



Folkestone & Hythe District Council

Quarter 1 Corporate Performance Report (April-June 2025)



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 Waste and Street
cleansing and Corporate Health & Safety



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



Cllr Mike Blakemore
Cabinet Member for Community and
Collaboration



Cllr James Butcher
Cabinet Member for Place Plan, Heritage,
Tourism and District Economy



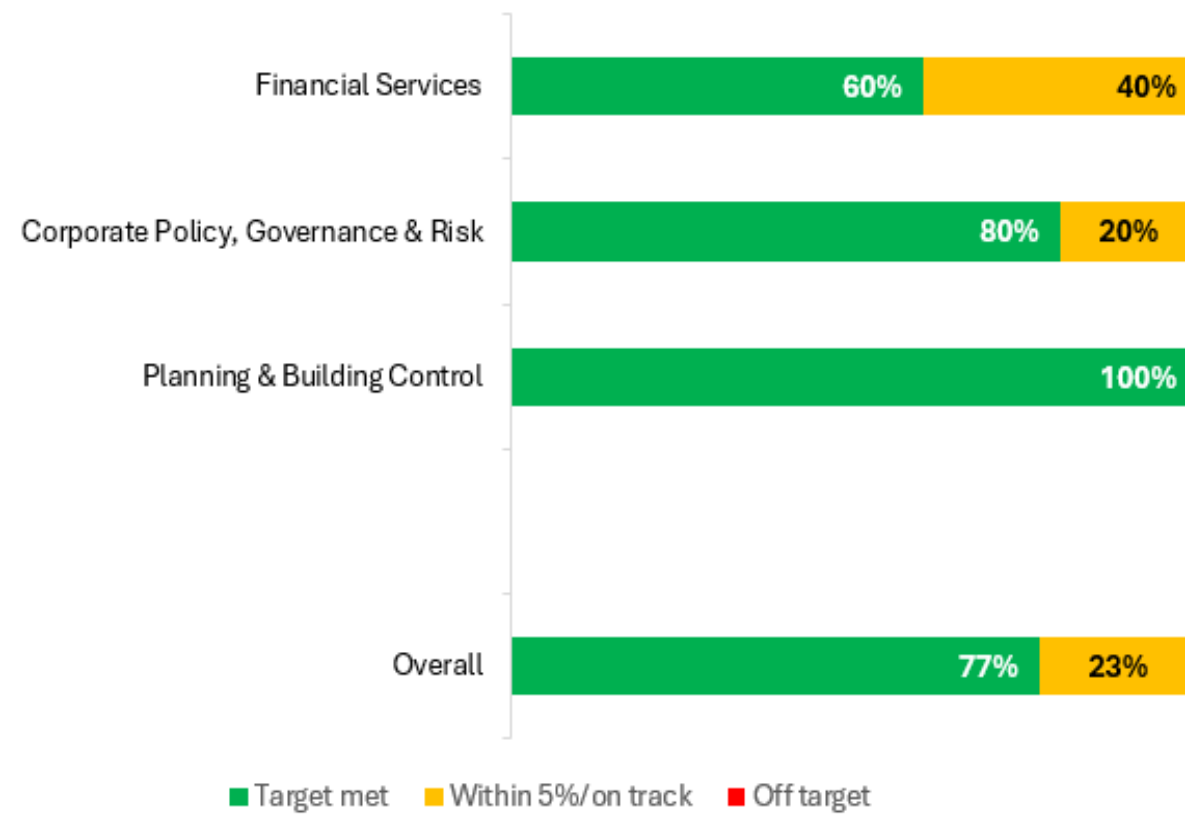
Cllr Gary Fuller
Cabinet Member for Resident
engagement and accountability



