



# Agenda

Meeting: **Finance and Performance Scrutiny Sub-Committee**  
Date: **7 March 2023**  
Time: **7.00 pm**  
Place: **Council Chamber - Civic Centre, Folkestone**

To: Councillors Peter Gane, Connor McConville (Chairman),  
Patricia Rolfe and Rebecca Shoob

The committee will consider the matters, listed below, at the date, time and place shown above. The meeting will be open to the press and public.

Members of the committee, who wish to have information on any matter arising on the agenda, which is not fully covered in these papers, are requested to give notice, prior to the meeting, to the Chairman or appropriate officer.

This meeting will be webcast live to the council's website at <https://folkestone-hythe.public-i.tv/core/portal/home>. Although unlikely, no guarantee can be made that Members of the public in attendance will not appear in the webcast footage. It is therefore recommended that anyone with an objection to being filmed does not enter the council chamber.

Please note there are 37 seats available for members of the public, which will be reserved for those speaking or participating at the meeting. The remaining available seats will be given on a first come, first served basis.

1. **Apologies for absence**
2. **Declarations of interest (Pages 3 - 4)**
3. **2022-23 Quarter 3 Performance Report**

This report provides an update on the Council's performance for the third

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quarter of the year covering 1<sup>st</sup> October 2022 – 31<sup>st</sup> December 2022. The report enables the Council to assess progress against the approved key performance indicators arising from the Council's new Corporate Action Plan.

Key performance indicators will be monitored during 2022-23 and reported to CLT and Members quarterly.

## **Declarations of Interest**

### **Disclosable Pecuniary Interest (DPI)**

Where a Member has a new or registered DPI in a matter under consideration they must disclose that they have an interest and, unless the Monitoring Officer has agreed in advance that the DPI is a 'Sensitive Interest', explain the nature of that interest at the meeting. The Member must withdraw from the meeting at the commencement of the consideration of any matter in which they have declared a DPI and must not participate in any discussion of, or vote taken on, the matter unless they have been granted a dispensation permitting them to do so. If during the consideration of any item a Member becomes aware that they have a DPI in the matter they should declare the interest immediately and, subject to any dispensations, withdraw from the meeting.

### **Other Significant Interest (OSI)**

Where a Member is declaring an OSI they must also disclose the interest and explain the nature of the interest at the meeting. The Member must withdraw from the meeting at the commencement of the consideration of any matter in which they have declared a OSI and must not participate in any discussion of, or vote taken on, the matter unless they have been granted a dispensation to do so or the meeting is one at which members of the public are permitted to speak for the purpose of making representations, answering questions or giving evidence relating to the matter. In the latter case, the Member may only participate on the same basis as a member of the public and cannot participate in any discussion of, or vote taken on, the matter and must withdraw from the meeting in accordance with the Council's procedure rules.

### **Voluntary Announcement of Other Interests (VAOI)**

Where a Member does not have either a DPI or OSI but is of the opinion that for transparency reasons alone s/he should make an announcement in respect of a matter under consideration, they can make a VAOI. A Member declaring a VAOI may still remain at the meeting and vote on the matter under consideration.

#### **Note to the Code:**

Situations in which a Member may wish to make a VAOI include membership of outside bodies that have made representations on agenda items; where a Member knows a person involved, but does not have a close association with that person; or where an item would affect the well-being of a Member, relative, close associate, employer, etc. but not his/her financial position. It should be emphasised that an effect on the financial position of a Member, relative, close associate, employer, etc OR an application made by a Member, relative, close associate, employer, etc would both probably constitute either an OSI or in some cases a DPI.

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This Report will be made public on:  
27 February 2023



Report Number **C/22/96**

**To:** Cabinet  
**Date:** 22<sup>nd</sup> March 2022  
**Status:** Non-Key Decision  
**Director:** Amandeep Khroud – Assistant Director:  
Governance and Law  
**Cabinet Member:** Councillor David Monk, Leader and Cabinet Member  
for Finance

**SUBJECT: QUARTER 3 PERFORMANCE REPORT 2022/23**

**SUMMARY:** This report provides an update on the Council's performance for the third quarter of the year covering 1<sup>st</sup> October 2022 – 31<sup>st</sup> December 2022. The report enables the Council to assess progress against the approved key performance indicators arising from the Council's new Corporate Action Plan.

Key performance indicators will be monitored during 2022-23 and reported to CLT and Members quarterly.

**REASONS FOR RECOMMENDATIONS (*Cabinet only*):**

- a) The Council is committed to monitoring performance across all of its corporate service ambitions to ensure progress and improvement is maintained.
- b) The Council needs to ensure that performance is measured, monitored and the results are used to identify where things are working well and where there are failings and appropriate action needs to be taken.

**RECOMMENDATIONS:**

- 1. To receive and note report C/22/96.
- 2. To note the performance information for Quarter 3 2022-23 in Appendix 1.

