



Folkestone & Hythe District Council

Quarter 3 Performance Report (October -December 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:

Sustainable recovery We will do all we can to ensure a strong recovery for the district from the effects of COVID.	Locally distinctive We will protect the special distinctive and diverse nature of our district - working with our key partners to enhance it.	Greener Folkestone & Hythe We will encourage and create a more sustainable district consuming fewer natural resources.	Transparent, stable, accountable and accessible We will be financially sustainable and communicate effectively with our communities in an accessible way.	Working effectively with partners 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.	Continuous improvement 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	Q3 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		1 site per year	✓	↑
<p><i>Renewal of play bark safety surface at Princes Parade play area, however no new equipment has been installed at priority play in Quarter 3.</i></p> <p><i>It remains the intention to carry out improvements to the Coastal Park Play Area later this year for the accessible play area however this project may be delayed until Quarter 1 2024-25 depending on contractor availability.</i></p> <p><i>The use of S106 funding allocated to Cheriton Recreation Ground needs to be considered to address any shortfalls in provision & maintenance of hard surfaces.</i></p>								
Average number of days to process new claims for Housing Benefit from the date complete evidence is received.	4.5	4.5	4.6	2.6		7 Days (Monthly)	✓	↑
Average number of days taken to process new claims for Housing Benefit	10.8	12.9	11.4	13.1		17 Days (Monthly)	✓	↓
% food premises broadly compliant (equivalent to 3 rating)	96.6%	95%	97%	98.9%		95% (Quarterly)	✓	↑
<p><i>The percentage achieved for Quarter 3 is based on a total of 112 premises being inspected in the period.</i></p>								
Number of community safety events held, and projects delivered (Public)	15	11	15	6		10 (Annual)	✓	↑
<p><i>In Quarter 3, a total of 6 community safety events or projects were delivered by the Community Safety Unit that included:</i></p> <ul style="list-style-type: none"> Violence Against Women and Girls Event (October 2023): The Community Safety and Licensing teams worked with Kent Police for the Tackling Violence Against Women and Girls' event at Folkestone Central railway station. Representatives from the Folkestone Area Partnership Against Crime (FAPAC), RSPCA, Rising Sun and Home Start Shepway engaged with over 25 commuters and the public from the local area who would be using the train network. The emphasis was about keeping safe and proved a great engagement about awareness. 								
Performance Key	 Improved Performance		 Worsened Performance		 Performance is the same			

01 Positive Community Leadership

Description	Q3 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	72		200 (Annual)	✓	New KPI for 23/24 year
	<p><i>A total of 72 households have been supported via the Home Essential Fund in Quarter 3 - 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	2		4 (Annual)	✓	New KPI for 23/24 year




02 A Thriving Environment

Description	Q3 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)	2	5	12	6		*45 (informal) (Annual)	✓	↑
<p><i>A total of 6 enforcement notices were served in Quarter 3 for the following offences:</i></p> <ol style="list-style-type: none"> <i>1) Community Protection Notice (CPN) for unauthorised occupation of council land.</i> <i>2) CPN for waste accumulation of private land.</i> <i>3) CPN for dog control</i> <i>4) Environment Act 1995 Notice – requisition for information relating to an incident of fly-tipping</i> <i>5) Noise Abatement Notice</i> <i>6) Health Act 2006 – requisition for information relating to smoking in a smoke free place</i> 								
Number of Community Protection Warnings (CPWs) issued	6	17	14	11		40 (Annual)	✓	↑
Fixed Penalty Notices issued for Low level Enviro-crime (littering, dog control)	32	105	92	133		*200 (informal) (Annual)	✓	↑
Fixed Penalty Notices issued for High level Enviro-crime (large Fly-tipping)	1	1	2	7		*20 (informal) (Annual)	✓	↑
Number of Breaches issued under the Public Space Protection Order	-	0	0	1		10 (Annual)	x	New KPI for 23/24 year
Performance Key	 Improved Performance		 Worsened Performance		 Performance is the same			