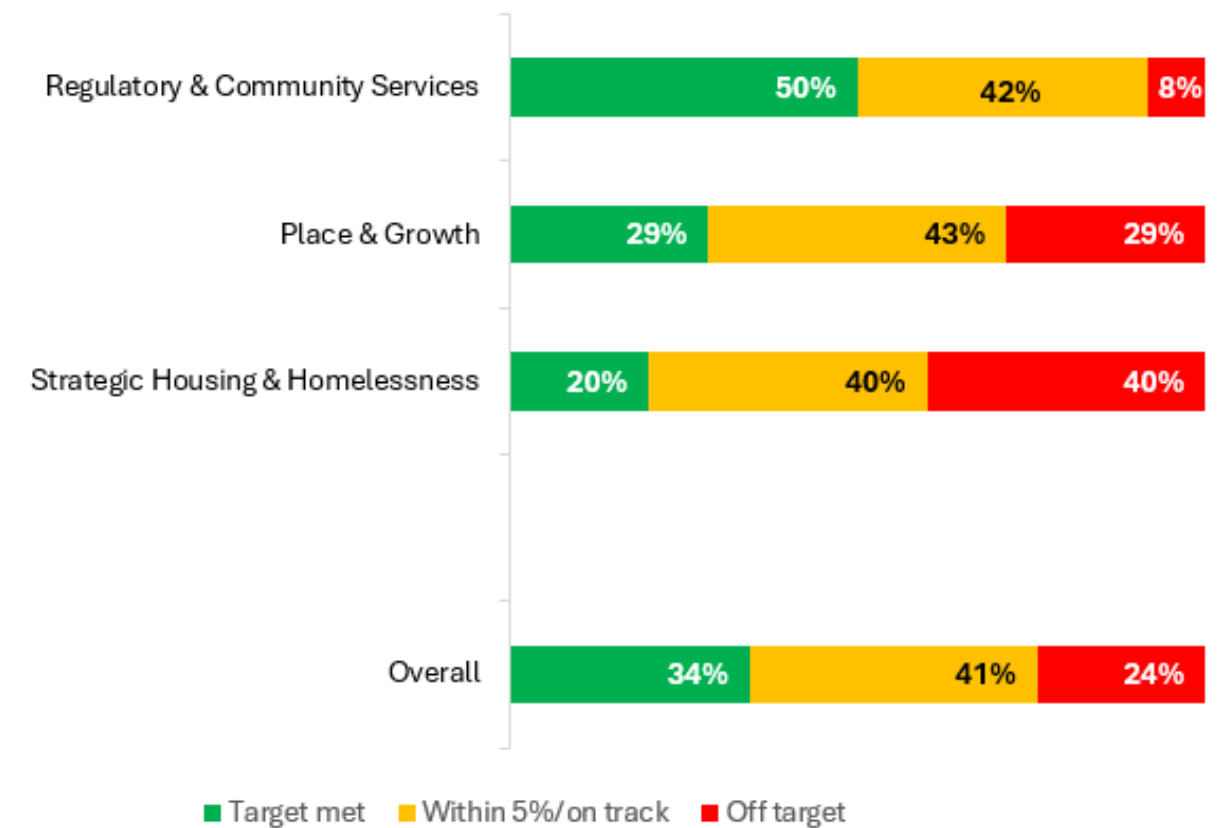
Cllr Connor McConville
Cabinet Member for Assets and Local
Government Reorganisation

Summary of Performance

Finance, Strategy and Resources



Housing & Operations



Finance, Strategy and Resources

This section sets out performance data for:

1. Financial Services
2. Corporate Policy, Governance & Risk
3. Planning and Building Control

	Key Performance Indicator	Q1 2024-25 Comparison	Q1 Actual 2025-26	Q2 Actual 2025-26	Q3 Actual 2025-26	Q4 Actual 2025-26	Year to date position (YTD)	Target	On Target	Performance (Compared to same quarter last year)	Comments
KPI CODE	Corporate Debt and Business Rates										
CD01	Business Rates collection rate (cumulative)	34.49%	33.84%				33.84%	97.5% (Annual)	✓	↓	Aim to maximise. Lower than same quarter last year, but on track to meet annual (year-end) target for this stage in year.
	Council Tax, Benefits and Welfare										
CT01	Council Tax collection (cumulative)	28.53%	28.32%				28.32%	96.3% (Annual)	✓	↓	Aim to maximise. Slightly lower than same quarter last year, but on track to meet annual (year-end) target for this stage in year.
HB01	Average days to process new claims for Housing Benefit	11.1	11.16				11.16	16 days	✓	▬	Aim to minimise. Performance comparable to same quarter last year and on target.
HB02	Average days to process new claims for Housing Benefit (from date evidence received)	3.75	3.54				3.54	7 days	✓	↑	Aim to minimise. Performance slightly improved on same quarter last year and on target.
NEW KPI	Average days to process change of circumstances for Housing Benefit	-	3.50				3.50	6 days	✓	New KPI for 2025/26	Aim to minimise. On target (not recorded for last year).
	Performance Key	↑ Improved Performance	↓ Worsened Performance	▬ Performance is the same							
	RAG Status Key	✓ Target met	X Within 5% of target	X Off Target	✓ On track to meet target at Year end						

