



# Folkestone & Hythe District Council

## Quarter 2 Performance Report (July-September 2023)

# Your Cabinet Members



**Cllr Jim Martin**  
Leader of the Council and Cabinet  
Member for Otterpool Park and  
Planning Policy



**Cllr Tim Prater**  
Deputy Leader and Cabinet  
Member for Finance and  
Governance



**Cllr Rebecca Shoob**  
Cabinet Member for Housing and  
Homelessness



**Cllr Stephen Scoffham**  
Cabinet Member for Climate,  
Environment and Biodiversity



**Cllr Jeremy Speakman**  
Cabinet Member for Assets and  
Operations



**Cllr Polly Blakemore**  
Cabinet Member for Transport,  
Regulatory Services and  
Building Control



**Cllr Mike Blakemore**  
Cabinet Member for Community  
and Collaboration



**Cllr Rich Holgate**  
Cabinet Member for Place Plan,  
Heritage, Tourism and District  
Economy



**Cllr Gary Fuller**  
Cabinet Member for Resident  
engagement and accountability

# 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 113,300 of which 57.4% (32,900) of female residents and 59.1% (33,100) 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.

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

Service ambition 1: Positive community leadership Priorities in the next three years	Service ambition 2: A thriving environment Priorities in the next three years	Service ambition 3: A vibrant economy Priorities in the next three years	Service ambition 4: Quality homes and infrastructure Priorities in the next three years
 Improve physical and mental health & wellbeing	 Ensure an excellent environment for everyone	 Reinvigorate the high streets	 Improve outcomes & support for homeless people
 Safer communities	 Grow the circular economy & reduce waste	 Support a vibrant & diverse business community	 Deliver sustainable, affordable housing
 Supporting & empowering our communities	 Increase our resilience to climate change	 Help people access jobs & opportunity	 Deliver a safe, accountable housing service
		 Grow the skills we need for the future	 Digital inclusion & connectivity
			 Deliver a sustainable new development at Otterpool Park

**In everything we do we will follow these guiding principles:**

<b>Sustainable recovery</b> We will do all we can to ensure a strong recovery for the district from the effects of COVID.	<b>Locally distinctive</b> We will protect the special distinctive and diverse nature of our district - working with our key partners to enhance it.	<b>Greener Folkestone &amp; Hythe</b> We will encourage and create a more sustainable district consuming fewer natural resources.	<b>Transparent, stable, accountable and accessible</b> We will be financially sustainable and communicate effectively with our communities in an accessible way.	<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.	<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.
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Above: Corporate Plan - Service Ambitions and Guiding Principles

# 01 Positive Community Leadership

Description	Q2 2022-23 Comparison	Q1 Actual 2023-24	Q2 Actual 2023-24	Q3 Actual 2023-24	Q4 Actual 2023-24	Target	On Target	Performance (Compared with same quarter last year)
Number of new priority play areas improved by the Council	0	0	0			1 site per year	✓	
	No major improvements to priority play areas have taken place in Quarter 2, however a number of smaller repairs to play equipment have been carried out. The intention is to carry out improvements to the Coastal Park Play Area later this year for the accessible play area.							
Average number of days to process new claims for Housing Benefit from the date complete evidence is received.	4.9	4.5	4.6			7 Days (Monthly)	✓	↑
Average number of days taken to process new claims for Housing Benefit	12.7	12.9	11.4			17 Days (Monthly)	✓	↑
% food premises broadly compliant (equivalent to 3 rating)	97.53%	95%	97%			95% (Quarterly)	✓	↑
	The percentage achieved for Quarter 2 is based on a total of 65 premises being inspected in the period.							
Number of community safety events held, and projects delivered (Public)	9	11	15			10 (Annual)	✓	↑
	<p>In Quarter 2, a total of 15 community safety events or projects were delivered by the Community Safety Unit that included:</p> <ul style="list-style-type: none"> <li><b>Violence Against Women and Girls Event (July 2023):</b> The Community Safety and Licensing teams worked with Kent Police for the Tackling Violence Against Women and Girls' event outside the Leas Cliff Hall in Folkestone. Representatives from the Kent County Council youth service, Home Start Shepway and Cheriton Baptist Church engaged with more than 100 people. Kent Police asked the public to complete a survey on how safe they feel in and around the district. A broad range of information was covered, and advice was given regarding ensuring a taxi is licenced. The officers highlighted the 'Ask for Angela' scheme which enables anyone feeling unsafe and vulnerable to seek help by approaching local business.</li> <li><b>Tall Ships Event (July 2023):</b> The Community Safety Team supported young people from Folkestone, Hythe and twin town Boulogne-sur-Mer set sail for France in July as the 2023 Tall Ships project reached a triumphant conclusion. Thalassa – a three-masted barquentine – left the Folkestone Harbour Arm on the afternoon of Sunday 10<sup>th</sup> July, waved off by proud relatives, council representatives and nautical enthusiasts. The teenagers from England and France crewed the ship, took it in turns to cover the four-hourly watch shifts and undertake tasks such as putting up sails, adjusting rigging and duties in the mess. They arrived in Boulogne-sur-Mer on Thursday 13 July in time for the famous La Côte D'Opale fête la Mer – a gathering of tall ships and traditional boats attracting hundreds of thousands of visitors.</li> </ul>							
<b>Performance Key</b>	 Improved Performance		 Worsened Performance		 Performance is the same			