## **1. QUARTER 3 PERFORMANCE REPORT 2022-23**

- 1.1.1 The Council's corporate plan 'Creating Tomorrow Together' 2021-30 was adopted by Full Council on 24<sup>th</sup> February 2021 (Report ref: A/20/10).
- 1.1.2 The Corporate Plan is built on 4 key service ambitions and 6 guiding principles. Each service ambition has a number of priority areas identified within it; these priorities will be the focus of Council activity over the remaining period of the three years from 2021 to 2024. The service ambitions are set out below:
- Service Ambitions**
- Positive Community Leadership
  - A Thriving Environment
  - A Vibrant Economy
  - Quality Homes and Infrastructure
- 1.1.3 The Plan also adopted 6 Guiding Principles, which would apply to the approach taken by the Council in undertaking its duties and these were: Sustainable Recovery; Locally Distinctive; Greener Folkestone & Hythe; Transparent, Stable, Accountable & Accessible; Working Effectively with Partners and Continuous Improvement.
- 1.1.4 To support the council in delivering against its priorities documented in the corporate plan, a detailed action plan covering a three-year period to 2024 and supporting KPIs for the current financial year was adopted by Cabinet on 20<sup>th</sup> October 2021 (Report ref: C/21/40).
- 1.1.5 The Quarterly Performance Report (Appendix 1) has been produced to summarise the Council's performance for Quarter 3 (1<sup>st</sup> October to 31<sup>st</sup> December 2022).
- 1.1.6 Quarterly Performance Reports enable Finance & Performance Scrutiny Subcommittee, Cabinet, other Members of the Council and the public to scrutinise the performance of the Council against strategic deliverables and key indicators in accordance with the approved Corporate Action Plan.
- 1.1.7 Where the performance indicator is not being met, explanations have been given from the relevant Service leads and noted in the report.
- 1.1.8 The performance indicators which have fallen below target are monitored by the Council's Performance & Improvement Specialist who will work with the relevant Service Manager to identify appropriate action that can be taken to resolve the situation.

## **2. PERFORMANCE – EXCEPTION REPORTING**

### **2.1 Service Ambition 1: Positive Community Leadership**

- 2.1.1 No new improvements to priority play areas have taken place during Quarter 3, a total of three priority play areas had previously received improvements earlier on in the year. Capital growth requests to make improvements to the accessible play space within the Lower Leas Coastal Park have been submitted for the 2023-24 year.
- 2.1.2 The average number of days taken to process new claims for Housing Benefit has shown an improved position in Quarter 3 compared to the previous quarter, achieving 10.8 days. This is continuing to help residents on low income understand more quickly what support is available to them for their housing costs.
- 2.1.3 A total of fifteen community safety events/projects were delivered during the quarter that included:
- **Halloween Events x3** – Community Safety Officers hosted three separate event stalls with leaflets outside Lidl in Hawkinge, Bouverie Place Shopping Centre in Folkestone and Sainsbury's in Hythe. The team provided safety advice for those wishing to enjoy trick and treating during Halloween and encouraged participants to be respectful. "No trick or treating" posters were handed out to people who did not want to answer their doors to trick or treaters.
  - **Violence against Women and Girls (VAWG) Youth walk and talk** - The Community Safety Team along with Kent Police and Kent County Council (KCC) Youth team conducted a walk and talk with local children visiting hotspots - Payers Park, Little Radnor, and Kingsnorth Gardens. The event provided a key opportunity to engage with young people and helped to boost the children's confidence in highlighting their concerns to the Police. They were also shown where the police station and the Civic Centre were located.
  - **Safety in Schools** - On 14 and 15 November 2022, the Community Safety Officers visited Earlscliffe in Shorncliffe Road, Folkestone, an independent boarding school for international students. The officers, supported by Kent Police, met with the school's Head Teacher and Compliance Manager. The officers gave a talk about staying safe while out in Folkestone and the surrounding district, and what to be aware of (including where to report incidents). The officers also talked about road safety as the visit coincided with the national Road Safety Awareness Week.

## **2.2. Service Ambition 2: A Thriving Environment**

- 2.2.1 32 fixed penalty notices were issued for low level environmental crime, including, fly-posting, littering, dogs off leads, failure to display smoke-free signs at premises and on vehicles and smoking within designated smoke-free premises and vehicles.
- 2.2.2 The Local Area Officer Team have supported a total of 13 community volunteer environmental events during the quarter working with volunteers from St Eanswythe School, Hythe Environmental Group, Hawkinge Environmental Group and SAGA. The volunteers across all these events

collected 294 bags of litter to help keep local areas around the district clean and tidy.

