Folkestone & Hythe District Council

Quarter 2 Housing Performance Report (July-September 2025)

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 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
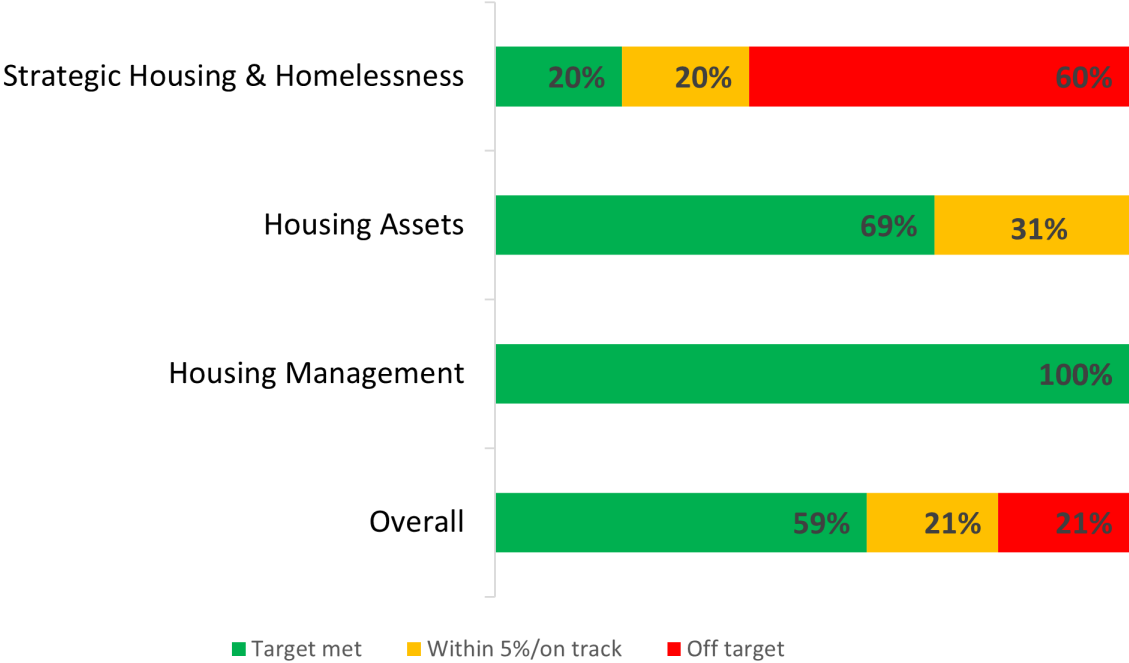Cabinet Member for Place Plan, Heritage, Tourism and District Economy

