

### Appendix 3

Corporate Action Plan - KEY PERFORMANCE INDICATORS 2022-23 - Proposed changes for 2023-24				Time Period	TARGET	Service Area	Notes	Colour Key
<b>POSITIVE COMMUNITY LEADERSHIP</b>								Green - Same as Last year (2022-23)
Number of new priority play areas improved by the Council	Annual	1 site per year	Estates and Assets					Revision to existing KPI
Average number of days to process new claims for Housing Benefit from the date complete evidence is received.	Monthly	7	Revenue and Benefits					New KPI
Average number of days taken to process new claims for Housing Benefit	Monthly	17	Revenue and Benefits					Removed for 2023-24
% food premises broadly compliant ( equivalent to 3 rating)	Quarterly	95%	Environmental Health and Licensing					
Number of community safety events held and projects delivered	Annual	10	Community Safety					
Number of Community Safety projects delivered	Annual	4	Community Safety				There are a number of different projects carried out to assist with either education or encouragement to change or be aware of behaviours. This can range from anything to do with providing safe spaces for those who are in fear of physical or mental abuse, working with the NHS around health matters, and providing an opportunity for the residents to question the Police and Community Safety Unit (CSU) in a Local Engagement Meeting, which enable the residents to understand how the Police and CSU can help or support them, bring concerns that they feel need to be addressed or providing an accessible opportunity for residents to feel they are being listened to and to hold the relevant service accountable.	
Number of households in the district receiving support through the UKSPF*	Annual	1,000 over three years to March 2025 (See notes)	Economic Development				As part of the council's approved investment plan to support the delivery of funds awarded from the UK Shared Prosperity Fund (UKSPF), the Department for Levelling Up, Housing and Communities (DLUHC) requires us to publish outputs of how the funding is helping residents across the district. A number of other outputs and outcomes have been established, but are quite particular, but the indicator proposed for the KPI list is wide ranging and clearly depicts the success of the fund.  Target to be 1,000 households over the three year period to March 2025: Year 1 - 200 Year 2 - 300 Year 3 - 500	
<b>A THRIVING ENVIRONMENT</b>								
Retain Green Flags for the Coastal Park, Royal Military Canal, Kingsnorth Gardens and Radnor Park sites	Annual	4	Grounds Maintenance					
Number of enforcement notices served (e.g. Abatement Notices, Community Protection Notices)	Annual	*45 (informal)	Environmental Protection				Target previously 70* Informal in 2022-23	
Number of Community Protection Warnings (CPWs) issued	Annual	40	Environmental Protection				Target previously 15 Annually in 2022-23. Target increased.	

Fixed Penalty Notices issued for Low level Enviro-crime (littering, dog control)	Annual	*200(informal)	Environmental Protection	Target previously 300* (informal) in 2022-23
Fixed Penalty Notices issued for High level Enviro-crime (large Fly-tipping)	Annual	*20(informal)	Environmental Protection	Target previously 25* (informal) in 2022-23
Number of Breaches issued under the Public Space Protection Order	Annual	*10 (informal)	Community Safety	<p>This gives a record of how much enforcement work is done that breaches the PSPO. This includes:</p> <ol style="list-style-type: none"> <li>1. Anti-social alcohol consumption</li> <li>2. The use of intoxicating substances</li> <li>3. Urinating, spitting or defecating</li> <li>4. Begging (antisocial)</li> <li>5. Anti-social street entertainment</li> <li>6. Unauthorised street fundraising and marketing (Chugging)</li> <li>7. Unauthorised camping</li> </ol> <p>Whilst much of the engagement is done through communication and encouraging people to do something without issuing a warning or Fixed Penalty Notice under the PSPO, they are required to stop what they are doing within a period given and if they fail to do that, they can be prosecuted for a breach of the PSPO, resulting in a fine and a criminal record.</p>
ASB enforcement action taken (inc CPWs and CPNs )	Annual	*20 (informal)	Annual	<p>Whilst some actions of visitors, residents or those who work in the area, have a detrimental affect or they can either caused alarm or distress to those in the local area, a Community Protection Warning (CPW) or Community Protection Notice (CPN) is used to manage that situation. A CPW/CPN is a tool to help with managing a problem and gives an insight as to the number issued by the team and any prosecutions undertaken. If a CPW/N is breached and the CPN, the case is sent to legal for prosecution.</p>
Percentage of street surveyed clear of litter within in the district	Monthly	95%	Waste Services	
Number of community environmental volunteer events supported	Quarterly	15	Local Area Officers	
Number of recorded SOD It interventions completed	Quarterly	1200	Local Area Officers	
Average time for anti-social or offensive graffiti to be removed from the time of being reported	Quarterly	48 Hrs	Local Area Officers	
Number of new electric vehicle charging points installed within district owned car parks	Annual	2 charging points per car park*	Transportation	This project was completed in Quarter 3 of the 2022-23 year. A total of 103 charging points have now been installed within 26 car parks across the district.
Percentage of street lighting within the district converted to LED	Annual	100% completion by Autumn 2023	Transportation	100% Completion now by Autumn 2023. Previously March 2023.
Number of missed bin collections per 100,000	Monthly	50	Waste Services	
Percentage of household waste recycled	Monthly	50%	Waste Services	
Number of days to remove fly tipped waste on public land once reported	Monthly	3 Days	Waste Services	
Percentage of compliant air quality monitoring sites	Quarterly	100%	Environmental Protection	
Percentage of successful prosecutions (Including fly tipping and Littering)	Quarterly	100%	Environmental Protection	
<b>A VIBRANT ECONOMY</b>				
Total Folkestone & Hythe High Streets funds allocated	Annual	100% of the funds allocated	Economic Development	Removed: High Streets Fund closed to new applications in November 2022.