# 01 Positive Community Leadership

Description	Q2 2022-23 Comparison	Q1 Actual 2023-24	Q2 Actual 2023-24	Q3 Actual 2023-24	Q4 Actual 2023-24	Target	On Target	Performance (Compared with same quarter last year)
Number of households in the district receiving support through the UKSPF'	-	63	44			200 (Annual)	✓	New KPI for 23/24 year
	<p><i>A total of 44 households have been supported via the Home Essential Fund in Quarter 2 - a limited scheme funded by the UK Shared Prosperity Fund (UKSPF) to support low-income households with energy-efficient solutions to help reduce their costs and supply more efficient items to replace broken ones. Support has included: replacement of home white-goods items, beds, mattresses, boiler replacements and servicing.</i></p>							
Number of Community Safety projects delivered (Behind the Scenes Work)	-	7	3			4 (Annual)	✓	New KPI for 23/24 year
	<p><i>In Quarter 2, a total of 3 community safety projects relating to 'behind the scenes' work were delivered by the Community Safety Unit that included:</i></p> <ul style="list-style-type: none"> <li>• <b>Chiavari Festival (July 2023)</b> –<i>The festival is a unique, colourful and noisy street carnival through the streets of Folkestone. All of the young people in the parade come from across the district and have made their own extraordinary costumes to wear in the parade. The Community Safety Team provided high visibility patrols, supporting Enforcement officers patrolling, assisted the sea rescue service getting through the crowds at The Stade and, assisting road closures. An incident occurred where a lady fell over and hit her head, officers were able to direct South East Coast Ambulance to the lady, and ensure that the area was cleaned up after.</i></li> <li>• <b>Safeguarding an individual from county lines / serious gang violence and domestic abuse:</b> <i>The Community Safety Team worked with Kent Police and Rising Sun to provide support to an individual at risk. Removing the risk, getting them support and relocating them to a specialist area for support out of district. (No more details are given due to safety reasons.)</i></li> <li>• <b>Romney Marsh Community Centre Project:</b> <i>The community safety team have worked with the Romney Marsh Community Centre to redecorate and promote the reporting of anti-social behaviour in the local area. Patrols and visits have been undertaken on the Romney Marsh with Councillors meeting members of the community throughout Quarter 2. This has increased information-gathering and resolving concerns that were not being reported. In addition, the Community Safety Unit have also worked with the Area Officers team to redecorate the garden of the Marsh Community centre.</i></li> </ul>							