Cllr Gary Fuller
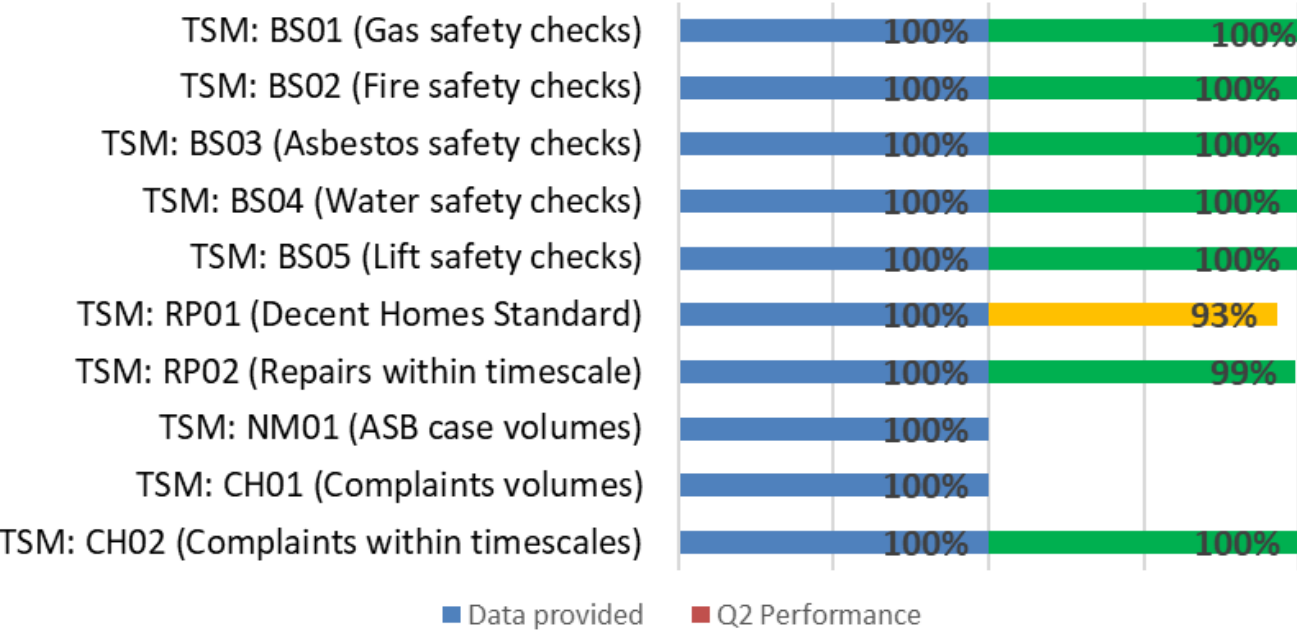Cabinet Member for Resident engagement and accountability

Cllr Connor McConville
Cabinet Member for Assets and Local Government Reorganisation

Summary of Performance

Q2 2025-26 Performance

Category	Target met	Within 5%/on track	Off target
Strategic Housing & Homelessness	20%	20%	60%
Housing Assets	69%	31%	
Housing Management	100%		
Overall	59%	21%	21%

■ Target met ■ Within 5%/on track ■ Off target

Tenant Satisfaction Measures

Measure	Data provided	Q2 Performance
TSM: BS01 (Gas safety checks)	100%	100%
TSM: BS02 (Fire safety checks)	100%	100%
TSM: BS03 (Asbestos safety checks)	100%	100%
TSM: BS04 (Water safety checks)	100%	100%
TSM: BS05 (Lift safety checks)	100%	100%
TSM: RP01 (Decent Homes Standard)	100%	93%
TSM: RP02 (Repairs within timescale)	100%	99%
TSM: NM01 (ASB case volumes)	100%	
TSM: CH01 (Complaints volumes)	100%	
TSM: CH02 (Complaints within timescales)	100%	100%

■ Data provided ■ Q2 Performance

Housing Performance Report

This report sets out performance data for:

1. Strategic Housing and Homelessness

2. Housing Assets

3. Housing Management

Folkestone
& Hythe
District Council

Strategic Housing and 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	-	⬆	**Aim to minimise** (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	-	⬆	**Aim to minimise** (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**	⬇	**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	22	13	**18**			16	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	1,408	1,172	**1,272**			1,272	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	57	101	**112**			106	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	17	20	**24**			22	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

Strategic Housing and Homelessness

KPI CODE	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 Strategy & Private Sector Housing										
HOU1	Long-term empty homes brought back into use	16	12	**14**			26	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	**0**			33	20 Annual	✓	▬	**Aim to maximise.** 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	**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)	0	20	**0**			20	80 Annual	X	▬	**Aim to maximise.** 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	**Aim to maximise.** Performance not meeting target yet (23 last year + 20 so far this year—**see above**).
HOU6	Private sector homes improved through Council intervention	64	92	**68**			160	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

