



Folkestone & Hythe District Council

Quarter 3 Performance Report (October - December 2024)



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

01

Positive Community Leadership

Description	Q3 2023-24 Comparison	Q1 Actual 2024-25	Q2 Actual 2024-25	Q3 Actual 2024-25	Q4 Actual 2024-25	Year to date position (YTD)	Target	On Target	Performance (Compared with same quarter last year)
Number of priority play areas improved by the Council	1	1	0	0		1	1 site per year	✓	↓
Average number of days to process new claims for Housing Benefit from the date complete evidence is received.	2.6	3.75	2.8	2.5		3	7 Days (Monthly)	✓	↑
Average number of days taken to process new claims for Housing Benefit	13.1	11.1	8.9	8.6		9.5	17 Days (Monthly)	✓	↑
% food premises broadly compliant (equivalent to 3 rating)	98.9%	100%	96%	99%		99%	95% (Quarterly)	✓	↑
Number of households in the district receiving support through the UKSPF'	72	61	108	208		377	200 (Annual)	✓	↑
Number of Community Safety events held, and projects delivered (Public)	6	12	10	2		24	10 (Annual)	✓	↓
Number of Community Safety projects delivered (Behind the Scenes Work)	2	1	3	3		7	4 (Annual)	✓	↑
Performance Key	↑ Improved Performance		↓ Worsened Performance		▬ Performance is the same				
RAG Status Key	✓ On Target		X Within 5% of target	X Off Target		✓ On track to meet target at Year end			

02

A Thriving Environment

Description	Q3 2023-24 Comparison	Q1 Actual 2024-25	Q2 Actual 2024-25	Q3 Actual 2024-25	Q4 Actual 2024-25	Year to date position (YTD)	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	-	-	-	-	4 (Annual)	✓	↑
Number of enforcement notices served (e.g. Abatement Notices, Community Protection Notices)	6	10	8	8		26	No Target	-	↑
Number of Community Protection Warnings (CPWs) issued	11	27	13	10		50	No Target	-	↑
Fixed Penalty Notices issued for Low level Enviro-crime (littering, dog control)	133	35	40	29		104	No Target	-	↑
Fixed Penalty Notices issued for High level Enviro-crime (large Fly-tipping)	7	9	13	11		33	No Target	-	↑
Number of Breaches issued under the Public Space Protection Order	1	0	0	0		0	No Target	-	—
ASB enforcement action taken (including CPWs and CPNs)	3	5	6	1		12	No Target	-	↑
Performance Key	↑ Improved Performance		↓ Worsened Performance		— Performance is the same				
RAG Status Key	✓ On Target		X Within 5% of target	X Off Target		✓ On track to meet target at Year end			

02

A Thriving Environment

Description	Q3 2023-24 Comparison	Q1 Actual 2024-25	Q2 Actual 2024-25	Q3 Actual 2024-25	Q4 Actual 2024-25	Year to date position (YTD)	Target	On Target	Performance (Compared with same quarter last year)
Percentage of street surveyed clear of litter within the district	97.09%	99.41%	99.07%	98.04%		98.77%	95% (Monthly)	✓	↑
Number of recorded See it, Own it, Do it (SOD It) interventions completed	1,280	856	794	462		2,112	No Target	-	↓
Average time for anti-social or offensive graffiti to be removed from the time of being reported	24 hours	24 hours	24 hours	24 hours		24 hours	48 Hrs (Quarterly)	✓	▬
Number of missed bin collections per 100,000	28.86	31.61	32.64	37.14		33.8	50 (Monthly)	✓	↓
Percentage of household waste recycled	42.9%	47.9%	46.6%	44.8%*		46%	50% (Monthly)	✗	↑
* Latest available figure based on KCC Recycling estimates. Data for end of Q3 (December 2024) was received w/c 27th January 2025 . Final figure for period to be verified.									
Number of days to remove fly tipped waste on public land once reported	1	1	1	1		1	3 Days (Monthly)	✓	▬
Percentage of compliant air quality monitoring sites	100%	100%	100%	100%		100%	100% (Quarterly)	✓	▬
Enforcement - Percentage of successful prosecutions (Inc. Fly tipping and Littering)	-	100%	100%	100%		100%	100% (Quarterly)	✓	▬
Performance Key	↑ Improved Performance		↓ Worsened Performance		▬ Performance is the same				
RAG Status Key	✓ On Target		✗ Within 5% of target	✗ Off Target		✓ On track to meet target at Year end			

