



# Folkestone & Hythe District Council

## Quarter 1 & 2 Performance Report (April-September 2021)



# Your Cabinet Members



**Cllr David Monk**  
Leader of the Council



**Cllr Jennifer Hollingsbee**  
Deputy Leader of the  
Council and Cabinet  
Member for Communities



**Cllr John Collier**  
Cabinet Member for  
Property Management &  
Grounds Maintenance



**Cllr David Godfrey**  
Cabinet Member  
for Housing and Special  
Projects



**Cllr Stuart Peall**  
Cabinet Member for  
Enforcement, Regulatory  
Services, Waste &  
Building Control



**Cllr Lesley Whybrow**  
Cabinet Member for the  
Environment



**Cllr Tim Prater**  
Cabinet Member for  
Revenues, Benefits,  
Anti-Fraud and Corruption



**Cllr David Wimble**  
Cabinet Member for the  
District Economy



**Cllr Ray Field**  
Cabinet Member for  
Transport and  
Digital Transformation

# Your District - An Overview

Our district is situated on Kent's south east coast and covers an area of 140 square miles. It is a place of variety and contrast with a landscape characterised by rolling chalk downland, wooded valleys, wild marshes, and a 26-mile coastline. The district has a population of approximately 113,000 of which 57.5% (32,800) of female residents and 59.1% (33,000) of males are of working age.

Our principal town, Folkestone, is home to just under half the district's population. It is also the area's commercial hub, particularly for creative and digital media - one of the UK's fastest-growing sectors. The Creative Quarter in Folkestone's Old Town is home to a thriving collection of artists' studios and creative businesses and offers artists, retailers and business people the chance to become part of this lively and ever-growing community.

As well as its strong creative focus, the district attracts a variety of innovative small and medium size businesses (SMEs) and is home to strong brand names including Saga, Eurotunnel, Holiday Extras, the Aspinall Foundation and Church & Dwight.

The historic town of Hythe is the district's second centre of population and one of two ancient Cinque Ports in the district. Its central feature is the Royal Military Canal, built for defence against invasion in the Napoleonic wars with France. To the west are the wide open spaces of Romney Marsh, home to New Romney, our second Cinque Port; Lydd, a member of the Confederation of Cinque Ports as a 'limb' of New Romney, and a number of smaller coastal communities. Contrasting with the wild expanse of marshes are the North Downs, a ridge of chalk hills that stretch from Dover to Farnham. The Downs are home to pretty villages, including Elham, Lyminge and Postling, hidden valleys and thriving vineyards.

Although the district is rural and coastal in character, it is very well connected. The M20 offers easy access to London and other major motorway networks, London is under an hour away via High Speed 1 (HS1) from Folkestone and we have unrivalled access to mainland Europe via the Channel Tunnel.

We think our district is a great place to live, work and visit. It's where the past has made its mark and where a bright new future is unfolding. As the local authority for the district, we have a key role to play in shaping that future.



**The Old High Street, Folkestone**



**Royal Military Canal, Hythe**



**Dungeness, Romney Marsh**

# Introduction

In February 2021, we published our new Corporate Plan ‘**Creating Tomorrow Together**’, a 34-page document setting out our over-arching principles and service ambitions up until 2030 following approval by councillors.

The plan identifies the main priorities and themes of the council, including the key role we will play in leading the district's recovery from the coronavirus pandemic over the next three years.

The name of our corporate plan was inspired by the excellent relationships and networks which the council already has - and will continue to build on for the benefit of residents. It also alludes to the recovery work already being undertaken.

The plan was subject to public consultation in late 2020 and incorporates the key points raised during the consultation period to ensure it reflects the needs and ambitions of our residents, businesses and key stakeholders across the district.

The plan is focused on four service ambitions which are priority areas of action that relate to the key services that the council plans, delivers and commissions and six guiding principles that guide everything that we do (**see summary image**).