02 A Thriving Environment

Description	Q3 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	3		*20 (informal) Annual	✓	New KPI for 23/24 year	
Percentage of street surveyed clear of litter within the district	94.44%	98.52%	97.2%	97.09%		95% (Monthly)	✓	↑	
	A total of 378 inspection surveys of streets were carried out by monitoring officers in Quarter 3 in locations including: Folkestone, Paddlesworth, New Romney, Peene, Elham, Lydd & Hythe								
Number of community environmental volunteer events supported	11	12	14	10		15 (Quarterly)	✗	↓	
	The number of community volunteer events was just under target in Quarter 3 due to members Christmas 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 6 sets of equipment were handed out in Quarter 3.								
Number of recorded See it, Own it, Do it (SOD It) interventions completed	1,160	1,377	1,155	1,280		1200 (Quarterly)	✓	↑	
Average time for anti-social or offensive graffiti to be removed from the time of being reported	48 hours	48 hours	24 hours	24 hours		48 Hrs (Quarterly)	✓	↑	
Performance Key	↑ Improved Performance		↓ Worsened Performance		■ Performance is the same				




02 A Thriving Environment

Description	Q3 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)	92% (cumulative)		100% completion by Autumn 2023	X	↑
	<p><i>A further 8 street lights were converted to LED within the district by the end of the quarter bring the cumulative conversion total to 92% to improve energy efficiency as part of Council's wider ongoing work to increase its resilience against climate change. The remaining 8% of street lighting to be converted has had to be re-programmed due to increased costs for UK Power Networks overhead connections. Officers are investigating whether some of the outstanding 56 assets could be removed from the programme to reduce the final cost, which is currently more than the remaining budget. The timescale for full completion is therefore expected to be by the end of April 2024.</i></p>							
Number of missed bin collections per 100,000	33.48	43.1	35.54	28.86		50 (Monthly)	✓	↑
Percentage of household waste recycled	43.3%	49.2%	47.4%*	TBC		50% (Monthly)	X	↑
	<p><i>The recycling tonnage data for the final month of Quarter 3 (December 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	1		3 Days (Monthly)		▬
	<p><i>A total of 336 incidents of fly-tipped waste were dealt with on public land within the district during Quarter 3. The breakdown is as follows: October – 106 November – 139 December - 91</i></p>							
Percentage of compliant air quality monitoring sites	100%	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 3.</i></p>							
Performance Key	 Improved Performance		 Worsened Performance		 Performance is the same			

03 | A Vibrant Economy

Description	Q3 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.	2	4	1	3		3 (Annual)		
Total funding allocated from the Romney Marsh Business Hub grant support scheme	12.22% (allocated since fund inception) £0 allocated in Q3	27% (allocated since fund inception) £0 allocated in Q1	27% (allocated since fund inception) £0 allocated in Q2	36% (allocated since fund inception) £49,690 allocated in Q3		70% of available funds allocated in 2023-24	X	
	<p><i>A total of two applications for the Romney Marsh Business Grant Support Scheme were approved during November 2023 for businesses that had moved into the Romney Marsh Business Hub. These were for J K Senior Holdings Ltd and Financial Resolutions Mortgage Brokers Ltd. The 36% allocation of funds relates to 7 approved applications. An eighth application was withdrawn by the applicant. 12 offices were occupied at the end of Quarter 3. A further application has been received to bring to decision panel in Quarter 4. The scheme is now closed to any further applications.</i></p> <p><i>The target to allocate 70% of funds is not likely to be met during this financial year due to the number of applications received and the values requested from businesses leasing offices at the hub. However, there is no requirement exhaust the £140,000 total fund on this grant scheme as remaining funds will be utilised on other Romney Marsh projects.</i></p>							
Number of Folkestone & Hythe businesses accessing business support and grants from public sector programmes	8	3	3	0		10 (Annual)	✓	
	<p><i>There were no new approvals for Green Business Grant Scheme applications during Quarter 3 due to awaiting further information from applicants to be able to complete evaluations. There has been renewed interest in this scheme, and as a result a total of 9 applications are being assessed to present these to decision panels during quarter 3. In addition, the Rural England Prosperity Fund grant scheme launched during Quarter 3 and this has seen a high level of interest which has resulted in multiple applications being evaluated at decision panels.</i></p>							
Number of businesses or potential entrepreneurs/ new start-ups signposted to support programmes and events to facilitate growth	12	832	835	832		50 minimum (Annual)	✓	




