Appendix 4

Corporate Action Plan - KEY PERFORMANCE INDICATORS 2023-24	Time Period	TARGET	Service Area
POSITIVE COMMUNITY LEADERSHIP			
Number of new priority play areas improved by the Council	Annual	1 site per year	Estates and Assets
Average number of days to process new claims for Housing Benefit from the date complete evidence is received.	Monthly	7	Revenue and Benefits
Average number of days taken to process new claims for Housing Benefit	Monthly	17	Revenue and Benefits
% food premises broadly compliant (equivalent to 3 rating)	Quarterly	95%	Environmental Heatlh 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
Number of households in the district receiving support through the UKSPF'	Annual	1,000 over three years to March 2025	Economic Development
A THIRIVING ENVIRONMENT			

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
Number of Community Protection Warnings (CPWs) issued	Annual	40	Environmental Protection
Fixed Penalty Notices issued for Low level Enviro-crime (littering, dog control)	Annual	*200(informal)	Environmental Protection
Fixed Penalty Notices issued for High level Enviro-crime (large Fly-tipping)	Annual	*20(informal)	Environmental Protection
Number of Breaches issued under the Public Space Protection Order	Annual	*10 (informal)	Community Safety
ASB enforcement action taken (inc CPWs and CPNs)	Annual	*20 (informal)	Annual
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
Percentage of street lighting within the district converted to LED	Annual	100% completion by Autumn 2023	Transportation
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
A VIBRANT ECONOMY			
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
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
Number of businesses engaged with in the district to support growth and retention of local people	Annual	12	Economic Development
QUALITY HOMES AND INFRASTRUCTURE			
Numbers of new homes built within the district	Annual	622 homes	Strategy, Policy and Performance
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
TRANSPARENT, STABLE, ACCOUNTABLE & ACCESSIBLE			
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
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