# 02 A Thriving Environment

Description	Q2 2022-23 Comparison	Q1 Actual 2023-24	Q2 Actual 2023-24	Q3 Actual 2023-24	Q4 Actual 2023-24	Target	On Target	Performance (Compared with same quarter last year)
Retain Green Flags for the Coastal Park, Royal Military Canal, Kingsnorth Gardens and Radnor Park sites	-	-	-	-	-	4 (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	5	12			*45 (informal) (Annual)	✓	↓
	<p><i>A total of 12 enforcement notices were served in Quarter 2 for the following offences:</i></p> <p><i>2x Prevention of Damage by Pests Act 1949 Notices: both for putrescible waste on private land.</i></p> <p><i>9x Community Protection Notices :2 for pigeons accessing private property, 4 for disposing of waste on private land, 2 for wild camping and 1 for a BBQ in the Lower Leas Coastal Park.</i></p> <p><i>1x Environmental Protection Act s34(5) Notice for trade waste duty of care.</i></p>							
Number of Community Protection Warnings (CPWs) issued	26	17	14			40 (Annual)	✓	↓
Fixed Penalty Notices issued for Low level Enviro-crime (littering, dog control)	52	105	92			*200 (informal) (Annual)	✓	↑
Fixed Penalty Notices issued for High level Enviro-crime (large Fly-tipping)	7	1	2			*20 (informal) (Annual)	✓	↓
Number of Breaches issued under the Public Space Protection Order	-	0	0			10 (Annual)	x	New KPI for 23/24 year
	<i>No breaches were issued under the Public Space Protection Order during Quarter 2. The Community Safety Team have instead undertaken educational work, warnings and referrals to other agencies that has resulted in no enforcement action required to be undertaken.</i>							
<b>Performance Key</b>	 Improved Performance		 Worsened Performance		 Performance is the same			

# 02 A Thriving Environment

Description	Q2 2022-23 Comparison	Q1 Actual 2023-24	Q2 Actual 2023-24	Q3 Actual 2023-24	Q4 Actual 2023-24	Target	On Target	Performance (Compared with same quarter last year)
ASB enforcement action taken (including CPWs and CPNs )	-	3	4			*20 (informal) Annual	✓	New KPI for 23/24 year
Percentage of street surveyed clear of litter within the district	95.25%	98.52%	97.2%			95% (Monthly)	✓	↑
	A total of 514 inspection surveys of streets were carried out by monitoring officers in Quarter 2 in locations including: Central Folkestone, Cheriton, Outer Folkestone, Hawkinge, Lympe, Hythe and Saltwood.							
Number of community environmental volunteer events supported	13	12	14			15 (Quarterly)	x	↓
	The number of community volunteer events was just under target in Quarter 2. The Hythe Environmental Group did not have their monthly litter pick in August due to members' holiday commitments, otherwise the target for events would have been met. The Area Officer team have continued to give out litter picking equipment to individuals and households to support community clean ups. (A total of 7 sets of equipment were handed out in Quarter 2.)							
Number of recorded See it, Own it, Do it (SOD It) interventions completed	1,523	1,377	1,155			1200 (Quarterly)	x	↑
	The number of SODIT's fell just under target in Quarter 2 due to the Local Area Officers assisting the Community Safety Team with a number of projects, including the New Romney hub Courtyard refurbishment and Foord Road South (Ongoing) that included the painting of a yellow warning strip on the steps leading down into Foord Road, hanging of security lighting and general tidy up of the area. The team also provided support to The Environmental Health team during this period by placing and collecting Mosquito traps in lorry parks, to help detect if any viruses were being brought into the country by overseas imports, as well as assisted the planning department by putting up 149 planning notices across the district.							
Average time for anti-social or offensive graffiti to be removed from the time of being reported	48 hours	48 hours	24 hours			48 Hrs (Quarterly)	✓	↑
<b>Performance Key</b>	↑ Improved Performance		↓ Worsened Performance		■ Performance is the same			