03 A Vibrant Economy

Description	Q3 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 3 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	18	18	17	15		12 (Annual)	✓	↓
	<p>During Quarter 3, a minimum of 15 businesses were directly engaged with to support growth and the retention of local people. These included: NIC Instruments, Stagecoach Southeast, Burlington Hotel, Sleeping Giant Media, The Workshop, Disruptive Urbanism, Martello Building Consultancy, Alliance Livingstone Homes, Profile Architects, Screen South, Stroud Wealth Management, Leas Lift Company, Radio Waves Media.</p>							
Performance Key	 Improved Performance		 Worsened Performance		 Performance is the same			

04 Quality Homes and Infrastructure

Description	Q3 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)	421	315*	597*	483		No Target	-	↓	
	Aim to minimise (data only – no target). On average we receive around 150 approaches per month, with approximately 30% of these closed at the assessment stage as requiring ‘advice only’. We are seeing slightly higher numbers compared with the same point last year.								
Percentage of homelessness approaches closed as 'homelessness prevented'	17.1%	7.62%	4.61%	5.4%		4%	✓	↓	
	Aim to maximise (on target). Of the total approaches we received in Q3 (above) 70 required a ‘prevention’ duty. We helped secure permanent accommodation in 26 (or 37%) of these cases (or 5.4% of total approaches), meeting targets for homelessness prevention.								
Average number of rough sleepers in the period	10	10	19	17		<6	x	↓	
	Aim to minimise (off target). We have seen a district-wide increase in rough sleeping with the number of people sleeping rough peaking at 23 the end of October (an average of 17 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	5	13	12	6		0	x	↓	
Performance Key	↑ Improved Performance		↓ Worsened Performance		■ Performance is the same				






04 Quality Homes and Infrastructure

Description	Q3 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>Aim to minimise (off target). The number of people we are housing in bed and breakfast (B&B) accommodation has halved over the past quarter but remains above the number we would like it to be (zero). Work continues to provide accommodation and support solutions for this complex client group.</p>							
Average number of households in Temporary Accommodation	27	26	37	36		<35	X	↓
	<p>Aim to minimise (within 5% of target). The number of households in temporary accommodation (TA) remains slightly over target, but the overall number in TA and/or B&B has reduced over the past quarter. As with B&B above, higher overall numbers this year reflect an increase in demand for housing and work continues to provide accommodation and support solutions.</p>							
Long-term Empty Homes brought back into use	15	1	29	7		70 (Annual)	X	↓
	<p>Aim to maximise (off target). Delivery on empty homes is dependent on developers progressing improvement projects and continues to be affected by rising costs. Performance stands at 37 for the year-to-date. In the current financial climate, it is unlikely that we will achieve our target of 70 for the year. The properties completed in Quarter 3, are located in Folkestone, Dymchurch and Hythe.</p>							
Affordable homes delivered by the Council and its partners	38	3	30	29		80 (Annual)	✓	↓
	<p>Aim to maximise (off target). Delivery on affordable homes and additional homes for low-cost homeownership (below) is reliant on development remaining on track across the district. We have progressed to 62 overall affordable homes for the year-to-date and are currently on track to achieve target at year-end. However, we are aware of potential delays to some schemes that may push back delivery into the next financial year. The properties completed in Quarter 3 are located in Folkestone, New Romney and Sellindge.</p>							
Affordable homes for low-cost home ownership delivered by the Council and its partners	4	1	10	7		32 (Annual)	X	↑
	<p>Aim to maximise (off target). Of the total of 29 affordable homes delivered in Quarter 3, 7 were specifically designated for low-cost homeownership, bringing the total to 18 for the year-to-date. As with overall affordable homes (above), we are reliant on development remaining on track across the district and anticipate potential delays to some schemes that may push delivery back into the next financial year. The properties delivered in Quarter 3 are located in Folkestone and Sellindge.</p>							
Performance Key	 Improved Performance		 Worsened Performance		 Performance is the same			



