

Meeting: **Cabinet**  
Date: **26 May 2021**  
Time: **5.00 pm**  
Place: **Council Chamber - Civic Centre Folkestone**

To: **All members of the Cabinet**

All Councillors for information

The cabinet will consider the matters listed below on the date and at the time and place shown above.

Due to current social distancing guidelines, only 6 seats are available for members of the public at meetings in the Council Chamber. These seats will be reserved for those speaking or participating at the meeting, and the remaining available seats will be given on a first come, first served basis.

Members of the public are encouraged to view the meeting online if they are not to address the meeting. Meetings will be streamed live to the internet, and can be viewed at: <https://folkestone-hythe.public-i.tv/core/portal/home>.

Further information on attending council meetings can be found at [Advice for public attendance](#)

1. **Apologies for Absence**
2. **Declarations of Interest (Pages 5 - 6)**

Members of the Council should declare any interests which fall under the following categories:

- a) disclosable pecuniary interests (DPI);
- b) other significant interests (OSI);

### **Queries about the agenda? Need a different format?**

Contact Jemma West – Tel: 01303 853369  
Email: [committee@folkestone-hythe.gov.uk](mailto:committee@folkestone-hythe.gov.uk) or download from our  
website  
[www.folkestone-hythe.gov.uk](http://www.folkestone-hythe.gov.uk)

c) voluntary announcements of other interests.

3. **Minutes (Pages 7 - 10)**

To consider and approve, as a correct record, the minutes of the meeting held on 14 April 2021.

4. **Corporate Complaints Policy (Pages 11 - 44)**

This paper outlines proposed changes to the Customer Feedback & Complaints Policy; primarily detailing suggested amendments to the investigation process in relation to Stage 2 complaints. These changes are being proposed to improve efficiency and utilise resources more effectively whilst ensuring that complaint investigations are consistently dealt with in the most robust and transparent way possible. The paper also proposes the inclusion of minor additions to the content of the policy, including the appropriate references to complaints regarding the housing service and the early resolution process, which are not currently referenced in the policy. The report also proposes, in line with Ombudsman best practice, the adoption of a Corporate Reasonable Adjustment Policy and requests for some minor alterations to be made to the Persistent & Unreasonable Complainants Policy.

5. **Housing Compliance policies (Pages 45 - 130)**

This report seeks approval for six policies in relation to Housing Landlord Health and Safety Compliance, updated to reflect F&HDC's operational structures.

6. **Progress report for the installation of new public conveniences and kiosk at the Lower Leas Coastal Park (Pages 131 - 142)**

This report sets out the proposal for the agreed capital funding for a new kiosk and toilet block to be provided at the Lower Leas Coastal Park.

7. **Progress report for the refurbishment of public conveniences (Pages 143 - 148)**

This report provides an update on the proposed Capital Programme project for the refurbishment of Public Conveniences across Folkestone & Hythe. The Engineering and Buildings team have undertaken condition surveys for all toilet blocks and identified areas of improvement for each. Four priority PC's have been identified for refurbishment, Pleydell Gardens Folkestone, Somerset Road Cheriton, Dymchurch High Street and Station Road Lyminge.

8. **Urgent Decision: Connect 38 - Addition of CAT A works to General Fund Capital Programme (Pages 149 - 154)**

In May 2019, Folkestone & Hythe District Council purchased the investment property known as Connect 38 in Ashford, Kent. At that time, the first floor and part of the second floor were vacant and required

## Cabinet - 26 May 2021

finishing to a Category A (CatA) specification before leasing out. Unfortunately this space remained vacant as a result of low interest in office space through the Covid pandemic.

Recently however there has been a resurgence of interest in office space and the council has agreed draft heads of terms with a potential new tenant who requires occupation by 30 July 2021. Therefore the CatA works to the second floor need to be undertaken immediately to enable this deadline to be met. Urgent approval is now required to modify the Council's capital programme to allow the CatA works to be undertaken in order to let the vacant space.