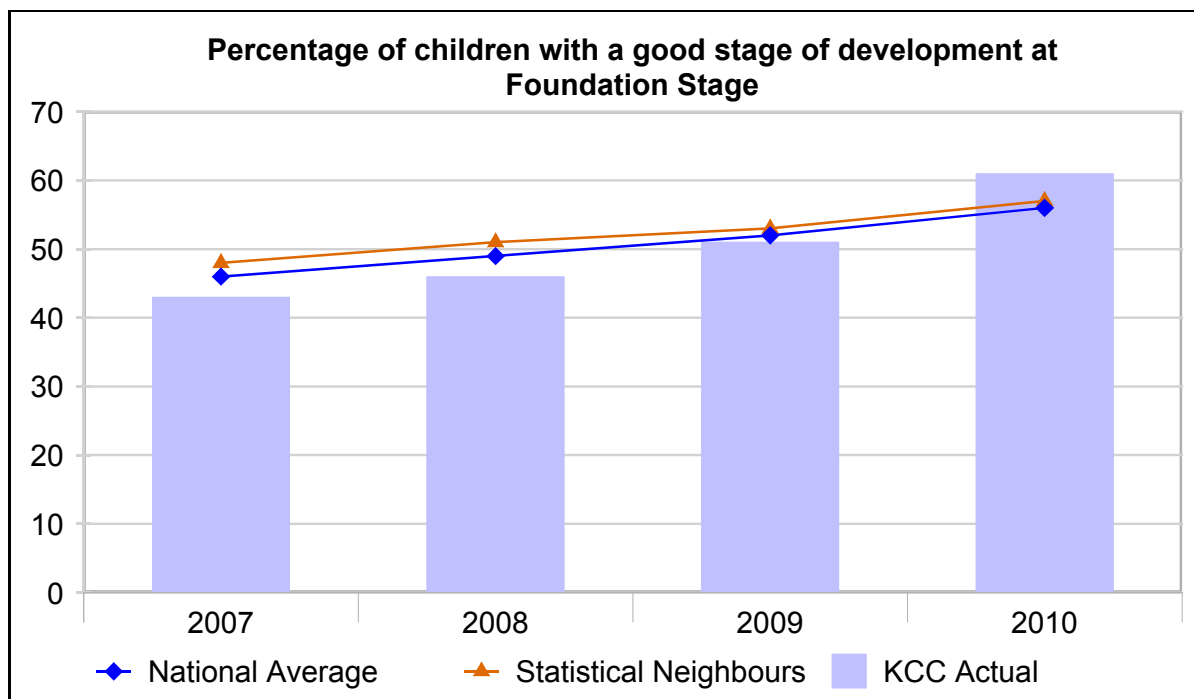
Policy context for children, families and education

The new Coalition government is bringing a different policy environment that will need us to take stock, along with the expected financial challenges for public sector services. We have already faced significant in-year budget reductions in national grant funding, in addition to the savings achieved from our major reorganisation within CFE, and the review of the Building Schools for the Future programme.

Other developments include the Academies Act, the NHS White Paper 'Equity and excellence: Liberating the NHS', announcements on 16-19 funding arrangements, and we have a forthcoming white paper on education and children's services, and a green paper on SEN and disabled children's services. In the context of a new political climate and ongoing economic uncertainty, it is vital that we remain focused on making a positive difference to outcomes for children and young people.

While the Government is intending to remove some legislation in respect of Children's Trusts, it is clear that Ministers mean that local areas should decide what suits them best. From our discussions so far, there is huge enthusiasm in Kent for agencies continuing to move forward together to gain the benefits of shared planning, commissioning and delivery around schools, children's centres and communities at local level. Our new structural arrangements will create capacity to support this progress and complements the vision set out in Bold Steps for Kent, and developments with Kent Partnership.

Rosalind Turner
Managing Director
Children, Families and Education

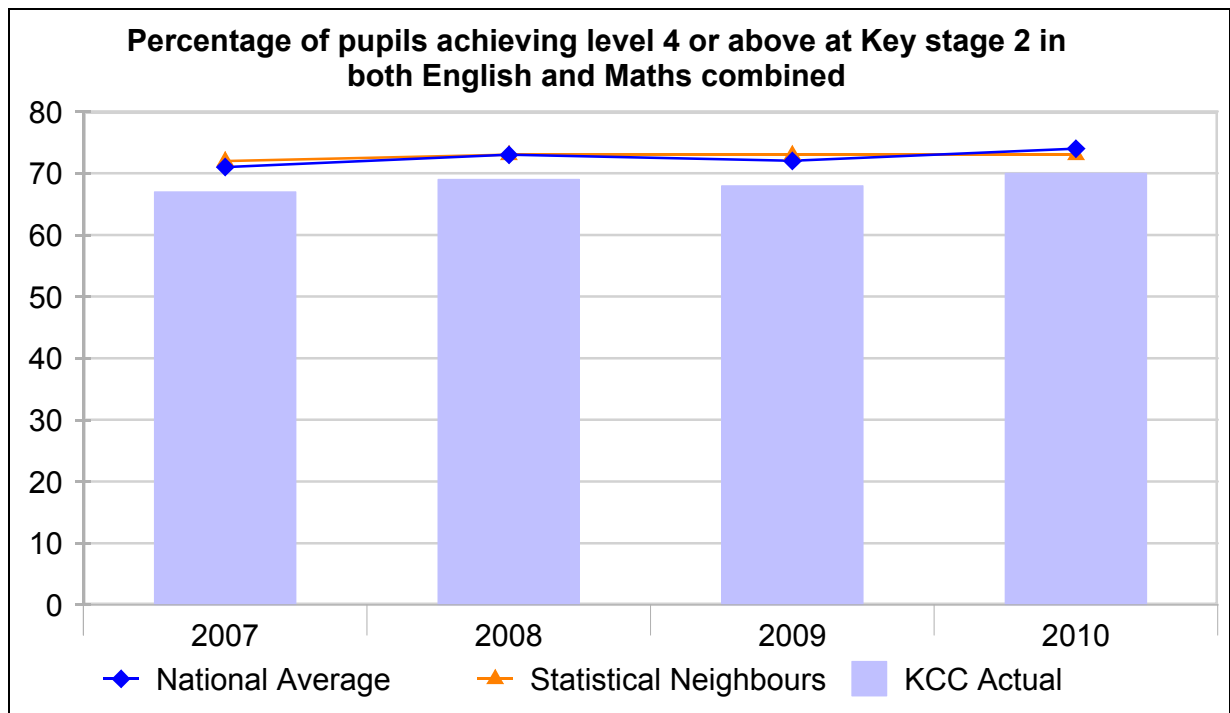


Higher result is better	Summer 2007	Summer 2008	Summer 2009	Summer 2010 Provisional
KCC Result	43%	46% ↑	51% ↑	61% ↑
National average	46%	49%	52%	56%
RAG Rating	●	●	●	★
Statistical neighbours	48%	51%	53%	57%

A good level of development for the Early Years Foundation Stage is at least 78 points with at least 6 points in each of the Personal, Social and Emotional Development (PSED) and the Communication, Language and Literacy (CLL) scales.

The 2010 Foundation stage assessments, taken in a child's first year of Reception, show a significant improvement. 61% of children now reach the level of development considered as good. This is the fifth year in succession that Kent's Foundation Stage outcomes have shown improvement, and Kent performance now exceeds national performance and is in the upper quartile of all authorities.

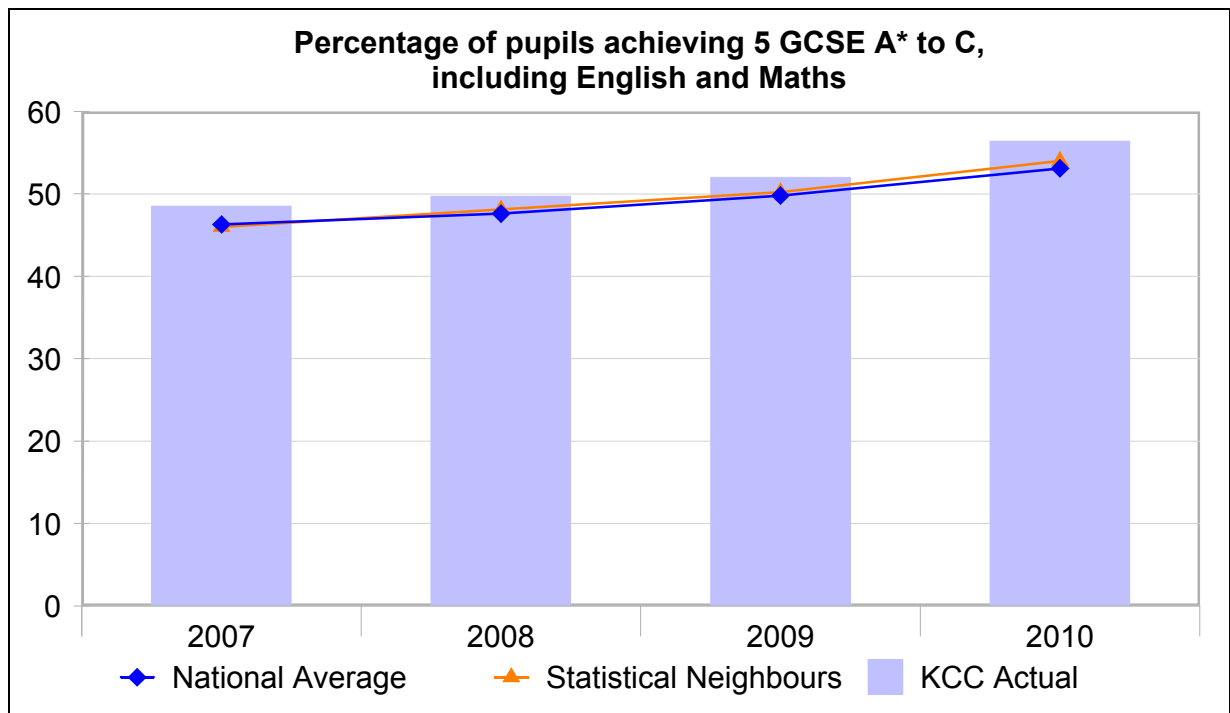
For the fourth year in succession Kent has reduced the achievement gap between children in the lowest 20% of the cohort and their peers, with performance against national improving even further.



Higher result is better	Summer 2007	Summer 2008	Summer 2009	Summer 2010 Provisional
KCC Result	67%	69% ↑	68% ↓	70% ↑
National average	71%	73%	72%	74%
RAG Rating	●	●	●	●
Statistical neighbours	72%	73%	73%	73%
Children with results recorded	15,980	16,430	16,040	14,900

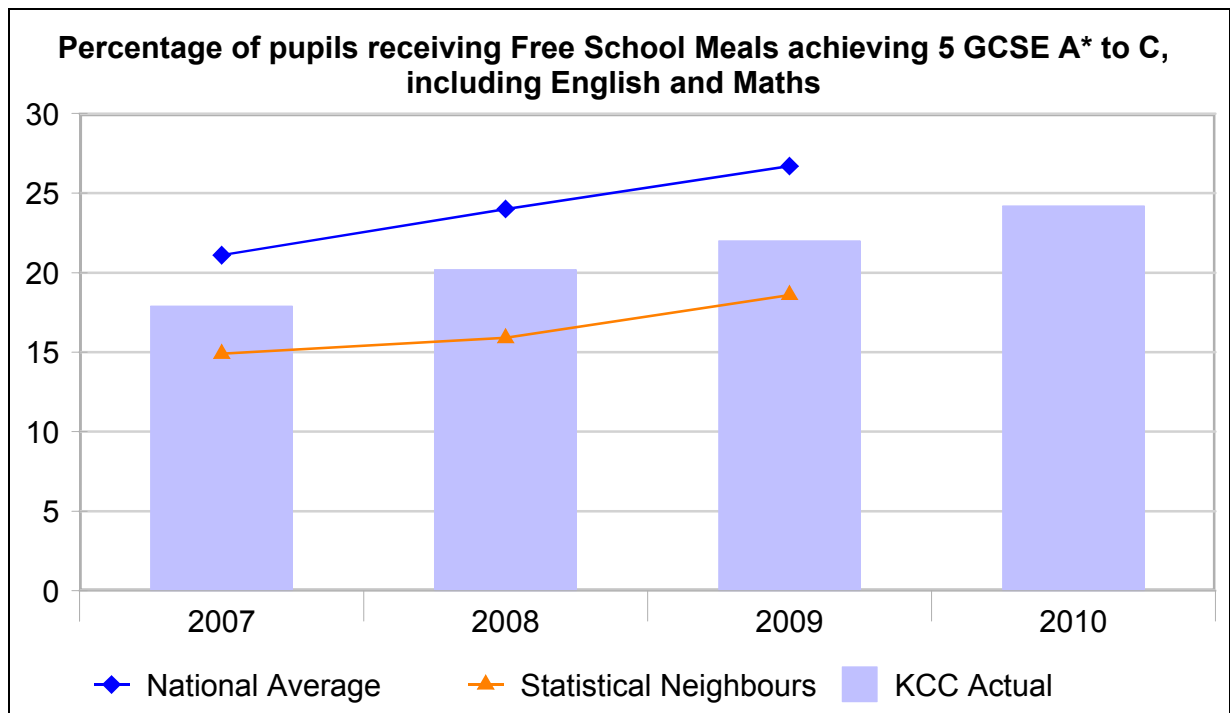
Provisional 2010 results for combined English and Maths show improvement in Kent by 2 percentage points but does not close the gap on national performance. 100% of children in 14 Kent schools achieved at least a Level 4, an improvement from 5 schools in 2009.

This year's SATs boycott questions confidence in national figures for 2010, given 26% of schools nationally did not conduct SATs. 6% of Kent schools boycotted the SATs (24 schools).



Higher result is better	Summer 2007	Summer 2008	Summer 2009	Summer 2010 Provisional
KCC Result	48.5%	49.7% ↑	52.0% ↑	56.4% ↑
National average	46.3%	47.6%	49.8%	53.0%
RAG Rating	●	●	●	●
Statistical neighbours	46.0%	48.1%	50.2%	54.0%
Pupils at Key stage 4	16,950	16,990	16,700	16,850

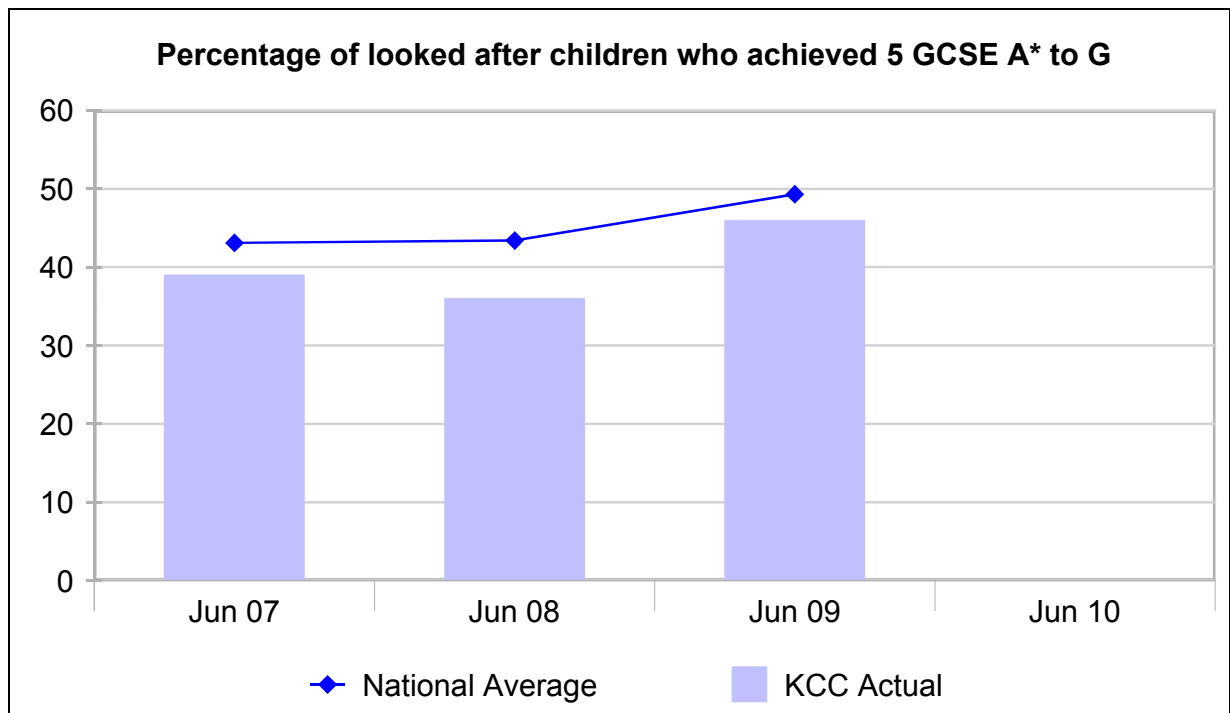
Kent's provisional GCSE results for this indicator improved on 2009 performance by 4.4%, bringing the 5+ A*-C result (including English and Maths) to 56.4%. This has met our local authority 2010 target, and is above the national rate of improvement.



Higher result is better	Summer 2007	Summer 2008	Summer 2009	Summer 2010 Provisional
KCC Result	17.9%	20.2% ↑	22.0% ↑	24.2% ↑
National average	21.1%	24.0%	26.7%	
RAG Rating	●	●	▲	●
Statistical neighbours	14.9%	15.9%	18.6%	
Pupils eligible for free school meals	1,350	1,340	1,380	

In 2009 children in Kent overall performed above the national average for GCSE, however, children eligible for free schools meals performed below the national average, but above our statistical neighbours' average.

Results for children with free schools meals are improving each year. The provisional 2010 result brings Kent closer to the last reported national average. The 2010 national data will be available in December.

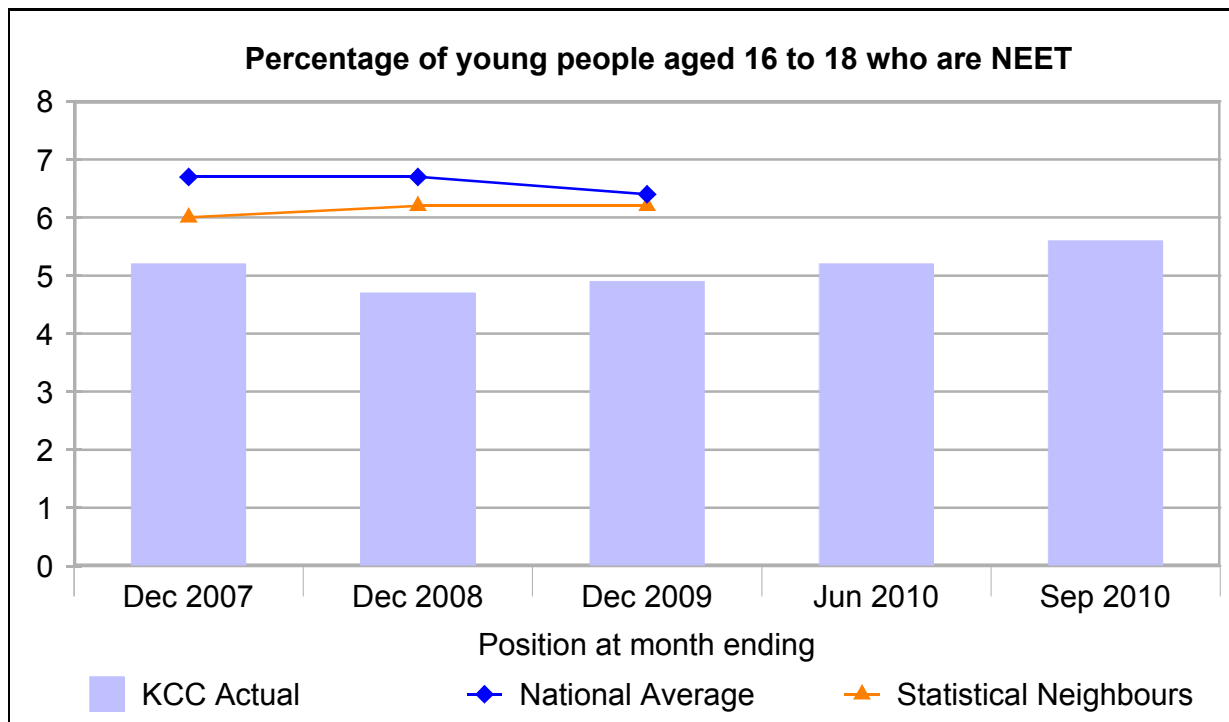


Higher result is better	Summer 2007	Summer 2008	Summer 2009	Summer 2010 Provisional
KCC Result	39.0%	36.0% ↓	46.0% ↑	Results
National average	43.1%	43.4%	49.3%	available
RAG Rating	●	▲	●	in
Number of children in cohort	105	110	125	December

Educational attainment results for looked after children both nationally and locally are far behind those for other children. The indicator shown above includes achievement at lower grades than the indicator used for all children.

In 2009 GCSE results for looked after children in Kent improved after a slight dip the previous year. The result is again below national performance, but the gap between national performance and Kent performance has reduced.

The introduction of a Head Teacher for all LAC and Care Leavers will be key to the delivery of improvement in this area, ensuring a greater level of leadership and influence in with of both schools and social workers.



Lower result is better	Dec 2007	Dec 2008	Dec 2009	Jun 2010 Provisional	Sep 2010 Provisional
KCC Result	5.2%	4.7% ↑	4.9% ↓	5.2% ↓	5.6% ↓
National average	6.7%	6.7%	6.4%		
RAG Rating	★	★	★	●	●
Statistical neighbours	6.0%	6.2%	6.2%		

The national downturn in the economy means that there is likely to be an increase in the number of young people not in education, employment or training (NEET), and this is the trend we are seeing in the figures. However, performance in Kent remains better than the national average.

NB The annual data reported for December is actually the average of November, December and January, in line with the national indicator definition.

Ofsted Inspections : Overall effectiveness of schools and Early Years providers

The key Ofsted judgement for schools and other educational settings is made for the overall effectiveness of the provider. The judgement has four grades: outstanding, good, satisfactory and inadequate.

The Secretary of State for Education, Michael Gove, in his letter of 4 November asked for a focus on schools where the most recent inspection result was merely satisfactory. The data below therefore shows inspection results where the judgement was better than satisfactory, and are based on the latest grade received by those providers which are still active.