- 2.2.3 A total of 1,160 See it, Own it, Do it Interventions have been actioned by the Local Area Officer Team to help ensure the district remains a welcoming and attractive place to live, work and visit. The team have undertaken graffiti clearance at locations across the district, removing flyposting and worked in conjunction with KCC to lead on running weekly remediation sessions for young offenders that sees them clearing leaves from pavements, painting out graffiti, clearing overgrown areas, including alleyways that contributes towards keeping local areas clean for residents and visitors alike.
- 2.2.4 The number of missed bin collections per 100,000 continues to an improving trend during the quarter achieving 33.48 when compared with same period last year (57.23) following the rectification of operational issues associated with the implementation of the new waste contract that were experienced during the first half of last year.
- 2.2.5 The result for the Percentage of Household Waste Recycled in Quarter 2 has been confirmed as 44.6%, the below target result was as result of reduced household garden waste collection tonnages due to the hot weather experienced in Summer 2022. The recycling tonnage data for the final month of Quarter 3 (December 2022) is currently unavailable as this is provided by Kent County Council and is typically supplied 1-2 months in arrears. The overall result achieved will be published as part of the 2022-23 Annual performance report.
- 2.2.6 A further 30 electric vehicle charging points have been installed within car parks in the district during the quarter bringing the cumulative total of operating points to 103 so far. The new units were rolled out across seven sites in Folkestone, Sandgate, Hythe and Greatstone to further help residents and visitors to charge their electric vehicles in the district.

To monitor:

- 2.2.7 The number of Community environmental events supported by the Local Area Officer team fell under target during the quarter due to cancellation of events as result of bad weather and the reprioritizing of resources to focus on completing See it, Own it, Do It interventions raised across the district.
- 2.2.8 The percentage of streets surveyed clear of litter was under target in the quarter achieving 94.44% as result of falling leaves adding an extra layer of challenge to keeping the street scene tidy due to the trapping and masking litter on the ground. Dedicated resource has been allocated towards leaf clearance, and as the leaves finish dropping by the end of the quarter performance standards should return to normal again.
- 2.2.9 No new street lighting was converted to LED in the district during Quarter 3. Additional funding had been required for phase 2 (742 street light assets) to carry out this work due to increased costs and the unforeseen replacement of a significant number of columns in the previous phase. The



additional funding required for Phase 2 was only approved in January 2023 with works at the time of writing this report now currently underway with parts being ordered, but under revised timescales with overall completion now due by the end of May 2023.

## **2.3 Service Ambition 3: A Vibrant Economy**

- 2.3.1 There were no High Street Fund grants approved in Quarter 3, however a £1,000 was allocated from the fund to be used for design work for a new high street lighting project. One application is currently being assessed for consideration in Quarter 4. The High Street Fund stopped receiving applications in November 2022 and the scheme has an end date for spend of 31<sup>st</sup> March 2023. Since the scheme launched in 2019, 48 projects were successfully approved for funding across our district. To date, 38 of these have received their grant payments, this amounting to over £483,000. The £450,000 allocated in Q2 for the Levelling Up Fund project will be utilised following the application to Government being successful. Total funds allocated since inception is £2,580,283. This figure may become adjusted as Officers continue to work with approved applicants to progress completion of outstanding projects. The remaining unallocated funds (14%) from the £3 million originally allocated to this scheme sits in the council's earmarked reserves. The final performance of the fund will be presented in the Quarter 4 monitoring report.
- 2.3.2 A total of 18 businesses have been engaged with in the district by the Economic Development team to help support business growth and retention of local jobs. The businesses engaged with include: The Burlington Hotel, Saga, Folkestone Harbour & Seafront Company, Duo, Folkestone Workshop, Stagecoach, Romney Tweed, Beresfords Accountants, Martello Building Consultancy, Folkestone College, SBS Ltd, Creative Folkestone, Gopak Ltd, Sleeping Giant Media, Clifton Hotel, Sai Care Homes, Disruptive Urbanism.
- 2.3.3 Total funds allocated from the Folkestone Community Works programme were 75% by the end of Quarter 3 with all funded projects having claimed expenditure worth £1,495,457 since the programme's inception in 2018. The drop in value from the previous quarter is due to the amount of funds under grant funding agreements increasing from £1,716,081 to £2,005,967. There are still funds available to be allocated with a significant number of SME (small- and medium-sized enterprise) applications expected to be submitted to meet the January 2023 deadline.

In addition to the business support that continues to be delivered by Social Enterprise Kent, The Prince's Trust and Screen South, TNB Skilling Ltd was also awarded funding to deliver entrepreneurial skills to 30 residents interested in being involved in the hair and beauty sector.

To monitor:

- There were no approvals of new applications for the Romney Marsh Business Hub grant support scheme in Quarter 3. However, additional

offices have been leased at the Romney Marsh Business hub. As a result, three further applications have been received for grants that will be brought to decision panels during Quarter 4. Should these applications be approved for the values requested, this would take the overall allocation to 28.10%. Businesses can only apply for this grant if they lease an office at the business hub, therefore there is limited influence over fund allocation other than continued promotion of the hub and the scheme itself. The grant scheme will continue forwards into the new financial year to support the occupation of the nine remaining office units at the hub.