Housing Assets

KPI CODE	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
	Compliance										
GAS01	Domestic properties with a valid Landlord Gas Safety Record (LGSR)	100% *(2,828 / 2,828)*	100% *(2,820 /2,820)*	**100%** **(2,815 / 2,815)**			100% *(2,815 / 2,815)*	100%	✓	▬	*TSM: BS01 (Gas safety checks)* **Aim to maximise.** On target at end of period and performance consistent with same quarter last year.
FRA01	Housing blocks with a valid Fire Risk Assessment	100% *(179 / 179)*	100% *(182 / 182)*	**100%** **(182 / 182)**			100% *(182 / 182)*	100%	✓	▬	*TSM: BS02 (Fire safety checks)* **Aim to maximise.** On target at end of period and performance consistent with same quarter last year.
LEG01	Housing blocks with a valid Legionella Risk Assessment	100% *(25 / 25)*	100% *(29 / 29)*	**100%** **(80 / 80)**			100% *(80 / 80)*	100%	✓	▬	*TSM: BS04 (Water safety checks)* **Aim to maximise.** On target at end of period and performance consistent with same quarter last year.
ELE01	Housing blocks with valid (in date) Electrical Installation Condition Report (EICR)	99.30% *(141 / 142)*	99.30% *(142 / 143)*	**100%** **(143 / 143)**			100% *(143 / 143)*	100%	✓	⬆	**Aim to maximise.** Improved performance against same quarter last year. No outstanding EICRs on blocks.
ELE02	Domestic properties with a valid (in date) Electrical Installation Condition Report (EICR)	100% *(3,399 / 3,399)*	99.88% *(3,390 / 3,994)*	**99.97%** **(3,384 / 3,385)**			99.97% *(3,384 / 3,385)*	100%	X	⬇	**Aim to maximise.** Performance below same quarter last year. One property outstanding due to no electricity supply and is therefore currently safe.
ABS01	Housing blocks that are Asbestos compliant	100% *(107/ 107)*	100% *(104 / 104)*	**100%** **(104 / 104)**			100% *(104 / 104)*	100%	✓	▬	*TSM: BS03 (Asbestos safety checks)* **Aim to maximise.** On target at end of period and performance consistent with same quarter last year.
LIF03	Lift safety insurance checks on communal passenger lifts (LOLER)	100% *(14 / 14)*	100% *(14 / 14)*	**100%** **(14 / 14)**			100% *(14 / 14)*	100%	✓	▬	*TSM: BS05 (Lift safety checks)* **Aim to maximise.** On target at end of period and performance consistent with 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

Housing Assets

KPI CODE	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
Responsive Repairs											
REP01	Percentage of all responsive repairs completed on time	98% (2,370 / 2,406)	96% (1,954 / 2,033)	**99% (2,223 / 2,254)**			97% (4,177 / 4,287)	90%	✓	⬆	**Aim to maximise.** Performance has improved against same quarter last year. On Target.
REP02	Percentage of emergency repairs completed on time	99% (447 / 449)	99% (451 / 457)	**97% (410 / 421)**			98% (861 / 878)	98%	X	⬇	_TSM: RP02 (Repairs within timescale)_ **Aim to maximise.** Performance down on same quarter last year. A change in subcontractor affected performance.
NEW KPI	Percentage of non-emergency repairs completed on time	98.2% (1,923 / 1,957)	95% (1,503 / 1,576)	**99% (1,814 / 1,833)**			98% (3,317 / 3,141)	90%	✓	⬆	_TSM: RP02 (Repairs within timescale)_ **Aim to maximise.** Performance improved compared to same quarter last year and is on target.
REP07	Tenant satisfaction with repairs (transactional)	90%	94%	**94%**			94%	90%	✓	⬆	**Aim to maximise.** _(From post-repair surveys)._ Performance improved on same quarter last year and is on target.
Capital Programme											
DEC01	Properties that meet decent homes standard	94% (3,199 / 3,402)	93% (3,148 / 3,403)	**93% (3,182 / 3,410)**			93% (3,182 / 3,410)	99% (Annual)	✓	⬇	_TSM: RP01 (Decent Homes Standard)_ **Aim to maximise.** Performance down on same quarter last year, but on track to meet target at year-end.
EPC01	Properties with a known EPC rating of grade C or above	68% (1,932/ 2,847)	76% (2,507 / 3,299)	**78% (2,562 / 3,302)**			78% (2,562 / 3,302)	80% by end 2025/26	✓	⬆	**Aim to maximise.** Performance improved on same quarter last year and on track to meet target at year-end.
NEW KPI	Number properties without a known EPC rating	-	116	**108**			108	No Target	-	New KPI for 2025-26	**Aim to minimise.** To monitor only (no 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 Management