Secondary (excluding Academies)	Aug 2009	Aug 2010
KCC	68%	75% ↑
National	60%	64%
RAG Rating	★	★
No. of inspections	95	89

Primary	Aug 2009	Aug 2010
KCC	55%	55% ↔
National	65%	67%
RAG Rating	▲	▲
No. of inspections	448	447

Early years and childcare*	Aug 2009	Aug 2010
KCC	62%	68% ↑
National	63%	66%
RAG Rating	●	●
No. of inspections	2053	2059

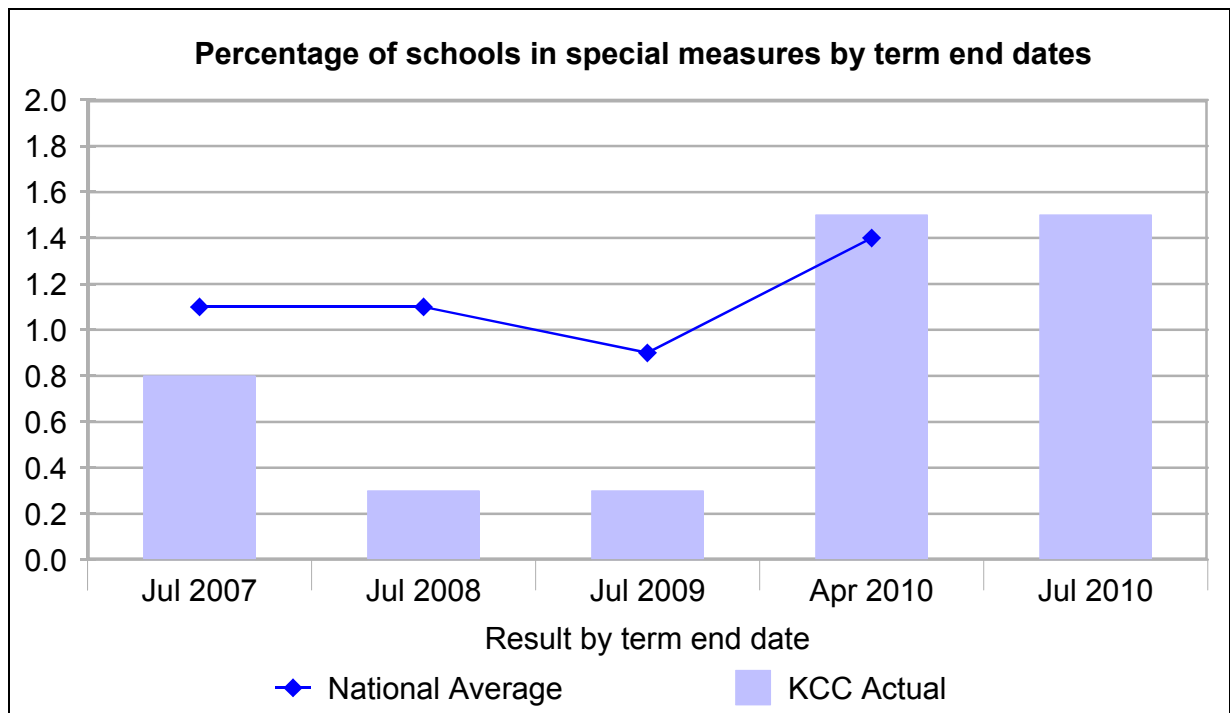
* Early years and childcare consists of childminders, domestic childcare and non-domestic childcare.

The inspection results above show the percentage of schools which achieve a good or outstanding inspection for overall effectiveness. Secondary results only show those schools maintained by the local authority, so do not include Academies.

Kent secondary schools perform better in inspections than the national average, and inspection results are improving at a faster rate than found nationally.

More Kent primary schools fail to achieve a good or outstanding inspection result than the national average, with no improvement on the previous year and a widening gap with national performance due to floor targets being a limiting factor in the new Ofsted framework. Schools which are satisfactory or below are subject to focused support from the school improvement team.

Early Years' results have significantly improved over the past year and now exceed national performance.

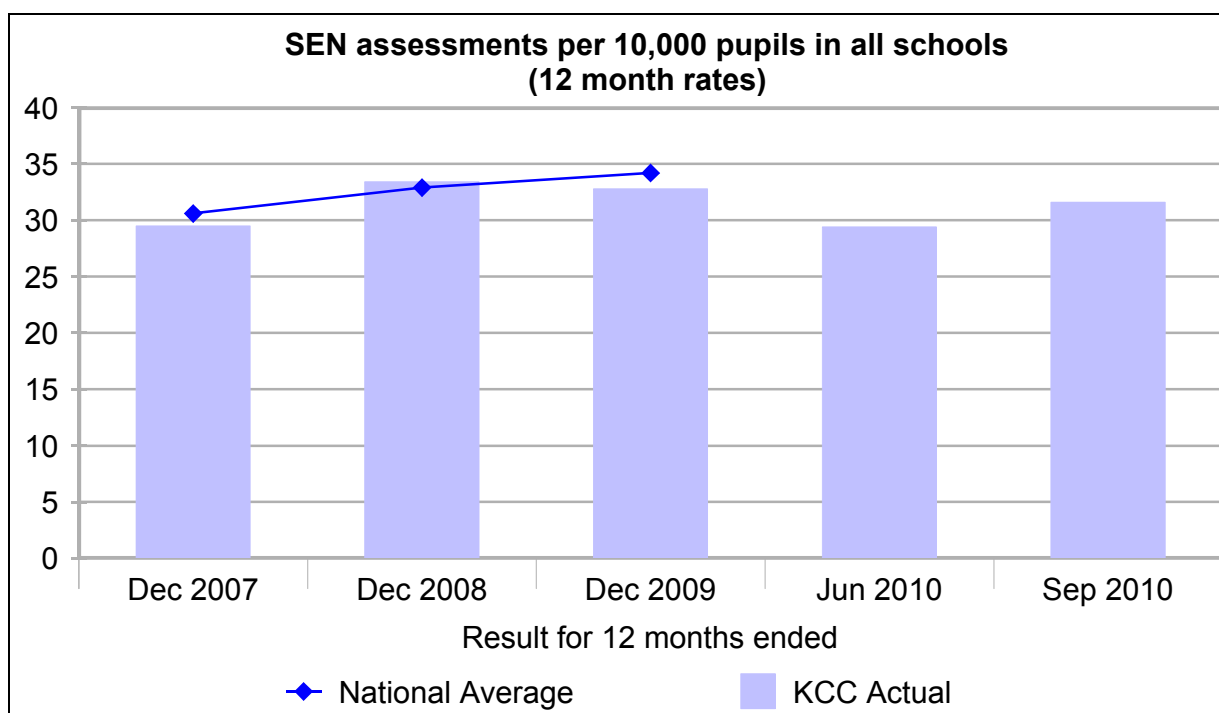


Lower result is better	Jul 2007	Jul 2008	Jul 2009	Apr 2010	Jul 2010
KCC Result	0.8%	0.3% ↑	0.3% ↔	1.5% ↓	1.5% ↔
National average	1.1%	1.1%	0.9%	1.4%	
RAG Rating	●	★	★	●	●
Number of schools	5	2	2	9	9

As of 1st October, 8 Primary and 1 Secondary school were in special measures. The one secondary school to come out of special measures since the last reporting was due to this school becoming an Academy.

Schools are being supported (and challenged) to ensure rigorous tracking and monitoring of pupil progress and to intervene through the provision of additional support. Kent's new strategy is to identify schools that are vulnerable and intervene early to establish priorities for improvement.

National data for the summer term should be available by December and it is expected that this will show a rate similar to that now in Kent of 1.5% of schools.



Lower result is better	Year ended Dec 07	Year ended Dec 08	Year ended Dec 09	Year ended Jun 10 Provisional	Year ended Sep 10 Provisional
KCC Result	29.5	33.4 ↓	32.8 ↑	29.4 ↑	31.6 ↓
National average	30.6	32.9	34.2		
RAG Rating	●	●	●	★	●
New assessments started	690	770	760	680	730

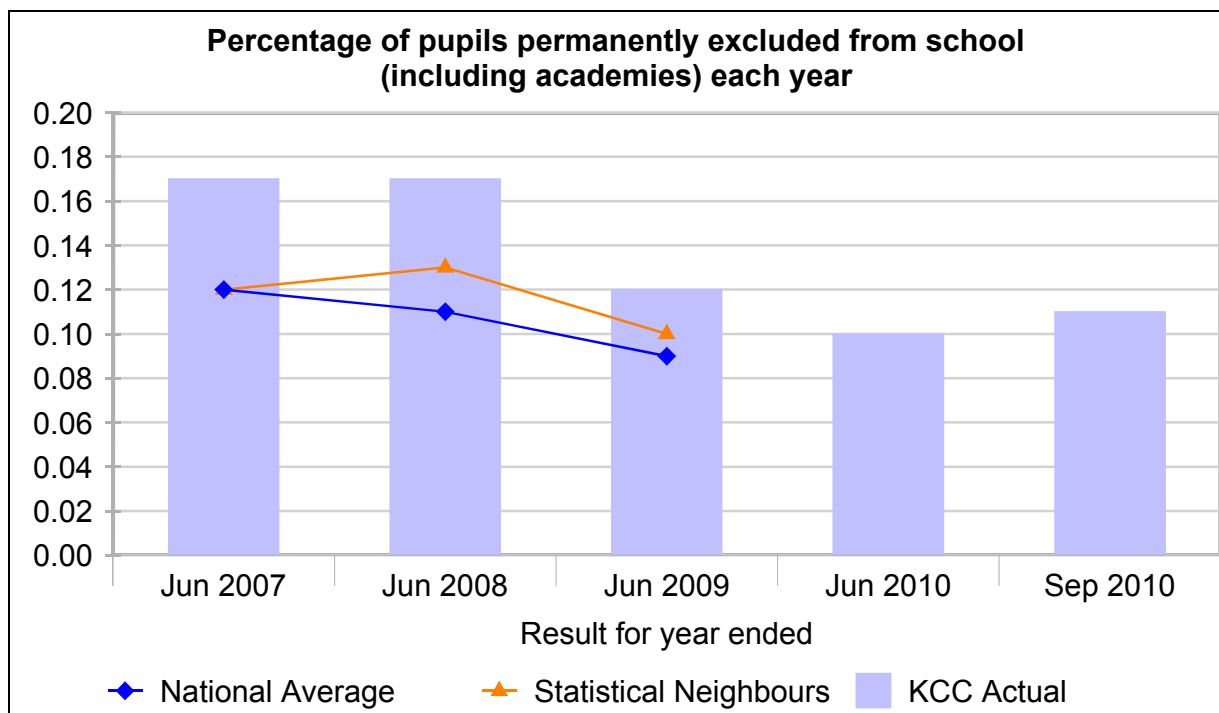
The number of new assessments for Special Educational Need (SEN) increased in the 12 months to September 2010, compared to the 12 months to June 2010.

Previous seasonal patterns for new assessments have not been repeated this year. The first six months of the year (January to June) usually see a peak in the number of new assessments, with numbers then dropping off in the six months to December. This year the pattern appears to have been reversed, with the first six months showing relatively low numbers of assessment followed by an increase in the quarter to September.

Unless the quarter to December sees a return to older seasonal patterns it seems likely that the full year count will be no different from the last two years.

At December 2009 2.82% of pupils in Kent schools had a statement of SEN, which compares to a national rate of 2.74%. In 2007 the rates were 2.83% in Kent and 2.81% nationally, so the levels have been fairly constant over time.

NB : KCC data related to assessments started, but national data relates to assessments completed.

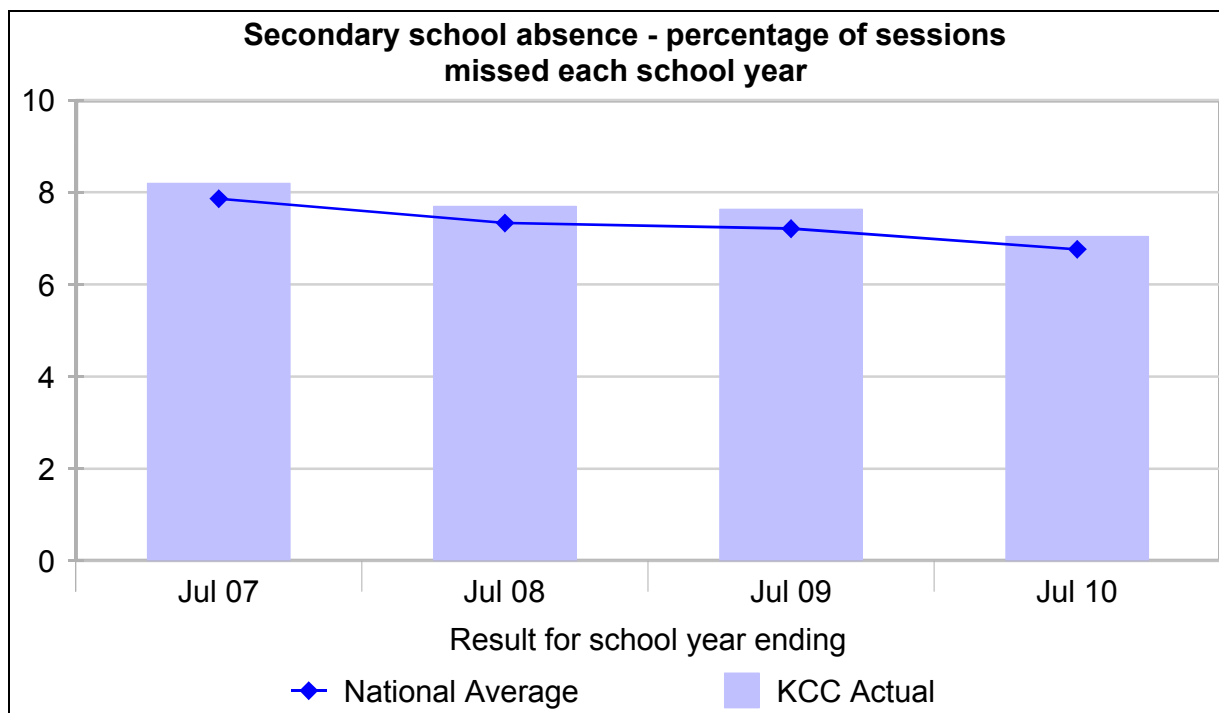


Lower result is better	Year ended Jun 07	Year ended Jun 08	Year ended Jun 09	Year ended Jun 10 Provisional	Year ended Sep 10 Provisional
KCC Result	0.17%	0.17% ↔	0.12% ↑	0.10% ↑	0.11% ↓
National average	0.12%	0.11%	0.09%		
RAG Rating	▲	▲	●	●	●
Statistical neighbours	0.12%	0.13%	0.10%		
Total exclusions	370	370	260	210	225

Data for the 12 months to September shows an increase on the previous period, but the number of exclusions remains at a historically low levels. Following a number of years of no change in the figures, the gap to the national average was significantly reduced during the year to June 2009, and performance since then has shown further improvement.

There are higher rates of exclusions in academies, and schools in the National Challenge programme. High rates have also persisted for pupils attending schools in the Gravesham district for several years.

There is very long delay in publication of national data for exclusions with 2008/09 data the most recently published. Based on this latest benchmark Kent would need to reduce pupil exclusions down to around 190 pupils to be equal to the national rate.



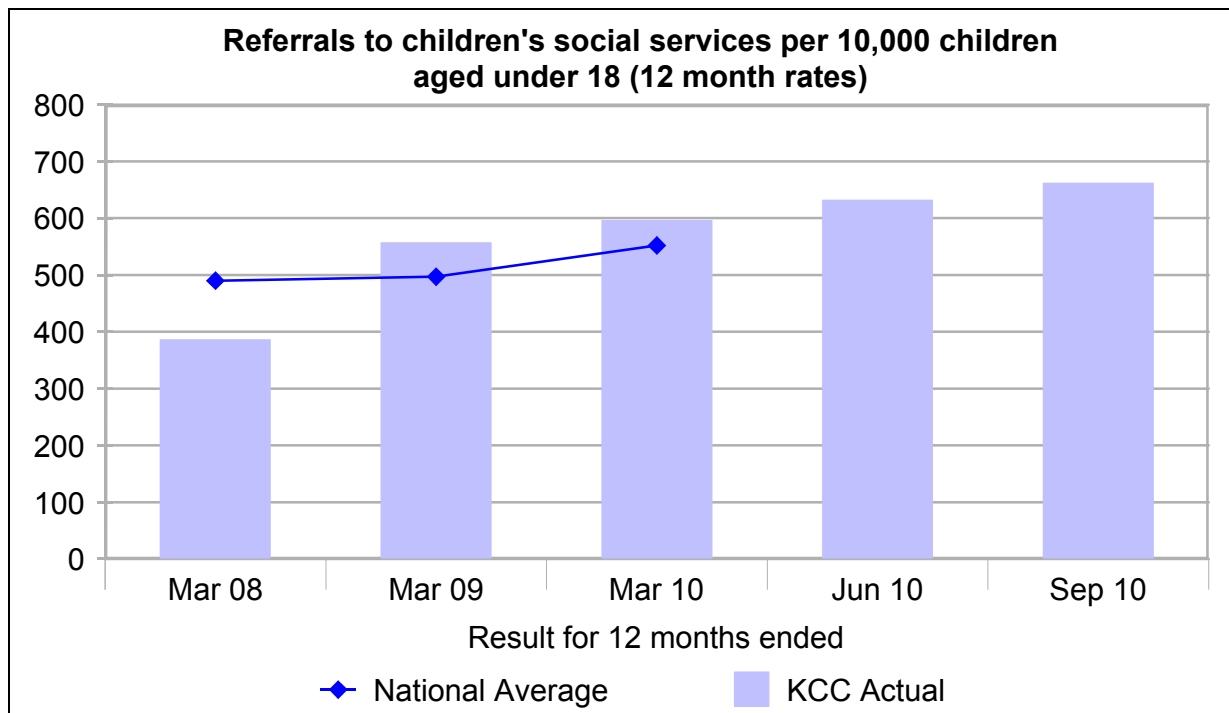
Lower result is better	Year ended Jul 07	Year ended Jul 08	Year ended Jul 09	Year ended Jul 10 Provisional
KCC Result	8.2%	7.7% ↑	7.6% ↑	7.0% ↑
National average	7.9%	7.3%	7.2%	6.8%
RAG Rating	●	●	●	●
Pupils with persistent absence - Kent	6.8%	6.0%	5.5%	4.6%
Pupils with persistent absence – England	6.7%	5.6%	4.9%	4.3%

The secondary school absence rate has reduced for the third year in a row, but remains slightly above national rates. The percentage of pupils with persistent absence (64 half day sessions or more) is also reducing but not quite as quickly as the reductions seen national.

Data excludes academies but the inclusion of these schools would not significantly alter the trend shown for overall absence.

Data for year ended July 2010 in based on autumn and spring terms only.

The primary school absence rate is lower than secondary staying just above 5%, with Kent figures showing little change and difference to national figures over the last 4 years.



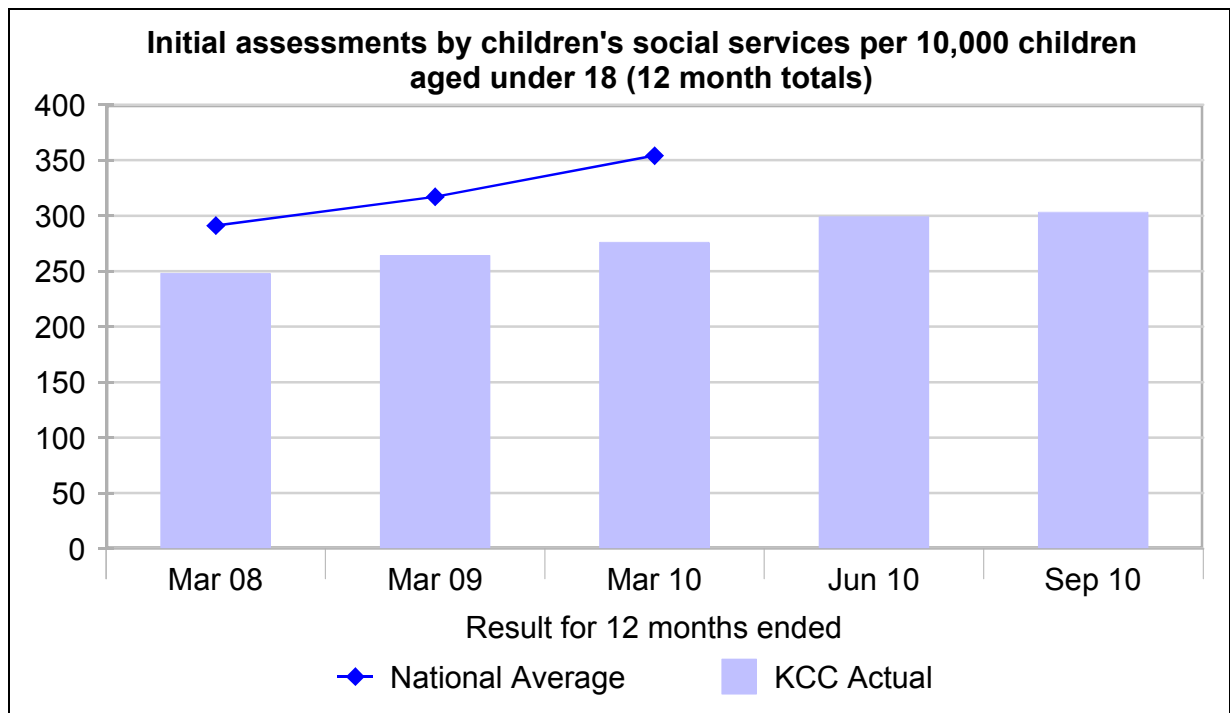
Lower result is better	Year ended Mar 08	Year ended Mar 09	Year ended Mar 10 Provisional	Year ended Jun 10 Provisional	Year ended Sep 10 Provisional
KCC Result	386	557 ↓	596 ↓	632 ↓	662 ↓
National average	490	497	552		
RAG Rating	★	▲	●	▲	▲
Number of referrals	12,000	17,400	18,600	19,700	20,600

The rate of referrals for children's social services in Kent continues to increase and provisionally for 2009/10 remains above the national rate. Many of the referrals being made fall below the thresholds for social services support and therefore only result in the provision of advice and guidance and do not progress to the stage of an initial assessment.

Action is being undertaken to address this issue so that only appropriate referrals are made, including work with agencies which make referrals, most notably the police.

The 12 Local Children's Trust Boards have now been established and each of their Preventative Services Managers (PSMs) are now in post, with remits including the reduction of referrals. This reduction will be achieved by embedding the Common Assessment Framework (CAF) process for earlier intervention with vulnerable children and their families, and by refining the single point of access process.