Number of engagements undertaken by the Folkestone & Hythe Place Panel on projects of scale or strategic significance.	Annual	3	Planning	
Total funding allocated from the Romney Marsh Business Hub grant support scheme	Annual	70% of available funds allocated in 2023-24	Economic Development	Target was 70% by end of 2022-23. Other than continued promotion of both the hub offices and the grant scheme itself, we have limited influence over fulfilment of this target, because it is both dependant on businesses leasing an office at the hub and then going on to apply for the grant.
Number of Folkestone & Hythe businesses accessing business support and grants from public sector programmes	Annual	10	Economic Development	
Number of businesses or potential entrepreneurs/ new start-ups signposted to support programmes and events to facilitate growth	Annual	50 minimum	Economic Development	
Total funds allocated from the Folkestone Community works Programme	Annual	100% of the allocated funds spent by end of September 2023	Economic Development	Removed: The Folkestone Community Works Programme's delivery period for funded projects ceases on 30 June 2023. This means funded projects are unable to claim any expenditure defrayed after the 30 June.
Number of businesses engaged with in the district to support growth and retention of local people	Annual	12	Economic Development	
<b>QUALITY HOMES AND INFRASTRUCTURE</b>				
Numbers of new homes built within the district	Annual	622 homes	Strategy, Policy and Performance	
Percentage reduction in homelessness	Annual	5% based on 2020 data	Housing Service	Removed: We take a combined approach to reducing homelessness and our KPIs and targets for number of approaches, preventions and rough sleepers already measure this effectively.
Number of homelessness approaches (includes Triage, Prevention, Relief & Decision cases)	Monthly	No Target	Housing Service	
Percentage of homelessness approaches closed as 'homelessness prevented'	Monthly	4%	Housing Service	
Average number of rough sleepers in the period	Monthly	<6	Housing Service	
Average number of households in Bed and Breakfast Accommodation	Monthly	0	Housing Service	
Average number of households in Temporary Accommodation	Monthly	<35	Housing Service	
Long-term Empty Homes brought back into use	Annual	70	Housing Service	
Affordable homes delivered by the Council and its partners	Annual	80	Housing Service	
Affordable homes for low cost home ownership delivered by the Council and its partners	Annual	32	Housing Service	
Private sector homes improved as a result of intervention by the Council	Annual	200	Housing Service	

Council home new builds and acquisitions started on site	Annual	20	Housing Service	
Percentage of properties that meet the decent homes standard	Annual	99%	Housing Service	
Properties with a valid LGSR	Monthly	100%	Housing Service	
Blocks with a valid Fire Risk Assessment	Monthly	100%	Housing Service	
Blocks with a valid Legionella Risk Assessment	Monthly	100%	Housing Service	
Blocks with valid (in date) Electrical Certificate (EICR)	Monthly	100%	Housing Service	
Domestic properties with a valid (in date) EICR	Monthly	100%	Housing Service	
Properties Asbestos compliant (Communal)	Monthly	100%	Housing Service	
Insurance visits completed on communal lifts (LOLER)	Monthly	100%	Housing Service	
% of major planning applications to be determined within statutory period including any agreed extension of time	Quarterly	60%	Development Management	
% of minor applications to be determined within the statutory period including any agreed extension of time	Quarterly	70%	Development Management	
% of other planning applications to be determined within statutory period including any agreed extension of time	Quarterly	85%	Development Management	
<b>TRANSPARENT, STABLE, ACCOUNTABLE &amp; ACCESSIBLE</b>				
Council tax collection	Annual	97.3%	Revenue and Benefits	
Business Rates collection rate	Annual	97.5%	Corporate Debt	
Increase take up of MyAccount and online transactions	Annually	8%	Systems Development	Target revised - Previously 10% annual in 2022/23
All Freedom of Information / Environmental information Requests to be responded to within the statutory period of (20 working days or lawful extension).	Monthly	90%	Democratic Services and Information Governance	
All Subject Access Request responses to be provided within the statutory period (1 calendar month or lawful extension).	Monthly	90%	Democratic Services and Information Governance	
Percentage of data breaches assessed within 72 hours to decide if it is reportable to the ICO.	Monthly	100%	Democratic Services and Information Governance	
Percentage of reportable data breaches that were submitted to the ICO within 72 hours.	Monthly	100%	Democratic Services and Information Governance	
Lifeline - Number of calls answered within 60 seconds	Monthly	97.5%	Lifeline	
Lifeline - Number of calls answered within 180 seconds	Monthly	99.00%	Lifeline	