KPI CODE	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
Social housing re-lets											
VOID1b	Total number of social housing re-lets in the period	42	33	**34**			67	No target	-	⬇	**Aim to maximise** (more is generally better). For monitoring only. Fewer re-lets than same quarter last year.
VOID01	Average days to re-let all properties excluding major works (standard re-lets)	21	22	**24**			23	25 days	✓	⬇	**Aim to minimise.** Performance slightly down on same quarter last year, but is on target.
VOID02	Average days to re-let all properties including major works	32	32	**28**			30	35 days	✓	⬆	**Aim to minimise.** Performance has improved on same quarter last year and is on target.
Rent collection and arrears											
ARR01	Current tenant arrears as percentage of projected annual rental income	2.86%	2.33%	**2.62%**			2.62%	3%	✓	⬆	**Aim to minimise.** Performance has improved slightly on the same quarter last year and within target.
NEW KPI	Total current tenant arrears (monetary value)	£571,347	£471,045	**£528,307**			£528,307	No Target	-	⬆	**Aim to minimise.** Arrears are slightly lower than same quarter last year and within manageable levels (see above).
ARR04	Former tenant arrears as a percentage of projected annual rental income	1.66%	1.70%	**1.69%**			1.69%	2%	✓	⬇	**Aim to minimise.** Arrears are slightly higher than same quarter last year but within target.
NEW KPI	Total former tenant arrears (monetary value)	£331,987	£342,802	**£340,706**			£340,706	No Target	-	⬇	**Aim to minimise.** Arrears are slightly higher than same quarter last year but within manageable levels (see above).
REN01	Rent and service charges collected as a percentage of rent due (to date)	97.04%	101.34%	**99.30%**			99.30%	98%	✓	⬆	**Aim to maximise.** 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 Management

KPI CODE	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 Anti-social behaviour (ASB)										
ASB02	Number of New ASB cases per 1,000 properties	4.42	7.62	**11.44**			19.06	No Target	-	⬇	*TSM: NM01 (ASB relative to size of landlord).* **Aim to minimise.** Higher than at same quarter last year. Reflects better recording.
NEW KPI	Number of ASB cases opened in the period	15	26	**39**			65	No Target	-	⬇	**Aim to minimise** (fewer is better). More cases opened than at same quarter last year.
NEW KPI	Number of ASB cases closed in the period	26	34	**40**			74	No Target	-	⬆	**Aim to maximise** (proportionate to above). A greater number closed than at same quarter last year.
	Housing Landlord Service Complaints										
CMP01	Number of complaints for the housing landlord service received n the period	16	13	**23***			36*	No Target	-	⬇	**Aim to minimise** For monitoring . More complaints than same quarter last year. **(*Correction from previously reported Q2 position of 25)**
NEW KPI	Number of complaints for the housing landlord service closed in the period	16	13	**18**			31	No Target	-	⬇	**Aim to maximise** (proportionate to above). Slightly more closed than at same quarter last year.
CMP06	Percentage of housing landlord service complaints closed on time	87.5%	100%	**100%**			100%	95%	✓	⬆	*TSM CH02 (Complaints within timescales).* **Aim to maximise.** Performance has 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		

Housing Management

	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 Landlord Service Complaints										
NEW KPI	Number of housing landlord service complaints received per 1,000 properties	4.72	3.83	**7.37**			11.21	No Target	-	⬇	*TSM: CH01 (Complaints relative to size of landlord).* **Aim to minimise.** Higher than at same quarter last year.
NEW KPI	Total number of Stage 1 housing landlord service complaints received	14	9	**14**			23	No Target	-	▬	**Aim to minimise.** Number comparable to same quarter last year.
NEW KPI	Total number of Stage 2 housing landlord service complaints received	2	4	**9**			13	No Target	-	⬇	**Aim to minimise.** A higher proportion escalated to Stage 2, 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					