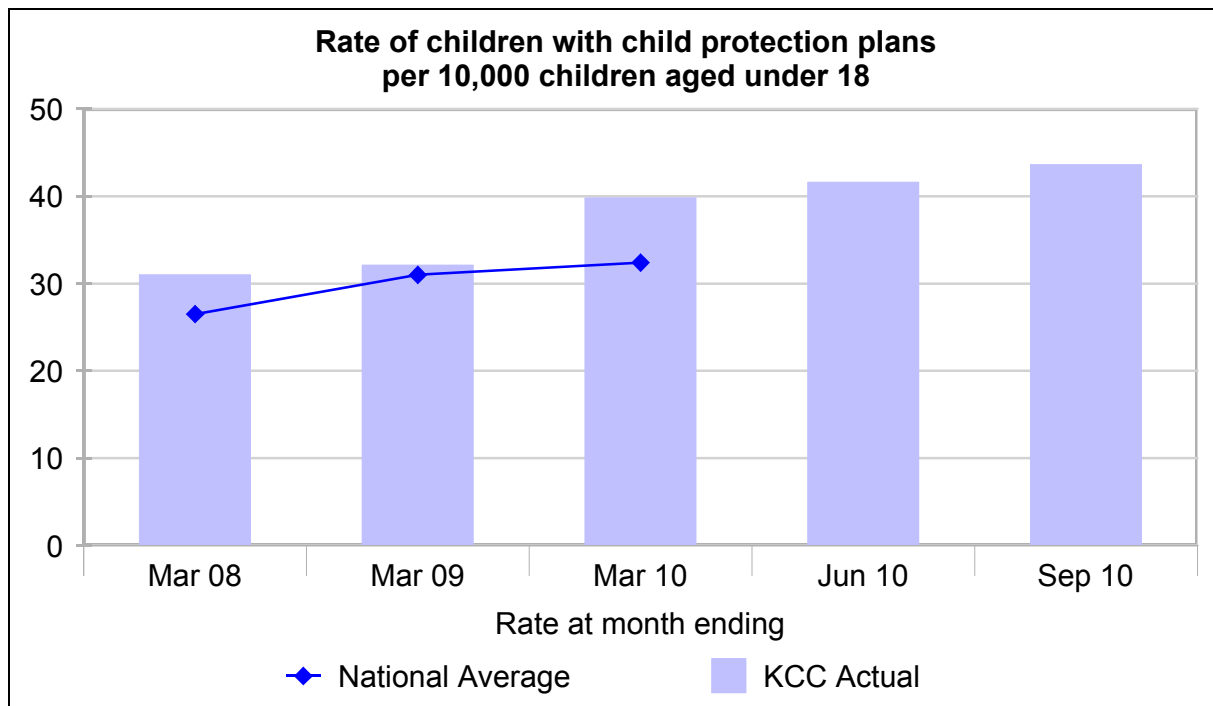
The data for the year to March 2010 is based on the new Children in Need (CIN) census and remains subject to further testing. The results should be treated with caution as this is the first full year of the CIN census.



Lower result is better	Year ended Mar 08	Year ended Mar 09	Year ended Mar 10 Provisional	Year ended Jun 10 Provisional	Year ended Sep 10 Provisional
KCC Result	248	264 ↓	276 ↓	299 ↓	303 ↓
National average	291	317	354		
RAG Rating	★	★	★	★	★
Number of assessments	7,700	8,200	8,600	9,300	9,400

Despite the steep increase in referrals, the number of initial assessments has only increased slightly in Kent and remains below the national rate which continues to increase at a significantly faster rate.

The data for the year to March 2010 is based on the new Children in Need (CIN) census and remains subject to further testing. The results should be treated with caution as this is the first full year of the CIN census.



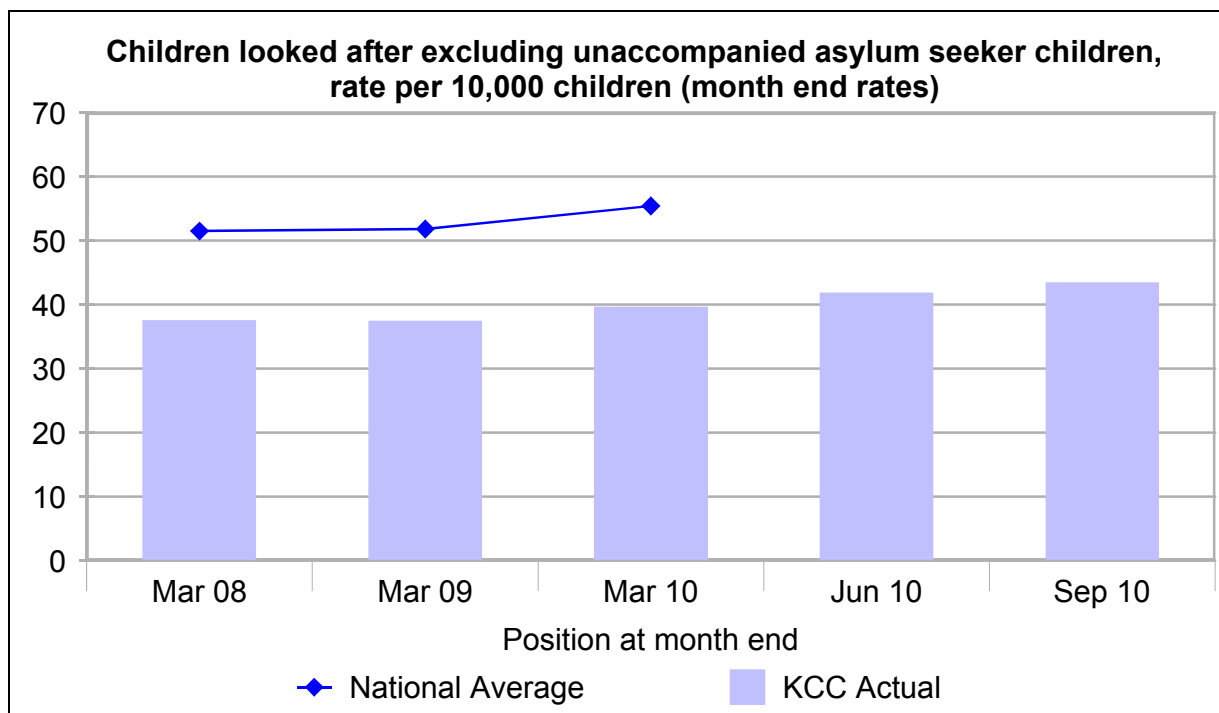
Lower result is better	As at end of Mar 08	As at end of Mar 09	As at end of Mar 10 Provisional	As at end of Jun 10 Provisional	As at end of Sept 10 Provisional
KCC Result	31.0	32.1 ↓	39.8 ↓	41.6 ↓	43.6 ↓
National average	26.5	31.0	32.4		
RAG Rating	▲	●	▲	▲	▲
Children with plans	950	1,000	1,240	1,300	1,360

The number of children subject to a child protection plan continues to increase, and further increase is anticipated, given the rise in referral activity. There is a national trend of increased child protection activity and this is being investigated by a number of agencies including the Association of Directors of Children's Services.

The majority of children with child protection plans have them due to a combination of factors including, parental substance misuse, domestic violence, and parental mental illness.

The Kent Safeguarding Children's Board is seeking to address these issues on a multi-agency basis.

The data for the year to March 2010 is based on the new Children in Need (CIN) census and remains subject to further testing. The results should be treated with caution as this is the first full year of the CIN census.



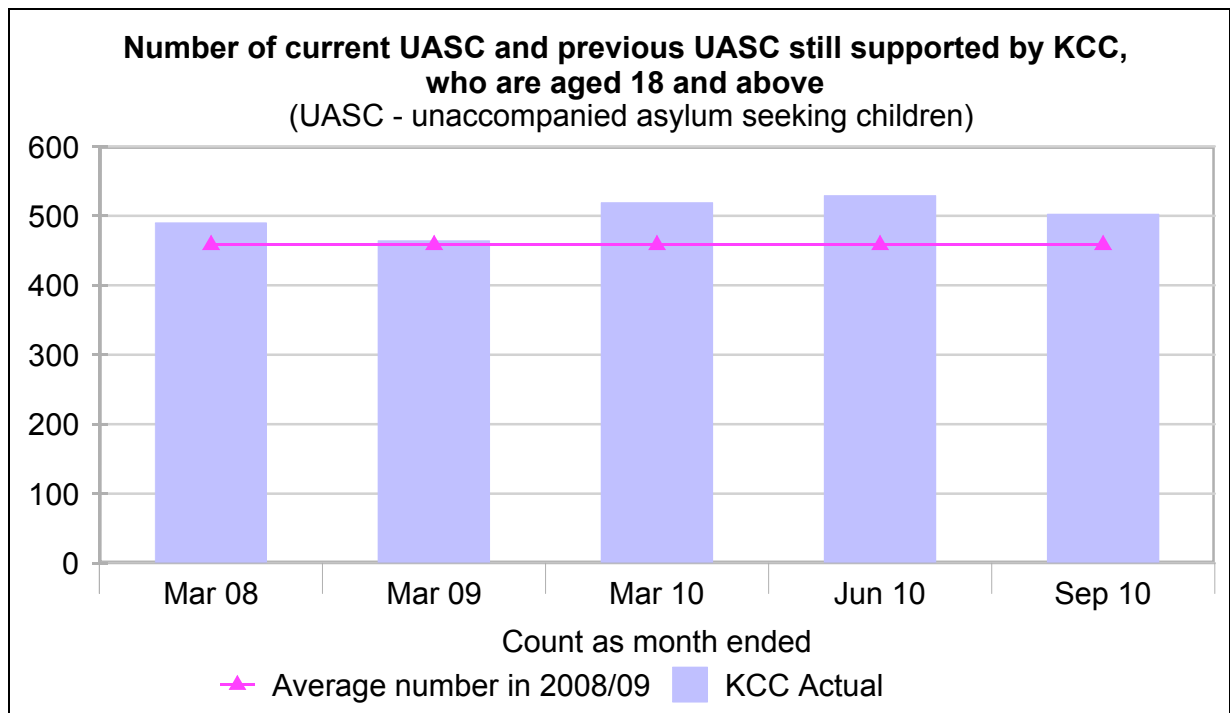
Lower result is better	As at end of Mar 08	As at end of Mar 09	As at end of Mar 10 Provisional	As at end of Jun 10 Provisional	As at end of Sept 10 Provisional
KCC Result	37.5	37.4 ↑	39.6 ↓	41.8 ↓	43.4 ↓
National average	51.5	51.8	55.4		
RAG Rating	★	★	★	★	★
Number of children	1,165	1,165	1,230	1,300	1,350

There has been a steady increase in the numbers of looked after children since January 2009. However, the overall rate has remained below the national average for 2009/10.

The reasons for the increase are:

- Rise in care proceedings to protect children (mainly younger children)
- Rise in teenagers (13-15) being looked after due to a family breakdown
- Rise in accommodation of homeless 16-17 year olds as a result of the Southwark Judgement.
-

It is possible that the number of looked after children in Kent will continue to rise in line with the significant increase in children subject to child protection plans and in line with the national trend.

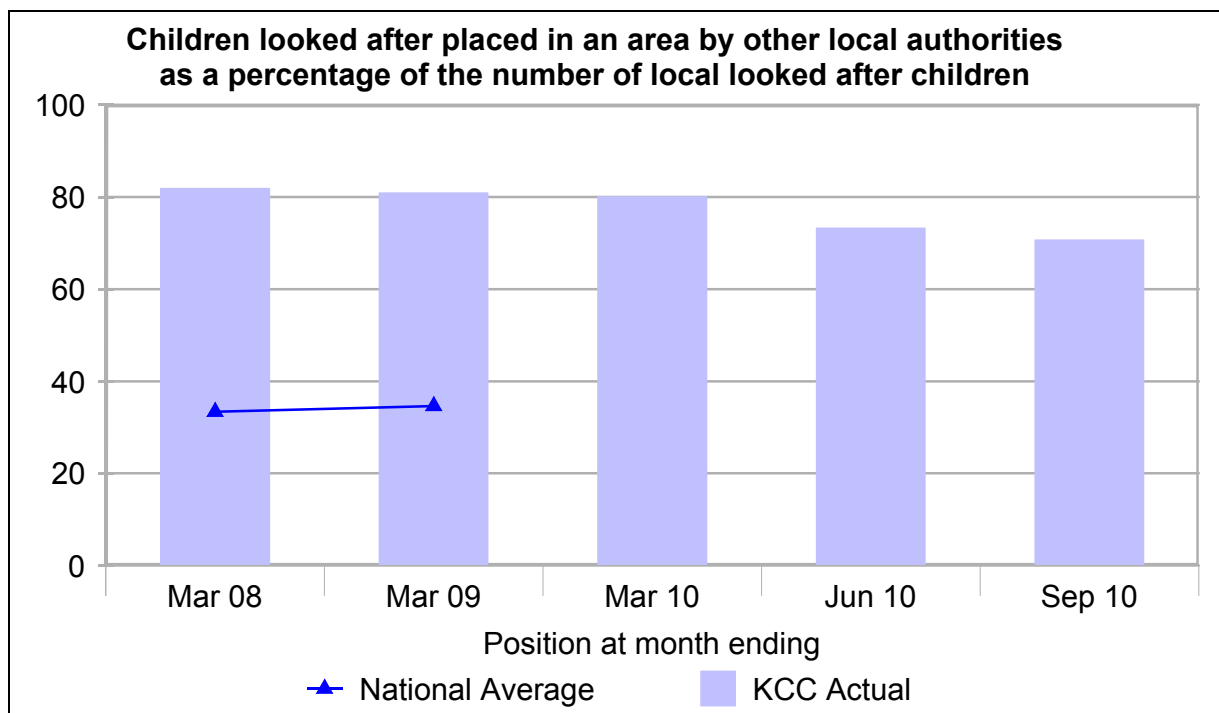


Lower result is better	As at end of Mar 08	As at end of Mar 09	As at end of Mar 10	As at end of Jun 10 Provisional	As at end of Sep 10 Provisional
KCC Result	490	464 ↑	519 ↓	529 ↓	502 ↑
2008/09 Average	458	458	458	458	458
RAG Rating	▲	●	▲	▲	▲

The number of over 18s supported by the Asylum service has decreased in the last quarter but numbers remain higher than the level seen in 2008/09.

As well as supporting those awaiting a decision for their application for asylum, the service also has a duty of care under the Leaving Care Act to support those young people who have undergone the naturalisation process but are not eligible for benefits due to delays in being identified by the benefit system, or when undertaking education courses.

Where asylum applications are not granted the UK Borders Agency (UKBA) will fund the costs of an individual for up to three months after the All Rights of appeal Exhausted (ARE) process, but the local authority remains responsible for costs under the Leaving Care Act until the point of removal. There have been delays with removals with the number being achieved significantly lower than anticipated, resulting in additional clients to be supported.



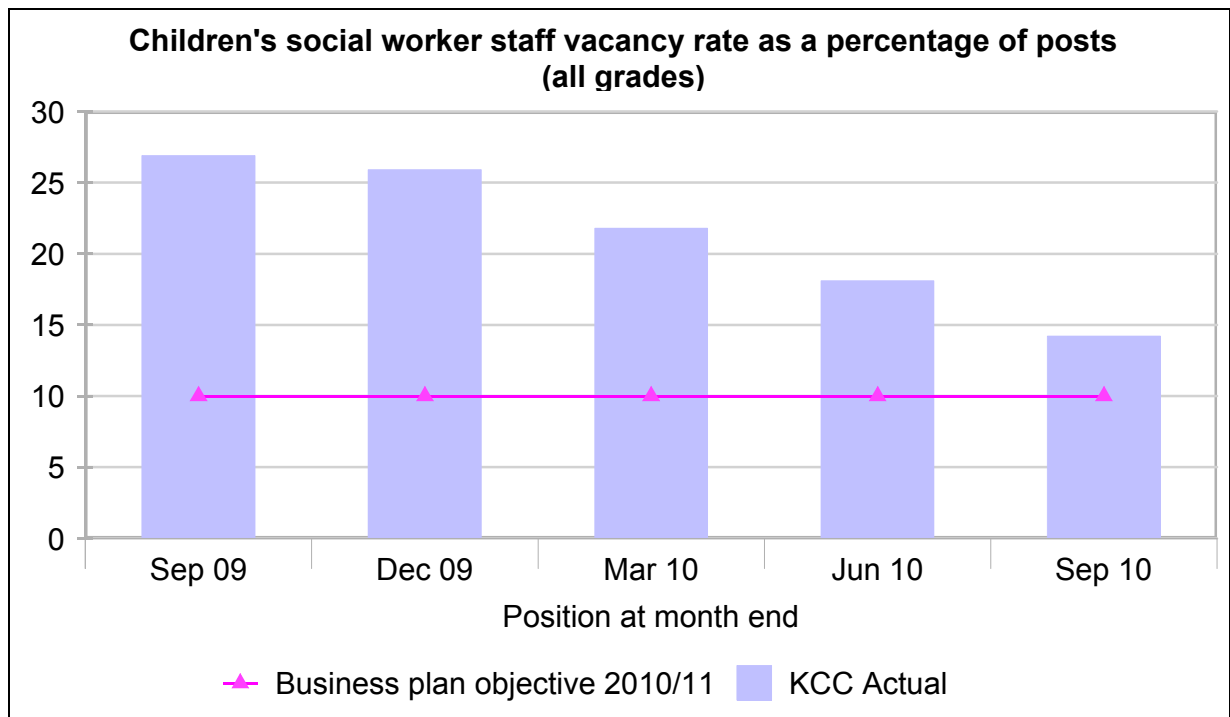
Lower result is better	As at end Mar 08	As at end Mar 09	As at end Mar 10	As at end Jun 10 Provisional	As at end Sep 10 Provisional
KCC Result (based on DfE data)	82%	80% ↑	80% ↔	73% ↑	71% ↑
National average	33.4%	34.6%			
RAG Rating	▲	▲	▲	▲	▲
LAC placed into Kent by others (DfE data)	1,110	1,150	1,170		
LAC placed into Kent by others (local data)	1,230	1,400	1,420	1,380	1,370

The number of looked after children (LAC) placed in Kent by other local authorities has shown a reduction so far this year while the number of local looked after children which KCC has responsibility for has been increasing. These combined trends have led to a reduction in the indicator shown in the graph above (LAC placed by other local authorities into the area, as a percentage of locally placed LAC).

However the rate of children placed into Kent by other local authorities still remains high when compared with the average rate of placements into other areas.

Placement of looked after children by other local authorities within Kent has a significant impact on local health services, schools and the youth offending service. Discussions are continuing with London authorities in an effort to reduce their reliance on placements in Kent.

DfE data used for national comparison underestimates the number of looked after children placed in Kent by other local authorities.



Lower result is better	As at end Sep 09	As at end Dec 09	As at end Mar 10	As at end Jun 10 Provisional	As at end Sep 10 Provisional
KCC Result	26.9%	25.9% ↑	21.8% ↑	18.1% ↑	14.2% ↑
Plan 2010/11	10%	10%	10%	10%	10%
RAG Rating	▲	▲	▲	▲	●

Social worker vacancies have declined in line with expectations following the proactive recruitment strategy which has attracted newly qualified social workers and social workers from overseas.

Adult Social Services

Managing Director's Commentary

We are continuing to put into place our transformation programme for social care in Kent as described in 'Active Lives Now', published in April 2010. We have made good progress in enabling people to take control and have more choice about the services they receive through self directed support. We have maintained our focus on prevention, supporting people to stay in their own homes and remain independent for as long as possible.

This drive for modernisation has meant that the future of Health and Social Care remains high on the national and local agenda. The coalition Government has published the White Paper 'Equity and Excellence: Liberating the NHS'. The paper proposes far reaching changes for health and social care and KCC has responded to the consultation documents following the publication of the White Paper.

The future of KASS' **Older Person's Service Provision** is also under review and we are coming to the end of the formal consultation process. A proposal has been put together to change the way residential care is provided in 11 of the 16 places where KCC runs a home. Since 21 June 2010, 82 consultation meetings with Members, District Councillors, staff, residents, day care service users and relatives have taken place to provide information on the proposals for future provision. One to one meetings with service users affected by the proposals continue.

Key Activity:

1. We have continued the drive towards **personalisation**. The take up of Personal Budgets continues to increase. In the last quarter almost 1,000 people have taken up a Personal Budget and we have put in place a pilot with Health to explore Personal Health Budgets. This will give people more choice and control over how and when they receive support.

2. We continue to develop **prevention and early intervention services supporting people to live independently**. 82% of older people who have been discharged from hospital have been supported to live independently rather than going into residential or nursing care. This is an increase from 77% at December 2009. Other activity in this area includes :

- **mainstreaming of telehealth and telecare**. The evaluation of telehealth has been published, confirming that there were monetary savings through a reduction of unplanned visits to hospital and other take up of Health services. Service users and carers have benefitted from increased peace of mind and more independence.
- a range of **employment opportunities** for people with learning disabilities or mental health problems with the voluntary and community sector, social firms, co-operatives and other enterprises.
- ongoing initiatives to **support carers**, including respite care. The Kent Carers Emergency Card has over 1,520 carers signed up as at October 2010, an increase of 140 since July 2010, and take up continues to be actively encouraged.
- **partnerships to promote healthy lifestyles**. Partners have worked on a range of projects to reduce the health inequalities in Kent including health checks for

adults with a learning disability and pathways work for Dementia, Stroke, Carers and Falls prevention. As part of the 'Wellbeing in KCC' initiative, flu vaccinations have been offered to staff.

- **supporting local commissioning.** A review of the Joint Strategic Needs Assessment highlighted a range of activities that had taken place to support reduction in health inequalities. A further review of the Adults JSNA is planned with Health, to ensure that there is an up to date, commissioning tool in place before GP consortias are established. We have also recently produced a need assessment for people with learning disabilities and are finalising one for Carers.

3. Demographic pressures and the NHS transfer continue to impact on **Learning Disability Services**. NHS Transfer and the NHS Re-Provision Programme is part of the Department of Health's programme to transfer NHS Social Care Commissioning to KASS which has meant a transfer of 441 people who received services commissioned and paid for by the NHS. Funding has transferred from the NHS to support these clients.

We have a small number of clients moving into residential care that are not part of the NHS transfer and therefore are our financial responsibility. These individuals have very complex and individual needs which make it difficult for them to remain in the community.

We have a robust plan in place to ensure that we can move people away from residential care to community settings whenever possible supporting people to live how they want, where they want. For example the number of clients living in supported accommodation has grown from 233 in 2008/09 to 408 at the end of June 2010.