The adopted service priority actions as part of the plan have been further developed into a corporate action plan, with progress against the plan itself monitored annually, and the plan will be comprehensively reviewed in 2024 to ensure it remains appropriate for the district.

A copy of our new corporate plan can be found here: [Creating Tomorrow Together – Corporate Plan 2021-30](#)



## Creating Tomorrow Together: Corporate Plan 2021-30

<p><b>Service ambition 1:</b> <b>Positive community leadership</b> Priorities in the next three years</p> <ul style="list-style-type: none"> <li> Improve physical and mental health &amp; wellbeing</li> <li> Safer communities</li> <li> Supporting &amp; empowering our communities</li> </ul>	<p><b>Service ambition 2:</b> <b>A thriving environment</b> Priorities in the next three years</p> <ul style="list-style-type: none"> <li> Ensure an excellent environment for everyone</li> <li> Grow the circular economy &amp; reduce waste</li> <li> Increase our resilience to climate change</li> </ul>	<p><b>Service ambition 3:</b> <b>A vibrant economy</b> Priorities in the next three years</p> <ul style="list-style-type: none"> <li> Reinvigorate the high streets</li> <li> Support a vibrant &amp; diverse business community</li> <li> Help people access jobs &amp; opportunity</li> <li> Grow the skills we need for the future</li> </ul>	<p><b>Service ambition 4:</b> <b>Quality homes and infrastructure</b> Priorities in the next three years</p> <ul style="list-style-type: none"> <li> Improve outcomes &amp; support for homeless people</li> <li> Deliver sustainable, affordable housing</li> <li> Deliver a safe, accountable housing service</li> <li> Digital inclusion &amp; connectivity</li> <li> Deliver a sustainable new development at Otterpool Park</li> </ul>		
<p>In everything we do we will follow these guiding principles:</p>					
<p><b>Sustainable recovery</b> We will do all we can to ensure a strong recovery for the district from the effects of COVID.</p>	<p><b>Locally distinctive</b> We will protect the special distinctive and diverse nature of our district - working with our key partners to enhance it.</p>	<p><b>Greener Folkestone &amp; Hythe</b> We will encourage and create a more sustainable district consuming fewer natural resources.</p>	<p><b>Transparent, stable, accountable and accessible</b> We will be financially sustainable and communicate effectively with our communities in an accessible way.</p>	<p><b>Working effectively with partners</b> We will engage with partners to understand the vital role they play and work collaboratively with them to ensure the best outcomes for our residents.</p>	<p><b>Continuous improvement</b> We will embed a culture of continuous improvement, seeking feedback and being innovative and creative to find new ways to deliver services.</p>

Above: Corporate Plan - Service Ambitions and Guiding Principles

# 01 Positive Community Leadership

Description	Q1 2020-21 Comparison	Q2 2020-21 Comparison	Q1 Actual 2021-22	Q2 Actual 2021-22	Q3 Actual 2021-22	Q4 Actual 2021-22	Target	On Target
Number of new priority play areas improved by the Council	-	-	-	-	-	-	1 site per year	-
			<i>This indicator is collated on an annual basis and not available quarterly. A figure will be available at the end of Quarter 4</i>					
Average number of days to process new claims for Housing Benefit from the date complete evidence is received.	-	-	3.4	3.4			7 Days (Monthly)	✓
Average number of days taken to process new claims for Housing Benefit	20.9	17	14.7	12.2			17 Days (Monthly)	✓
% food premises broadly compliant ( equivalent to 3 rating)	92%	92%	Figure unavailable	Figure unavailable			95% (Quarterly)	-
			<i>The Environmental Health Team re-started the food inspection programme in Q1 as the pandemic lockdown ended. The figures for Quarters 1 &amp; 2 are currently unavailable due to a system communication error between the Food Standards Agency website and the Council's own case management system. The error is currently being investigated by the Systems Support team with a resolution to be put in place during Quarter 3 that will enable these figures to be correctly reported. Based on inspections completed so far the EH team expect 3 rating level or above compliance to be high but this can only be formally reported when the link between the FSA and FHDC systems has been resolved.</i>					
Number of community safety events held and projects delivered	-	-	0	0			10 (Annual)	X



