# Folkestone & Hythe District Council

## Appendix 2—Quarter 4 and End of Year Performance 2024-25

Folkestone
& Hythe
District Council

# 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

## Population

**111,000** people ▶ Forecast to increase by **24%**, reaching **135,900** by **2042**, faster than the Kent average

## Location

Folkestone to London in just **53 minutes** via High Speed 1 rail line

Folkestone to Calais in **35 minutes** via Eurotunnel (Le Shuttle)

**15 minutes** away from the UK's largest seaport at Dover

## Proportion of businesses in the district economy

**13.4%** in the tourism sector

**12.3%** in the knowledge economy

**8.7%** in the creative sector, growing almost **7%** over the last 5 years

**5.2%** in food and drink production

**4.8%** in manufacturing

## Visitor economy

**4.7m** visitors = **£269m** spent in the local area

Supporting **5,045** jobs

### Folkestone & Hythe District

— A Roads
— M20
● Railway station
----- Railway
Romney Marsh and coast
Kent Downs and escarpment
•••• High Speed 1
Towns and villages
✈ Lydd Airport
● Dungeness Power Station

## Environment

**68%** agricultural land

**16%** woodland, open land and water

Kent Downs National Landscape covering **37%** of the district

**23 miles** of beaches and cliffs

Internationally important habitats at Dungeness

**Potential UNESCO** Global Geopark status for chalk hills, cliffs and the Channel

## Heritage

**913** Listed Buildings

**65** Scheduled Monuments

**21** Conservation Areas

**2** Registered Parks and Gardens

**1** Protected Wreck Site

**FOLKESTONE AND HYTHE**
Experience the extraordinary

# 01 | Positive Community Leadership

| Description | Outturn 2023-24 | Q1 Actual 2024-25 | Q2 Actual 2024-25 | Q3 Actual 2024-25 | Q4 Actual 2024-25 | Outturn 2024-25 | Target | Target met | Performance (Compared to last year) |
|---|---|---|---|---|---|---|---|---|---|
| Number of priority play areas improved by the Council | 1 | 1 | 0 | 0 | 0 | 1 | 1 site per year | ✓ | ▬ |
| Average days to process new claims for Housing Benefit from the date evidence is received. | 3.9 | 3.75 | 2.8 | 2.5 | 2.7 | 2.9 | 7 Days (Monthly) | ✓ | ↑ |
| Average number of days taken to process new claims for Housing Benefit. | 12.2 | 11.1 | 8.9 | 8.6 | 6.9 | 8.7 | 17 Days (Monthly) | ✓ | ↑ |
| % food premises broadly compliant (equivalent to 3 rating) | 96.85% | 100% | 96% | 99% | 98.6% | 98.1% | 95% (Quarterly) | ✓ | ↑ |
| Number of households in the district receiving support through the UKSPF' | 421 | 61 | 108 | 208 | 170 | 547 | 200 (Annual) | ✓ | ↑ |
| Number of Community Safety events held, and projects delivered (Public) | 39 | 12 | 10 | 2 | 4 | 28 | 10 (Annual) | ✓ | ↓ |
| Number of Community Safety projects delivered (Behind the Scenes Work) | 13 | 1 | 3 | 3 | 3 | 10 | 4 (Annual) | ✓ | ↓ |

| Performance Key | ↑ Improved Performance | ↓ Worsened Performance | ▬ Performance is the same | |
|---|---|---|---|---|

| RAG Status Key | ✓ Target Met | X Within 5% of target | X Off Target | |
|---|---|---|---|---|