4. KASS has received the Annual Performance Assessment for 2009/10 from the Care Quality Commission (CQC), but the grading was still under embargo at the time of publishing this report. The result will be announced at the same Cabinet meeting when this report is discussed.

The Minister of State for Care Services Paul Burstow announced on 3 November that the CQC will cease to conduct annual performance assessment of councils in the future.

5. We continue to give the highest priority to **safeguarding** vulnerable adults. A more rigorous sign off process has been developed and has become a formal part of the adult protection process, ensuring that each case is audited by a senior practitioner prior to closure.

This increased professional oversight does lead to delays in closing cases on our electronic reporting system but this is an audit and administrative function of the business only and has no impact on the individual. In fact by adding additional checks and balances the sign off process adds further protection to individuals. The robustness of our procedures was confirmed by a recent data quality audit undertaken by KCC internal audit that reported a minimal risk within our safeguarding processes.

A full report of our safeguarding activities will be presented to ASSPOSC in November.

6. We have continued to focus on joint working with our partners, including LINKS, service users and carers. Roles and Relationships events took place with service users and carers in July 2010 and more events are planned for the future.

Major Projects and Developments :

Mid year monitoring of 130 projects within the KASS business plans is as follows:

Delayed or cancelled	On Course	Done and ongoing
3	67	60
2%	52%	46%

Projects which are delayed or cancelled are as follows:

Project	Target dates	Explanation of red status
To identify potential local resources to create centres of excellence for dementia day and residential care	Ongoing	In light of Members agreement to consult on the future of KASS' Older Person's Service Provision this was stopped. Reprovision of services will be picked up through the project depending on the outcome of the consultation.
Develop action plan to improve services to learning disabled/ sensory impaired people	January 2011	Not yet started due to delays in recruiting Team Leader (deafblind)
WorkChoices (KSE) – to provide most/all of the staffing for DWP's successful prime contractor in Kent and Medway	October 2010	This cannot go ahead as the contract does not enable KSE staff to provide most of the staffing.

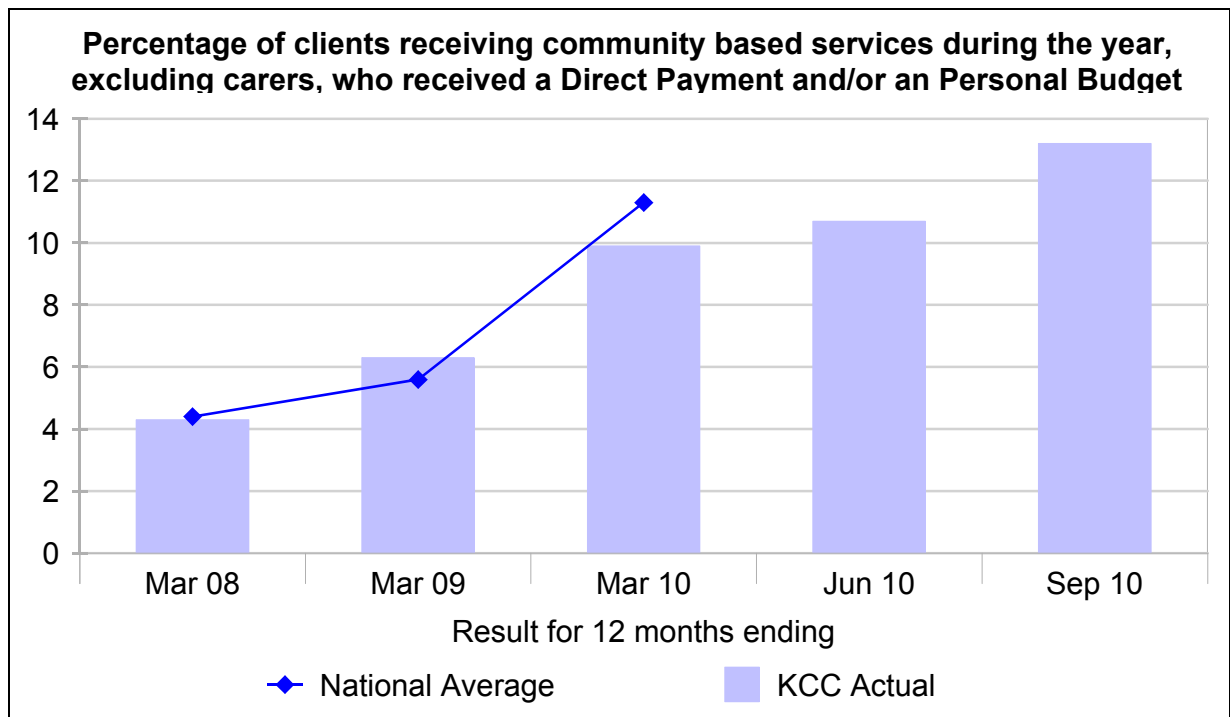
Challenges:

- The financial unsustainability of adult social care in the future has been recognised nationally with an additional £2billion announced in the CSR for adult social care over the next four years - £1billion from the NHS and further billion extra to local government. Future funding is also being considered by an independent commission that will report back next summer.
- National Policy changes including the NHS White Paper, Equity and excellence: Liberating the NHS, which sets out the Government's long-term vision for the future of the NHS and which has far reaching implications for how social care and Health will work together in the future.
- Increases in demands for services and public expectations has resulted in an increase in referrals. There has been a 3.2% increase in referrals (17,281) in the first 6 months of the year compared to last year.
- Demand on Learning Disability services, with the rising demand for residential care, preserved rights clients and ordinary residence continuing to have an impact on KASS's budget.
- The rising numbers of people with dementia continue to impact on KASS' budget due to clients with this need requiring more expensive care provision. The number

of clients with dementia in residential care has increased from 1,195 in March to 1,262 in September (a 6% increase).

- Ongoing modernisation of social care nationally and in Kent coupled with planned reorganisation of KCC presents the challenge of maintaining good quality front line services in a period of unprecedented local and national change.
- Pressure on partners to maintain joint working during a time of reduction in public spending and whole systems change, particularly in Health.
- Increasing **demographic demand** which has been well documented. While medical advances are welcomed it does mean that people are now living longer with more complex needs.

Oliver Mills
Managing Director
Kent Adult Social Services

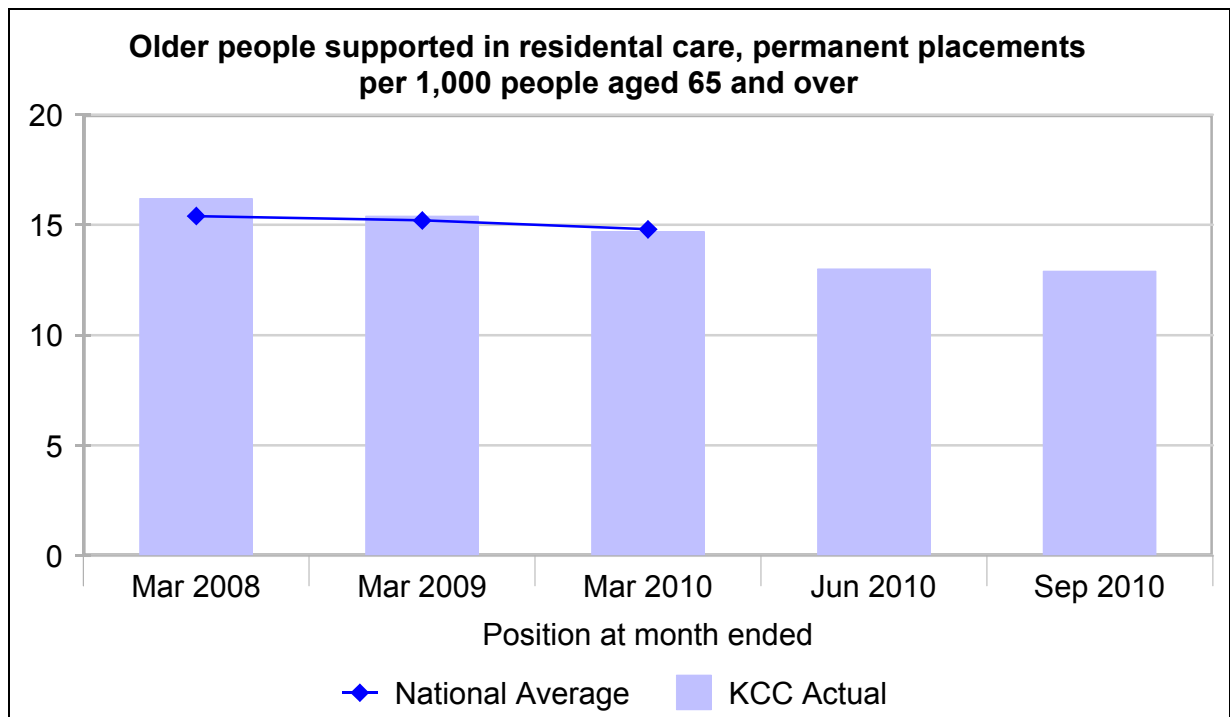


Higher result is better	Mar 08	Mar 09	Mar 10	Jun 10 Provisional	Sep 10 Provisional
KCC Result	4.3%	6.3% ↑	9.9% ↑	10.7% ↑	13.2% ↑
National average	4.4%	5.6%	11.3%		
RAG Rating	●	●	●	●	●
Number of clients	1,680	2,350	3,910	4,220	5,200

2009/10 was the first year of significant roll out of Self Directed Support with new clients being offered Personal Budgets for the first time.

Kent has seen continued substantial increases in take up of Personal Budgets during the six months from April to September.

There is a national target of 30% take up of personal budgets by April 2011.

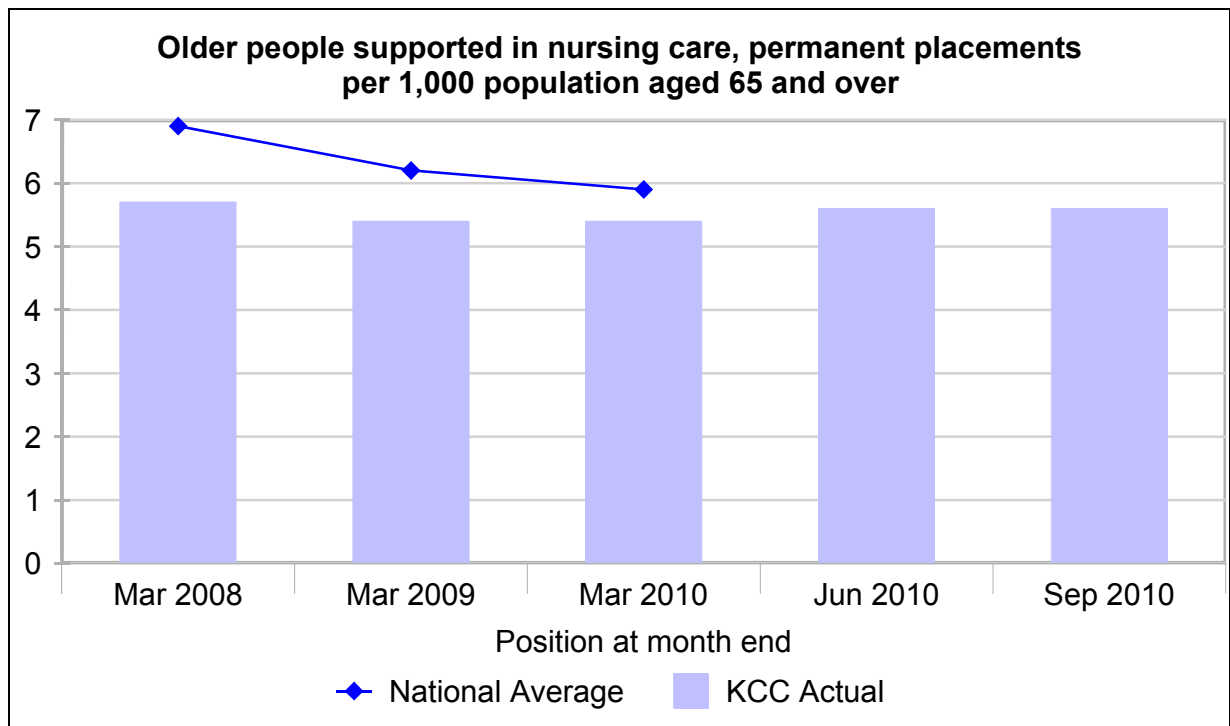


Lower result is better	Mar 08	Mar 09	Mar 10	Jun 10 Provisional	Sep 10 Provisional
KCC Result	14.5	13.6 ↑	12.8 ↑	12.7 ↑	12.7 ↔
National average	14.1	13.8	13.4		
RAG Rating	●	●	●	●	●
Number of clients	3,500	3,350	3,240	3,210	3,190

The long term trend for the total number of clients aged over 65 in residential care continues to show a decline with Kent showing a similar fall and rate of provision to national levels.

While overall client numbers have continued to fall this year, the number supported in independent sector care has increased (as detailed in the budget monitoring report presented to the same Cabinet meeting). There are also ongoing pressures relating to clients with dementia and the number of clients with dementia in independent sector provision increasing from 1,195 in March to 1,262 in September.

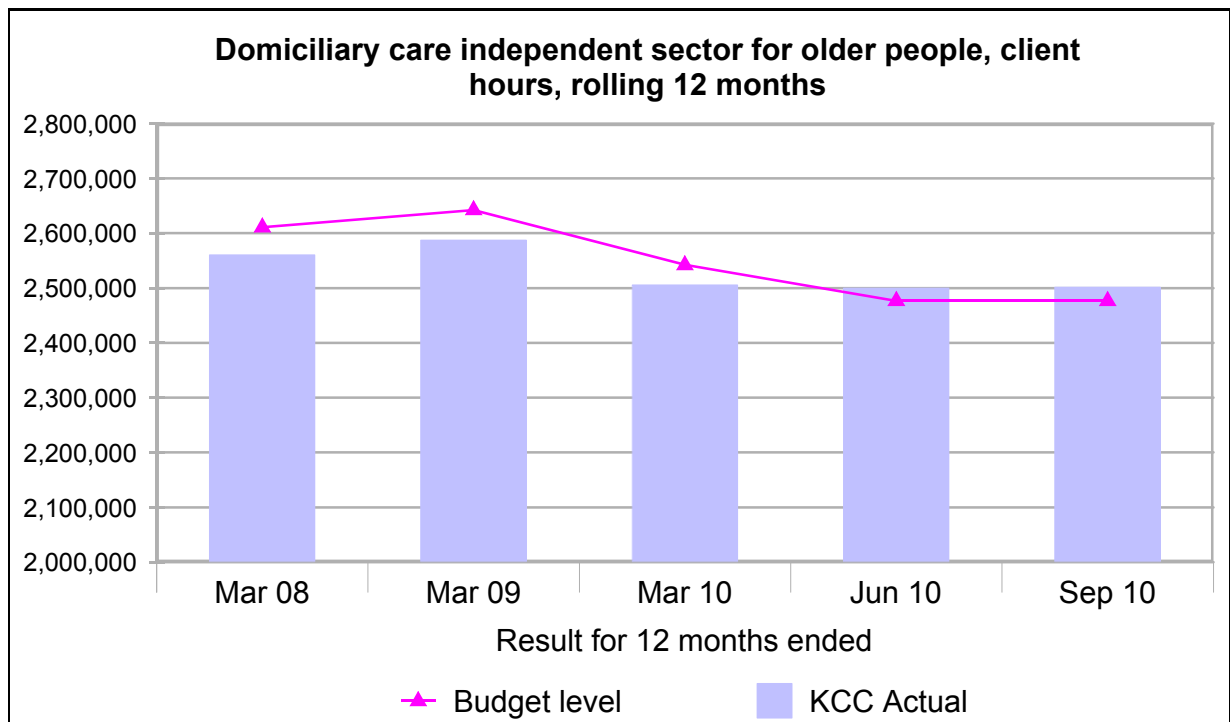
It is estimated that there will be a 30.9% increase in people living with dementia by 2020.



Lower result is better	Mar 08	Mar 09	Mar 10	Jun 10 Provisional	Sep 10 Provisional
KCC Result	5.7	5.4 ↑	5.4 ↔	5.6 ↓	5.6 ↔
National average	6.9	6.2	5.9		
RAG Rating	★	★	●	●	●
Number of clients	1,390	1,340	1,370	1,420	1,405

The number of clients in permanent placements of nursing care at the end of September was 1,405 up from 1,370 in March. There has been a drop in client numbers since June but the overall trend over the last 18 months has been upwards.

Kent has historically maintained a lower level of usage of nursing care than the national average, and even with the increases since March 2009, Kent levels remain lower than the last recorded national average.



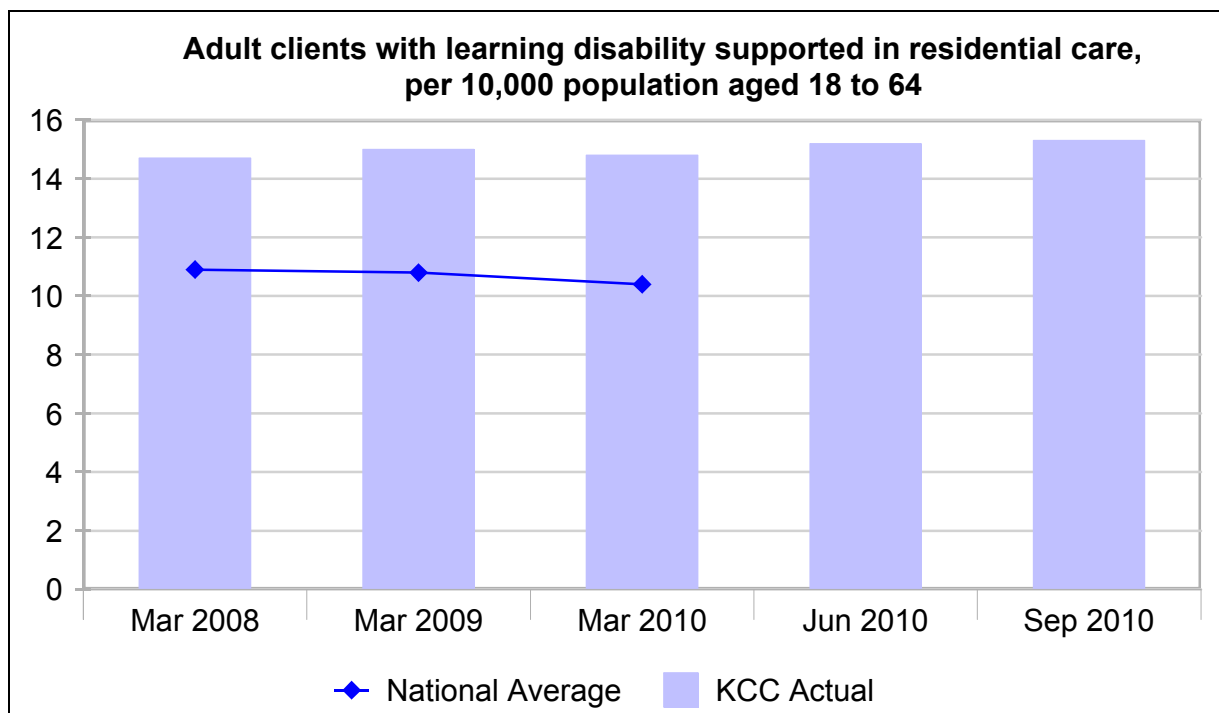
Lower result is better	Year ended Mar 08	Year ended Mar 09	Year ended Mar 10	Year ended Jun 10 Provisional	Year ended Sep 10 Provisional
Hours care provided (000's)	2,561	2,587 ↓	2,506 ↑	2,500 ↑	2,502 ↓
Budget level	2,611	2,642	2,542	2,477	2,477
RAG Rating	●	●	●	●	●
Number of clients	6,740	6,490 ↑	6,230 ↑	6,330 ↓	6,220 ↑

Client numbers with externally provided domiciliary provision were 6,220 in September, just slightly down from 6,230 in March. The number of hours of care provided in the last 12 months is very similar to the number provided in the 12 months ending March 2010 and is within 1% variance of the budget level.

The number of hours of externally purchased domiciliary care has decreased since 2008/09 and this was expected due to other services being provided such as intermediate care, Telecare and Telehealth and increased take up of direct payments as well as further development and provision through voluntary sector provision.

In addition, with the introduction of enablement, more people are able to return home with minimal or no care package. However, although the number of people who continue to receive a service are fewer, those that do may receive a more intense care package.

Based on data for the year to March 2010 Kent also supports more older people to live independently at home than the national average – 36.7 per 1,000 population in Kent compared to 30.8 nationally.



Lower result is better	Mar 08	Mar 09	Mar 10	Jun 10 Provisional	Sep 10 Provisional
KCC Result	14.7	15.0 ↓	14.8 ↑	15.2 ↓	15.3 ↓
National average	10.9	10.8	10.4		
RAG Rating	▲	▲	▲	▲	▲
Number of clients	1,230	1,260	1,250	1,290	1,300

Kent reports a higher level of people with learning disability supported in residential care than the national average due to having a higher than average proportion of preserved rights clients. These are a cohort of clients that historically came within Social Services responsibility.

Those living in residential care have very complex and individual needs which make it difficult for them to remain in the community and require expensive and intensive packages of care.

The number of clients in residential care end of September 2010, excluding those with preserved rights was 697, up from 666 in April.

There have been 38 new placements this year that have been due to the NHS transfer and these transfers include the required funding.

Environment, Highways and Waste (EHW)

Managing Director's Commentary

This report sets out how the EHW directorate has performed in a number of key service areas. The services provided by EHW affect everyone who lives or works in Kent. This commentary draws upon the half-year business plan updates, which shows the majority of new projects for 2010/11 are either on track for delivery by the year-end or already delivered.

The implications of the Government's recent Comprehensive Spending Review announcements are occupying a significant amount of time at present. The planning needed for delivering the savings required over the next few years, while protecting services, is substantial and we need to make sure the approach is robust and realistic.

Kent Highway Services

The successful **Find & Fix** project was completed in September, with over 160,000 potholes repaired across the road network. We aim to repeat this in the event of another severe winter causing high levels of road surface damage. As shown in the performance graphs, the average time to repair a pothole has increased beyond our 28 day target as roads awaited treatment by the Find & Fix gangs. Now we have dealt with the backlog on a systematic rather than reactive basis, the repair times are expected to return closer to the published performance target.

We are getting prepared for the forthcoming winter, following a thorough review of our **winter service** arrangements. Our Winter Service policy is published on the Kent.gov.uk website, together with national guidance on how residents can clear snow and ice safely. Salt stores are full, and vehicles and drivers ready to deal with any adverse weather that hits Kent in the coming months. Improved collaboration arrangements to deal with snow and ice are in place with district councils.