## 02 A Thriving Environment

Description	Q1 2020-21 Comparison	Q2 2020-21 Comparison	Q1 Actual 2021-22	Q2 Actual 2021-22	Q3 Actual 2021-22	Q4 Actual 2021-22	Target	On Target
Retain Green Flags for the Coastal Park, Royal Military Canal and Radnor Park sites	-	-	-	-	-	-	3 (Annual)	-
			<i>This indicator is collated on an annual basis and not available quarterly. A figure will be available at the end of Quarter 4</i>					
Number of enforcement notices served (e.g. Abatement Notices, Community Protection Notices)	13	12	14	39			*100 (informal) (Annual)	✓
Enforcement - Fixed Penalty Notices issued	59	92	92	105			*300(informal) (Annual)	✓
Percentage of street surveyed clear of litter within in the district	83%	96%	Figure Unavailable	Figure Unavailable			95% (Monthly)	-
			<i>The figures for both Quarters 1 &amp; 2 are unavailable due to work being undertaken between Veolia and both Folkestone Hythe and Dover District Councils' to develop a new regime of inspection monitoring that will help improve overall information on street cleanliness moving forwards. The new regime of inspection monitoring will start during Quarter 3.</i>					
Number of community environmental volunteer events supported	2	15	17	18			15 (Quarterly)	✓
Number of recorded See it, Own it, Do it (SOD It) interventions completed	263	1,918	2,510	3,155			1200 (Quarterly)	✓
Average time for graffiti to be removed from the time of being reported	48 hours	48 hours	24 hours	24 hours			48 Hrs (Quarterly)	✓
Number of new electric vehicle charging points installed within district owned car parks	-	-	-	-			2 charging points per car park (Annual)	-
			<i>No new electric vehicle charging points have been installed within district owned car parks during Quarters 1 and 2 due to feasibility studies being carried out by Connected Kerb, who have won the contract to install charging points in 150 locations across Kent. The studies have now been completed and the next stage is for the formal contract to be signed by the Council following agreement of the car park locations, where new charging points will be installed.</i>					

## 02 A Thriving Environment

Description	Q1 2020-21 Comparison	Q2 2020-21 Comparison	Q1 Actual 2021-22	Q2 Actual 2021-22	Q3 Actual 2021-22	Q4 Actual 2021-22	Target	On Target
Percentage of street lighting within the district converted to LED	-	-	-	-			100% completion by March 2023	-
			<i>No street lighting was converted to LED in the district during Quarters 1 and 2. Work is being undertaken with KCC's maintenance contractor Bouygues. A report to Cabinet is due to be presented in November recommending the upgrade of all FHDC owned lights to LED and seeks funding for the project.</i>					
Number of missed bin collections per 100,000	8.22	11.47	109.2	144.5			50 (Monthly)	X
			<i>Veolia's new route re-optimisation project commenced in mid-May 2021 and as a result collection crews were unfamiliar with their new collection rounds, this resulted in the number missed collections increasing throughout Quarters 1 &amp; 2. The number of missed collections is now starting to return back towards acceptable levels moving into Quarter 3.</i>					
Percentage of household waste recycled	48%	49%	50%	TBC			50% (Monthly)	✓
			<i>Recycling tonnage data for final month of Quarter 2 (September 21) is currently unavailable as this is provided by Kent County Council. This is always supplied 1-2 months in arrears. The final result of Quarter 2 will be reflected in the Quarter 3 KPI report.</i>					
Number of days to remove fly tipped waste on public land once reported	1.2	1.1	31.5	6			3 Days (Monthly)	X
			<i>New task allocating software was introduced by Veolia in early-April 2021. A number of technical issues have been experienced, particularly in the early stages, notably in relation to fly-tip clearance tasks not allocating to removal teams. This issue has now been resolved, and performance is returning to the required standard.</i>					
Percentage of compliant air quality monitoring sites	-	-	100%	100%			100% (Quarterly)	✓
			<i>A total of 18 air quality monitoring sites across the district are currently in line with the DEFRA National Air Quality Objectives. Air quality monitoring is carried out over a yearly basis and final calculations will be carried out at the end of the year to determine the air quality objectives are fully being met.</i>					