## **2.4 Service Ambition 4: Quality Homes and Infrastructure**

- 2.4.2 A further 38 affordable homes were delivered by the Council and its partners during the quarter, bringing the total to 81 so far since the start of the financial year, exceeding the end of year target of 80 homes. The 38 new homes were delivered in Shornecliffe, Sellindge and Folkestone.
- 2.4.3 A further 110 private sector homes were improved during the quarter as a result of intervention by the Council helping to continually improve the standards and compliance of properties within the sector.
- 2.4.4 100% of blocks within the council's housing stock had valid fire risk, asbestos, lift safety, legionella assessments and electrical certification (EICR) in place at the end of the quarter.
- 2.4.5 The percentage of homelessness approaches closed as 'homelessness prevented' has shown an improvement when compared with the same period last year with 72 preventions over the quarter, bringing the total to 151 for the year to date, exceeding the target.

### To monitor

- 2.4.6 The number of homelessness approaches to the Council continues to remain high with 421 approaches in the quarter. The increases seen can be attributed to several factors, including the end of Covid and the reinstatement of eviction proceedings within the courts; the ongoing cost-of-living crisis that has seen huge increase in private rents nationally and changes in statutory legislation that have increased the number of households/groups who can apply as homeless to any local authority area. The correlation between these factors and approaches continues to be kept under close review.
- 2.4.6 96.95% of properties met the decent homes standard at the end of the quarter. An ongoing planned programme of works is in place to bring these properties back to standard and meet the target. Since April 2022, we have removed 32 properties from the decent homes failures list, with 103 total failings reported at the end of Quarter 3 (a net improvement of 8 over the last quarter).
- 2.4.7 99.79% of properties had a valid Landlord Gas Safety Record (LGSR) certificate in place at the end of the quarter. At the end of Quarter 2, a total of 12 properties were outstanding for checks and renewal of certification. At

the end of Quarter 3 this has been reduced to six properties, with appointments made to gain entry following the council's Controlled Access procedure. At the time of writing one property remains outstanding.

2.4.8 The number of empty homes brought back into use is currently forecasted to be under target for completing 70 by year end. A total of 29 homes have been completed and brought back in use since April, however, approximately 50 'no use' empty loan units are in the pipeline for completion this year. Progress continues to be slow for a number of reasons, including contractor availability, landlord finances and price rises in materials.

2.4.9 The number of people sleeping rough decreased to an average of 10 over Quarter 3 but remains under target. The annual rough sleeper count carried out on the 29 November 2022 reported 12 people sleeping rough in the district on that night. The opening of the winter shelter has helped reduce the number since then, with the latest weekly count at the end of January being six. Several new cases have moved into the district this year and a lot of work has been done to reduce rough sleeping from the highest position of 18 in early September 2022. Work is continuing with council partners to find suitable long-term accommodation and support services for them.

## **2.5 Transparent, Stable, Accountable & Accessible**

2.5.1 In Quarter 3, a further 615 new customers registered for the My Account service equating to an additional 1.18% take up when compared to residential properties. Since the launch of the service in August 2020, over 35,115 customers have registered equating to 67.61% take up so far, helping residents to access a range of council information and services online.

### To monitor

2.5.2 The number of Freedom of Information (FOI)/ Environmental Information Requests (EIR) and Subject Access Requests (SARs) being responded to within statutory timeframes have fallen below target during the quarter due to the resignation of one Case Officer, and the subsequent appointment of another case officer into the Information Governance Specialist role has impacted on request turnaround times. A new Case Officer has since been appointed at the end of November 2022 and this additional resource will help to ensure future performance will continue to improve to the required standard.

2.5.3 The percentage of data breaches assessed in time was under target as a result of some cases not being reported to the Information Governance Specialist through the correct channels and the reporter/officers not assisting investigations within the required timeframe. The issues have been raised with managers, and a council-wide email sent out to reiterate that all Council officers hold responsibility for assisting the Information Governance Team with investigating data breaches. During this period, a

new specialist has also been appointed from the Case Management team with training taking place that will help with improving overall resilience in the assessment breaches.

2.5.4 The percentage of data breaches assessed to decide if it is reportable to the Information Commissioner’s Office (ICO) was under target during Quarter 3 as a result of an individual case not being assessed within the defined 72-hour period. This was due to information on the breach not being reported by a department to the Information Governance (IG) team through the correct reporting channel. The breach once received by the IG team was assessed within 72 hours where it was deemed to be reportable to the ICO. Further training on the correct procedure for reporting breaches was swiftly undertaken with the department in question to ensure this error does not occur again.

### 3. RISK MANAGEMENT ISSUES

3.1 The following perceived risks are set out in the table below:

Perceived risk	Seriousness	Likelihood	Preventative action
The Council’s strategic objectives are not met.	High	Medium	Monitor progress against performance indicators and take remedial action for those areas where targets and actions are unlikely to be achieved.
The key performance indicators (KPIs) do not link to the objectives of the Council’s Corporate Action Plan.	High	Medium	Monitor progress against key performance indicators and take remedial action for those areas where targets and actions are unlikely to be achieved.