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Corporate Policy, Governance & Risk

	Key Performance Indicator	Q1 2024-25 Comparison	Q1 Actual 2025-26	Q2 Actual 2025-26	Q3 Actual 2025-26	Q4 Actual 2025-26	Year to date position (YTD)	Target	On Target	Performance (Compared to same quarter last year)	Comments
KPI CODE	Information Governance										
FOI01	Percentage of FOI/EIR requests closed on time	84% (182 / 218)	97% (296 / 304)				97% (296 / 304)	90%	✓	↑	Aim to maximise. Performance has improved on same quarter last year and is on target.
FOI02	Percentage of SAR requests closed on time	80% (12 / 15)	95% (18 / 19)				95% (18 / 19)	90%	✓	↑	Aim to maximise. Performance has improved on same quarter last year and is on target.
FOI04	Potential data breaches assessed within 72 hours	92% (11 / 12)	100% (18 / 18)				100% (18 / 18)	100%	✓	↑	Aim to maximise. Performance has improved on same quarter last year and is on target.
FOI05	Reportable data breaches submitted to ICO within 72 hours	100%	None to date				None to date	100%	✓	↑	Aim to maximise. Performance has improved on same quarter last year and is on target. (No reportable data breaches.)
	Complaints										
NEW KPI	Total number of all formal (S1 and S2) complaints received in the period	46	60				60	No Target	-	↓	Aim to minimise (fewer is generally better). A greater number of complaints received than at same quarter last year.
NEW KPI	Total number of all formal (S1 and S2) complaints closed in the period	52	52				52	No Target	-	▬	Aim to maximise (proportionate to above). Number closed comparable to same quarter last year.
CSM13	Percentage of all formal (S1 and S2) complaints closed on time	100% (52 / 52)	92% (48 / 52)				100%	95%	X	↓	Aim to maximise. Performance below same quarter last year and within 5% of target. (Four outside of timescale.)
	Performance Key	↑ Improved Performance	↓ Worsened Performance	▬ Performance is the same							
	RAG Status Key	✓ Target met	X Within 5% of target	X Off Target		✓ On track to meet target at Year end					

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Planning & Building Control

	Key Performance Indicator	Q1 2024-25 Comparison	Q1 Actual 2025-26	Q2 Actual 2025-26	Q3 Actual 2025-26	Q4 Actual 2025-26	Year to date position (YTD)	Target	On Target	Performance (Compared to same quarter last year)	Comments
KPI CODE	Strategy and Policy										
PP01	Number of new homes built in the district	-	-				TBC	885 (Annual)	TBC	-	Aim to maximise. Reported annually in October. (2024-25 data due Oct 2025)
NEW KPI	Number of new homes approved in period	-	31				31	No Target	-	New KPI for 2025/26	Aim to maximise. No target. (For monitoring only.)
	Development Management										
PL01	Major planning applications determined within agreed timescales	100% (5 / 5)	100% (7 / 7)				100% (7 / 7)	60% (Quarterly)	✓		Aim to maximise. Performance is comparable to same quarter last year and on target.
PL02	Minor planning applications determined within agreed timescales	96% (53 / 55)	98% (63 / 64)				98% (63 / 64)	70% (Quarterly)	✓		Aim to maximise. Performance has improved on same quarter last year and is on target.
PL03	Other planning applications determined within agreed timescales	99% (144 / 145)	99% (153 / 154)				99% (153 / 154)	70% (Quarterly)	✓		Aim to maximise. Performance is comparable to same quarter last year and on target.
	Performance Key	 Improved Performance		 Worsened Performance		 Performance is the same					
	RAG Status Key	✓ Target met		X Within 5% of target	X Off Target		✓ On track to meet target at Year end				