## 02 A Thriving Environment

Description	Q1 2020-21 Comparison	Q2 2020-21 Comparison	Q1 Actual 2021-22	Q2 Actual 2021-22	Q3 Actual 2021-22	Q4 Actual 2021-22	Target	On Target
Enforcement - Percentage of successful prosecutions ( <i>Incl Fly tipping and Littering</i> )	-	-	100%	100%			100% (Quarterly)	✓
			<p><i>In Quarter 1, a total four cases were taken to court and successfully prosecuted. One case was in relation to fly tipping. The other 3 cases were due to breaches of Community Protection Notices (CPN)</i></p> <p><i>In Quarter 2, a total of 3 cases were taken to court in September and were all successfully prosecuted. Two cases were in relation to fly tipping and the other case was for littering.</i></p>					

## 03 A Vibrant Economy

Description	Q1 2020-21 Comparison	Q2 2020-21 Comparison	Q1 Actual 2021-22	Q2 Actual 2021-22	Q3 Actual 2021-22	Q4 Actual 2021-22	Target	On Target
Total Folkestone & Hythe High Streets funds allocated	-	-	(51% - allocated since fund inception)  £151,446 allocated in Q1	(59% - allocated since fund inception)  £56,687 allocated in Q2			100% of the funds allocated	✓
			<p><i>During Quarters 1 &amp; 2 a total £208,133 of funding has been allocated from the High Streets fund, out of this funding, eleven external applications totalling almost £178,000 were approved, with 7 of these in Folkestone and 4 in Sandgate, New Romney and Hythe, and there were 3 council-led projects totalling £30,133 delivered by Folkestone Town Council.</i></p> <p><i>The externally funded projects allocated funding have included refurbishments and renovations to business premises, as well as improvements to the external appearance of high street premises. Council-led projects that have received funding have included heritage lighting and signage and for external improvements to the Folca building in Folkestone Town Centre.</i></p>					
Number of engagements undertaken by the Folkestone & Hythe Place Panel on projects aimed at improving the public realm.	-	-	2	1			3 (Annual)	✓
Total funding allocated from the Romney Marsh Business Hub grant support scheme	-	-	-	-			50% of available funds allocated in 2021-22	-
			<p><i>No grant funding has been allocated under 'The Romney Marsh Business Hub grant scheme'. The scheme is due to be launched as part of the wider marketing for the scheme in Quarter 3.</i></p>					

## 03 A Vibrant Economy

Description	Q1 2020-21 Comparison	Q2 2020-21 Comparison	Q1 Actual 2021-22	Q2 Actual 2021-22	Q3 Actual 2021-22	Q4 Actual 2021-22	Target	On Target
Total Amount of business space created at Mountfield Road	-	-	-	-			751sqm created (Annual)	-
			<i>The 751 square meters of business space at the Romney Marsh Business Hub is due for completion in Quarter 3. The second phase of the Mountfield Road scheme is due to be marketed for employment purposes from Quarter 2 onwards with sales agreed for land plots by end Quarter 4 this year.</i>					
Number of Folkestone & Hythe businesses accessing business support and grants from public sector programmes	-	-	-	-			10 (Annual)	-
			<i>This indicator is collated on an annual basis and not available quarterly. A figure will be available at the end of Quarter 4.</i>					
Number of businesses or potential entrepreneurs/ new start-ups signposted to support programmes and events to facilitate growth	-	-	-	-			50 minimum (Annual)	-
			<i>This indicator is collated on an annual basis and not available quarterly. A figure will be available at the end of Quarter 4.</i>					
Number of businesses engaged with in the district to support growth and retention of local people	-	-	8	2			12 (Annual)	✓
			<i>In Quarters 1 and 2 a total of 10 Businesses were directly engaged with to support growth and retention of local people, these include, Plamil Foods, SWP, Pentland Homes, Magnox, Church &amp; Dwight, Motis, Saga, Screen South, NIC instruments and BigJig Toys.</i>					