Description	Q3 2023-24 Comparison	Q1 Actual 2024-25	Q2 Actual 2024-25	Q3 Actual 2024-25	Q4 Actual 2024-25	Year to date position (YTD)	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.	3	2	0	1		3	3 (Annual)	✓	↓
Number of pilot events to inform market improvement programme and town centre operating model	-	0	3	2		5	4 (Annual)	✓	New KPI for 24/25 year
The following 2 pilot events were delivered as part of the town centre activation pilot initiative: 'Past, Present & Future, which was a photographic exhibition of the town's rich history, 'Breaking Bread' was to review and feedback on the success and learnings of the 'Folke About Town' pilot event programme.									
Number of Folkestone & Hythe businesses accessing business accessing grants from Rural England prosperity fund	-	1	4	8		13	10 (Annual)	✓	New KPI for 24/25 year
During Quarter 3, a further 8 projects were approved for funding. The scheme was suspended to further applicants during early November 2024, with the final decision panels taking place November/ December 2024. The scheme run over the current and previous financial year and has resulted in the full allocation of £362,686 being awarded to 22 successful projects across our district.									
Number of businesses or potential entrepreneurs/ new start-ups signposted to support programmes and events to facilitate growth	832	29	26	23		78	50 minimum (Annual)	✓	↓
Performance Key	↑ Improved Performance		↓ Worsened Performance		■ Performance is the same				
RAG Status Key	✓ On Target		X Within 5% of target	X Off Target		✓ On track to meet target at Year end			

Description	Q3 2023-24 Comparison	Q1 Actual 2024-25	Q2 Actual 2024-25	Q3 Actual 2024-25	Q4 Actual 2024-25	Year to date position (YTD)	Target	On Target	Performance (Compared with same quarter last year)
Numbers of new homes built within the district	-	-	-	-	Figure due Q4	-	622 (Annual)	-	-
This indicator is collated on an annual basis and is not available quarterly. A figure will be available at the end of Quarter 4.									
Number of homelessness approaches	483	338	365	292		995	No Target	-	↑
Percentage of duties closed as homelessness prevented or relieved	-	46%	49%	43%		44%	40% (Monthly)	✓	New KPI for 24/25 year
Average number of rough sleepers in the period	17	17	22	11		16	6	X	↑
Outreach work continues to support people who are rough sleeping or who are at risk of rough sleeping in the district. Levels of rough sleeping remain high across the country. Government funding for the Council's Rough Sleeping Initiative Services is in place until at least April 2026.									
Average number of households in Bed and Breakfast Accommodation	6	11	17	14		14	0	X	↓
The number of households in bed and breakfast accommodation is impacted by the number of people rough sleeping, which has decreased over the quarter (see above). Current placements are for single people with more complex needs, for whom long-term move on accommodation is much more limited and has also been used as accommodation for families in emergency situations.									
Average number of households in Temporary Accommodation	36	51	57	60		56	35	X	↓
The number of households in temporary accommodation remains high in line with national trends. The placements into this accommodation have included a significant number of single people with more complex issues, for whom providing suitable long-term accommodation is proving more difficult. The council is actively looking into utilising a further 10-20 suitable units from the HRA to be utilised as TA over the short-term (2 years).									
Performance Key	↑ Improved Performance		↓ Worsened Performance		■ Performance is the same				
RAG Status Key	✓ On Target		X Within 5% of target	X Off Target		✓ On track to meet target at Year end			