# 02 A Thriving Environment

Description	Q2 2022-23 Comparison	Q1 Actual 2023-24	Q2 Actual 2023-24	Q3 Actual 2023-24	Q4 Actual 2023-24	Target	On Target	Performance (Compared with same quarter last year)
Percentage of street lighting within the district converted to LED	30% (cumulative)	74% (cumulative)	86% (cumulative)			100% completion by Autumn 2023	X	↑
	<p><i>Phase 1 of converting lighting units has now been completed. 86% of the overall conversion of assets has now taken place, however 14% of phase 2 works have now had to be re-programmed due to UK Power Networks (UKPN) connection issues, delay in getting parts or the need to clear vegetation around the assets. UKPN have stated that they require road closures for many of these assets, which will further delay the project. Increased costs are also now expected, which may require a further report to CLT requesting funds. The timescale for completion of this project is therefore expected by end of March 2024.</i></p>							
Number of missed bin collections per 100,000	39.84	43.1	35.54			50 (Monthly)	✓	↓
Percentage of household waste recycled	44.6%	49.2%*	TBC			50% (Monthly)	X	↑
	<p><i>The recycling tonnage data for the final month of Quarter 2 (September 2023) is currently unavailable - this is provided by Kent County Council and is typically supplied 1-2 months in arrears.</i></p>							
Number of days to remove fly tipped waste on public land once reported	1	1	1			3 Days (Monthly)	✓	▬
	<p><i>A total of 315 incidents of fly-tipped waste were dealt with on public land within the district during Quarter 2. The breakdown is as follows: July – 87, August – 109, September - 119</i></p>							
Percentage of compliant air quality monitoring sites	100%	100%	100%			100% (Quarterly)	✓	▬
Enforcement - Percentage of successful prosecutions (Incl Fly tipping and Littering)	100%	100%	-			100% (Quarterly)	✓	▬
	<p><i>No prosecutions took place in Quarter 2.</i></p>							
<b>Performance Key</b>	 Improved Performance		 Worsened Performance		 Performance is the same			

# 03 A Vibrant Economy

Description	Q2 2022-23 Comparison	Q1 Actual 2023-24	Q2 Actual 2023-24	Q3 Actual 2023-24	Q4 Actual 2023-24	Target	On Target	Performance (Compared with same quarter last year)
Number of engagements undertaken by the Folkestone & Hythe Place Panel on projects of scale or strategic significance.	1	4	1			3 (Annual)	✓	
Total funding allocated from the Romney Marsh Business Hub grant support scheme	12.22% (allocated since fund inception) £7,126 allocated in Q2	27% (allocated since fund inception) £0 allocated in Q1	27% (allocated since fund inception) £0 allocated in Q2			70% of available funds allocated in 2023-24	✓	↑
<p><i>No approvals for the Romney Marsh Business Grant Support Scheme were approved in Quarter 2, as no applications were brought forward to the panel, due to awaiting further details from the applicants. Two will be brought to the decision panel during November; if these 2 are approved it will mean around a further £10K has been allocated. There is no specific requirement that the full allocation needs to be spent on this grant scheme. Any funds left will be utilised for other Romney Marsh area projects.</i></p>								
Number of Folkestone & Hythe businesses accessing business support and grants from public sector programmes	4	3	3			10 (Annual)	✓	↓
<p><i>A further 3 applications were approved for the Green Business Grant scheme during quarter 2. These are as follows: Willow Cottage, Dymchurch was awarded £2,430, representing 40% of total project cost to install secondary glazing to guest rooms in a grade 2 listed guest house; Tradex Home Improvements, Folkestone were awarded £7,208, representing 40% of total project cost to install a solar power system and heat pump heating/cooling system for their showroom; Bigjigs Toys, Folkestone were awarded £15,226, representing 40% of total project cost to install sensor-based LED lighting systems in their warehouse areas. A further 5 applications are being worked on during quarter 3.</i></p>								
Number of businesses or potential entrepreneurs/ new start-ups signposted to support programmes and events to facilitate growth	15	832	835			50 minimum (Annual)	✓	↑
<b>Performance Key</b>		 Improved Performance		 Worsened Performance		 Performance is the same		