## 03 A Vibrant Economy

Description	Q1 2020-21 Comparison	Q2 2020-21 Comparison	Q1 Actual 2021-22	Q2 Actual 2021-22	Q3 Actual 2021-22	Q4 Actual 2021-22	Target	On Target	
Total funds allocated from the Folkestone Community works Programme	-	-	71% (cumulative)	74% (cumulative)			70% of the allocated funds spent by end of 2021/22	✓	
			<p><i>The KPI is a cumulative figure for the programme which has been running since 2018.</i></p> <p><i>In Quarter 1: £821,836 (37%) of European Structural Investment Funds (ESIF) have been allocated to projects and £580,805 (71%) has been defrayed by the end of Q1 2021/22.</i></p> <p><i>In Quarter 2: £789,058 (40%) of ESIF funds have been allocated to projects and £581,637 (74%) has been defrayed by the end of Q2 2021/22. The allocation of funds has been hit by several proposals not proceeding as expected and match funding has been a major issue following DWP's decision to classify several funding streams as ineligible match.</i></p> <p><i>The projects underway during Q1 &amp; Q2 include South East Kent's Enterprising Opportunities which provides employability support to budding local entrepreneurs and grants for new equipment or upgrading of premises were awarded to a number of local SMEs, including Sleeping Giant Media, Alliance Building, the Harbour Coffee Company and the Folkestone Leas Lift CIC.</i></p>						

# 04 Quality Homes and Infrastructure

Description	Q1 2020-21 Comparison	Q2 2020-21 Comparison	Q1 Actual 2021-22	Q2 Actual 2021-22	Q3 Actual 2021-22	Q4 Actual 2021-22	Target	On Target
Numbers of new homes built within the district	-	-	-	-	-	-	738 homes (Annual)	-
			<i>This indicator is collated on an annual basis and not available quarterly. A figure will be available at the end of Quarter 4.</i>					
Percentage reduction in homelessness	-	-	-	-			5% based on 2020 data	-
			<i>This indicator is collated on an annual basis and not available quarterly. A figure will be available at the end of Quarter 4.</i>					
Number of homelessness approaches (includes Triage, Prevention, Relief & Decision cases)	317	348	373	369			No Target	-
			<i>Homelessness approaches to the Council are up on this time last year. This is in part due to the ending of the embargo on evictions that was put in place during the lockdown period and also due to the impacts of the Domestic Abuse Act that places duties on local authorities to provide safe accommodation to victims of abuse who present themselves to the Council as homeless. The numbers of approaches appear to have levelled off in Quarter 2.</i>					
Percentage of homelessness approaches closed as 'homelessness prevented'	-	-	3.59%	3.72%			4% (Monthly)	X
			<i>This represents the number of 'preventions' against the total number of people that approached the council shown as a percentage. We prevented homelessness in 13 cases in quarter 1 and 14 in quarter 2. We expect to prevent homelessness in approx. 4% of approaches, which becomes a challenge when the numbers increase. If the percentage is higher it means we are either able to prevent a greater proportion, or that the need has increased (compare to the 'number of homeless approaches...' above). These outcomes are also determined in most cases by the stage at which clients approach the service. If the homeless circumstances are already advanced, prevention may not be an option.</i>					