Description	Q3 2023-24 Comparison	Q1 Actual 2024-25	Q2 Actual 2024-25	Q3 Actual 2024-25	Q4 Actual 2024-25	Year to date position (YTD)	Target	On Target	Performance (Compared with same quarter last year)
Long-term Empty Homes brought back into use	6	27	16	15		58	50 (Annual)	✓	↑
Council home new builds and acquisitions started on site	12	0	0	0		0	20 (Annual)	X	—
No council home builds or acquisitions started on site during Quarter 3. Affected by outside developers and there has been slow progress on getting these through. A total of 9 new Council homes for rent will be completed in early February 2025 and a further 40+ units will be acquired at Risbrough Barracks late in 2025. The development team are working with a number of other developers over the possibility of bringing forward more affordable homes for the council. The delivery of new builds and acquisitions involves a significant amount of work and negotiation by the council with developers. Work on the delivery pipeline will be reported in subsequent quarters.									
Affordable homes delivered by the Council and its partners	29	4	0	0		4	80 (Annual)	X	↓
Developers are finding it difficult to source 'registered provider' partners to acquire affordable housing schemes that are being provided through planning agreements in the district. This trend is due to RPs reducing their development programme because of costs they are facing such as higher borrowing costs and costs for zero carbon retrofitting. We have seen a number of schemes due to complete in 2024/25 delayed because of these issues.									
Private sector homes improved as a result of intervention by the Council	84	77	64	73		214	300 (Annual)	✓	↓
Percentage of properties that meet the decent homes standard	94.35%	91.9%	94%	98%		98%	99% (Monthly)	X	↑
Reduction from 389 non-decent properties the start of the year to 72 at the end of the quarter. We are continuing to reduce the number of non-decent homes through a scheduled of programmed works that will continue during the year.									
Percentage of properties with a known EPC rating of grade C or above.	55.7%	63%	68%	72%		72%	No target	—	↑
Performance Key	↑ Improved Performance		↓ Worsened Performance		— Performance is the same				
RAG Status Key	✓ On Target		X Within 5% of target	X Off Target		✓ On track to meet target at Year end			

04

Quality Homes and Infrastructure

Description	Q3 2023-24 Comparison	Q1 Actual 2024-25	Q2 Actual 2024-25	Q3 Actual 2024-25	Q4 Actual 2024-25	Year to date position (YTD)	Target	On Target	Performance (Compared with same quarter last year)
Properties with a valid Landlord Gas Safety Record (LGSR)	99.9%	100%	100%	99.96%		99.96%	100% (Monthly)	X	<div></div>
Due to the council's close down for the Christmas holiday period and access issues there were a total of two properties outstanding in the quarter for an LGSR renewal. Full compliance to 100% has been achieved in January.									
Communal blocks with a valid Fire Risk Assessment	100%	100%	100%	100%		100%	100% (Monthly)	✓	<div></div>
Communal blocks with a valid Legionella Risk Assessment	100%	100%	100%	100%		100%	100% (Monthly)	✓	<div></div>
Communal blocks with valid Electrical Certificate (EICR)	100%	100%	99.30%	97.86%		97.86%	100% (Monthly)	X	↓
137 out of 140 communal blocks had a valid electric safety certificate (EICR) at the end of Quarter 3. Three blocks were outstanding certification at the end of the period. One block is currently outstanding due a heating an electrical project that is currently underway, once this project has been concluded, in January 2025 the EICR will be updated. The other two blocks have had inspections completed but are awaiting final paperwork.									
Domestic properties with a valid Electrical Certificate (EICR)	98.9%	99.82%	100%	99.94%		99.94%	100% (Monthly)	X	↑
A total of two properties were non compliant at the end of the quarter as a result of access issues. The council's Legal Services team are continuing to assist in gaining access where necessary.									
Properties Asbestos compliant (Communal)	100%	100%	100%	100%		100%	100% (Monthly)	✓	<div></div>
Performance Key	↑ Improved Performance		↓ Worsened Performance		<div></div> Performance is the same				
RAG Status Key	✓ On Target		X Within 5% of target	X Off Target		✓ On track to meet target at Year end			