The backlog of **28 day fault repairs** (routine repair faults, such as blocked gullies or twisted signs, reported by our customers) has fallen from over 4,000 to around 1500 enquiries in the past two months. Although the performance graph shows that we are currently outside of our published performance target, we are determined to deal with the remaining backlog before the peak winter months and to keep on top of demand during any adverse weather periods.

The **streetlighting** target of 90% fault repairs completed in 28 days continues to be outperformed by KHS. EDF performance continues to be variable and although this quarter's results are below standard we are confident that the new OFGEM 'guaranteed standards of performance' arrangements, which came into force on the 1st October 2010, will help drive-up their performance in the coming months. However, it is important to recognise that EDF's contribution to fixing faults is only around 5% of all the streetlighting calls KHS receive.

Some £16m is being invested this year in **road and footway resurfacing** to protect and improve the condition of these assets, representing over 220 carriageway and 50 footway schemes. Building on last year's approach, a significant proportion of carriageway resurfacing work has been externally tendered with significant savings.

The **Contact Centre** continues to support KHS by resolving around 60% of customer enquiries at the first point of contact and handling some 14,000 highway enquiries each month. This 'front line' filter enables KHS to focus on queries requiring technical investigation or closer liaison with the customer.

The new Government announced a significant the in-year funding reduction to the Integrated Transport programme. Working closely with Members, modifications have been made to the **Local Transport Plan** programme, meaning a smaller programme of 75 local schemes will now go ahead within the revised budget of £4.7million. Excellent progress continues with the major – and in some instances technically challenging - programme of **new road construction** in East Kent, Sittingbourne, Queenborough/Rushenden and Ashford.

The **Kent Permit Scheme** is delivering excellent results for drivers in Kent. The time Kent's roads and pavements have been adversely affected by roadworks has fallen by the equivalent of 4 years to date. The vast majority of the most disruptive roadworks on traffic sensitive roads are now completed to time or earlier.

The **Member Highway Fund**, which gives each Member £25,000 each year to fund local highway initiatives, has received 406 applications to date and led to some £1.4m of local schemes going ahead. Improvements have been made to the process for handling and approving applications.

The procurement of the **new Highways maintenance contract** is on programme. Three companies will be shortlisted in December 2010, the contract awarded in spring 2011 and the contractor operational in autumn 2011. As final decisions are taken on the shape of the contract and how it will operate, the structure and operational delivery framework of KHS will be will also be changed to maximise the benefits of the new contract and how it responds to its customers.

On 1 April 2011, the management of the **Statutory Senior Citizens Free Bus Scheme** will transfer to KCC from District Councils. Confirmation is awaited from Government on whether this will be fully funded.

Environment & Waste

While overall municipal **waste** tonnage has fallen from March 2008 levels, the performance graph shows a levelling off in the last quarter in the amount of household waste collected and measured on a per capita basis. However we are still predicting the total of municipal waste, which drives costs, will end lower this year than the previous year.

Recycling and composting rates have also levelled off in the last year. There has been a slight increase in the last quarter but we are still behind the position of March 2009 and it is unlikely we will see any further improvement this year. Contributory factors include limited new additional district recycling services, the reduced amount of waste being produced, recessionary impact on recycle markets, and an increase in materials that, while collected by the public, are not fit for recycling. However the planned roll-out of new recycling services for East Kent Districts is expected to increase in Kent-wide recycling performance from 39% - 42% by 2013. The re-letting

by Maidstone, Ashford and Swale of their waste collection contracts in 2013 will also increase scope for recycling.

Diversion from landfill is well ahead of the national average. This quarter saw a further reduction to 26.9%, which is better than the last financial year position of 30% of Kent's municipal waste being taken to landfill, and a further 10% reduction is forecast during 2010/11. The aspiration is for no more than 10% of Kent's municipal waste to be landfilled by 2015/16.

The Cabinets of the five local authorities involved in the **East Kent Joint Waste Contract** have resolved to award this contract, with implementation from January 2011 across Dover and Shepway. All four collection authorities have formally agreed to collect waste from households in the same way, and financial arrangements agreed with KCC up until 2021. A public consultation focusing on Kent's joint household waste strategy is planned for the near future.

The **draft Kent Environment Strategy** was approved by the Kent Partnership in June 2010. Detailed delivery plans are being developed, and a progress monitoring system to help business, communities and public services to prosper and create value from our natural environment while recognising environmental limits and the challenge of climate change.

The Environment and Waste Division has been awarded the **Investing in Volunteering Award** which recognises the high standards achieved in management and use of volunteers. The use of over 700 committed and enthusiastic volunteers is essential in helping us to provide front-facing services. The value of their work is conservatively estimated at over £400k each year.

Integrated Strategy & Planning

Consultation is underway on a draft revised **Local Transport Plan for Kent** up to 2016. The final version is due to be submitted to the Department for Transport by April 2011. This work is taking place at a time of uncertain and reduced funding availability for future transport schemes, and the views of consultees on priorities will be important. The draft Plan proposes criteria for transport programmes and actions, with projects tested against the ambitions in KCC's *Bold Steps for Kent* and *Growth without Gridlock* documents.

Strong progress is being made in determining a compelling case for a **new Lower Thames Crossing**, with evidence-based reports assembled for discussion with Ministers and officials in DfT and support sought from business in developing a funding package. The Government's recent reaffirmation of their commitment to introduce a **Lorry Road User Charge** is particularly welcome in this context, and discussions have taken place at ministerial level on how this money could help fund the new road crossing and solve the long-running problems of Operation Stack.

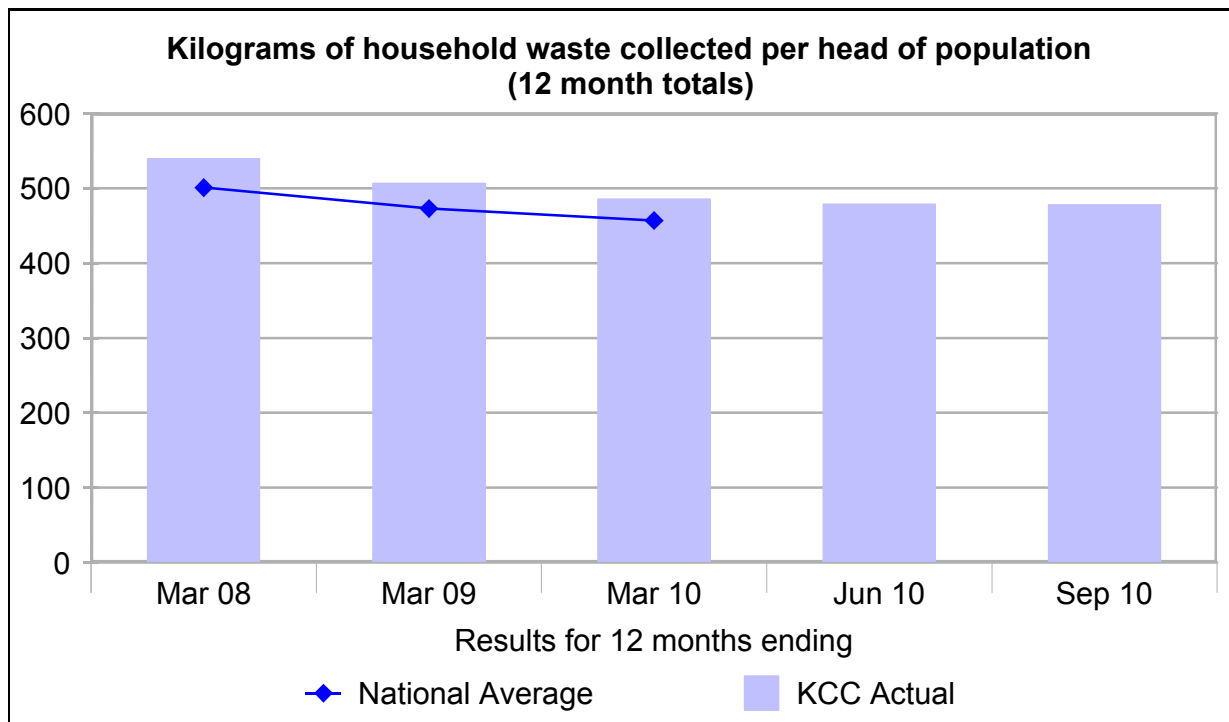
The second **Rail Summit** hosted by KCC in October 2010 was well attended by senior representatives from Network Rail and Southeastern and by many stakeholders and the public. KCC gave a clear message of its determination to seek improvements to the rail network and services, and to 'stand up for Kent's residents'.

Work in developing a new **Minerals and Waste Development Framework** is proceeding well, with consultation launched on the issues raised including a *Call for*

Sites for Consideration consultation. The resulting Framework will guide KCC on minerals and waste development permissible up to 2030 and set out the consultation procedures undertaken when considering them.

The abolition of **Regional Spatial Strategies** by the Government in July 2010 has enabled district councils to consider alternative dwelling numbers to those in the South East Plan. KCC will be assessing the overall effect of these changes for Kent's population and KCC's own service provision. Evidence has been submitted to the CLG's Select Committee calling for counties to have the freedom to co-ordinate and plan for key infrastructure provision on a locally-determined geographical basis. This will place greater importance on Local Development Frameworks, where we are taking a pro-active role in guiding and shaping with our District colleagues.

Mike Austerberry
Managing Director
Environment, Highways and Waste

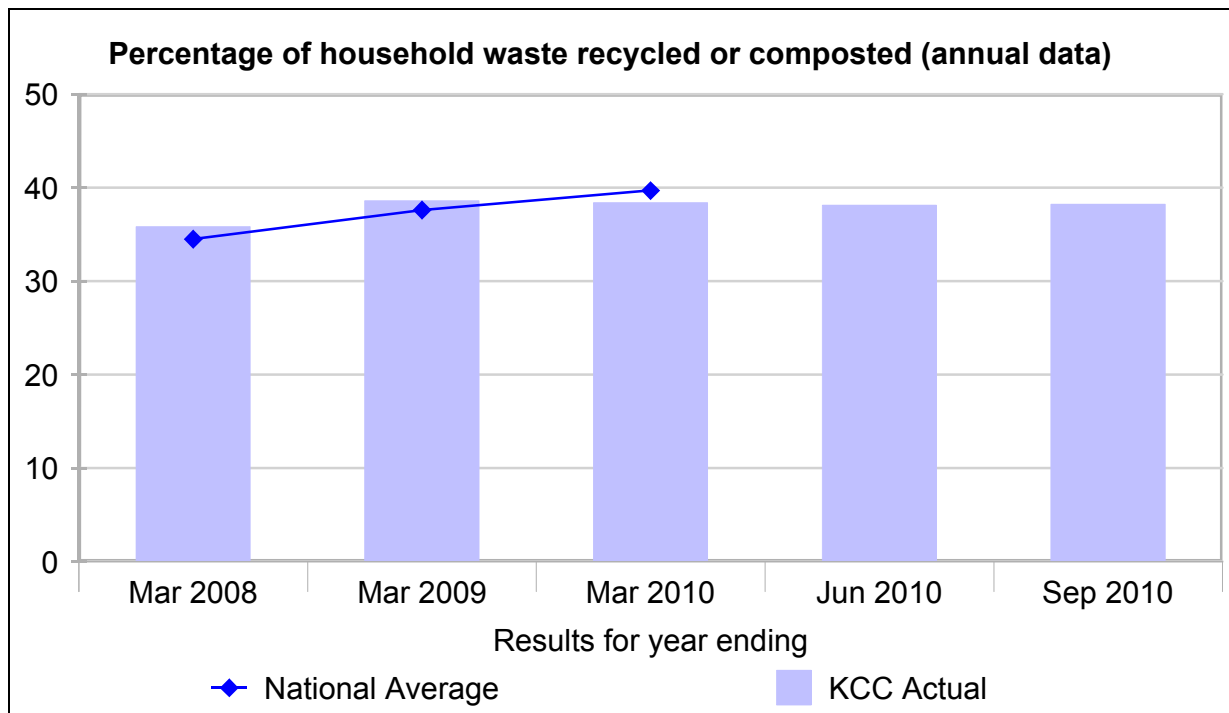


Lower figure is better	Year ended Mar 08	Year ended Mar 09	Year ended Mar 10	Year ended Jun 10 Provisional	Year ended Sep 10 Provisional
KCC Result	540	507 ↑	486 ↑	479 ↑	478 ↑
National Average	495	473	457		
RAG Rating	●	●	●	●	●
South East	520	482	467		

The overall tonnage of municipal waste managed in Kent continues to fall, and the annual forecast for year ending March 2011 is projected to be lower than the previous year, and for the fourth year running.

Household waste accounts for over 90% of total tonnage of municipal waste managed by the local authority with the difference relating to litter collection and other non-commercial waste not collected from households.

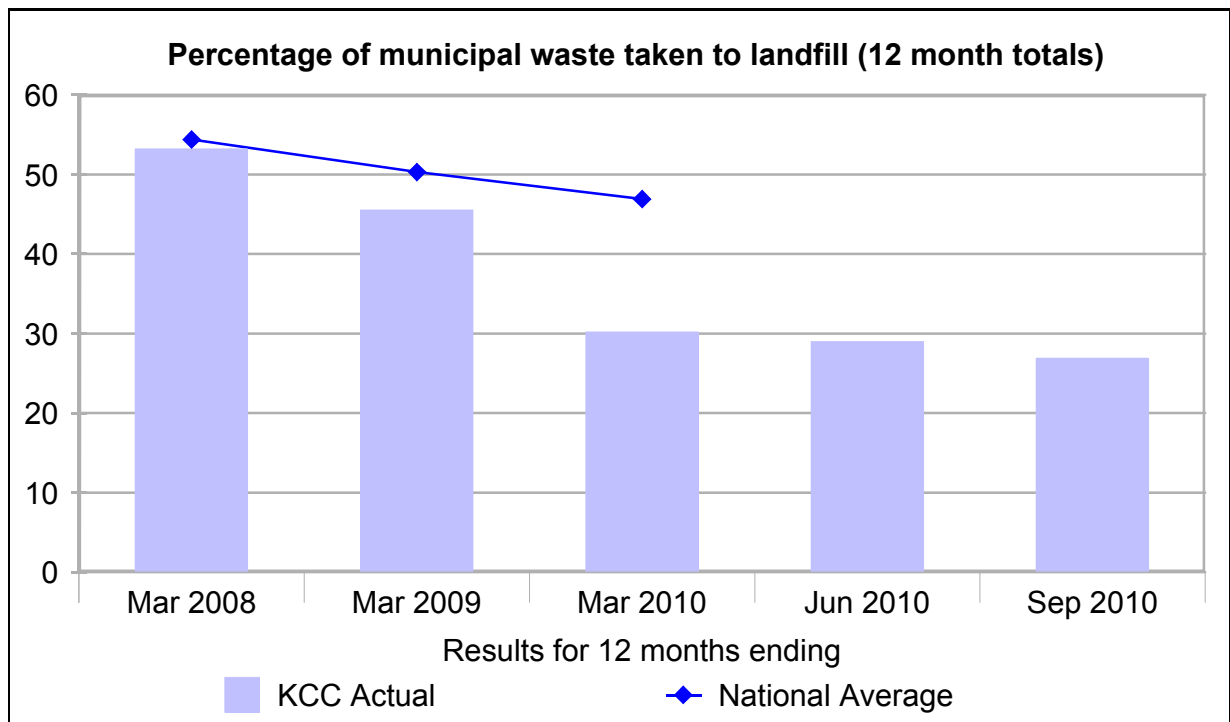
The amount of household waste collected measured on a per capita basis for Kent is moving closer to the national average (as shown above).



Higher figure is better	Year ended Mar 08	Year ended Mar 09	Year ended Mar 10	Year ended Jun 10 Provisional	Year ended Sep 10 Provisional
KCC Result	35.8%	38.6% ↑	38.4% ↓	38.1% ↓	38.2% ↑
National average	34.5%	37.6%	39.7%		
RAG Rating	●	●	●	●	●

The percentage of household waste recycled or composted in Kent has levelled off in the last year. Various factors have contributed to this including limited roll-out of additional recycling services by district councils, a reduction in the amount of waste produced including the amount available for recycling, the impact of the recession on recycle markets, and an increase in the amount of material collected for recycling that is un-marketable.

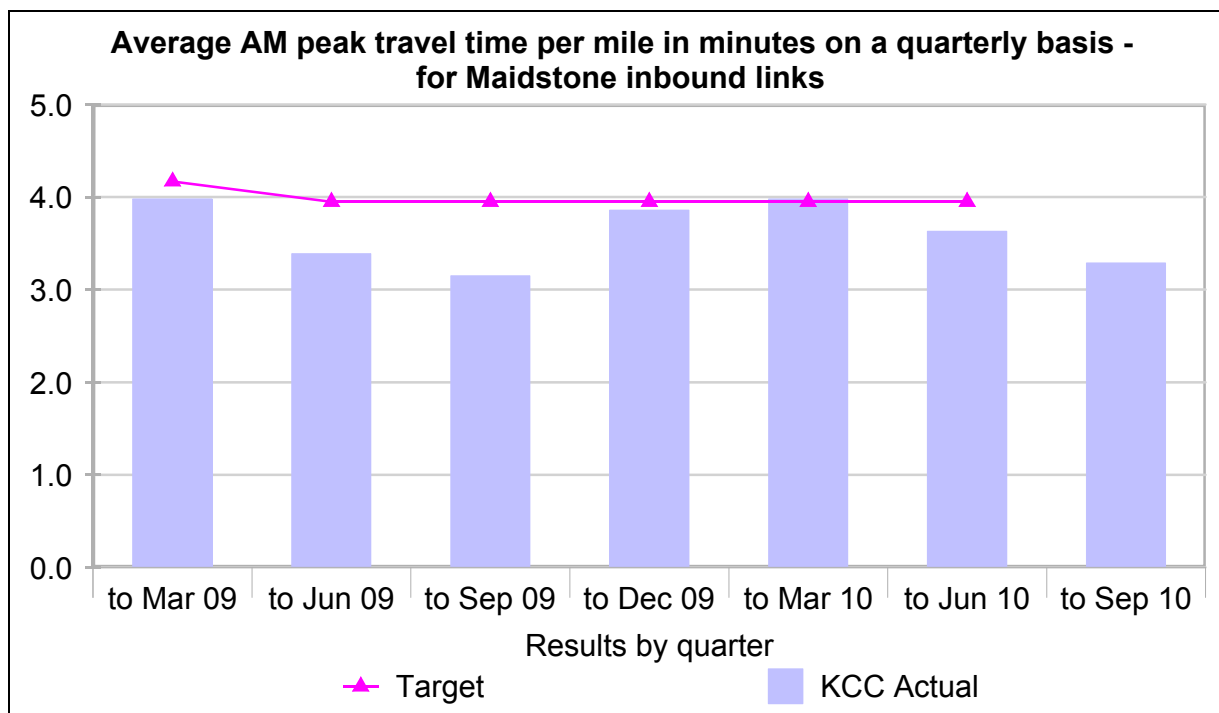
Overall recycling performance will improve in the future through the planned roll-out of new recycling services for the four East Kent Districts, generating an expected increase in overall performance from around 39% to 42% by 2013. In addition, Maidstone, Ashford and Swale borough council's waste collection contracts are to be re-let in 2013 and this will provide additional potential for increased recycling.



Lower figure is better	Year ended Mar 08	Year ended Mar 09	Year ended Mar 10	Year ended Jun 10 Provisional	Year ended Sep 10 Provisional
KCC Result	53.2%	45.5% ↑	30.2% ↑	29.0% ↑	26.9% ↑
National average	54.4%	50.3%	46.9%		
RAG Rating	●	●	★	★	★

Diversion from landfill is showing a significant improvement in 2009/10 compared to 2008/09, with the percentage of municipal waste taken to landfill down from 46% to 30%. This puts Kent well ahead of the national average and is largely due to diversion of waste from landfill to the Allington Waste to Energy Plant.

A further 10% reduction in waste going to landfill is forecast during 2010/11, and plans are in place to reduce it to 15% by 2013/14. The aspiration is to reach a target of not more than 10% of municipal waste being landfilled by 2015/16.

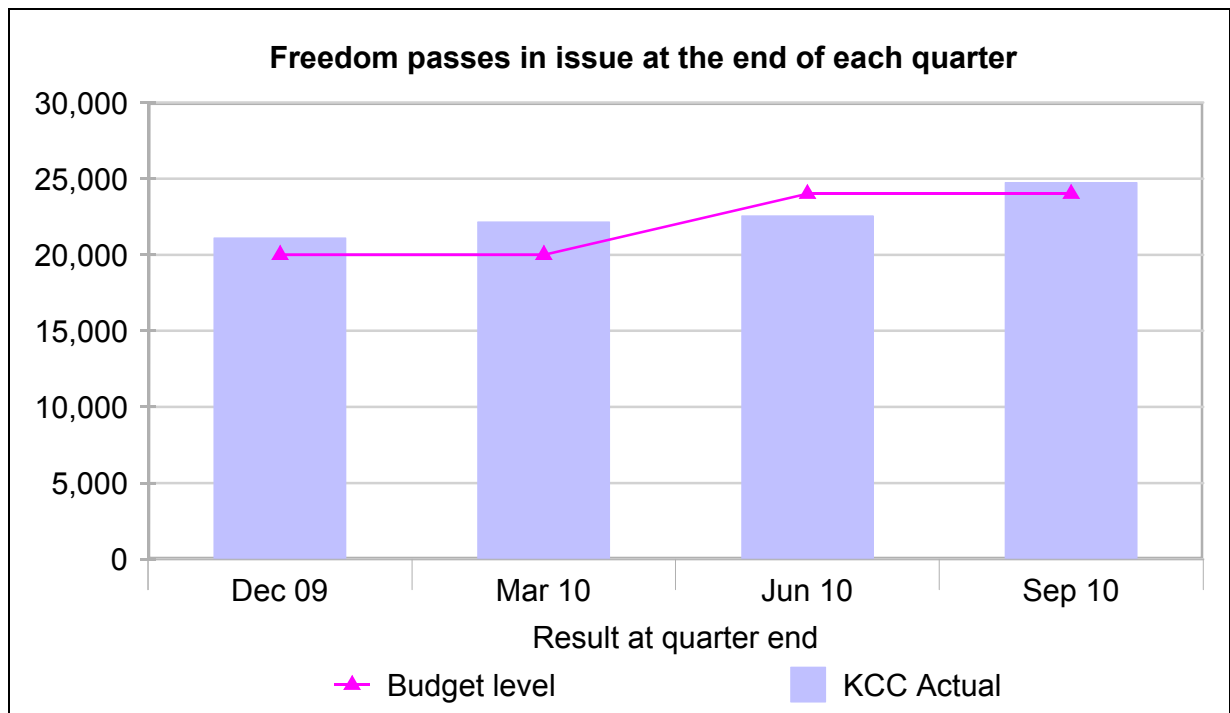


Lower figure is better	Qtr to Mar	Qtr to Jun	Qtr to Sept	Qtr to Dec
KCC Result 2010	3.98	3.63	3.29	
Target	3.98	3.95	3.95	
RAG Rating	●	★	★	
KCC Result 2009	3.98	3.39	3.15	3.86
Change 2010 to 2009	↔	↓	↓	

Average journey times into Maidstone continue to be managed below the base line levels measured before the investment in urban traffic management control. The target line shown above represents a 10% decrease for 2009/10 on the baseline measurement which is for an average journey time of 3.95 minutes per mile.