### 4. LEGAL/FINANCIAL AND OTHER CONTROLS/POLICY MATTERS

4.1 **Legal Officer’s Comments (EC)** - There are no legal implications or risks arising directly out of this report. The Key Performance Indicators must continue to take account of both existing and new statutory duties and responsibilities that are imposed on the Council by the Government. Failure to do so will put the Council at risk of legal challenge by affected residents and/or businesses. Whilst reporting on performance is not a statutory requirement, it is considered best practice to review the Council’s progress against the Corporate Plan and Service Plans on a regular basis.

4.2 **Human Resources Comments (RB)** - There are no direct Human Resource implications emanating from this report. The council’s People Strategy has been created to support the corporate plan and achievement of associated KPIs.

- 4.3 **Finance Officer's Comments (LK)** -There are no financial implications arising directly from this report.
- 4.4 **Climate Change (AT)** – No direct implications arising from this report. The report provides an update on the Council's performance covering 1<sup>st</sup> October 2022 – 31<sup>st</sup> December 2022. The report does not propose new projects, policies or strategies but provides an update on actions that are already in progress. Some of the environmental projects that the council is currently undertaking are summarised in the report in Section 2.2 'A Thriving Environment' and in Appendix 1, Section 02 'A Thriving Environment'.
- 4.5 **Diversities and Equalities Implications (GE)** - Equality Impact Assessments (EIAs) are systematically carried out for any services, projects or other schemes that have the potential to impact on communities and / or staff on the grounds of particular protected characteristics or socio-economic disadvantage. Over the course of the year, performance against some indicators might potentially have equality and social inclusion implications, if performance is not at an acceptable level. These will be highlighted as necessary in the corporate performance reporting, along with details of the steps that will be taken to address these.
- 4.6 **Communications Comments (KA)** - The communications team will use these KPIs as appropriate in their promotion of council services.

## 5. CONTACT OFFICERS AND BACKGROUND DOCUMENTS

Councillors with any questions arising out of this report should contact the following officer prior to the meeting.

*Gavin Edwards – Performance and Improvement Specialist*

*Tel: 01303 85 3436*

*Email: [gavin.edwards@folkestone-hythe.gov.uk](mailto:gavin.edwards@folkestone-hythe.gov.uk)*

The following background documents have been relied upon in the preparation of this report:

### **Appendices:**

Appendix 1: Quarter 3 2022/23 Key Performance Indicators Report

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# Folkestone & Hythe District Council

## Quarter 3 Performance Report (October-December 2022)





# Your Cabinet Members



**Cllr David Monk**  
Leader of the Council



**Cllr Jennifer Hollingsbee**  
Deputy Leader of the  
Council and Cabinet  
Member for Communities



**Cllr John Collier**  
Cabinet Member for  
Property Management &  
Grounds Maintenance



**Cllr David Godfrey**  
Cabinet Member  
for Housing and Special  
Projects



**Cllr Stuart Peall**  
Cabinet Member for  
Enforcement, Regulatory  
Services, Waste &  
Building Control



**Cllr Lesley Whybrow**  
Cabinet Member for the  
Environment



**Cllr Tim Prater**  
Cabinet Member for  
Revenues, Benefits,  
Anti-Fraud and Corruption



**Cllr David Wimble**  
Cabinet Member for the  
District Economy



**Cllr Ray Field**  
Cabinet Member for  
Transport and  
Digital Transformation



# Your District - An Overview

Our district is situated on Kent's south east coast and covers an area of 140 square miles. It is a place of variety and contrast with a landscape characterised by rolling chalk downland, wooded valleys, wild marshes, and a 26-mile coastline. The district has a population of approximately 113,300 of which 57.4% (32,900) of female residents and 59.1% (33,100) of males are of working age.

Our principal town, Folkestone, is home to just under half the district's population. It is also the area's commercial hub, particularly for creative and digital media - one of the UK's fastest-growing sectors. The Creative Quarter in Folkestone's Old Town is home to a thriving collection of artists' studios and creative businesses and offers artists, retailers and business-people the chance to become part of this lively and ever-growing community.

As well as its strong creative focus, the district attracts a variety of innovative small and medium size businesses (SMEs) and is home to strong brand names including Saga, Eurotunnel, Holiday Extras, the Aspinall Foundation and Church & Dwight.

The historic town of Hythe is the district's second centre of population and one of two ancient Cinque Ports in the district. Its central feature is the Royal Military Canal, built for defence against invasion in the Napoleonic wars with France. To the west are the wide-open spaces of Romney Marsh, home to New Romney, our second Cinque Port; Lydd, a member of the Confederation of Cinque Ports as a 'limb' of New Romney, and a number of smaller coastal communities. Contrasting with the wild expanse of marshes are the North Downs, a ridge of chalk hills that stretch from Dover to Farnham. The Downs are home to pretty villages, including Elham, Lyminge and Postling, hidden valleys and thriving vineyards.

Although the district is rural and coastal in character, it is very well connected. The M20 offers easy access to London and other major motorway networks, London is under an hour away via High Speed 1 (HS1) from Folkestone and we have unrivalled access to mainland Europe via the Channel Tunnel.