## 02 | A Thriving Environment

| Description | Outturn 2023-24 | Q1 Actual 2024-25 | Q2 Actual 2024-25 | Q3 Actual 2024-25 | Q4 Actual 2024-25 | Outturn 2024-25 | Target | Target met | Performance (Compared with last year) |
|---|---|---|---|---|---|---|---|---|---|
| Retain Green Flags for the Coastal Park, Royal Military Canal, Kingsnorth Gardens and Radnor Park sites | 4 | 4 | 4 | 4 | 4 | 4 | 4 (Annual) | ✓ | ▬ |
| Number of enforcement notices served *(e.g. Abatement Notices, Community Protection Notices)* | 37 | 10 | 8 | 8 | 8 | 34 | No Target | - | ↑ |
| Number of Community Protection Warnings (CPWs) issued | 68 | 27 | 13 | 10 | 12 | 62 | No Target | - | ↑ |
| Fixed Penalty Notices issued for Low level Enviro-crime (littering, dog control) | 382 | 35 | 40 | 29 | 22 | 126 | No Target | - | ↑ |
| Fixed Penalty Notices issued for High level Enviro-crime (large Fly-tipping) | 16 | 9 | 13 | 11 | 7 | 40 | No Target | - | ↓ |
| Number of Breaches issued under the Public Space Protection Order | 5 | 0 | 0 | 0 | 0 | 0 | No Target | - | ↑ |
| ASB enforcement action taken (including CPWs and CPNs) | 18 | 5 | 6 | 1 | 4 | 16 | 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 | |
|---|---|---|---|---|

| Description | Outturn 2023-24 | Q1 Actual 2024-25 | Q2 Actual 2024-25 | Q3 Actual 2024-25 | Q4 Actual 2024-25 | Outturn 2024-25 | Target | Target met | Performance (Compared with last year) |
|---|---|---|---|---|---|---|---|---|---|
| Percentage of street surveyed clear of litter within the district | 97.4% | 99.41% | 99.07% | 98.04% | 96.06% | 98.03% | 95% (Monthly) | ✓ | ⬆ |
| Number of recorded See it, Own it, Do it (SOD It) interventions completed | 4,654 | 856 | 794 | 462 | 379 | 2,491 | No Target | - | ⬇ |
| Average time for anti-social or offensive graffiti to be removed from the time of being reported | 30 hours | 24 hours | 24 hours | 24 hours | 24 hours | 24 hours | 48 Hrs (Quarterly) | ✓ | ⬆ |
| Number of missed bin collections per 100,000 | 34.2 | 31.61 | 32.64 | 37.14 | 31.7 | 33.27 | 50 (Monthly) | ✓ | ⬆ |
| Percentage of household waste recycled | 45.6% | 47.9% | 46.6% | 44.8% | 43.7% | 46% | 50% (Monthly) | X | ⬆ |
| Average number of days to remove fly tipped waste on public land once reported | 1 | 1 | 1 | 1 | 1 | 1 | 3 Days (Monthly) | ✓ | ▬ |
| Percentage of compliant air quality monitoring sites | 100% | 100% | 100% | 100% | 100% | 100% | 100% (Quarterly) | ✓ | ▬ |
| Enforcement - Percentage of successful prosecutions *(Inc. Fly tipping and Littering)* | 100% | 100% | 100% | 100% | None reported | 100% | 100% (Quarterly) | ✓ | ▬ |
| Performance Key | ⬆ Improved Performance | | ⬇ Worsened Performance | | ▬ Performance is the same | | | | |
| RAG Status Key | ✓ On Target | | X Within 5% of target | | X Off Target | | | | |

# 03 | A Vibrant Economy

| Description | Outturn 2023-24 | Q1 Actual 2024-25 | Q2 Actual 2024-25 | Q3 Actual 2024-25 | Q4 Actual 2024-25 | 2024-25 Outturn | Target | Target met | Performance (Compared with last year) |
|---|---|---|---|---|---|---|---|---|---|
| Number of engagements undertaken by the Folkestone & Hythe Place Panel on projects of scale or strategic significance. | 9 | 2 | 0 | 1 | 0 | 3 | 3 (Annual) | ✓ | ⬇ |
| Number of pilot events to inform market improvement programme and town centre operating model | - | 0 | 4 | 2 | 0 | 6 | 4 (Annual) | ✓ | New KPI for 24/25 year |
| Number of Folkestone & Hythe businesses accessing business accessing grants from Rural England prosperity fund | - | 1 | 4 | 9 | 0 | 14 | 10 (Annual) | ✓ | New KPI for 24/25 year |
| Number of businesses or potential entrepreneurs/ new start-ups signposted to support programmes and events to facilitate growth | 835 | 29 | 26 | 23 | 16 | 94 | 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 | | | | |