The data shown above provides a quarterly average journey time figure which hides a range of variation in journey times experienced on a daily basis. Longer journey times can be experienced on some days, with incidents and road works having a dramatic affect on journey times. We are therefore looking at a more dynamic measure of journey time reliability that will report the percentage of days when average journey time is within the target level.

In future reports, we aim to provide journey times for Canterbury and Gravesend which now have traffic monitoring systems in place. We are currently assessing the business case for the next towns that will benefit from journey time monitoring and management.

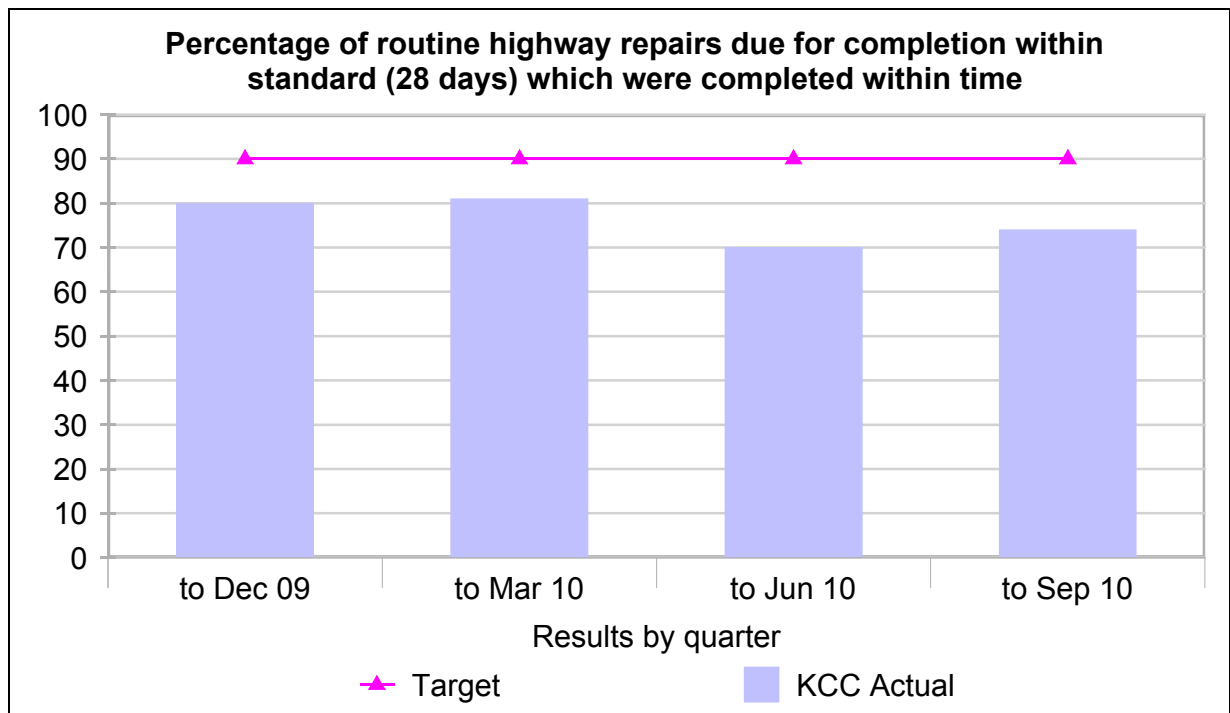


Lower figure is better in terms of cost	Qtr ended Dec 09	Qtr ended Mar 10	Qtr ended Jun 10	Qtr ended Sept 10
KCC Result	21,100	22,200	22,600	24,700
Budget level	20,000	20,000	24,000	24,000
RAG Rating	●	▲	●	●

The Freedom Pass has now been available across all of Kent for over a year and close to 25,000 passes have been issued, which is above expectations. From September 2010 passes became available for Kent pupils attending schools outside of the county.

The success of the Freedom Pass does however present a budget pressure and an additional £1m has been made available to fund the scheme.

Work is underway to assess the full benefits of the Freedom Pass and to examine future options for the scheme.



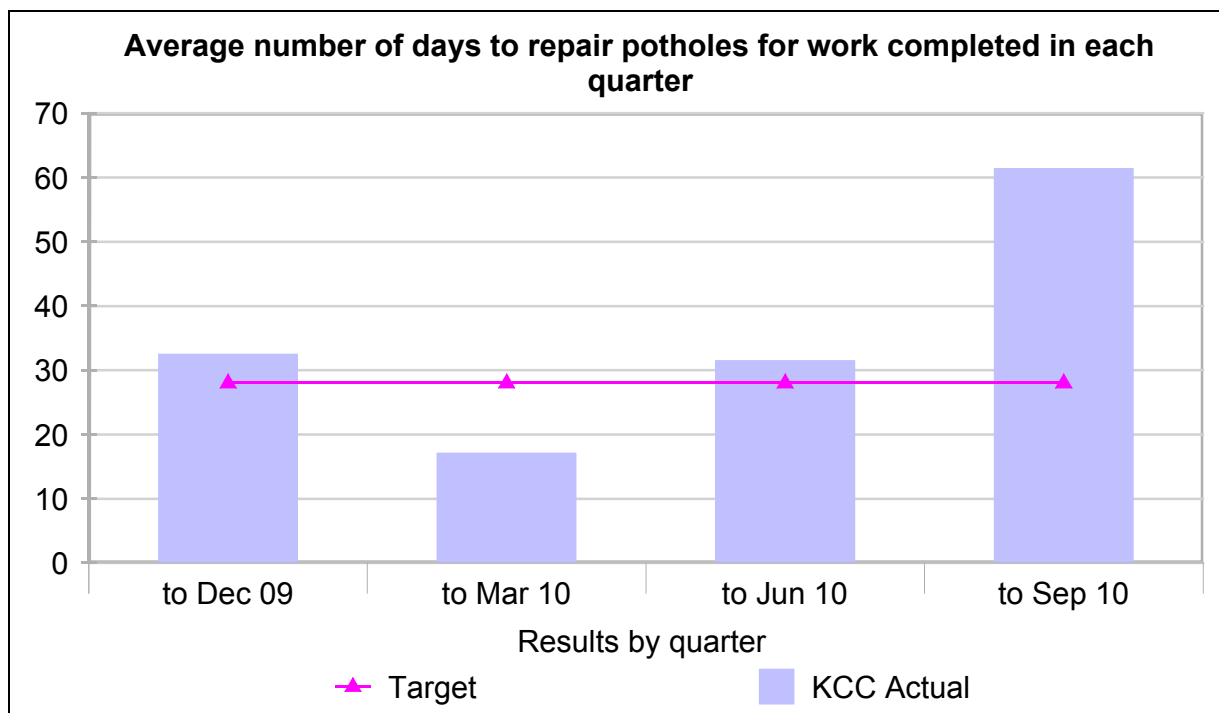
Higher figure is better	Qtr to Dec 09	Qtr to Mar 10	Qtr to Jun 10	Qtr to Sept 10
KCC Result	80%	81% ↑	70% ↓	74% ↑
Target	90%	90%	90%	90%
RAG Rating	●	●	▲	▲

This indicator measures the percentage of routine fault enquiries raised by the public that should have been completed in the quarter, with those that actually have been completed.

We have set a standard to repair 90% of routine faults reported by our customers such as potholes and blocked gullies or twisted signs within 28 days. Where we attend site within 28 days but the work is larger than anticipated e.g. a blocked gully is in fact a broken pipe, then this work is moved to our programmed repairs and a call is made to the customer to let them know what is going on. The enquiry is not then included in this measure and is monitored in the programmed repair times instead.

Monthly data (although the graph above shows a quarterly summary) indicates that a steady improvement in performance has taken place since May, with September reaching 78%. We have over the same period also dealt with a significant backlog of old repairs that had gone over the 28 day repair and once the backlog is cleared we will be able to focus once again on new enquiries more quickly.

Subject to the continuing good weather we expect to deal with the remaining backlog before the start of the peak winter months and we will work hard to keep up with demand during any periods of bad weather.



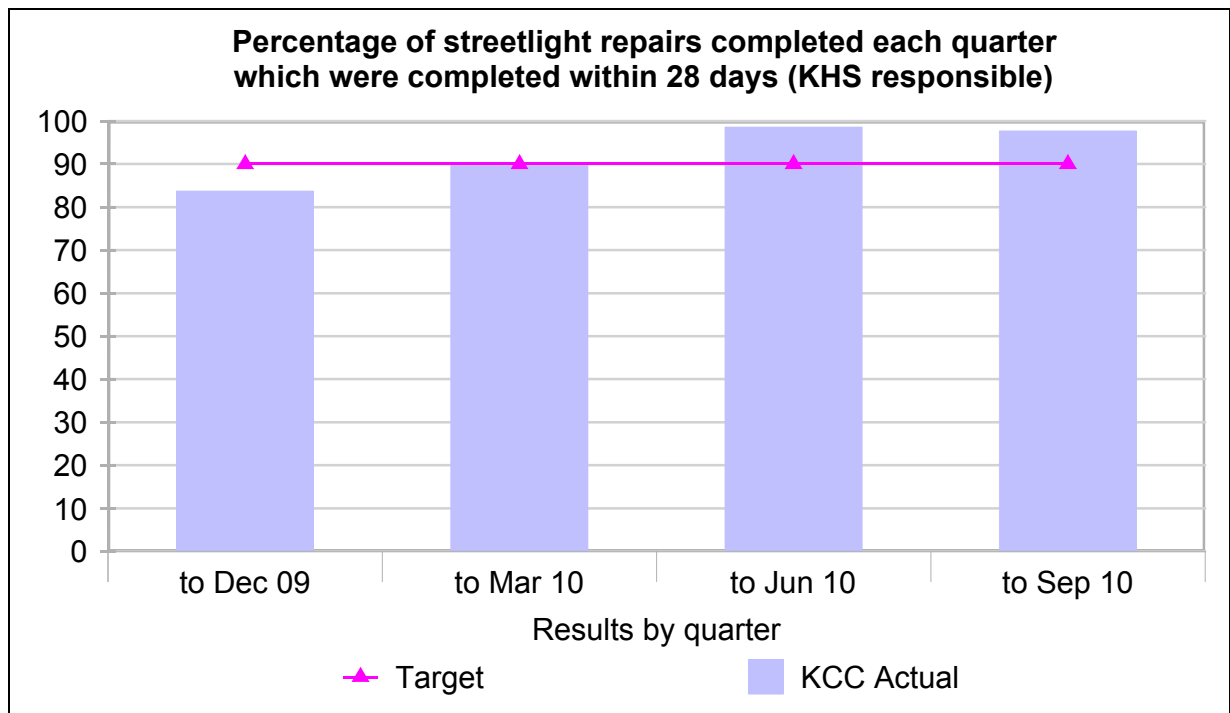
Lower figure is better	Qtr to Dec 09	Qtr to Mar 10	Qtr to Jun 10	Qtr to Sept 10
KCC Result	32.5	17.1 ↑	31.5 ↓	61.4 ↓
Target	28	28	28	28
RAG Rating	●	★	●	▲

This indicator is currently out of target for this quarter as roads awaited treatment by the Find & Fix gangs between March and September 2010. However, whilst increasing the overall average repair time, the Find & Fix project received positive comments from the public as all repairs in one road were completed in one visit. The Find & Fix project was extended to busy A and B class roads following early success with minor roads and was completed at the end of September with over 160,000 potholes repaired.

The systematic as opposed to reactive approach to fault fixing has proved efficient and cost-effective, though has the perverse effect of reducing performance levels. Repair times, and performance against this target, are expected to improve significantly in the next quarter.

The number of reported potholes in this quarter has been around 2,500 per month and is significantly less than the winter peak period of over 9,000 defects per month. As a result of the old Find & Fix repairs being closed, repair times over the next few months will be brought back into target.

For many minor roads, the weather will play a key role in the pothole demand over the coming months. Additional crews are on standby to react to an increase in demand and, subject to the weather and targeted funding, a new Find & Fix project could be delivered in the spring.

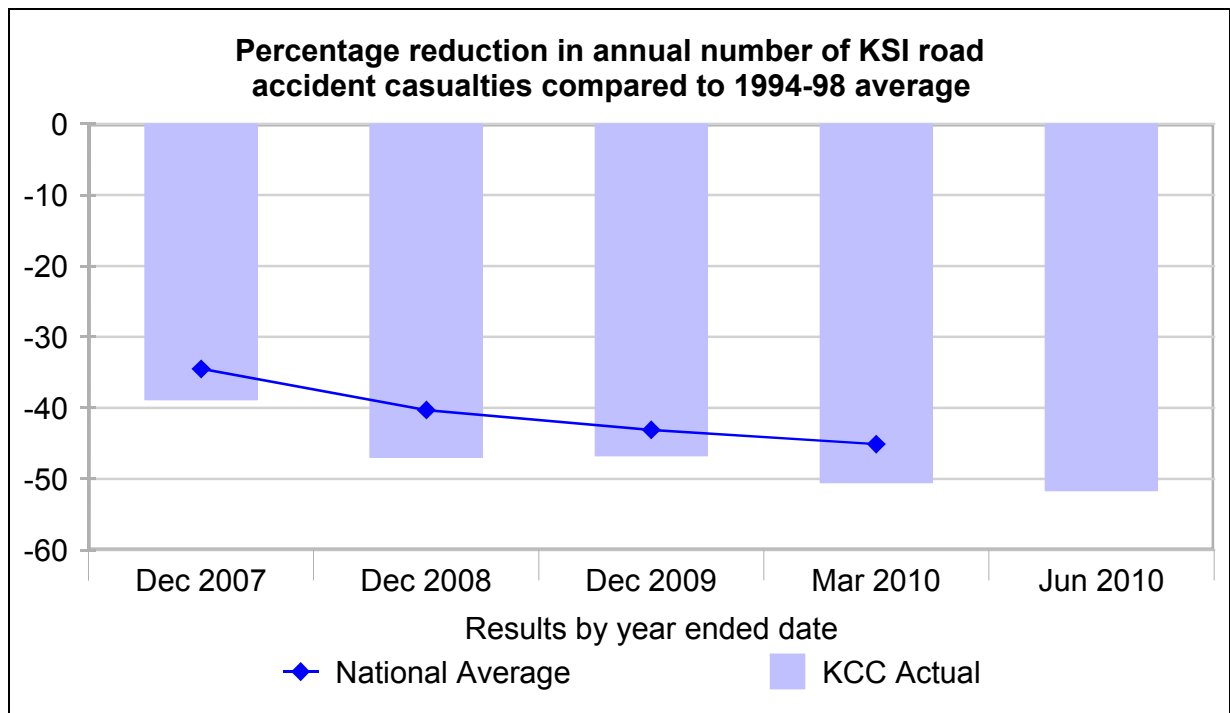


Higher figure is better	Qtr to Dec 09	Qtr to Mar 10	Qtr to Jun 10	Qtr to Sept 10
KHS result	83.7%	90.2% ↑	98.6% ↑	97.7% ↓
Target	90%	90%	90%	90%
RAG Rating	●	★	★	★
EDF Result (not graphed)	37.1%	24.0% ↓	69.0% ↑	43.3% ↓
Target	75%	75%	75%	75%
RAG Rating	▲	▲	●	▲

Streetlight repair times within the responsibility of KHS are being maintained at a high performance level, with the target level exceeded for the last two quarters. However, with the winter peak period approaching, pressure will be on the team to continue to meet these high standards whilst receiving a predicted doubling in demand.

The total number of faults which require a repair from EDF remains a small percentage of the total number of streetlight faults, (around 5% of the overall volume, which equates to 150 faults per month). Failure by EDF to meet their repair times on a small number of faults can therefore have a significant effect on the overall result. However results for recent quarters have shown significant improvement on the past, and we expect to see performance continuing to improve in the future.

The introduction of the OFGEM 'guaranteed standards of performance' arrangements, which came into force on the 1st October 2010, will help drive-up EDF's performance in the coming months.



Larger negative figure better	Year ended Dec 07	Year ended Dec 08	Year ended Dec 09	Year ended Mar 10 Provisional	Year ended Jun 10 Provisional
KCC Result	-38.9%	-47.0% ↑	-46.8% ↓	-50.6% ↑	-51.7% ↑
National average	-34.5%	-40.3%	-43.1%	-45.1% *	
RAG Rating	★	★	●	★	★
Actual KSI	723	627	629	584	571

* Provisional estimate for GB, Source : DfT.

For the last three years the percentage reduction in Kent for the number of road accident KSI (killed and seriously injured) casualties has been significantly better than the reduction recorded as the national average.

Data for 2009 for Kent showed no improvement over 2008 but data recorded so far for 2010 (which is provisional at this stage) shows continued reductions in KSI numbers ahead of national reductions.

Communities Directorate

Managing Director's Commentary

Services within the Communities directorate have been focusing on preparations for delivery of a very tough 2011-14 Medium Term Financial Plan, whilst operating in a period of rapid change. Half-year monitoring of 2010/11 Annual Operating Plans is being completed and the following headlines are emerging:

Achievements

Despite increasing financial and policy challenges, our services have continued to make good progress against objectives during the first half of 2010/11. Examples include:

- A successful second *Kent School Games* finals held in June / July. The Coalition Government is introducing a School Olympics model based on Kent's approach;
- Towards 2010 targets for Kent Success and other public and private sector *apprenticeships* have been met. A pilot scheme to support vulnerable learners into apprenticeships has been instigated;
- The Kent Cultural Strategy, a key component of the KCC's Regeneration Framework for Kent, has been endorsed by KCC Cabinet for approval by the Kent Partnership;
- A Youth Theatre Festival took place in the summer, with an expanded format, involving 250 young people;
- The Library Service launched an e-book and e-audiobook service in July and is on track to achieve 4,500 downloads in the first 3 months;
- The Kent History and Library Centre is ahead of schedule and archive repositories are built;
- Volunteers play a crucial role in helping libraries in the county run smoothly - nearly 15,500 volunteering hours were clocked up between April and September;
- Integrated front line services are becoming increasingly important and two pilots involving Registration and Library staff working together have been completed;
- Trading Standards has continued to engage in effective intelligence-led operations aimed at protecting the community. In the last six months this includes conducting test purchases to uncover illegal selling of cigarettes, protecting elderly residents from doorstep scams and enforcement action against those selling counterfeit goods;
- The thirty young people recruited via the Future Jobs Fund scheme to work with Community Wardens as Support Wardens successfully completed their training, with almost half finding further employment;
- A 'Hidden Harm' strategy, aiming to protect and support young people from the negative effects of their parents' substance misuse, has been launched;
- A 'Treatment into Employment' pilot scheme has been established in Maidstone to strengthen links with local Job Centre Plus services to aid those with substance misuse issues find a pathway to employment;
- As part of Kent's preparation for and celebration of the 2012 Olympic & Paralympic Games a successful International Camp was delivered at Swattenden Centre between 24th July and 1st August 2010, involving over 200

young people from Kent and 12 partner nations to engage in a multi-activity camp;

- The HOUSE project delivered by the Youth Service in partnership with KCC Public Health and M&C Saatchi has been shortlisted for national awards at the Children & Young People Now awards in two categories: Integrated Working and Health & Wellbeing.
- The Kent Scientific Services laboratory received very successful audit results from the United Kingdom Accreditation Service (UKAS), with high praise for the quality of staff and organisation;
- Latest youth re-offending rates have shown improvement on previous years' performance.

Progress against Projects / Developments / Key Actions

The significant majority of actions set out in Annual Operating Plans are on course for completion by March 2011. However, compared to previous years there are a greater number of actions this year that have been halted and therefore will not be achieved. In most cases this is down to changing central government priorities in areas such as anti-social behaviour and public confidence in the criminal justice system; ESOL (English for Speakers of Other Languages) course provision; and the ending of the Building Schools for the Future programme. This has often resulted in a reduction or cessation of grants e.g. Dept of Health funding for County Sports Partnerships; the Volunteering Community Action pilot for 14-16 year olds; Youth Capital Fund; Supporting People administration grant etc. Some actions originally set out in operating plans are on hold pending outcomes of Service reviews or potential KCC-wide changes.

Capital Projects Update

There are a number of exciting capital projects led within the directorate, including several as part of the library modernisation programme: the Beaney Library in Canterbury; Ashford Gateway plus; Ramsgate library; the Kent History & Library Centre; and Gravesend library. This is in addition to the Edenbridge Community Centre and Turner Contemporary gallery. Good progress is being made overall and much work is being done to ensure that project costs are controlled and funding is available in increasingly difficult circumstances.

Key Performance Indicators

Services within the Communities directorate work to a series of 'operational' indicators set out in their annual operating plans. Several of these feature in this core monitoring report with a contextual summary underneath. Targets that are not covered by core monitoring that are unlikely to be met in 2010/11 are:

Drug and Alcohol Action Team – The percentage of young people assessed as requiring specialist community treatment receiving their treatment within 15 days of referral is currently running at 92%, against the national target of 100%. Young Person's specialist community treatment services work closely with local children's services to ensure that young people in need of treatment receive a fully integrated service. These young people often have complex needs and are not always ready to engage in treatment. This means the 100% target is unrealistic, although we

continue to work with specialist treatment providers to ensure that services are able to offer treatment within 15 days whenever required.

Youth Service – the service is unlikely to meet its target for working care leavers as the project is now supported by only one youth worker following a moratorium on staff recruitment (the post is funded through Kent Catch 22 16plus service).

Sport - The service aimed to advise on 60 facility developments during the year. The final number is likely to be closer to 40 as less funding is available for these sorts of developments, including closure of the Building Schools for the Future Programme. The number of Kent Sport website visitors is increasing year-on-year in the build up to the 2012 Games, although the total may fall slightly below the original target set.