Housing & Operations

This section sets out performance data for:

- 4. Regulatory & Community Services
- 5. Place & Growth
- 6. Strategic Housing & Homelessness

4	Regulatory & Community Services										
	Key Performance Indicator	Q1 2024-25 Comparison	Q1 Actual 2025-26	Q2 Actual 2025-26	Q3 Actual 2025-26	Q4 Actual 2025-26	Year to date position (YTD)	Target	On Target	Performance (Compared to same quarter last year)	Comments
KPI CODE	Environmental Protection										
EP16	Community Protection Warnings (CPWs) Issued	27	8				8	No target	-		Aim to minimise (fewer is better). No target. Performance improved on same quarter last year.
EP01	Number of enforcement notices served	10	5				5	No target	-		Aim to minimise (fewer is better). No target. Performance improved on same quarter last year.
EP07	Percentage of successful prosecutions (inc. fly-tipping & CPNs)	100% (1 / 1)	100% (2 / 2)				100% (2 / 2)	100% Quarterly	✓		Aim to maximise. Performance comparable to same quarter last year and on target.
EP03	Percentage of compliant air quality monitoring sites	100% (13 / 13)	100% (19 / 19)				100% (19 / 19)	100% Quarterly	✓		Aim to maximise. Performance comparable to same quarter last year and on target.
EP15	Fixed Penalty Notices issued for High level Enviro-crime	9	6				6	No target	-		Aim to minimise (fewer is better). No target. Performance improved on same quarter last year.
EP14	Fixed Penalty Notices issued for Low level Enviro-crime	35	46				46	No target	-		Aim to minimise (fewer is better). No target. More FPNs issued compared to same quarter last year.
KPI CODE	Environmental Health and Licensing										
EH01	Food premises broadly compliant (equivalent to 3 rating)	100% (no data)	91% (3,595 / 3,944)				91% (3,595 / 3,944)	95%	X		Aim to maximise. Within 5% of target. Performance below same quarter last year. (349 premises below 3 rating.)
KPI CODE	Environmental Improvement										
LA05	Number of recorded ‘SOD It’ interventions completed	856	303				303	No Target	-		Aim to maximise (more is better). No target. Fewer interventions compared to same quarter last year.
	Performance Key	 Improved Performance		 Worsened Performance		 Performance is the same					
	RAG Status Key	✓ Target met		X Within 5% of target	X Off Target		✓ On track to meet target at Year end				

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Regulatory & Community Services

	Key Performance Indicator	Q1 2024-25 Comparison	Q1 Actual 2025-26	Q2 Actual 2025-26	Q3 Actual 2025-26	Q4 Actual 2025-26	Year to date position (YTD)	Target	On Target	Performance (Compared to same quarter last year)	Comments
	Community Safety										
COM08	Fixed Penalty Notices issued under Public Space Protection Order	0	0				0	No target	-		Aim to minimise (fewer is better). No target. Performance the same as this quarter last year.
COM09	ASB enforcement action taken (inc. CPWs and CPNs)	5	5				5	No target	-		Aim to minimise (fewer is better). No target. Performance comparable to same quarter last year.
COM03	Community safety events held, and projects delivered	12	7				7	10 (Annually)	✓		Aim to maximise. Fewer than same quarter last year, but on track to meet annual target.
COM01	Community Safety projects delivered	1	2				2	4 (Annually)	✓		Aim to maximise. More than at same quarter last year and on track to meet annual target.
	Hythe Pool										
HPO1	Total number of visitors in the period	8,907	11,195				11,195	35,000 (Annual)	✓		Aim to maximise. More than same quarter last year. On track to meet annual target for this stage in year.
	Lifeline										
LL01	Percentage of Lifeline calls answered within 60 sec.	98% 19,719 / 20,056	98% 19,554 / 19,951				98% 19,554 / 19,951	97.5%	✓		Aim to maximise. Performance comparable to same quarter last year and on target.
LL02	Percentage of Lifeline calls answered within 180 sec.	99.7% 20,006 / 20,056	99.7% 19,981 / 19,951				99.7% 19,981 / 19,951	99%	✓		Aim to maximise. Performance comparable to same quarter last year and on target.
	Performance Key	 Improved Performance		 Worsened Performance		 Performance is the same					
	RAG Status Key	✓ Target met		X Within 5% of target	X Off Target		✓ On track to meet target at Year end				