# 04 Quality Homes and Infrastructure

Description	Q1 2020-21 Comparison	Q2 2020-21 Comparison	Q1 Actual 2021-22	Q2 Actual 2021-22	Q3 Actual 2021-22	Q4 Actual 2021-22	Target	On Target
Average number of rough sleepers in the period	-	-	4.2	7.4			<6 (Monthly)	X
			<p><i>The average number of rough sleepers increased between quarters 1 and 2, which may be as a result of the UK opening itself up again following the pandemic. In any case, the general trend of rough sleep is increasing. A total of 10 people were reported as sleeping rough at the end of September.</i></p>					
Average number of households in Bed and Breakfast Accommodation	16	12	2.3	1			0 (Monthly)	X
			<p><i>The number of households in B &amp; B were particularly high during 2020/21 due to the significant number of single people placed in temporary accommodation during the lockdown period. The Housing Options Team have worked to enable these clients to move into suitable long-term accommodation in the district.</i></p>					
Average number of households in Temporary Accommodation	44	44	29.3	26			<35 (Monthly)	✓
			<p><i>The number of households in B &amp; B were particularly high during 2020/21 due to the significant number of single people placed in temporary accommodation during the Lockdown period. The Housing Options Team have worked to enable these clients to move into suitable long-term accommodation in the district. They are also working to prevent homelessness wherever possible and enable households to move into alternative long-term homes rather than move into temporary accommodation.</i></p>					
Number of units delivered under the Next Steps Accommodation Programme	-	-	0	4			6 (Annual)	✓

# 04 Quality Homes and Infrastructure

Description	Q1 2020-21 Comparison	Q2 2020-21 Comparison	Q1 Actual 2021-22	Q2 Actual 2021-22	Q3 Actual 2021-22	Q4 Actual 2021-22	Target	On Target
Long-term Empty Homes brought back into use	29	13	8	7			70 (Annual)	✓
			<p><i>Works are on site to return a further, approximately 23 long-term empty homes back into use in the district through the No Use Empty initiative in partnership with KCC. The properties are located in Folkestone and Hythe. The Council's Private Sector Housing Team are also working to identify long-term term empty homes and to work with the owners to return them to use. The Schemes currently on site are due to complete toward the end of 2021/22.</i></p>					
Affordable homes delivered by the Council and its partners	3	4	27	0			80 (Annual)	✓
			<p><i>A further 50+ affordable homes are currently started on site in the district. The homes which are being delivered by the Council's registered provider partners, will help provide more homes for affordable rent and low cost home ownership on sites in Cheriton and Sellindge. The homes are due complete towards the end of 2021/22 year.</i></p>					
Affordable homes for low cost home ownership delivered by the Council and its partners	0	0	0	0			32 (Annual)	X
			<p><i>See comment above</i></p>					
Private sector homes improved as a result of intervention by the Council	33	66	54	74			200 (Annual)	
Council home new builds and acquisitions started on site	3	3	15	0			20 (Annual)	✓
			<p><i>The starts on site so far in 2021/22, will provide additional Council homes for rent in Folkestone. Further acquisitions opportunities are being sought.</i></p>					

## 04 Quality Homes and Infrastructure

Description	Q1 2020-21 Comparison	Q2 2020-21 Comparison	Q1 Actual 2021-22	Q2 Actual 2021-22	Q3 Actual 2021-22	Q4 Actual 2021-22	Target	On Target
Percentage of properties that meet the decent homes standard	-	-	99.97%	99.97%			99% (Annual)	✓
			<p><i>The Decent Homes position remains at 99.97%; however, until the results of the stock survey have been analysed, reported figures are based upon a sample of surveyed properties only. By this calculation, only one block is reported to have a failing under Category 2 of the Decent Homes definition due to one of the key components being old (the roof – listed building)</i></p>					
% of major planning applications to be determined within statutory period <i>(including any agreed extension of time)</i>	75%	86%	100%	85.7%			60% (Quarterly)	✓
% of minor applications to be determined within the statutory period <i>(including any agreed extension of time)</i>	78%	76%	81.94%	89.71%			70% (Quarterly)	✓
% of other planning applications to be determined within statutory period <i>(including any agreed extension of time)</i>	93%	89%	89.88%	91.92%			85% (Quarterly)	✓