Community Safety – the Kent Partnership has been using a proxy measure for the percentage of people who agree that the police and other local public services are successfully dealing with anti-social behaviour and crime in their local area, taken from the Kent Crime & Victimization survey. This shows that confidence has decreased in recent months, from 73.8% in 2009/10 to 63.7% (Jul 09 to Jun 10). However, the Home Secretary has announced that the single Police Confidence measure and the Policing Pledge would be scrapped. Therefore associated work-streams have been removed from the County Community Safety Agreement and will no longer be a partnership priority.

Kent Scientific Services – Calibration section income is forecast to be below target as not as much private sector work has materialised in the current climate. However, this is expected to be offset by the Analytical section exceeding target.

Core Monitoring Indicators

The following pages feature performance and activity against the agreed Core Monitoring indicators, with commentary featured under each graph. Points worth highlighting are set out below:

- Local and national data is showing a reduction (improvement) in the number of *first time entrants to the youth justice system* across all districts in the county, indicating a positive outcome from various prevention initiatives, particularly involving the police. However, there is no complacency in this area, as the rate per 100,000 10-17 population is higher than statistical neighbours and the national average
- Ensuring young people are in *education, training & employment (ETE)* is one of the key factors in reducing the risk of young people offending. Just over 70% of young people known to the Youth Offending Service are in ETE; this is in line with national average and slightly better than statistical neighbours. However, this is still below the Youth Justice Board's national aspiration and work is ongoing to improve the rate in Kent
- Footfall in libraries remains close to the county council average and stable in Kent, considering that several libraries have temporarily re-located in recent times while refurbishments take place. In particular, three of the county's busiest libraries (Gravesend, Ashford and Canterbury) are currently operating out of temporary accommodation. This has had a knock-on effect to book

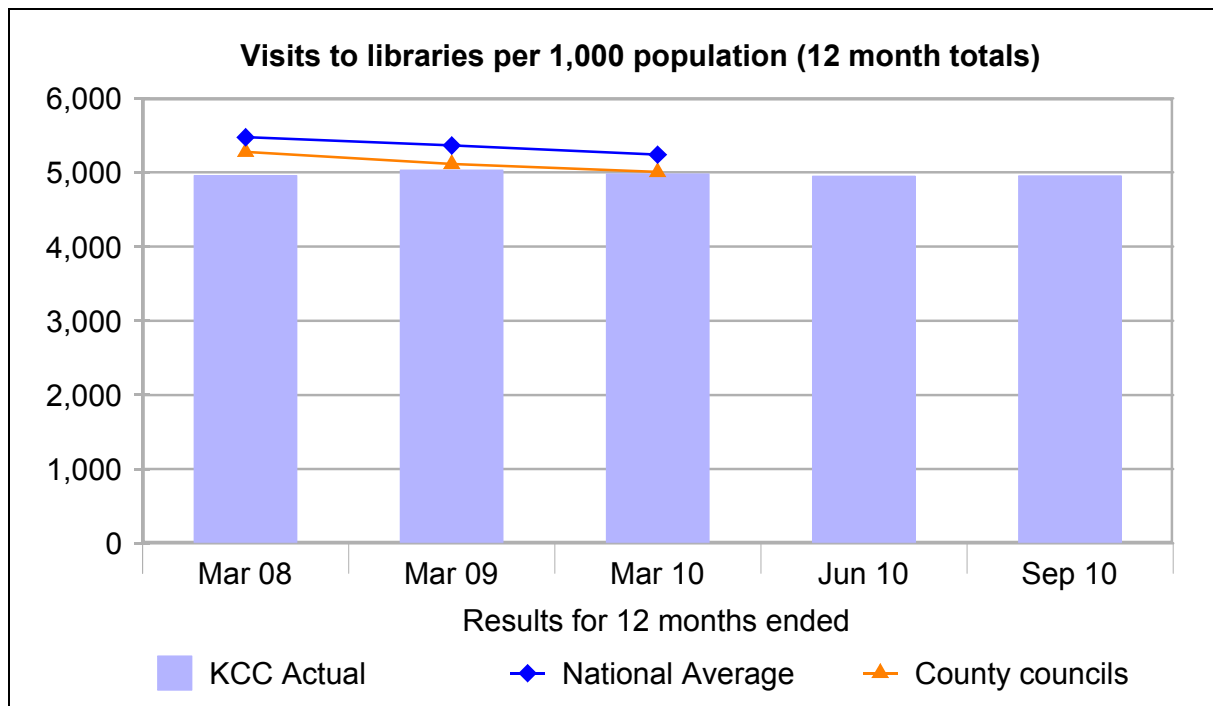
loans. Encouraging news is that virtual visits through the web-site are on course to increase in 2010/11 and exceed the 1.4m end of year forecast, and the number of library activities e.g. community groups, reading and homework clubs, Baby Bounce etc. are likely to exceed the 2009/10 figure.

- The number of KCC *apprenticeships* taken on over the past four years comfortably exceeded the target set at the beginning of the Towards 2010 period. Attention has now turned to building on this performance during the next four years.

Risks in 2010-11

Services have been particularly focusing on mitigating the financial risks that arise from reliance on fee income and other external funding streams such as grants, in an uncertain financial climate. This of course also applies to KCC core funding.

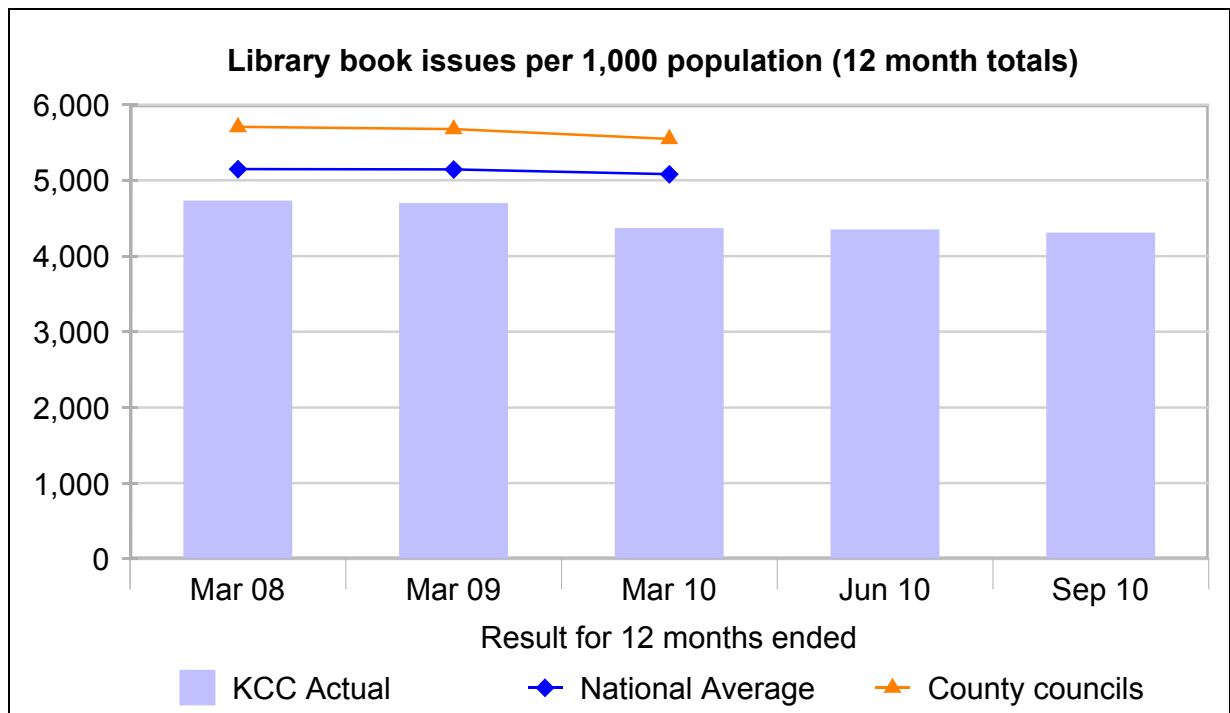
Amanda Honey
Managing Director
Communities Directorate



Higher value is better	Year ended Mar 08	Year ended Mar 09	Year ended Mar 10	Year ended Jun 10 Provisional	Year ended Sept 10 Provisional
KCC Result	4,960	5,030 ↑	4,979 ↓	4,951 ↓	4,956 ↑
National average	5,475	5,363	5,241		
RAG Rating	●	●	●	●	●
County council average	5,276	5,112	5,006		

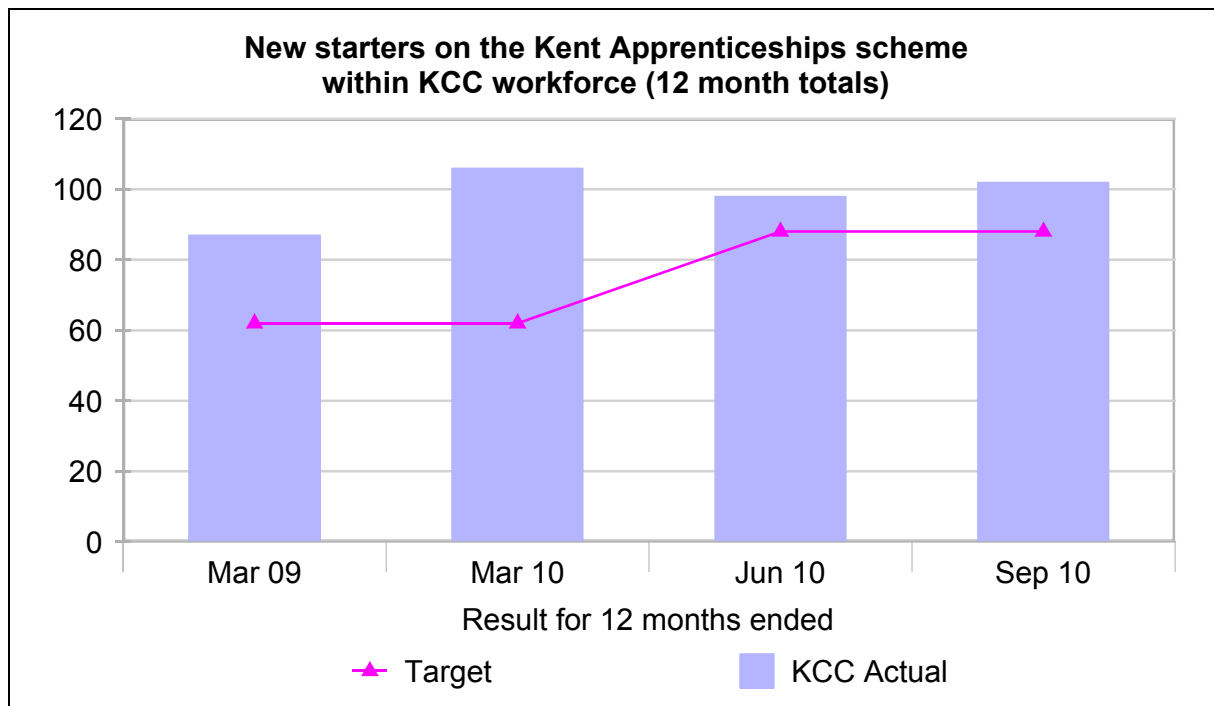
Footfall in Libraries has held up well despite being affected by several temporary library re-locations as part of the modernisation programme. The number of activities such as Reading Clubs and Baby Bounce & Rhyme Time continues to increase in 2010/11. 'Virtual visits' are forecast to have increased on 2009/10 figures by the end of 2010/11.

Kent has closed the gap to the national average for visits to libraries over the past two years, with Kent showing an increase against a national reduction.



Higher value is better	Year ended Mar 08	Year ended Mar 09	Year ended Mar 10	Year ended Jun 10 Provisional	Year ended Sept 10 Provisional
KCC Result	4,724	4,695 ↓	4,361 ↓	4,347 ↓	4,301 ↓
National average	5,147	5,143	5,081		
RAG Rating	●	●	▲	▲	▲
County council average	5,705	5,675	5,547		

The number of books loaned in Kent has historically been below national average and other county councils, although in recent years this gap has been closing. The number of book loans has been affected by the libraries modernisation programme over the past 18 months. In particular, three of the county's busiest libraries (Gravesend, Ashford and Canterbury) are currently operating out of temporary accommodation.

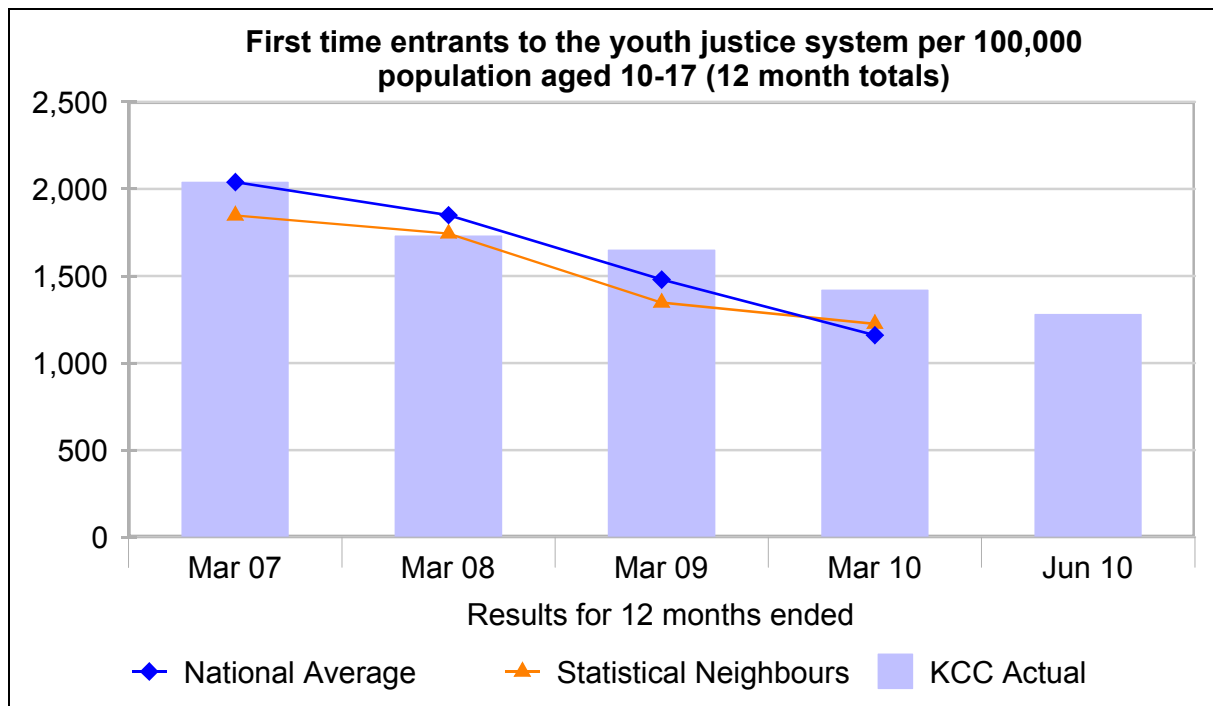


Higher figure is better	Year ending Mar 09	Year ending Mar 10	Year ending Jun 10	Year ending Sep 10 Provisional
KCC Result	87	106 ↑	98 ↓	102 ↑
Target	63	63	88	88
RAG Rating	★	★	★	★

The number of KCC apprenticeship starts continues to exceed target levels.

The target level shown for June and September 2010 is based on 350 new starts over a four year period.

In future, all vacant posts at staff grades KR2-4 and which are considered suitable for an apprenticeship will be filled by apprentices in all cases, unless these is an existing member of staff at risk of redundancy, who would be suitable for and who could be deployed to the position.



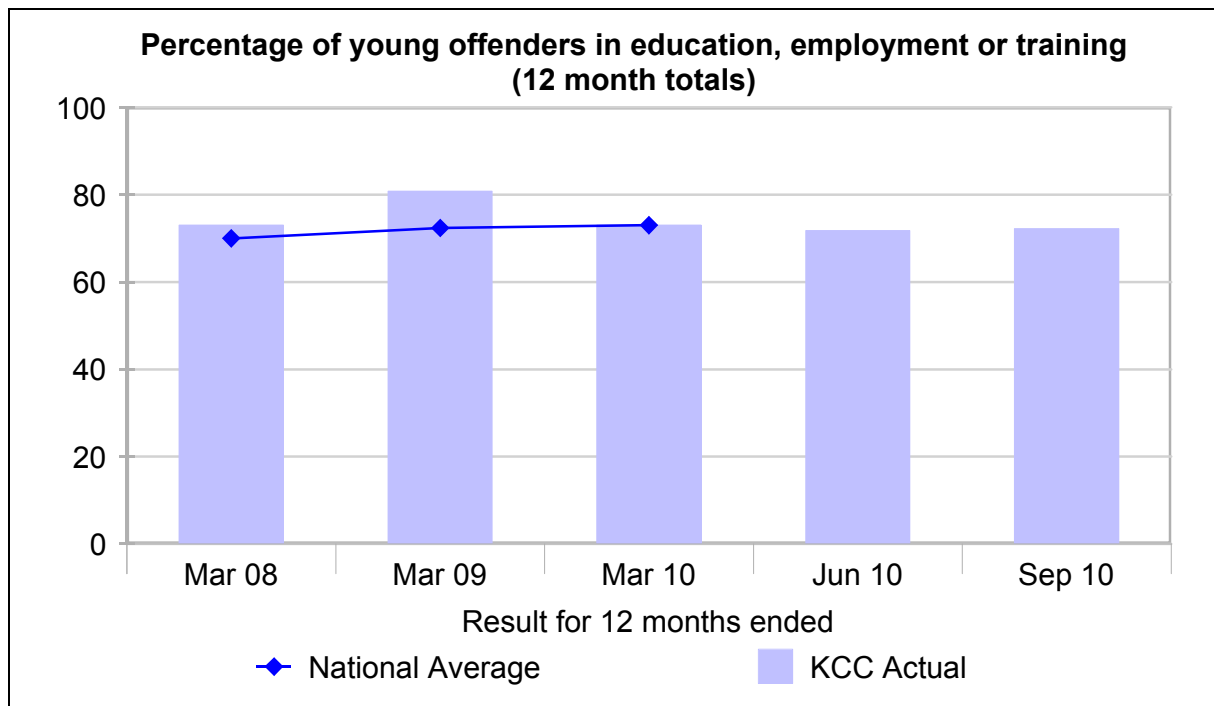
Lower value is better	Year ended Mar 07	Year ended Mar 08	Year ended Mar 09	Year ended Mar 10	Year ended Jun 10 Provisional
KCC Result	2,040	1,730 ↑	1,650 ↑	1,420 ↑	1,280 ↑
National average	2,040	1,850	1,480	1,160	
RAG Rating	●	●	●	▲	●
Actual number of young people (PNC data)	3,030	2,570	2,450	2,080	1,880

First time entrants to the youth justice system are young people who receive their first reprimand, final warning or court disposal. The numbers in Kent continue to reduce (improve) but not as fast as seen nationally.

The large drop seen both nationally and locally is considered to be due to a combination of factors including: a stronger focus on targeted youth crime prevention strategy, an increasing use of informal sanctions (such as pilots of restorative justice approaches) in place of a formal reprimand and changes in police policy with a greater focus on more serious offences.

Restorative justice developments are being implemented countywide by Kent Police during 2010, and will include support for the diversion of children and young people from the youth justice system.

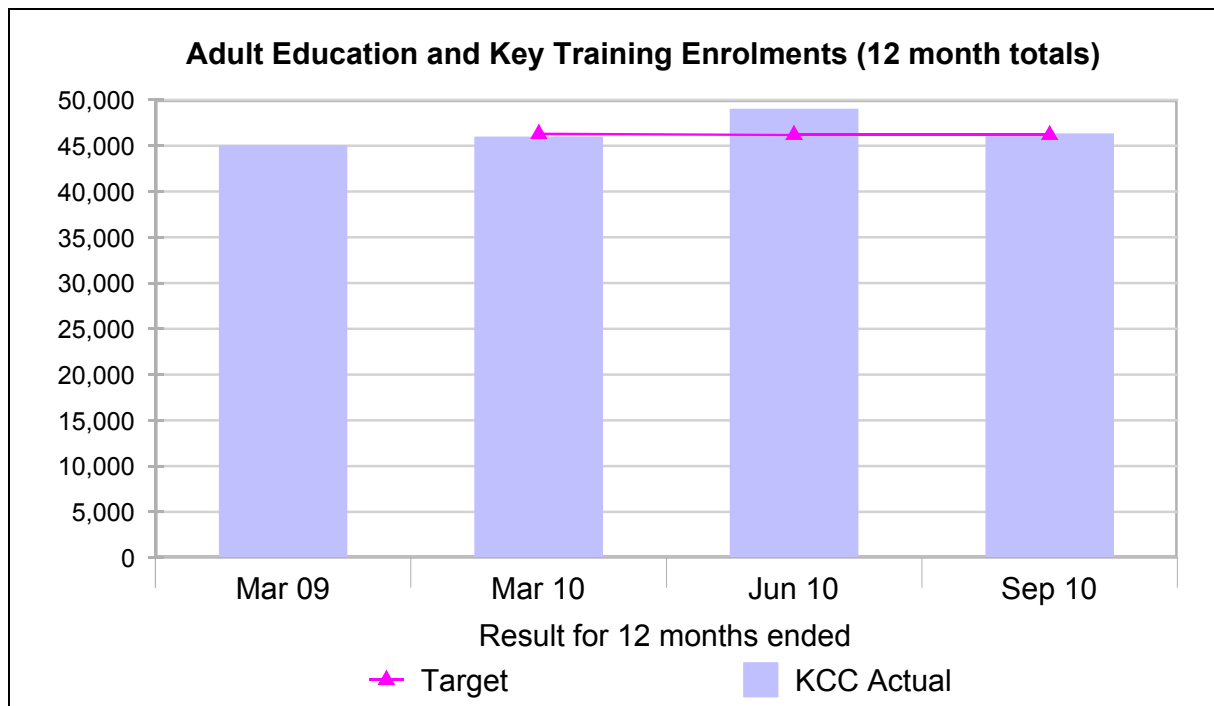
Note: Data to March 10 is based on national statistics taken from Police National Computer (PNC). The data for June 10 is based on local records of young people known to local youth offending teams with an uplift of 8% to account for differences to PNC data.



Higher value is better	Year ended Mar 08	Year ended Mar 09	Year ended Mar 10	Year ended Jun 10 Provisional	Year ended Sept 10 Provisional
KCC Result	73%	81% ↑	73% ↓	72% ↓	72% ↔
National average	70%	72%	73%		
RAG Rating	●	★	●	●	●

Improved recording methodology adopted by Kent in 2009/10, ensuring that only those young people actively engaged in education, training or employment were included, led to a lower figure being reported.