04 Quality Homes and Infrastructure

Description	Q3 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	84		200 (Annual)	✓	↓
Aim to maximise (on target). Target has been met with 272 homes improved so far for the year-to-date.								
Council home new builds and acquisitions started on site	0	2	0	12		20 (Annual)	x	↑
Aim to maximise (off target). To date 14 properties have been purchased as part of the Local Authority Housing Fund. 1 further property will be acquired in Q4. Although off target, performance has improved compared to the previous year. The properties delivered in Quarter 3 are located in Folkestone, Lydd, New Romney and Hythe.								
Percentage of properties that meet the decent homes standard	96.95%	91.9%	92.35%	94.35%		99% (Monthly)	x	↓
Aim to maximise (within 5% of target). Performance has improved to 94% with 192 failings now reported across the stock. 93 properties have been made 'decent' so far this year and 68 over the last quarter.								
Percentage of properties with a known EPC rating of grade C or above.	-	55.7%	55.7%	58%		No target		New KPI for 23/24 year
New KPI introduced this year. Information only (no target). Of 3,000 properties with a known EPC rating, 1,741 (58%) are at now at grade C or above.								
Properties with a valid LGSR	99.79%	100%	100%	99.9%		100% (Monthly)	x	↑
Aim to maximise (within 5% target). Landlord Gas Safety Record (LGSR). Undertaking annual gas safety checks by their anniversary date is a mandatory requirement. One property had an outstanding LGSR at the end of the period.								




04 Quality Homes and Infrastructure

Description	Q3 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%		100% (Monthly)	✓	
<p>Aim to maximise (on target). 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 the period. At the end of Q3 there were 129 outstanding actions from completed Fire Risk Assessments, including 20 overdue med/low-risk actions and one overdue high-risk action in relation to fire-doors (which is on programme for delivery).</p>								
Blocks with a valid Legionella Risk Assessment	100%	100%	100%	100%		100% (Monthly)	✓	
<p>Aim to maximise (on target). 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 the period.</p>								
Blocks with valid (in date) Electrical Certificate (EICR)	100%	100%	100%	100%		100% (Monthly)	✓	↑
<p>Aim to maximise (on target). 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 the period.</p>								
Domestic properties with a valid (in date) EICR	94.86%	96.94%	98.01%	98.9%		100% (Monthly)	x	↑
<p>Aim to maximise (within 5% of target). 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 Q3. there were 37 properties outstanding and the position is improving.</p>								
Performance Key	 Improved Performance		 Worsened Performance		 Performance is the same			




04 Quality Homes and Infrastructure

Description	Q3 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%		100% (Monthly)	✓	
<p>Aim to maximise (on target). 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 the period.</p>								
Insurance visits completed on communal lifts (LOLER)	100%	71.43%	100%	100%		100% (Monthly)	✓	↑
<p>Aim to maximise (on target). 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 the period.</p>								
% of major planning applications to be determined within statutory period (including any agreed extension of time)	100%	100%	100%	100%		60% (Quarterly)	✓	↑
<p>Major' Applications in Quarter 3: Total Decisions: 1; Determined in agreed time: 1.</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"> • to manage workloads caused by a need to seek further information • delays caused by awaiting consultee responses • 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.) 								
Performance Key	↑ Improved Performance		↓ Worsened Performance		 Performance is the same			