# Transparent, Stable, Accountable and Accessible

Description	Q1 2020-21 Comparison	Q2 2020-21 Comparison	Q1 Actual 2021-22	Q2 Actual 2021-22	Q3 Actual 2021-22	Q4 Actual 2021-22	Target	On Target
Council tax collection	28.82% (Cumulative)	55.53% (Cumulative)	28.55% (Cumulative)	54.81% (Cumulative)			97.3% (Annual)	✓
Business Rates collection rate	32.94% (Cumulative)	56.83% (Cumulative)	23.82% (Cumulative)	52.03% (Cumulative)			97.5% (Annual)	✓
Increase take up of My Account and online transactions	-	-	14.16%	7.09%			15% (Annual)	✓
			<p>Since the launch of My Account in August 2020 a total of 24,219 customers overall have so far registered for the service.</p> <p>In Quarter 1, a total of 7,355 customers have registered, a take up of 14.16% and in Quarter 2, a total of 3,683 customers have registered, a take up of 7.09%.</p>					
All Freedom of Information / Environmental information Requests to be responded to within the statutory period of (20 working days or lawful extension).	64.8%	87.4%	82.38%	70.56%			90% (Monthly)	X
			<p>Performance for both Quarter 1 and 2 has been below target whilst Case Management and Information Governance teams address some of the historic caseload which accrued over the past 18 months. These difficult cases have now been reduced significantly and we expect to see an upturn in compliance going into Quarter 4. Whilst resources have been a challenge during the past 12 months further cross training and recent recruitment is continuing to provide greater resilience to this area. In addition, further work is being undertaken on both process improvements and the development of the Staff Hub as the Information Governance Management system to yield more positive results going forward.</p> <p>For context in Q1 and Q2 2020 the total number of requests received was 272 and for the same period in 2021 the number of requests received was 423</p>					

# Transparent, Stable, Accountable and Accessible

Description	Q1 2020-21 Comparison	Q2 2020-21 Comparison	Q1 Actual 2021-22	Q2 Actual 2021-22	Q3 Actual 2021-22	Q4 Actual 2021-22	Target	On Target
All Subject Access Request responses to be provided within the statutory period (1 calendar month or lawful extension).	16.6%	88.8%	0%	0%			90% (Monthly)	X
			<p><i>The increase in FOI/EIR caseload has had an impact on the ability to obtain the information for SARs and accurately redact them within the compliance period. Although they are not significant in volume (11 requests for Q1 &amp; Q2) they can be complex and large with some requests requiring a manual review and redaction of over 1000 pages of documents. In addition to this we are also somewhat hampered by needing to liaise with 3rd parties to check if they have any objections to their data being disclosed. An action plan is being put in place to address these issues going forward and the reduction in the historic work as well as the cross training will free up time to improve compliance.</i></p>					
Percentage of data breaches assessed within 72 hours to decide if it is reportable to the ICO.	-	-	100%	100%			100% (Monthly)	✓
Percentage of reportable data breaches that were submitted to the ICO within 72 hours.	-	-	100%	100%			100% (Monthly)	✓

## Online anytime at [www.folkestone-hythe.gov.uk](http://www.folkestone-hythe.gov.uk)

Register for **'My Account'** - The easy way to access Council information:

- Pay your council tax and view your previous council tax bills
- Find your bin collection day
- See planning applications within a 500m radius of your registered property
- Report missed bins and dog fouling
- View a history of your council tax reductions and housing benefits
- View details of your local councillors..... and more!

To register and go find out more information about 'My Account' please visit: [www.folkestone-hythe.gov.uk/myaccountinfo](http://www.folkestone-hythe.gov.uk/myaccountinfo)

It's clear, simple and fast and is also available on your tablet and mobile.

**Website:** [www.folkestone-hythe.gov.uk](http://www.folkestone-hythe.gov.uk)

**Facebook:** FolkestoneandHytheDC

**Twitter:** @fstonehythedc

**Instagram:** @folkestonehythedc