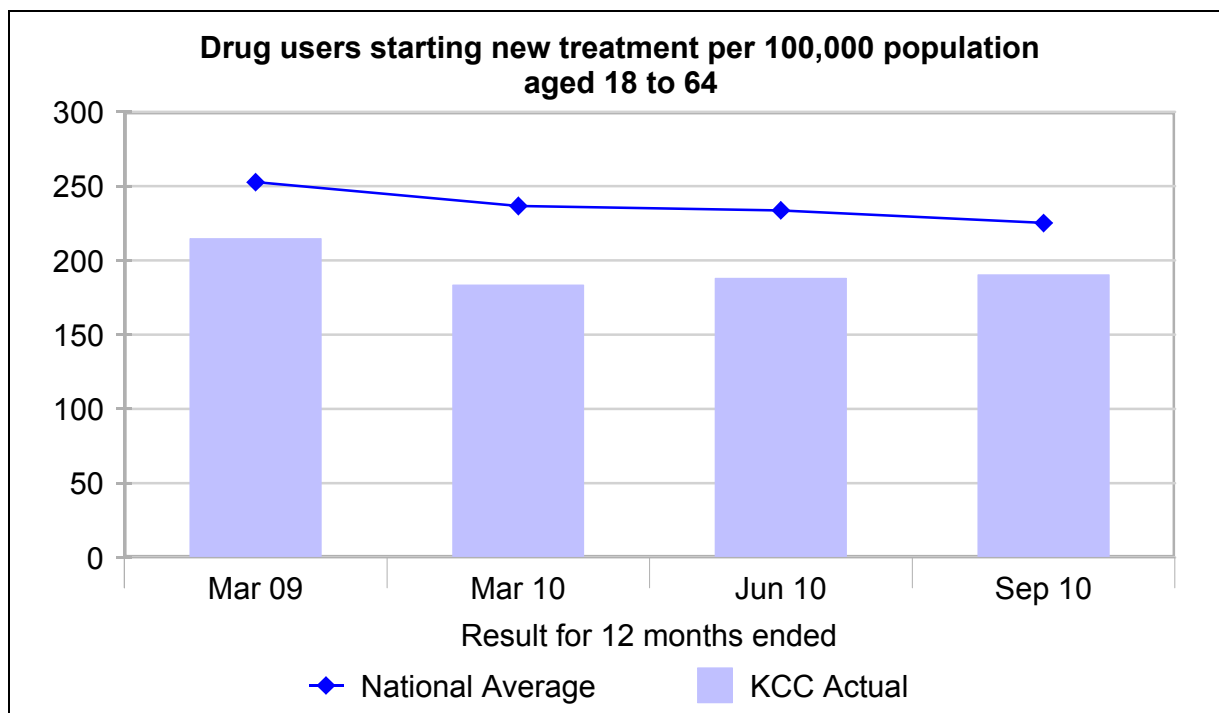
Performance in 2009/10 matched the national average and 2010/11 sees performance continue at a similar level.



Higher figure is better	Year ended Mar 09	Year ended Mar 10	Year ended Jun 10 Provisional	Year ended Sept 10 Provisional
KCC Result current yr	45,000	46,000 ↑	49,000 ↑	46,300 ↓
Targets		46,300	46,200	46,200
RAG Rating	●	●	★	★

Adult Education and KEY Training enrolments are marginally above target for the year ending September 2010.

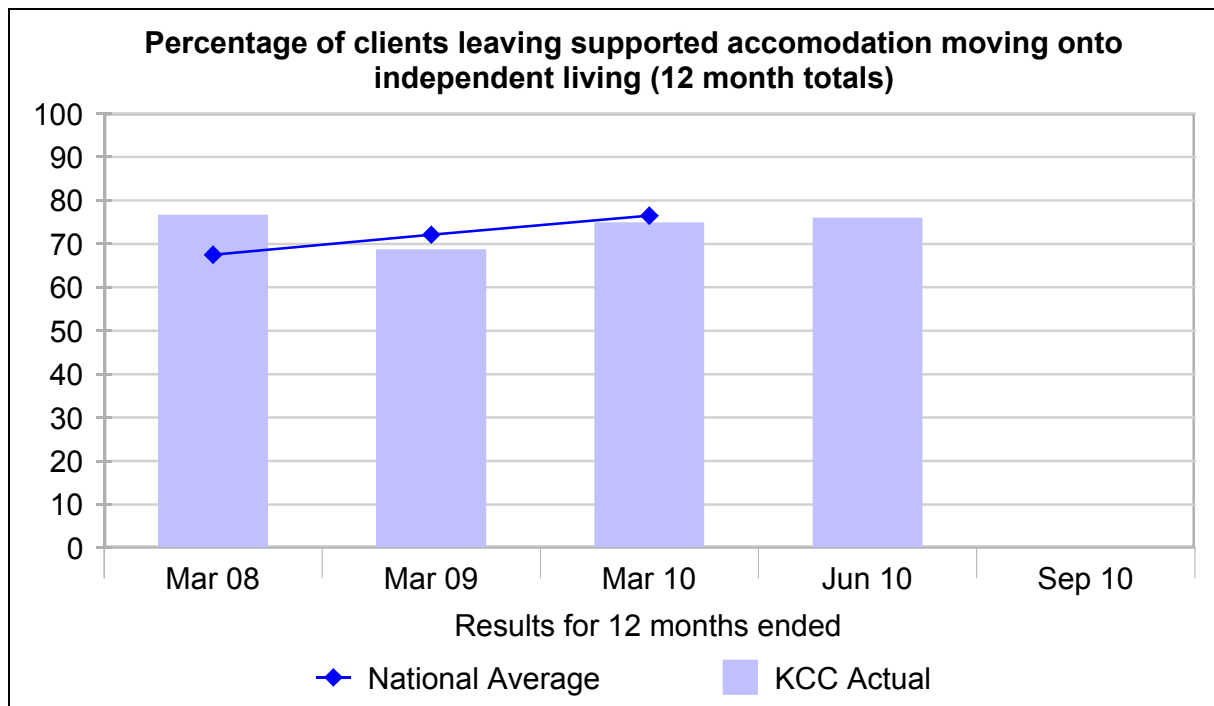
Fee-paying enrolments are slightly down against target but this is compensated for by higher fees on some courses (in line with Government direction).



Lower value is better	Year ended Mar 09	Year ended Mar 10	Year ended Jun 10 Provisional	Year ended Sept 10 Provisional
KCC Result	215	183 ↑	188 ↓	190 ↓
National average	253	237	234	225
RAG Rating	★	★	★	★
Number of adults	1,810	1,550	1,590	1,610

Previously reported figures showed the number of problem drug users in 'effective treatment' in Kent, but this data did not have a basis for comparison to other areas.

The information now reported is the number of all adult drug users starting new treatment. The rates in reduced last financial year but has been slowly increasing this year. However, the rate of new treatments in Kent continues to be significantly below the national average.



Higher value is better	Year ended Mar 08	Year ended Mar 09	Year ended Mar 10	Year ended Jun 10 Provisional	Year ended Sept 10 Provisional
KCC Result	76.6%	68.6% ↓	74.8% ↑	75.9% ↑	Data still being collected from providers
National average	67.5%	72.1%	76.5%		
RAG Rating	★	●	●	●	
Number of clients moving on	990	1,760	1,880	1,910	

The Kent results for the key performance indicator for the Supporting People services have been behind the national average for the last two years but the gap has been reduced and Kent is now close to the national average.

The Kent Economy

Executive Director's Commentary

Teams from Strategy & Research and Regeneration & Economy worked to submit the Kent, Greater Essex and East Sussex Local Enterprise Partnership bid and a decision is expected by late October 2010. This is in response to an invite from the Secretaries of State for Business, Innovation and Skills and Communities and Local Government, to provide strategic leadership to set out local economic priorities to tackle issues such as planning and housing, local transport and infrastructure priorities, employment and enterprise and transition to the low carbon economy, as well as supporting small business start-ups.

The draft Kent and Medway Housing Strategy has been launched for consultation. Tax Increment Financing (a method designed to channel funding toward improvements in distressed or underdeveloped areas), something that KCC has strongly supported and pushed to the new Coalition Government, has been introduced.

Visit Kent's 'Kent Contemporary' campaign, designed by M & C Saatchi, was launched in May. Stunning new images of the county featured on large poster sites across London, including London Underground and mainline train stations, along with promotions with the Evening Standard will help reposition the Garden of England for the 21st Century.

During the period April to September 2010, 118 new projects were added to the Locate in Kent pipeline, creating a total pipeline of 316 projects at the end of September 2010, compared with 289 in September 2009. Projects are good quality but, on average, have fewer jobs attached and are taking longer to convert – a global situation.

The No Use Empty initiative contributed to the Homes and Communities Agency (HCA) on-line debate regarding Empty Homes. The project manager filmed a short video covering the Kent initiative, showing examples of properties returned to use and the video has been published on the HCA website. The Kent initiative was held up as an example of good practice by the Housing Minister in his on-line video '**How Do We Maximise Empty Homes?**', which supported the debate. The debate ran to 31 August 2010 and HCA is currently putting together a report to be published in the New Year.

David Cockburn
Executive Director
Strategy, Economic Development and ICT

Backing Kent Business (BKB)

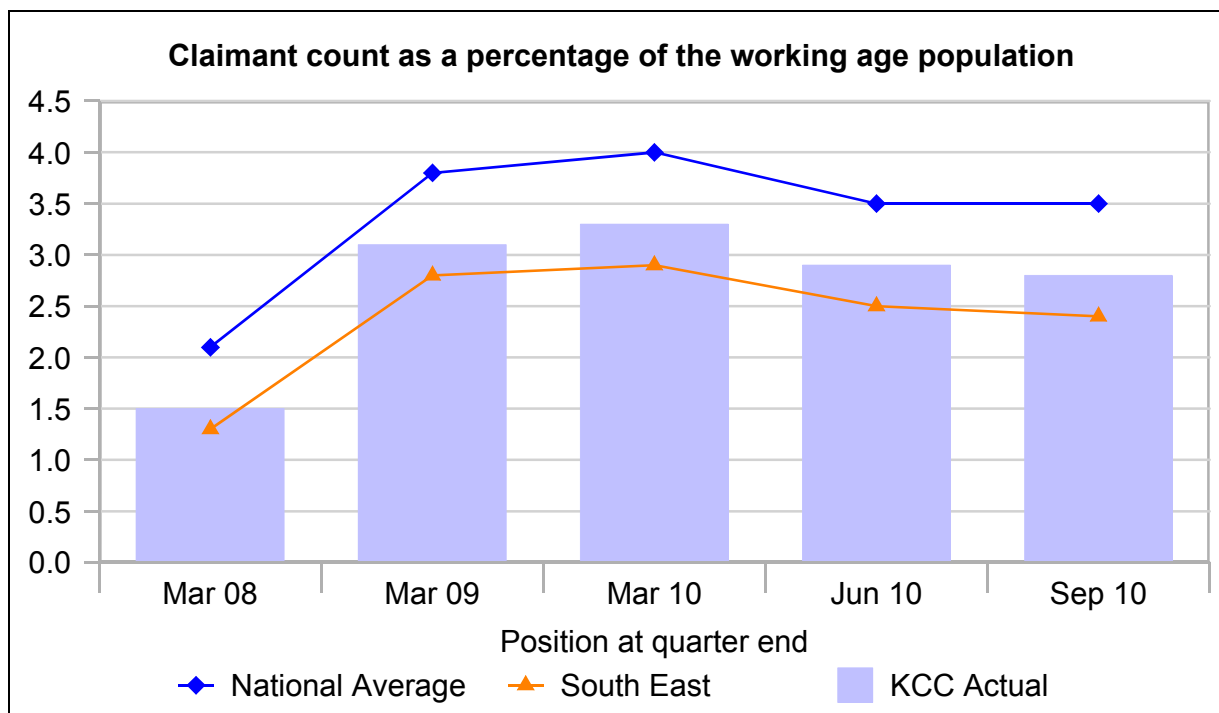
BKB Actions July to September 2010

July	<ul style="list-style-type: none">• Launch of the offshore wind supply chain directory, with funding by KCC but managed and delivered through the BKB partners.• BKB featured at the Kent County Show.
August	<ul style="list-style-type: none">• Invicta Chamber and Thames Gateway (Kent) Chamber became formal members of the KCC led European 2 Seas programme bid to support Kent businesses increasing their internationalisation/export capacity as a route to business growth. This has been supported by a successful Regeneration Fund bid to secure match funding. A decision on the European bid is expected in November 2010.
September	<ul style="list-style-type: none">• BKB partners meeting (Institute of Directors, Federation of Small Businesses, Invicta Chamber of Commerce, Channel Chamber of Commerce, North Kent Chamber of Commerce, Business Link etc) – the meeting considered the emerging LEP and other strategic issues. BKB partners endorsed the European 2 Seas programme bid to support internationalisation.• KCC attended the Thanet Trade Fair with the Backing Kent Business stand, explaining to the local business community how KCC is supporting Kent businesses.

Future Actions : October to December 2010

7th December – BKB partners meeting with Cabinet Member Kevin Lynes. BKB partners are now taking the lead in developing the BKB campaign, and this will be an opportunity for the partners to set out a proposed co-ordinated programme of activities for 2011 including how KCC could support those activities. This work may lead to a Regeneration Fund bid.

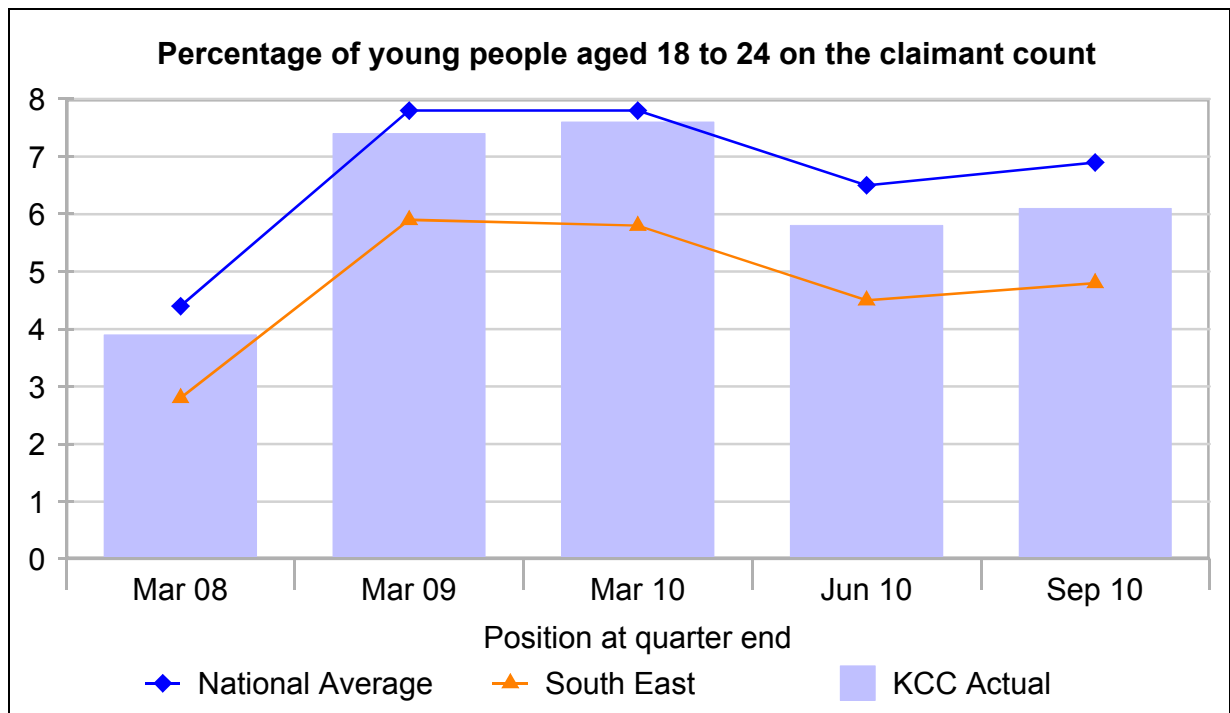
Commencement of the 'Sector Conversations' programme was to have taken place in the third quarter, being a business engagement process as part of the Regeneration Framework commitment to prepare a Kent Sector Strategy. However, this has been put on hold until early 2011.



Lower figure is better	Mar 08	Mar 09	Mar 10	Jun 10	Sept 10
KCC Result	1.5%	3.1% ↓	3.3% ↓	2.9% ↑	2.8% ↑
Actual count	13,500	27,600	29,400	25,500	24,800
England	2.1%	3.8%	4.0%	3.5%	3.5%
South East	1.3%	2.8%	2.9%	2.5%	2.4%

Claimant counts continue to reduce having reached a peak in February 2010. However the reduction in the claimant count during the last quarter was not as strong as the previous quarter.

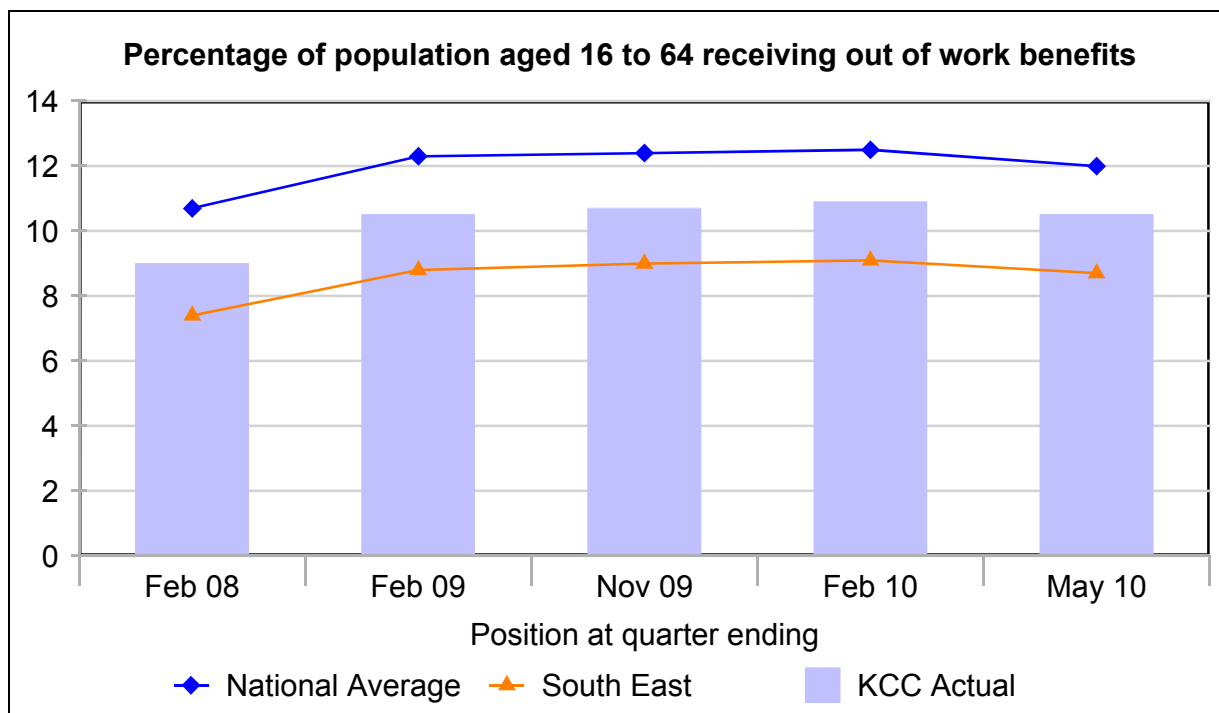
During the recession Kent experienced a rise in the claimant count marginally higher than for the South East overall but marginally lower than seen for England.



Lower figure is better	Mar 08	Mar 09	Mar 10	Jun 10	Sept 10
KCC Result	3.9%	7.4% ↓	7.6% ↓	5.8% ↑	6.1% ↓
Actual count	4,300	8,500	8,900	6,800	7,200
England	4.4%	7.8%	7.8%	6.5%	6.9%
South East	2.8%	5.9%	5.8%	4.5%	4.8%

The relative increase in the claimant count for young people during the recession was lower than the increase for all ages.

However there has been an increase in claimants of young people in the last quarter, whereas the claimant count for all ages showed a reduction.



Lower figure is better	Feb 08	Feb 09	Nov 09	Feb 10	May 10
KCC Result	9.0%	10.5% ↓	10.7% ↓	10.9% ↓	10.5% ↑
Actual count	79,300	93,200	94,800	96,600	93,000
England	10.7%	12.3%	12.4%	12.5%	12.0%
South East	7.4%	8.8%	9.0%	9.1%	8.7%

National statistics on working age population claiming out of work benefits are published by DWP usually with a 6 month delay.

Latest data from May showed that rates at that time were starting to decrease in line with the reductions in the JSA claimant counts.

Based on the time series shown above, it would appear that in terms of increase since the recession Kent has performed marginally worse than both the national and regional level of increase, although there is some variation around this trend when more detailed quarter by quarter data is examined.

Out of work benefits include client groups of job seekers, those on incapacity benefits, and lone parents but excludes those classed as carers and the disabled with these two groups accounting for a further 22,000 people as at May 2010.

Appendix : Comparative Benchmarks

In most cases the data is presented with the national average as the comparative benchmark. The national average will refer to data for all English councils.

We are developing the report to include more comparative information where relevant. For some services, the outcomes and performance will be correlated or related to various factors which are different in different places. Often the social and economic background of a local authority area will have a significant influence on the outcomes that are reported for key service areas. There are different comparators for different service areas and these are known as statistical neighbours.

For indicators for children, families and education we have included the average performance for the relevant statistical neighbour list, which is made up of the following local authority areas:

East Sussex
Essex
Lancashire
Northamptonshire
Nottinghamshire
Staffordshire
Warwickshire
West Sussex
Worcestershire
Swindon UA

For indicators relating to libraries we have provided a comparative benchmark for all county councils, as no agreed statistical neighbour lists exists but county council areas have similar geography to each other in terms of rural communities, whereas cities and metropolitan areas will have very different factors influencing the delivery of the service.

In relation to staffing data comparative benchmarks for local government and the civil service are used. These are used as workforces are similar in terms of size of organisation, age profile, gender balance and occupation. For example, staff sickness levels are highly influenced by age profile and gender balance of the workforce, the size of the organisation and the type of work. The nearest statistical neighbours for staffing matters such as sickness are therefore organisations which are similar on these characteristics such as other local government bodies and the civil service.