We think our district is a great place to live, work and visit. It's where the past has made its mark and where a bright new future is unfolding. As the local authority for the district, we have a key role to play in shaping that future.



**The Old High Street, Folkestone**



**Royal Military Canal, Hythe**



**Dungeness, Romney Marsh**



# Introduction

In February 2021, we published our Corporate Plan ‘**Creating Tomorrow Together**’, a 34-page document setting out our over-arching principles and service ambitions up until 2030 following approval by councillors.

The plan identifies the main priorities and themes of the council, including the key role we are playing in leading the district's recovery from the coronavirus pandemic over the first three years from 2021 to 2024.

The name of our corporate plan was inspired by the excellent relationships and networks which the council already has - and will continue to build on for the benefit of residents. It also alludes to the recovery work already being undertaken.

The plan was subject to public consultation in late 2020 and incorporates the key points raised during the consultation period to ensure it reflects the needs and ambitions of our residents, businesses and key stakeholders across the district.

The plan is focused on four service ambitions which are priority areas of action that relate to the key services that the council plans, delivers and commissions and six guiding principles that guide everything that we do (**see summary image**).

The adopted service priority actions as part of the plan have been further developed into a corporate action plan, with progress against the plan itself monitored annually, and the plan will be comprehensively reviewed in 2024 to ensure it remains appropriate for the district.

A copy of our corporate plan can be found here: [Creating Tomorrow Together – Corporate Plan 2021-30](#)

The following sections set out our performance against the four Corporate Plan service ambitions for quarter 3 of 2022/23 (October to December 2022), using a simple ‘red’, ‘amber’, ‘green’ rating. They also show the detailed performance figures behind the rating. For comparison, the figures for last year, and for the third quarter of the 2022/23 monitoring year, are also provided.



## Creating Tomorrow Together: Corporate Plan 2021-30

Service ambition 1: Positive community leadership	Service ambition 2: A thriving environment	Service ambition 3: A vibrant economy	Service ambition 4: Quality homes and infrastructure
Priorities in the next three years	Priorities in the next three years	Priorities in the next three years	Priorities in the next three years
Improve physical and mental health & wellbeing	Ensure an excellent environment for everyone	Reinvigorate the high streets	Improve outcomes & support for homeless people
Safer communities	Grow the circular economy & reduce waste	Support a vibrant & diverse business community	Deliver sustainable, affordable housing
Supporting & empowering our communities	Increase our resilience to climate change	Help people access jobs & opportunity	Deliver a safe, accountable housing service
		Grow the skills we need for the future	Digital inclusion & connectivity
			Deliver a sustainable new development at Otterpool Park

**In everything we do we will follow these guiding principles:**

<b>Sustainable recovery</b> We will do all we can to ensure a strong recovery for the district from the effects of COVID.	<b>Locally distinctive</b> We will protect the special distinctive and diverse nature of our district - working with our key partners to enhance it.	<b>Greener Folkestone &amp; Hythe</b> We will encourage and create a more sustainable district consuming fewer natural resources.	<b>Transparent, stable, accountable and accessible</b> We will be financially sustainable and communicate effectively with our communities in an accessible way.	<b>Working effectively with partners</b> We will engage with partners to understand the vital role they play and work collaboratively with them to ensure the best outcomes for our residents.	<b>Continuous improvement</b> We will embed a culture of continuous improvement, seeking feedback and being innovative and creative to find new ways to deliver services.
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Above: Corporate Plan - Service Ambitions and Guiding Principles

# 01 Positive Community Leadership

Description	Q3 2021-22 Comparison	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	On Target
Number of new priority play areas improved by the Council	1	3	0	0		1 site per year	✓
	<i>No improvement works undertaken during Quarter 3. Capital growth requests for improvements to the accessible play space within the Coastal Park submitted for 2023-24.</i>						
Average number of days to process new claims for Housing Benefit from the date complete evidence is received.	2.9	4.5	4.9	4.5		7 Days (Monthly)	✓
Average number of days taken to process new claims for Housing Benefit	8.7	13.2	12.7	10.8		17 Days (Monthly)	✓
Percentage of food premises broadly compliant (equivalent to 3 rating)	96.6%	97.8%	97.53%	96.6%		95% (Quarterly)	✓
	<i>Quarter 3, 96.6% of food premises in the business were found to be broadly compliant in the district, the percentage achieved is based on a total of 114 premises being inspected in the period.</i>						
Number of community safety events held and projects delivered	12	3	9	15		10 (Annual)	✓
	<p><i>In Quarter 3, a total of <b>15</b> community safety events or projects were delivered by the Community Safety Unit that included:</i></p> <ul style="list-style-type: none"> <li><i><b>Halloween Events x3</b> – Community Safety Officers hosted three separate event stalls with leaflets outside Lidl in Hawkinge, Bouverie Place Shopping Centre in Folkestone and Sainsbury's in Hythe. The team provided safety advice for those wishing to enjoy trick and treating during Halloween and encouraged participants to be respectful. No trick or treating posters were handed out to people who did not want to answer their doors to trick or treaters.</i></li> <li><i><b>Violence against Women and Girls (VAWG) YOUTH walk and talk</b> - The Community Safety Team along with Kent Police and KCC Youth team conducted a walk and talk with local children visiting hotspots - Payers Park, Little Radnor, and Kingsnorth Gardens. The event provided a key opportunity to engage with young people and helped to boost the children's confidence in highlighting their concerns to the Police. They were also shown where the police station and the Civic Centre were located.</i></li> </ul>						

