



# Folkestone & Hythe District Council

Quarter 2 Corporate Performance Report (July-September 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



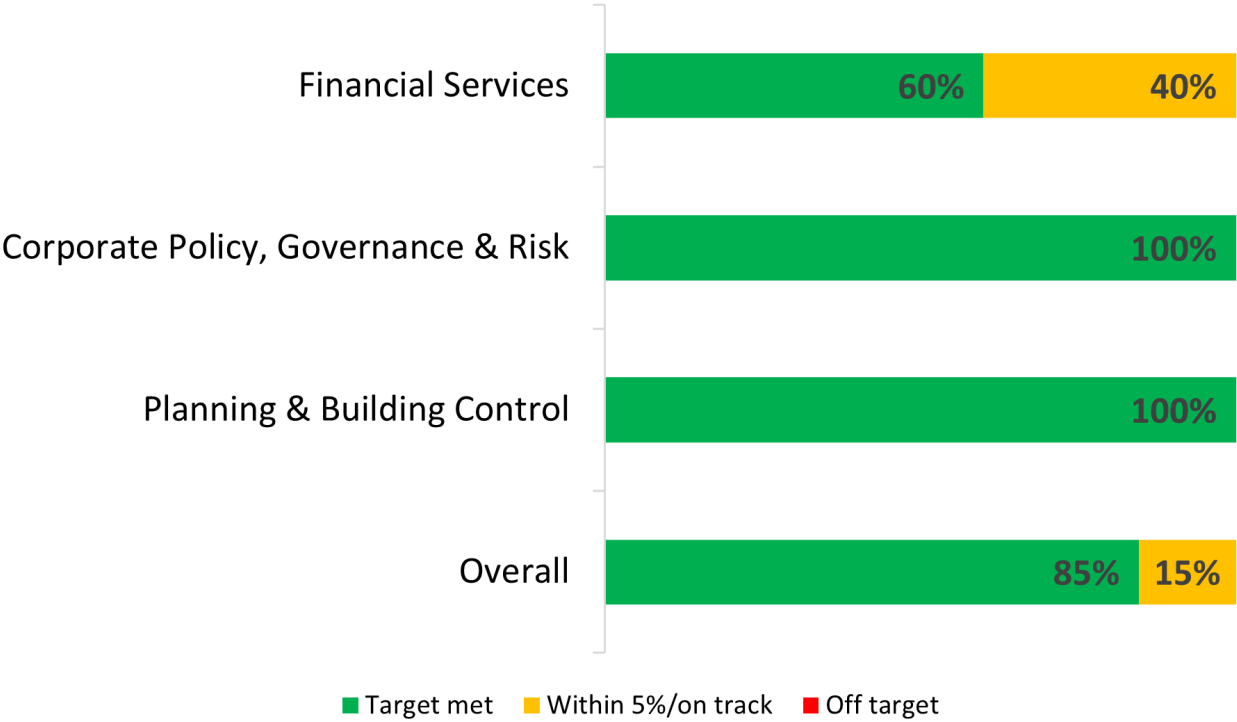
**Cllr Gary Fuller**  
Cabinet Member for Resident  
engagement and accountability