# 03 A Vibrant Economy

Description	Q2 2022-23 Comparison	Q1 Actual 2023-24	Q2 Actual 2023-24	Q3 Actual 2023-24	Q4 Actual 2023-24	Target	On Target	Performance (Compared with same quarter last year)
	<p>The figure for Quarter 2 continues to be higher than the same period last year because all businesses on our database were signposted to relevant opportunities detailed on Folkestone Works and other opportunities by emails. This included such topics as the Green business grant scheme, ExperienceFH app for local businesses and the Sustainable futures forum. Ad hoc support was also provided in response to enquiries, which included enquiries from businesses looking for local premises and various grant scheme enquiries, including about the green business grant scheme. These enquiries were generally potential applicants asking if they would be eligible to apply and to run through the process.</p>							
Number of businesses engaged with in the district to support growth and retention of local people	14	18	17			12 (Annual)	✓	↑
	<p>During Quarter 2, 17 businesses were directly engaged with to support growth and the retention of local people. These include: East Kent Collage, Screen South, Sleeping Giant Media, Basepoint Business Centre, The Workshop, Locate in Kent, Martello Building Consultancy, NIC Instruments, Duo Tech, Collier Stevens, Motis Estates, Stroud Wealth Management, Oak Creative, Holiday Extras, Burlington Hotel, Romney Tweed and Church &amp; Dwight.</p>							
<b>Performance Key</b>	 Improved Performance		 Worsened Performance		 Performance is the same			

# 04 Quality Homes and Infrastructure

Description	Q2 2022-23 Comparison	Q1 Actual 2023-24	Q2 Actual 2023-24	Q3 Actual 2023-24	Q4 Actual 2023-24	Target	On Target	Performance (Compared with same quarter last year)	
Numbers of new homes built within the district	-	-				622 homes (Annual)	✓	-	
	<i>This indicator is collated on an annual basis and is 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)	453	315*	597*			No Target	-	↓	
	<b>Aim to minimise (data only – no target).</b> On average we receive 150 per month, with approximately 30% of these closed at the assessment stage as requiring 'advice only'. Figures have been impacted by the implementation of the new Huume system, resulting in some data input being delayed. (Q2 figure may therefore include some approaches made at the end of Q1 which were not reported at the time.)								
Percentage of homelessness approaches closed as 'homelessness prevented'	8.61%	7.62%	4.61%			4%	✓	↓	
	<b>Aim to maximise (on target).</b> In Q2, 18 cases were closed as 'homelessness prevented', bringing the total to 42 for the year (or 4.61% of the total number of homelessness approaches to date). We are trending slightly below last year. However, the figures reported have been impacted by the implementation of the new Huume system, with some data input being delayed.								
Average number of rough sleepers in the period	12	10	19			<6	x	↓	
	<b>Aim to minimise (off target).</b> A count is taken every week, and an average calculated over the quarter. We have seen a district-wide increase in rough sleeping with the number of people sleeping rough rising from 13 at the beginning of July, to 21 at the end of September (an average of 19 over the whole quarter). The housing team continue to undertake out-reach work to offer support solutions and advice.								
Average number of households in Bed and Breakfast Accommodation	3	13	12			0	x	↓	
<b>Performance Key</b>	↑ Improved Performance		↓ Worsened Performance		■ Performance is the same				

# 04 Quality Homes and Infrastructure

Description	Q2 2022-23 Comparison	Q1 Actual 2023-24	Q2 Actual 2023-24	Q3 Actual 2023-24	Q4 Actual 2023-24	Target	On Target	Performance (Compared with same quarter last year)
	<p><b>Aim to minimise (off target).</b> The number of people we are housing in bed and breakfast (B&amp;B) accommodation remains high. This reflects a district-wide increase in rough sleeping (see above). Work continues to provide accommodation and support solutions for this complex client group.</p>							
Average number of households in Temporary Accommodation	26	26	37			<35	X	↓
	<p><b>Aim to minimise (off target).</b> Historically, we house relatively few people in temporary accommodation. However, this number has increased over the last quarter from 26 at the beginning of July to 38 at the end of September (an average of 37 over the quarter). As with B&amp;B above, this reflects an increase in demand and work continues to provide accommodation and support solutions.</p>							
Long-term Empty Homes brought back into use	5	1	29			70 (Annual)	X	↑
	<p><b>Aim to maximise (off target).</b> Delivery on empty homes is dependent on developers progressing improvement projects and continues to be affected by rising costs, but we have seen greater progress over Q2. In the current financial climate, it is unlikely that we will achieve our target of 70 for the year. However, the Private Sector Housing Team are working closely with our partners to maximise the completions achieved in 2023/24.</p>							
Affordable homes delivered by the Council and its partners	10	3	30			80 (Annual)	X	↑
	<p><b>Aim to maximise (off target).</b> Delivery on affordable homes and additional homes for low-cost homeownership (below) is reliant on development remaining on track across the district. Progress has improved over the past quarter, with 30 homes delivered in Folkestone, Lydd and New Romney.</p>							
Affordable homes for low-cost home ownership delivered by the Council and its partners	4	1	10			32 (Annual)	X	↑
	<p><b>Aim to maximise (off target).</b> Of the total of 30 affordable homes delivered in Q2, 10 were specifically designated for low-cost homeownership. Given the number of affordable homes currently on site and due to complete during 2023/24, we are confident that we will get close to achieving the target for the year. However, as stated above, we are reliant on development remaining on track across the district.</p>							
<b>Performance Key</b>	 Improved Performance		 Worsened Performance		 Performance is the same			