Description	Q3 2021-22 Comparison	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	On Target

- **Safety in Schools** - On 14 and 15 November 2022, the Community Safety Officers visited Earlscliffe in Shorncliffe Road, Folkestone, an independent boarding school for international students. The officers, supported by Kent Police, met with the school's Head Teacher and Compliance Manager. The officers gave a talk about staying safe while out in Folkestone and the surrounding district, and what to be aware of (including where to report incidents). The officers also talked about road safety as the visit coincided with the national Road Safety Awareness Week.
- **Op Henosis** - On 22 November 2022, the Community Safety officers joined forces with the Police, Licensing and FAPAC (Folkestone Area Partnership Against Crime, with one group heading to the Harbour and the others patrolling Folkestone town centre.
- **Winter Well** – Folkestone & Hythe District Council partnered with the NHS and Social Enterprise Kent to host a drop in Winter Well event on 12th November 2022 at the Folca building from 10am until 2pm. The Community Safety Team were in attendance sharing safety information.
- **Road Safety in Evening Economy** – The Community Safety team teamed up with the Parking Enforcement team and headed to West Parade area in Folkestone. Parking Enforcement issued fifteen penalty charge notices.
- **Adult Safeguarding Week** – National Safeguarding Adults Awareness week was held across the region to help raise awareness of adult abuse.
- **Turner Free School** - On 6 December 2022, the Community Safety Officers attended the Turner Free School launch event. The officers spoke about the impact of ASB (anti-social behaviour) and highlighted the responsibilities of Community Safety Team and the work they do to protect the community. Steve Carley one of the Urban Pastors from Cheriton Baptist Church also attended. The school will be having their own Hub for agencies to work from.
- **Knife Operations x2**- Community Safety Officers attended a knife arch event held at the Skuba Bar in Folkestone on 9 December. Knife arches are designed to act as a deterrent and make people think twice about coming out with a deadly weapon. Other venues had metal detector wands out which had been provided previously by the Community Safety Partnership. The second Knife arch was held at the Party Bar in Tontine Street.
- **AFRA**- Jon O'Connor from the Alliance of Folkestone Residents Associations along with Scott Butler, our Community Safety Specialist attended the crime and safety event on 3 December at Woodward Hall, St Eanswythe's School at the Bayle in Folkestone. Thirty-five residents gathered to hear about current crime issues and initiatives. Scott Butler shared his desire to work alongside partner agencies with schools and education services including social care and youth services.
- **Street Count** - On 29 November 2022, the Community Safety Team took part in the annual winter street count. The twelve rough sleepers found sleeping outside were spoken to by partner agencies. The Rainbow Centre, Folkestone & Hythe District Council, Porchlight and many other partners are committed to supporting those in the district who find themselves homeless or at risk of becoming so.



# 02 A Thriving Environment

Description	Q3 2021-22 Comparison	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	On Target
Retain Green Flags for the Coastal Park, Royal Military Canal, Kingsnorth Gardens and Radnor Park sites	-	-	-	-	-	4 (Annual)	-
	<i>This indicator is collated on an annual basis and not available quarterly. A figure will be available at the end of Quarter 4</i>						
Number of enforcement notices served (e.g. Abatement Notices, Community Protection Notices)	8	18	13	2		*70 (informal) (Annual)	X
Page 21	<p><i>The overall number of enforcement notices served is likely to outturn below its annual target at the end of the year for the following reasons:</i></p> <ol style="list-style-type: none"> <li><i>1. Targets are informal and where compliance has been achieved at a first stage further action has not been required. An example of this is the relationship between Community Protection Warnings and Community Protection Notices. CPWs (on target) are the first stage and a CPN is only required if compliance is not achieved.</i></li> <li><i>2. Prior to issuing formal notices, the Environmental Protection Team (in line with the Enforcement Policy) will attempt informal action to resolve the complaint. This is common with noise nuisance, odour, smoke etc. Informal action includes: -</i> <ul style="list-style-type: none"> <li><i>• engaging with the subject of the complaint,</i></li> <li><i>• acting as mediators between two or more parties,</i></li> <li><i>• helping subjects to minimise any nuisances caused, for example suggesting and facilitating practical solutions and</i></li> <li><i>• engaging with family members, property owners, other authorities or care/support networks to make a positive impact.</i></li> </ul> <p><i>This approach is often successful but difficult to capture in terms of notices not issued.</i></p> </li> <li><i>3. The statutory powers that had been previously given to local authorities in the form of Section 108 notices was removed in 2020. The notices originally required any person believed to be able to give any information relevant to any examination or investigation to answer the questions put to them. These were used regularly and were a good means of investigating the matter. Historically these would be included in the figures and the results now will show a much lower rate.</i></li> <li><i>4. Long-term sickness in the Environmental Enforcement Team in Q3 and Q4 will impact on the number of Fixed Penalty Notices (FPNs) issued.</i></li> </ol>						