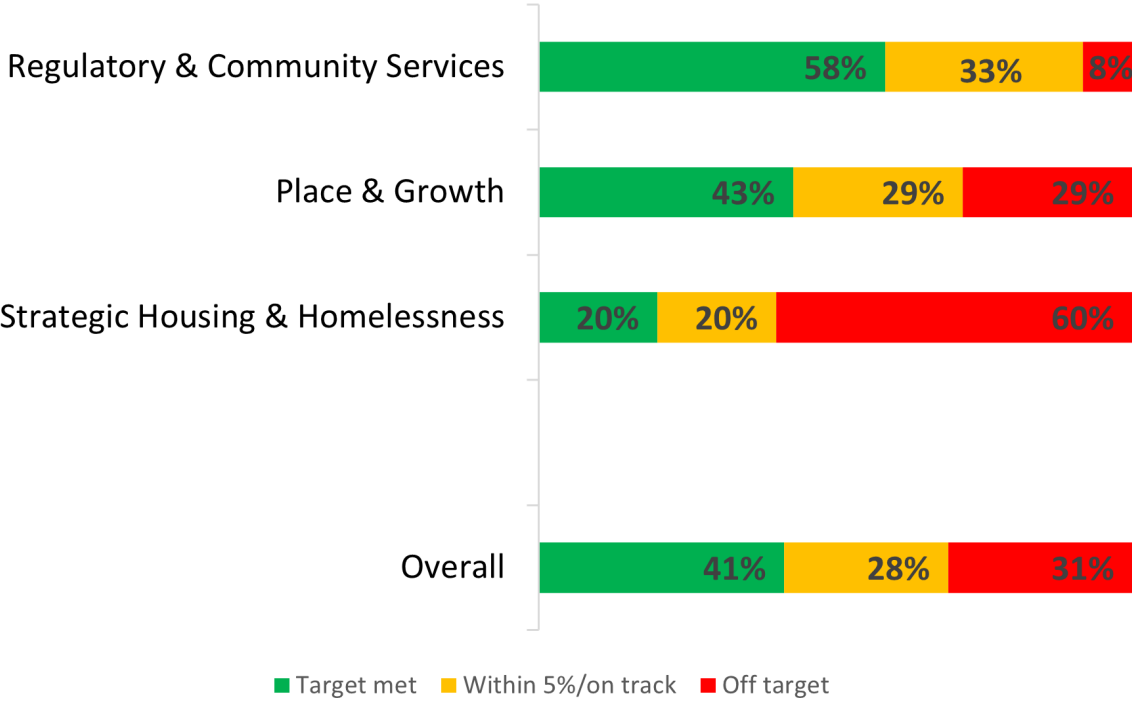
**Cllr Connor McConville**  
Cabinet Member for Assets and Local  
Government Reorganisation

# 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	Q2 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)	61.11%	33.84%	61.68%			61.68%	97.5% (Annual)	✓	↑	<b>Aim to maximise.</b> Higher than same quarter last year and on track to meet annual (year-end) target for this stage in year.
	Council Tax, Benefits and Welfare										
CT01	Council Tax collection (cumulative)	55.36%	28.32%	54.95%			54.95%	96.3% (Annual)	✓	↓	<b>Aim to maximise.</b> 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	8.90	11.16	10.03			10.58	16 days	✓	↓	<b>Aim to minimise.</b> Slightly higher than same quarter last year but on target.
HB02	Average days to process new claims for Housing Benefit (from evidence	2.80	3.54	2.68			3.09	7 days	✓	↑	<b>Aim to minimise.</b> 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	2.88			3.19	6 days	✓	New KPI for 2025/26	<b>Aim to minimise.</b> 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	Q2 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	77% (157 / 203)	97% (296 / 304)	96% (326 / 338)			97% (622 / 642)	90%	✓	↑	<b>Aim to maximise.</b> Performance has improved on same quarter last year and is on target.
FOI02	Percentage of SAR requests closed on time	87% (19 / 22)	95% (18 / 19)	100% (12 / 12)			97% (30 / 31)	90%	✓	↑	<b>Aim to maximise.</b> Performance has improved on same quarter last year and is on target.
FOI04	Potential data breaches assessed within 72 hours	100% (21 / 21)	100% (18 / 18)	100% (8 / 8)			100% (26 / 26)	100%	✓	▬	<b>Aim to maximise.</b> Performance is comparable to same quarter last year (but fewer potential breaches) and on target.
FOI05	Reportable data breaches submitted to ICO within 72 hours	None Reported	None to date	None to date			None to date	100%	✓	▬	<b>Aim to maximise.</b> Performance is comparable to 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	49	60	76			136	No Target	-	↓	<b>Aim to minimise</b> (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	53	52	50			102	No Target	-	↑	<b>Aim to maximise</b> (proportionate to above). Number closed comparable to same quarter last year.
CSM13	Percentage of all formal (S1 and S2) complaints closed on time	88% (47 / 53)	92% (48 / 52)	100% (50 / 50)			96% (98 / 102)	95%	✓	↑	<b>Aim to maximise.</b> Performance improved on 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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Planning & Building Control