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Regulatory & Community Services

	Key Performance Indicator	Q1 2024-25 Comparison	Q1 Actual 2025-26	Q2 Actual 2025-26	Q3 Actual 2025-26	Q4 Actual 2025-26	Year to date position (YTD)	Target	On Target	Performance (Compared to same quarter last year)	Comments
	Waste Services										
WS01	Percentage of household waste recycled (latest available figure)	47.9%	(46%)				(46%)	50% (Annual)	✓	↓	Aim to maximise. Awaiting Q1 figure; latest position 46% at Q4 2024-25. Target is to be achieved by year-end.
WS02	Number of missed collections per 100,000 properties	31.61	32.42				32.42	50	✓	↓	Aim to minimise. Slightly more missed collections than same quarter last year, but still within target.
WS05	Average days to remove fly tipped waste once reported	1	1				1	1	✓	▬	Aim to minimise. Performance comparable to same quarter last year and on target.
WS03	Percentage of streets surveyed ‘clean and clear of litter’ in the district	99% <i>(No data)</i>	88% <i>(204 / 232)</i>				88% <i>(204 / 232)</i>	95%	✗	↓	Aim to maximise. Off target. Performance below same quarter last year. (28 streets not clean/clear of litter.)
	Performance Key	↑ Improved Performance		↓ Worsened Performance		▬ Performance is the same					
	RAG Status Key	✓ Target met		✗ Within 5% of target		✗ Off Target		✓ On track to meet target at Year end			

	Key Performance Indicator	Q1 2024-25 Comparison	Q1 Actual 2025-26	Q2 Actual 2025-26	Q3 Actual 2025-26	Q4 Actual 2025-26	Year to date position (YTD)	Target	On Target	Performance (Compared to same quarter last year)	Comments
KPI CODE	Regeneration										
ED04	Number of Folkestone & Hythe businesses accessing grants from the Rural England Prosperity Fund	1	0				0	10 (Annually)	X		Aim to maximise. Off target. Currently reporting zero activity until applications are approved (pending).
ED05	Number of businesses or potential entrepreneurs/ new start-ups signposted to support programmes and events	29	26				26	50 (Annually)	✓		Aim to maximise. Slightly lower than same quarter last year, but on track to meet annual target for this stage in year.
ED01	Number of households in the district receiving support through the UKSPF	61	0				0	60 (Annually)	X		Aim to maximise. Off target. Reporting zero activity for Q1, while awaiting funding allocation.
TBC	Number of events to inform market improvement programme and town centre operating model	0	2				2	4 (Annually)	✓		Aim to maximise. More than at same quarter last year and on track to meet annual target for this stage in year.
NEW	Average user dwell time on Folkestone: 'Experience the Extraordinary' website (in seconds)	-	75				75	49 secs	✓	New KPI for 2025/26	Aim to maximise. On target.
	Grounds Maintenance										
GM01	Retain green flag status for parks and open spaces (Coastal Park, Royal Military Canal, Kingsnorth Gardens and Radnor Park).	4	4				4	4 (Annual)	✓		Aim to maximise. On target. Status retained on all four managed parks and open spaces, matching previous year.
NEW KPI	Number of volunteer hours in our parks	-	100				100	500 (Annual)	✓	New KPI for 2025/26	Aim to maximise. On track to meet annual target for this stage in year.
	Performance Key	 Improved Performance		 Worsened Performance		 Performance is the same					
	RAG Status Key	✓ Target met		X Within 5% of target	X Off Target		✓ On track to meet target at Year end				