# 04 Quality Homes and Infrastructure

Description	Q2 2022-23 Comparison	Q1 Actual 2023-24	Q2 Actual 2023-24	Q3 Actual 2023-24	Q4 Actual 2023-24	Target	On Target	Performance (Compared with same quarter last year)
Private sector homes improved as a result of intervention by the Council	110	125	63			200 (Annual)	✓	↓
	<b>Aim to maximise (on target).</b> Although productivity has not been as high as during Q1, performance is above profile (and therefore on target) for the first half of the year, with 188 private sector homes improved through Council intervention for the year-to-date.							
Council home new builds and acquisitions started on site	0	2	0			20 (Annual)	x	▬
	<b>Aim to maximise (off target).</b> No new builds or acquisitions started on site during Quarter 2. A total of 14 new build acquisitions are due to complete by early 2024 at Shepway Close, Folkestone.							
Percentage of properties that meet the decent homes standard	96.71%	91.9%	92.35%			99% (Monthly)	x	↓
	<b>Aim to maximise (off target).</b> Performance has improved to 92% with 260 failings across the stock. 25 properties have been made 'decent' so far this year. A new Asset Data Specialist will be specifically looking at Decent Homes failures for this year and proactively for next year. By Q3 we are anticipating an improvement in overall position.							
Percentage of properties with a known EPC rating of grade C or above.	-	55.7%	55.7%			No target		New KPI for 23/24 year
	<b>New KPI. Information only (no target).</b> Of 3,000 properties with a known EPC rating, 1,671 (55.7%) are grade C or above. The Asset team are working to improve data and reporting on this KPI. Energy efficiency will improve through our decent homes and social housing decarbonisation work. However, there is no specific programme or budget for improving EPC rating.							
Properties with a valid LGSR	99.58%	100%	100%			100% (Monthly)	✓	↑
	<b>Aim to maximise (on target).</b> Landlord Gas Safety Record (LGSR). Undertaking annual gas safety checks by their anniversary date is a mandatory requirement. 100% of properties had a valid LGSR in place at the end of September.							