	Key Performance Indicator	Q2 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	-	-	-			-	885 (Annual)	TBC	-	<b>Aim to maximise.</b> Reported annually in October. (2024-25 data pending)
NEW KPI	Number of new homes approved in period	-	31	300			331	No Target	-	New KPI for 2025/26	<b>Aim to maximise.</b> No target. (For monitoring only.)
	Development Management										
PL01	Major planning applications determined within agreed timescales	85.71% (6/7)	100% (7 / 7)	83% (5 / 6)			92% (12/13)	60% (Quarterly)	✓	↓	<b>Aim to maximise.</b> Performance slightly below same quarter last year, but on target.
PL02	Minor planning applications determined within agreed timescales	93.75% (60/64)	98% (63 / 64)	99% (69 / 70)			99% (132 / 134)	70% (Quarterly)	✓	↑	<b>Aim to maximise.</b> Performance has improved on same quarter last year and is on target.
PL03	Other planning applications determined within agreed timescales	99.12% ( 112/113)	99% (153 / 154)	100% (103/ 103)			100% (256 / 257)	70% (Quarterly)	✓	↑	<b>Aim to maximise.</b> Performance has improved on same quarter last year and is 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



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Regulatory & Community Services

	Key Performance Indicator	Q2 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	13	8	21			29	No target	-		<b>Aim to minimise</b> (fewer is better). No target. More issued than same quarter last year.
EP01	Number of enforcement notices served	8	5	3			8	No target	-		<b>Aim to minimise</b> (fewer is better). No target. Fewer served than same quarter last year.
EP07	Percentage of successful prosecutions (inc. fly-tipping & CPNs)	100%	100% (2 / 2)	None in the period			100% (2 / 2)	100% Quarterly	✓		<b>Aim to maximise.</b> Noe reported for Q2, but on target for the year-to-date.
EP03	Percentage of compliant air quality monitoring sites	100% (19 / 19)	100% (19 / 19)	100% (19 / 19)			100% (19 / 19)	100% Quarterly	✓		<b>Aim to maximise.</b> Performance comparable to same quarter last year and on target.
EP15	Fixed Penalty Notices issued for High level Enviro-crime	13	6	10			16	No target	-		<b>Aim to minimise</b> (fewer is better). No target. Fewer notices issued than same quarter last year.
EP14	Fixed Penalty Notices issued for Low level Enviro-crime	40	46	49			95	No target	-		<b>Aim to minimise</b> (fewer is better). No target. More notices issued than same quarter last year.
KPI CODE	Environmental Health and Licensing										
EH01	Food premises broadly compliant (equivalent to 3 rating)	96%	88% (1,160 / 1,312)	91% (1,296 / 1,418)			91% (1,296 / 1,418)	95%	X		<b>Aim to maximise.</b> Within 5% of target. Performance below same quarter last year but up on Q1. 1,296 premises broadly compliant out 1,418 premises in district at end of period: 9 non-compliant and 113 awaiting inspection.
KPI CODE	Environmental Improvement										
LA05	Number of recorded ‘SOD It’ interventions completed	794	303	279			582	No Target	-		<b>Aim to maximise</b> (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				









4	Regulatory & Community Services										
	Key Performance Indicator	Q2 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			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)	6	5	4			9	No target	-		Aim to minimise (fewer is better). No target. Performance better than same quarter last year.
COM03	Community safety events held, and projects delivered	10	7	6			13	10 (Annually)	✓		Aim to maximise. Fewer than same quarter last year, but annual target met.
COM01	Community Safety projects delivered	3	2	1			3	4 (Annually)	✓		Aim to maximise. Fewer than same quarter last year, but on track to meet annual target.
	Hythe Pool										
HPO1	Total number of visitors in the period	11,243	11,195	13,055			24,250	35,000 (Annual)	✓		Aim to maximise. More than same quarter last year and on track to meet annual target.
	Lifeline										
LL01	Percentage of Lifeline calls answered within 60 sec.	98.39% <small>22,819/ 23,197</small>	98% <small>19,554 / 19,951</small>	98.3% <small>19,602/ 19,932</small>			98.1% <small>39,156 /39,883</small>	97.5%	✓		Aim to maximise. Performance comparable to same quarter last year and on target.
LL02	Percentage of Lifeline calls answered within 180 sec.	99.75% <small>23,137/ 23,197</small>	99.7% <small>19,981 / 19,951</small>	99.7% <small>19,879/ 19,932</small>			99.7% <small>39,770 /39,883</small>	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		Within 5% of target	Off Target		On track to meet target at				



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Regulatory & Community Services