04

Quality Homes and Infrastructure

Description	Q3 2023-24 Comparison	Q1 Actual 2024-25	Q2 Actual 2024-25	Q3 Actual 2024-25	Q4 Actual 2024-25	Year to date position (YTD)	Target	On Target	Performance (Compared with same quarter last year)
Insurance visits completed on communal lifts (LOLER)	100%	100%	100%	100%		100%	100% (Monthly)	✓	<div></div>
Major planning applications to be determined within statutory period <i>(including any agreed extension of time)</i>	100%	100%	85.71%	100%		95.45%	60% (Quarterly)	✓	<div></div>
Minor applications to be determined within the statutory period <i>(including any agreed extension of time)</i>	95%	96%	93.75%	100%		96.63%	70% (Quarterly)	✓	↑
Other planning applications to be determined within statutory period <i>(including any agreed extension of time)</i>	94%	99%	99.12%	95.08%		97.89%	85% (Quarterly)	✓	↑
Performance Key	↑ Improved Performance		↓ Worsened Performance		<div></div> Performance is the same				
RAG Status Key	✓ On Target		X Within 5% of target	X Off Target		✓ On track to meet target at Year end			

Transparent, Stable, Accountable and Accessible

Description	Q3 2023-24 Comparison	Q1 Actual 2024-25	Q2 Actual 2024-25	Q3 Actual 2024-25	Q4 Actual 2024-25	Year to date position (YTD)	Target	On Target	Performance (Compared with same quarter last year)
Council tax collection	81.96% (Cumulative)	28.53% (Cumulative)	55.36% (Cumulative)	81.56% (Cumulative)		81.56%	97.3% (Annual)	✓	↓
Business Rates collection rate	81.74% (Cumulative)	34.49% (Cumulative)	61.11% (Cumulative)	84.07% (Cumulative)		84.07%	97.5% (Annual)	✓	↑
Increased take up of My Account and online transactions	1.15% (Cumulative)	75.98% (Cumulative)	77.53% (Cumulative)	79.2% (Cumulative)		79.2%	80% by end of 2024/25	✓	↑
In Quarter 3, 865 new customers have registered for 'My Account.' Since the launch of the service in August 2020, a total of 41,334 have registered for the service equating to 79.2% take up so far.									
Lifeline - Number of calls answered within 60 seconds	97.8%	98.27%	98.39%	98.32%		98.34%	97.5% (Monthly)	✓	↑
Lifeline - Number of calls answered within 180 seconds	99.7%	99.73%	99.75%	99.86%		99.79%	99% (Monthly)	✓	↑
Performance Key	↑ Improved Performance		↓ Worsened Performance		■ Performance is the same				
RAG Status Key	✓ On Target		X Within 5% of target	X Off Target		✓ On track to meet target at Year end			

Transparent, Stable, Accountable and Accessible

Description	Q3 2023-24 Comparison	Q1 Actual 2024-25	Q2 Actual 2024-25	Q3 Actual 2024-25	Q4 Actual 2024-25	Year to date position (YTD)	Target	On Target	Performance (Compared with same quarter last year)
Freedom of Information / Environmental information Requests responded to within the statutory 20 working days	81.86%	84%	77%	89%		84%	90% (Monthly)	X	↑
252 Freedom of Information and Environmental Information Requests were received in Quarter 3, of which 225 were responded to within statutory timeframe. Performance has improved significantly over Quarter 3, achieving just below target, but improving upon our position for the same quarter last year									
Subject Access Request responses provided within the statutory period(1 calendar month or lawful extension).	86.36%	80%	87%	87%		85%	90% (Monthly)	X	↑
34 Subject Access Requests were received in Quarter 3, of which 29 were responded to within statutory timeframe. As with FOIs/EIRs (above) performance is just below target, but sustained improvement can be seen from our Quarter 1 position, and we have improved upon our performance compared to the same quarter last year.									
Potential data breaches assessed by the Council within 72 hours	64%	92%	100%	88%		91%	100% (Monthly)	X	↑
14 potential data breaches were identified in Quarter 3, of which 11 were assessed within the 72 hour timeframe. Further investigation with officers was required on three cases before a clear assessment could be reached, falling outside of the 72 hours. However, none were identified as being reportable to the ICO.									
Reportable data breaches submitted to the ICO within 72 hours.	50%	100%	None Reported	None Reported		100%	100% (Monthly)	✓	↑
Performance Key	↑ Improved Performance		↓ Worsened Performance		■ Performance is the same				
RAG Status Key	✓ On Target		X Within 5% of target	X Off Target		✓ On track to meet target at Year end			