# 04 Quality Homes and Infrastructure

Description	Q2 2022-23 Comparison	Q1 Actual 2023-24	Q2 Actual 2023-24	Q3 Actual 2023-24	Q4 Actual 2023-24	Target	On Target	Performance (Compared with same quarter last year)
Blocks with a valid Fire Risk Assessment	100%	100%	100%			100% (Monthly)	✓	
<p><b>Aim to maximise (on target).</b> Ensuring all applicable communal housing blocks have a valid Fire Risk Assessment (FRA) in place is a mandatory requirement. 100% of blocks had a valid FRA in place at the end of September. As a result of conducting these FRAs, 192 actions remained outstanding at the end of the period including 13 high risk actions that the compliance team will work through in order of priority.</p>								
Blocks with a valid Legionella Risk Assessment	100%	100%	100%			100% (Monthly)	✓	
<p><b>Aim to maximise (on target).</b> Ensuring all applicable communal housing blocks have a valid Legionella (Water Safety) Risk Assessment in place is a mandatory requirement. 100% of blocks had a valid Legionella Risk Assessment in place at the end of September.</p>								
Blocks with valid (in date) Electrical Certificate (EICR)	97.2%	100%	100%			100% (Monthly)	✓	↑
<p><b>Aim to maximise (on target).</b> Electrical Installation Condition Report (EICR). Ensuring all applicable communal housing blocks have a valid, in date, EICR is a mandatory requirement. 100% of blocks had a valid EICR in place at the end of September.</p>								
Domestic properties with a valid (in date) EICR	92.96%	96.94%	98.01%			100% (Monthly)	x	↑
<p><b>Aim to maximise (within 5% of target).</b> Electrical Installation Condition Report (EICR). It is a mandatory requirement that social housing landlords complete a new EICR on all applicable domestic (i.e. tenanted) properties at least every 5 years. At the end of September there were 67 properties outstanding and the position is improving.</p>								
<b>Performance Key</b>	 Improved Performance		 Worsened Performance		 Performance is the same			

# 04 Quality Homes and Infrastructure

Description	Q2 2022-23 Comparison	Q1 Actual 2023-24	Q2 Actual 2023-24	Q3 Actual 2023-24	Q4 Actual 2023-24	Target	On Target	Performance (Compared with same quarter last year)
Properties Asbestos compliant (Communal)	100%	100%	100%			100% (Monthly)	✓	
<p><b>Aim to maximise (on target).</b> Ensuring all applicable communal housing blocks have a valid Asbestos Assessment in place is a mandatory requirement. 100% of blocks had a valid Asbestos Assessment in place at the end of September.</p>								
Insurance visits completed on communal lifts (LOLER)	100%	71.43%	100%			100% (Monthly)	✓	↑
<p><b>Aim to maximise (on target).</b> Lifting Operations and Lifting Equipment Regulations (LOLER). Ensuring all communal lifts in our blocks have had an inspection and are certified safe, is a mandatory requirement. 100% of blocks had an insurance check and a valid certificate in place at the end of September.</p>								
% of major planning applications to be determined within statutory period (including any agreed extension of time)	100%	100%	100%			60% (Quarterly)	✓	↑
<p>Major' Applications in Q2: Total Decisions: 6; Determined in agreed time: 6.</p> <p>The percentage figures (Major, Minor, Other) represent all decisions which have been made either within the original target time period specified by statute or an extended time period agreed/requested by an applicant.</p> <p>In some cases an extension to the agreed time period is requested for a number of reasons such as:</p> <ul style="list-style-type: none"> <li>• to manage workloads caused by a need to seek further information</li> <li>• delays caused by awaiting consultee responses</li> <li>• Seeking amendments to improve the scheme to make it acceptable and/or raise the quality of the built environment. (In some instances, applicants ask for an extension of time to allow them an opportunity to a proposal to overcome officer and consultee concerns.)</li> </ul>								
<b>Performance Key</b>	 Improved Performance		 Worsened Performance		 Performance is the same			

# 04 Quality Homes and Infrastructure

Description	Q2 2022-23 Comparison	Q1 Actual 2023-24	Q2 Actual 2023-24	Q3 Actual 2023-24	Q4 Actual 2023-24	Target	On Target	Performance (Compared with same quarter last year)
% of minor applications to be determined within the statutory period (including any agreed extension of time)	85%	86%	90%			70% (Quarterly)	✓	↑
	Please see comment above.							
	Minor' Applications in Q2: Total Decisions: 41; Determined in agreed time: 37.							
% of other planning applications to be determined within statutory period (including any agreed extension of time)	87%	95%	96%			85% (Quarterly)	✓	↑
	Please see comment above.							
	'Other' Applications in Q2: Total Decisions: 125; Determined in agreed time: 120.							
<b>Performance Key</b>	↑ Improved Performance		↓ Worsened Performance		■ Performance is the same			