	Key Performance Indicator	Q2 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)	46.6%	47.9%	(47.9%)			(47.9%)	50% (Annual)	✓	↑	<b>Aim to maximise.</b> Awaiting Q2 figure; latest position is Q1. Target is to be achieved by year-end.
WS02	Number of missed collections per 100,000 properties	32.64	32.42	30.51			31.4	50	✓	↑	<b>Aim to minimise.</b> (Fewer is better). Performance improved on same quarter last year and on target.
WS05	Average days to remove fly tipped waste once reported	1	1	1			1	1	✓	▬	<b>Aim to minimise.</b> Performance comparable to same quarter last year and on target.
WS03	Percentage of streets surveyed 'clean and clear of litter' in the district	99%	88% (204 / 232)	78% (203 / 259)			83% (407/ 491)	95%	X	↓	<b>Aim to maximise.</b> Off target. Performance below same quarter last year. (Focusing on high footfall areas with more litter).
	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				

	Key Performance Indicator	Q2 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	4	0	0			0	10 (Annually)	X		<b>Aim to maximise.</b> 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	26	26	33			59	50 (Annually)	✓		<b>Aim to maximise.</b> More than same quarter last year and annual target met.
ED01	Number of households in the district receiving support through the UKSPF	108	0	40			40	60 (Annually)	✓		<b>Aim to maximise.</b> Fewer than same quarter last year, but up on Q1 and on track to meet annual target by year-end.
TBC	Number of events to inform market improvement programme and town centre operating model	4	2	0			2	4 (Annually)	✓		<b>Aim to maximise.</b> Fewer than same quarter last year, but on track to meet annual target by year-end.
NEW	Average user dwell time on Folkestone: 'Experience the Extraordinary' website (in seconds)	-	75	75			75	49 secs	✓	New KPI for 2025/26	<b>Aim to maximise.</b> 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	4 (Annual)	✓		<b>Aim to maximise.</b> On target. Status retained on all four managed parks and open spaces, matching previous year.
GM02	Number of volunteer hours in our parks	-	100	118			218	500 (Annual)	X	New KPI for 2025/26	<b>Aim to maximise.</b> Slightly below expectations for meeting annual target for this stage in year.
	Performance Key										
	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	Q2 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	365	291	300			591	No Target	-	↑	<b>Aim to minimise</b> (fewer is better). No target. Performance has improved on same quarter last year (fewer approaches).
HOT11	Total initial assessments that moved to 'Prevention' or 'Relief 'Duty	162	179	138			317	No Target	-	↑	<b>Aim to minimise</b> (fewer is better). No target. Fewer required Prevention or Relief than the same quarter last year.
HOT18	Percentage of homelessness duties closed as either 'prevented' or 'relieved'	49%	33%	37%			35%	43%	X	↓	<b>Aim to maximise</b> . Off target. A lower proportion of cases 'prevented' or 'relieved' than same quarter last year.
HML01	Average number of rough sleepers in the period	22	13	18			16	10	X	↑	<b>Aim to minimise</b> . 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	1,408	1,172	1,272			1,272	No Target	-	↑	<b>Aim to minimise</b> (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	57	101	112			106	64	X	↓	<b>Aim to minimise</b> . 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	17	20	24			22	16	X	↓	<b>Aim to minimise</b> . 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	Q2 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	16	12	14			26	50 Annual	✓	↓	<b>Aim to maximise.</b> 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	0			33	20 Annual	✓	▬	<b>Aim to maximise.</b> No movement in Q2, but target already exceeded for this financial year.
NEW	Council home new builds and acquisitions started (cumulative, since HRA BP start: Apr 2024)	-	77	77			77	40 by 2025-26 Year end	✓	New KPI for 2025/26	<b>Aim to maximise.</b> Target of 20 homes per year already met for year 2 of HRA Business Plan (44 last year + 33 so far this year— <b>see above</b> ).
HOU4	Affordable homes delivered by the Council and its partners (this financial year)	0	20	0			20	80 Annual	X	▬	<b>Aim to maximise.</b> 20 year-to-date (below target) but 94 units expected within 2025-26.
NEW	Affordable homes delivered by the Council and its partners (cumulative, since HRA BP start: Apr 2024)	-	43	43			43	160 by 2025-26 Year end	X	New KPI for 2025/26	<b>Aim to maximise.</b> Performance not meeting target yet (23 last year + 20 so far this year— <b>see above</b> ).
HOU6	Private sector homes improved through Council intervention	64	92	68			160	300 Annual	✓	↑	<b>Aim to maximise.</b> 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						