04 Quality Homes and Infrastructure

Description	Q3 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)	88%	86%	90%	95%		70% (Quarterly)	✓	↑
<p>Please see comment above.</p> <p>Minor' Applications in Quarter 3: Total Decisions: 60; Determined in agreed time: 57.</p>								
% of other planning applications to be determined within statutory period (including any agreed extension of time)	93%	95%	96%	94%		85% (Quarterly)	✓	↑
<p>Please see comment above.</p> <p>'Other' Applications in Quarter 3: Total Decisions: 115; Determined in agreed time: 107.</p>								
Performance Key	 Improved Performance		 Worsened Performance		 Performance is the same			

Transparent, Stable, Accountable and Accessible

Description	Q3 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	82.49% (Cumulative)	28.83% (Cumulative)	55.6% (Cumulative)	81.96% (Cumulative)		97.3% (Annual)	✓	↓
Business Rates collection rate	86.65% (Cumulative)	35.81% (Cumulative)	61.69% (Cumulative)	81.74% (Cumulative)		97.5% (Annual)	✓	↓
Increased take up of My Account and online transactions	1.18%	1.39%	1.26%	1.15%		8% (Annual)	✓	↓
	<p><i>In Quarter 3 a total of 615 customers have registered for My Account, an increase of 1.15%. Since the launch of the service in August 2020, a total of 37,882 customers have registered for the service equating to 72.94% take up so far.</i></p>							
Lifeline - Number of calls answered within 60 seconds	97.9%	98.3%	98.3%	97.8%		97.5% (Monthly)	✓	↓
Lifeline - Number of calls answered within 180 seconds	99.8%	99.8%	99.7%	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).	84.67%	87.65%	82.28%	81.86%		90% (Monthly)	✗	↓
	<p><i>A total of 7 of the 37 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. Quarter 3 was a busier period than the previous quarter. During this quarter, there was a period of absence in the specialist team which impacted on the workload due to only having one full time and one part time case officer working on all cases. Mitigation of this impact has been addressed in the proposed structure for April 2024.</i></p>							
Performance Key	 Improved Performance		 Worsened Performance		 Performance is the same			

Transparent, Stable, Accountable and Accessible

Description	Q3 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).	77.78%	47.62%	92.3%	86.36%		90% (Monthly)	X	↑
	<p>Quarter 3 was a busier period than the previous quarter. During this quarter, there was a period of absence in the specialist team which impacted on the workload due to only having one full time and one part time case officer working on all cases. Both case officers can now compile and respond to all SARs, having only complex cases checked. Mitigation of this impact has been addressed in the proposed structure for April 2024.</p>							
Percentage of data breaches assessed within 72 hours to decide if it is reportable to the ICO.	53.8%	70%	74.07%	64%		100% (Monthly)	X	↑
	<p>As awareness of data protection has grown within the Council, the number of reported data breaches received has remained around the same as the previous quarter. This quarter there were 25 breach reports in total, with the majority being either very minor or classed as a 'near miss'.</p> <p>A total of nine cases were not assessed in time, with all of these being 'overdue due to service area'. The managers of each service area responsible are aware of all instances and are ensuring that targeted training is being undertaken on the importance of timeliness in data breach reporting.</p>							
Percentage of reportable data breaches that were submitted to the ICO within 72 hours.	0%	-	0%	50%		100% (Monthly)	X	↑
	<p>There were two data breaches that met the threshold for reporting to the Information Commissioner's Office (ICO) for this quarter.</p> <p>One of these was overdue by the time it arrived with the Information Governance Team. The data breach report form was filled out by the officer, who failed to click the 'submit' button at the end. The IT Systems Team found the unfinished form and submitted it to us a week later, by which point the statutory 72 hours had already passed. The Information Governance Team have now removed the feature where the form can be saved and submitted later. If someone tries to navigate away from an unfinished form they will be prompted to finish it. The ICO were satisfied with the way in which both of these breaches were dealt with and mitigated.</p>							
Performance Key	 Improved Performance		 Worsened Performance		 Performance is the same			

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!

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