## 04 | Quality Homes and Infrastructure

| Description | Outturn 2023-24 | Q1 Actual 2024-25 | Q2 Actual 2024-25 | Q3 Actual 2024-25 | Q4 Actual 2024-25 | Outturn 2024-25 | Target | Target met | Performance (Compared with last year) |
|---|---|---|---|---|---|---|---|---|---|
| Numbers of new homes built within the district | 365 | - | - | - | - | Figure TBC: 2024-25 HIA is to be completed figure available by Oct 2025 | 622 (Annual) | - | - |
| Number of homelessness approaches | 1,753 | 338 | 365 | 292 | 361 | 1,356 | No Target | - | ⬆ |
| Percentage of duties closed as homelessness prevented or relieved | - | 46% | 49% | 43% | 36% | 42% | 40% (Monthly) | ✓ | New KPI for 24/25 year |
| Average number of rough sleepers in the period | 15 | 17 | 22 | 11 | 11 | 15 | 6 | X | ▬ |
| Average number of households in Bed and Breakfast Accommodation | 10 | 11 | 17 | 14 | 23 | 16 | 0 | X | ⬇ |
| Average number of households in Temporary Accommodation | 36 | 51 | 57 | 60 | 87 | 64 | 35 | X | ⬇ |

| Performance Key | ⬆ Improved Performance | ⬇ Worsened Performance | ▬ Performance is the same | |
|---|---|---|---|---|
| RAG Status Key | ✓ On Target | X Within 5% of target | X Off Target | |

## 04 | Quality Homes and Infrastructure

| Description | Outturn 2023-24 | Q1 Actual 2024-25 | Q2 Actual 2024-25 | Q3 Actual 2024-25 | Q4 Actual 2024-25 | Outturn 2024-25 | Target | Target met | Performance (Compared with last year) |
|---|---|---|---|---|---|---|---|---|---|
| Long-term Empty Homes brought back into use | 43 | 27 | 16 | 15 | 18 | 76 | 50 (Annual) | ✓ | ↑ |
| Council home new builds and acquisitions started on site | 15 | 0 | 0 | 0 | 44 | 44 | 20 (Annual) | ✓ | ↑ |
| Affordable homes delivered by the Council and its partners | 18 | 4 | 0 | 0 | 19 | 23 | 80 (Annual) | X | ↑ |
| Private sector homes improved as a result of intervention by the Council | 387 | 77 | 64 | 73 | 103 | 317 | 300 (Annual) | ✓ | ↑ |
| Percentage of properties that meet the decent homes standard | 97.71% | 91.9% | 94% | 98% | 99% | 99% | 99% (Monthly) | ✓ | ↓ |
| Percentage of properties with a known EPC rating of grade C or above. | 62% | 63% | 68% | 72% | 74% | 74% | 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 | |

# 04 | Quality Homes and Infrastructure

| Description | Outturn 2023-24 | Q1 Actual 2024-25 | Q2 Actual 2024-25 | Q3 Actual 2024-25 | Q4 Actual 2024-25 | Outturn 2024-25 | Target | Target met | Performance (Compared with last year) |
|---|---|---|---|---|---|---|---|---|---|
| Properties with a valid Landlord Gas Safety Record (LGSR) | 100% | 100% | 100% | 99.96% | 99.89% | 99.89% | 100% (Monthly) | X | ↓ |
| Communal blocks with a valid Fire Risk Assessment | 100% | 100% | 100% | 100% | 100% | 100% | 100% (Monthly) | ✓ | — |
| Communal blocks with a valid Legionella Risk Assessment | 100% | 100% | 100% | 100% | 100% | 100% | 100% (Monthly) | ✓ | — |
| Communal blocks with valid Electrical Certificate (EICR) | 100% | 100% | 99.30% | 97.86% | 98.57% | 98.57% | 100% (Monthly) | X | ↑ |
| Domestic properties with a valid Electrical Certificate (EICR) | 99.5% | 99.82% | 100% | 99.94% | 100% | 100% | 100% (Monthly) | ✓ | ↑ |
| Properties Asbestos compliant (Communal) | 100% | 100% | 100% | 100% | 100% | 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 | | | |