Strategic Housing & Homelessness

	Key Performance Indicator	Q1 2024-25 Comparison	Q1 Actual 2025-26	Q2 Actual 2025-26	Q3 Actual 2025-26	Q4 Actual 2025-26	Year to date position (YTD)	Target	On Target	Performance (Compared to same quarter last year)	Comments
	Housing Options										
HOT01	Total number of homelessness approaches in the period	338	291				291	No Target	-	↑	Aim to minimise (fewer is better). No target. Performance has improved on same quarter last year.
HOT11	Total initial assessments that moved to 'Prevention' or 'Relief 'Duty	147	179				179	No Target	-	↓	Aim to minimise (fewer is better). No target. A greater number required Prevention or Relief than the same quarter last year.
HOT18	Percentage of homelessness duties closed as either 'prevented' or 'relieved'	46%	33%				33%	43%	X	↓	Aim to maximise . Off target. A lower proportion of cases 'prevented' or 'relieved' than same quarter last year.
HML01	Average number of rough sleepers in the period	17	13				13	10	X	↑	Aim to minimise . Off target. Performance has improved on same quarter last year (fewer rough sleepers).
HOU8	Number of households registered on the F&HDC Housing Waiting List	1,382	1,172				1,172	No Target	-	↑	Aim to minimise (fewer is better). No target (monitoring only). Performance has improved on same quarter last year.
	Temporary accommodation										
HOT8	Average number of households in temporary accommodation (TA) over the period	51	101				101	64	X	↓	Aim to minimise . Off target. Significantly more households in TA compared to same quarter last year.
HOT9	Average number of households in bed and breakfast accommodation (B&B) over the period	11	20				20	16	X	↓	Aim to minimise . Off target. More households in B&B compared to same quarter last year. (NB— these numbers are included in overall TA figure).
	Performance Key	↑ Improved Performance		↓ Worsened Performance		▬ Performance is the same					
	RAG Status Key	✓ Target met		X Within 5% of target		X Off Target		✓ On track to meet target at Year end			

Strategic Housing & Homelessness

	Key Performance Indicator	Q1 2024-25 Comparison	Q1 Actual 2025-26	Q2 Actual 2025-26	Q3 Actual 2025-26	Q4 Actual 2025-26	Year to date position (YTD)	Target	On Target	Performance (Compared to same quarter last year)	Comments
KPI CODE	Housing Strategy & Private Sector Housing										
HOU1	Long-term empty homes brought back into use	27	12				12	50 Annual	✓	↓	Aim to maximise. Fewer than at same quarter last year, but on track to meet annual target for this stage in year.
HOU2	Council home new builds and acquisitions started (this financial year)	0	33				33	20 Annual	✓	↑	Aim to maximise. Target exceeded for this financial year, and improved on same quarter last year.
NEW	Council home new builds and acquisitions started (cumulative, since HRA BP start: Apr 2024)	-	77				77	40 by 2025-26 Year end	✓	New KPI for 2025/26	Aim to maximise. Target of 20 homes per year already met for year 2 of HRA Business Plan (44 last year + 33 so far this year— see above).
HOU4	Affordable homes delivered by the Council and its partners (this financial year)	4	20				20	80 Annual	✓	↑	Aim to maximise. Performance improved on same quarter last year and on track to meet annual target for this stage in year.
NEW	Affordable homes delivered by the Council and its partners (cumulative, since HRA BP start: Apr 2024)	-	43				43	160 by 2025-26 Year end	✓	New KPI for 2025/26	Aim to maximise. Performance on track to meet target for year 2 of HRA Business Plan (23 last year + 20 so far this year— see above).
HOU6	Private sector homes improved through Council intervention	77	92				92	300 Annual	✓	↑	Aim to maximise. Performance improved on same quarter last year and on track to meet annual target for this stage in year.
	Performance Key	↑ Improved Performance	↓ Worsened Performance	▬ Performance is the same							
	RAG Status Key	✓ Target met	X Within 5% of target	X Off Target		✓ On track to meet target at Year end					