# Transparent, Stable, Accountable and Accessible

Description	Q2 2022-23 Comparison	Q1 Actual 2023-24	Q2 Actual 2023-24	Q3 Actual 2023-24	Q4 Actual 2023-24	Target	On Target	Performance (Compared with same quarter last year)
Council tax collection	56.01% (Cumulative)	28.83% (Cumulative)	55.6% (Cumulative)			97.3% (Annual)	✓	↓
Business Rates collection rate	63.33% (Cumulative)	35.81% (Cumulative)	61.69% (Cumulative)			97.5% (Annual)	✓	↓
Increased take up of My Account and online transactions	2.92%	1.39%	1.26%			8% (Annual)	✓	↓
	<p><i>In Quarter 2 a total of 675 customers have registered for My Account, an increase of 1.26%. Since the launch of the service in August 2020, a total of 37,292 customers have registered for the service equating to 71.80% take up so far.</i></p>							
Lifeline - Number of calls answered within 60 seconds	98.4%	98.3%	98.3%			97.5% (Monthly)	✓	↓
Lifeline - Number of calls answered within 180 seconds	99.7%	99.8%	99.7%			99% (Monthly)	✓	▬
All Freedom of Information / Environmental information Requests to be responded to within the statutory period of (20 working days or lawful extension).	91.79%	87.65%	82.28%			90% (Monthly)	✗	↓
	<p><i>There has been a decrease in the percentage of FOI/EIRs going out on time in Quarter 2 compared with the same period last year. A total of 4 of the 28 overdue cases are marked as 'overdue due to service area', meaning that the service area did not get the required information over to the team in time for us to compile and return to the requestor. The service areas in question and their respective managers have been notified of the overdue cases and the importance of responding in a timely manner to these requests has been reiterated to the relevant departments.</i></p> <p><i>The Case Management team currently have one full-time and one part-time case officer for Information Governance, along with one full-time specialist. Both case officers had periods of annual leave in July and September which has also impacted on the output of work.</i></p>							

## Performance Key



Improved Performance



Worsened Performance



Performance is the same

# Transparent, Stable, Accountable and Accessible

Description	Q2 2022-23 Comparison	Q1 Actual 2023-24	Q2 Actual 2023-24	Q3 Actual 2023-24	Q4 Actual 2023-24	Target	On Target	Performance (Compared with same quarter last year)
All Subject Access Request responses to be provided within the statutory period (1 calendar month or lawful extension).	100%	47.62%	92.3%			90% (Monthly)	✓	↓
<p><i>The number of Subject Access Requests (SARs) being responded to within the statutory period has now improved to above target in Quarter 2. Both case officers can now independently compile and respond to all SARs, having only complex cases checked.</i></p>								
Percentage of data breaches assessed within 72 hours to decide if it is reportable to the ICO.	83.3%	70%	74.07%			100% (Monthly)	x	↓
<p><i>As awareness of data protection grows within the Council, there has been a steady increase in the number of breaches being identified and reported. This quarter encompassed 27 breach reports in total, with the majority being either very minor or classed as a 'near miss'. A total of seven cases were not assessed in time, with all of these being 'overdue due to service area'.</i></p> <p><i>This appears to be due to a lack of resource within service areas who have a backlog of emails within their queues/inboxes. This means that by the time the Information Governance Team receive the breach report, the Council had already missed the 72-hour deadline to assess and act. This has now been raised as a resourcing issue with the managers of each service area.</i></p> <p><i>The management are aware of this issue and are ensuring that targeted training is being undertaken on this point. In the areas in which backlogs have been identified, the service leads will prioritise action on this issue.</i></p>								
Percentage of reportable data breaches that were submitted to the ICO within 72 hours.	50%	-	0%			100% (Monthly)	x	↓
<p><i>There was one data breach that met the threshold for reporting to the Information Commissioner's Office (ICO) for this quarter. The Council was notified of the breach by a resident at the end of June, but this wasn't picked up by the service area responsible for monitoring the inbox until the end of July; by which point the statutory 72 hours had already been breached. The ICO were satisfied by the way that the breach was mitigated but did flag that resource should be put into service areas managing their inboxes. The management acknowledge this is concerning and concerns have been raised with the relevant service lead and director.</i></p>								
<b>Performance Key</b>	 Improved Performance		 Worsened Performance		 Performance is the same			

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