# 04 | Quality Homes and Infrastructure

| Description | Outturn 2023-24 | Q1 Actual 2024-25 | Q2 Actual 2024-25 | Q3 Actual 2024-25 | Q4 Actual 2024-25 | Outturn 2024-25 | Target | On Target | Performance (Compared with last year) |
|---|---|---|---|---|---|---|---|---|---|
| Insurance visits completed on communal lifts (LOLER) | 100% | 100% | 100% | 100% | 100% | 100% | 100% (Monthly) | ✓ | ▬ |
| Major planning applications to be determined within statutory period *(including any agreed extension of time)* | 95% | 100% | 85.71% | 100% | 100% | 96.3% | 60% (Quarterly) | ✓ | ▬ |
| Minor applications to be determined within statutory period *(including any agreed extension of time)* | 88% | 96% | 93.75% | 100% | 96.5% | 96.95% | 70% (Quarterly) | ✓ | ↑ |
| Other planning applications to be determined within statutory period *(including any agreed extension of time)* | 95% | 99% | 99.12% | 95.08% | 100% | 98.35% | 85% (Quarterly) | ✓ | ↑ |
| Performance Key | ↑ Improved Performance | | | ↓ Worsened Performance | | ▬ Performance is the same | | | |
| RAG Status Key | ✓ On Target | | | X Within 5% of target | | X Off Target | | | |

# Transparent, Stable, Accountable and Accessible

| Description | Outturn 2023-24 | Q1 Actual 2024-25 | Q2 Actual 2024-25 | Q3 Actual 2024-25 | Q4 Actual 2024-25 | Outturn 2024-25 | Target | Target met | Performance (Compared with last year) |
|---|---|---|---|---|---|---|---|---|---|
| Council tax collection | 96.8% | 28.53% (Cumulative) | 55.36% (Cumulative) | 81.56% (Cumulative) | 96.45% (Cumulative) | 96.45% | 97.3% (Annual) | X | ⬇ |
| Business Rates collection rate | 98.3% | 34.49% (Cumulative) | 61.11% (Cumulative) | 84.07% (Cumulative) | 99.23% (Cumulative) | 99.23% | 97.5% (Annual) | ✓ | ⬆ |
| Increased take up of My Account and online transactions | 5.4% | 75.98% (Cumulative) | 77.53% (Cumulative) | 79.2% (Cumulative) | 81.36% (Cumulative) | 81.36% | 80% by end of 2024/25 | ✓ | ⬆ |
| Lifeline - Number of calls answered within 60 seconds | 98% | 98.27% | 98.39% | 98.32% | 98.03% | 98.38% | 97.5% (Monthly) | ✓ | ⬆ |
| Lifeline - Number of calls answered within 180 seconds | 99.7% | 99.73% | 99.75% | 99.86% | 99.86% | 99.8% | 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 | | | | |

# Transparent, Stable, Accountable and Accessible

| Description | Outturn 2023-24 | Q1 Actual 2024-25 | Q2 Actual 2024-25 | Q3 Actual 2024-25 | Q4 Actual 2024-25 | Outturn 2024-25 | Target | Target met | Performance (Compared with last year) |
|---|---|---|---|---|---|---|---|---|---|
| Freedom of Information / Environmental information Requests responded to within the statutory 20 working days | 86.2% | 84% | 77% | 89% | 95% | 87% | 90% (Monthly) | X | ↑ |
| Subject Access Request responses provided within the statutory period(1 calendar month or lawful extension). | 79.3% | 80% | 87% | 87% | 97% | 88% | 90% (Monthly) | X | ↑ |
| Potential data breaches assessed by the Council within 72 hours | 75.23% | 92% | 100% | 88% | 100% | 93% | 100% (Monthly) | X | ↑ |
| Reportable data breaches submitted to the ICO within 72 hours | 50% | 100% | None Reported | 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 | | | |