# 02 A Thriving Environment

Description	Q3 2021-22 Comparison	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	On Target
Number of Community Protection Warnings (CPWs) issued	-	15	26	6		15 (Annual)	✓
Fixed Penalty Notices issued for Low level Enviro-crime (littering, dog control)	-	33	52	32		*300(informal) (Annual)	X
Page 22	<p>The target for both low level and high level FPNs is not likely to be met due to the following mitigating factors:</p> <ul style="list-style-type: none"> <li>The team have experienced resourcing issues during the year due to two officers being on sick leave and another on a phased return to work following an operation.</li> <li>The team's time during the year has been focused on other operational matters including; <ul style="list-style-type: none"> <li>Additional time spent on investigating larger fly tipping cases to build cases for prosecution with Council's Legal Services team.</li> <li>Keeping fly tipping hot spot areas tidier, notably Dover Road and Foord Road South.</li> <li>Working with Napier Barracks on educational presentations and site visits – including cleansing of waste such as bottles and cans or cooking paraphernalia and general waste.</li> <li>Additional joint site visits with residents to view areas of concerns in respect of waste or dog fouling around Napier Barracks and open spaces.</li> <li>Undertaking public consultation and implementation of the new Public Spaces Protection Order (PSPO) for dog control.</li> <li>Additional joint working with partners e.g Operation Assist with Kent Police, requiring a day of stopping vans and trucks to check for waste carriers licences to reduce instances of fly-tipping.</li> <li>Changes in behaviours with residents and visitors to the area – whilst this has not eradicated the issues, public opinions are changing around plastic pollution affecting marine life (waste on beaches), clearing up after pets and changes in opinions around disposable BBQs – Supermarkets refusing to sell them in major stores.</li> </ul> </li> </ul>						
	Fixed Penalty Notices issued for High level Enviro-crime (large Fly-tipping)	-	5	7	1		*25(informal) (Annual)
	See comment above						

## 02 A Thriving Environment

Description	Q3 2021-22 Comparison	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	On Target
Percentage of streets surveyed clear of litter within the district	92.29%	98.23%	95.25%	94.44%		95% (Monthly)	X
	<p><i>A total of 234 inspection surveys of streets were carried out by monitoring officers in Quarter 3 in locations including: Sellindge, Lydd, Snave ,Brookland ,Brenzett, New Romney ,Hythe, Paddlesworth and Folkestone.</i></p> <p><i>Falling leaves during this quarter add an extra layer of challenge to keeping the streetscene tidy, i.e. potentially trapping / masking litter on the ground, however, dedicated resource is allocated to leaf clearance, and by the end of the quarter when leaves have finished dropping standards approach / return to normal again.</i></p>						
Number of community environmental volunteer events supported	28	17	13	11		15 (Quarterly)	X
	<p><i>The number of environmental events supported was under target during the quarter due to the cancellation of events as result of bad weather and the reprioritizing of resources to focus on completing See it, Own it, Do It interventions raised across the district.</i></p>						
Number of recorded See it, Own it, Do it (SOD It) interventions completed	2,772	1,278	1,523	1,160		1200 (Quarterly)	X
Average time for anti-social or offensive graffiti to be removed from the time of being reported	48 hours	48 hours	48 hours	48 hours		48 Hrs (Quarterly)	✓

Description	Q3 2021-22 Comparison	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	On Target
Number of new electric vehicle charging points installed within district owned car parks	-	53 (cumulative) (53 now installed out of 94 planned)	73 (cumulative) (73 now installed out of 94 planned)	103 (cumulative)		2 charging points per car park (Annual)	✓
Page 24	<p><i>A further 30 new EV charging points have been installed in Quarter 3 and are now fully operational within 26 car parks in the district bringing the cumulative total to 103. The new units are operational in the following locations:</i></p> <ul style="list-style-type: none"> <li>• Jolly Fisherman, Greatstone - 4</li> <li>• Fishermans Beach, Hythe - 2</li> <li>• Castle Road Car Park, Sandgate - 4</li> <li>• The Coastal Park Car Park - 4</li> <li>• Broomfield Road Car Park - 4</li> <li>• Civic Centre Car Park - 4</li> <li>• Lower Sandgate Road West Car Park – 8</li> </ul> <p><i>The remaining units will be commissioned in Coast Drive Car Park by the end of 2023. This delay is due to planned development works.</i></p>						
	Percentage of street lighting within the district converted to LED	0% (cumulative)	27.9% (cumulative)	30% (cumulative)	30% (cumulative)		100% completion by March 2023
	<p><i>Phase 1 upgrade (321 assets) completed, and an application has been made to KCC to adopt the assets.</i></p> <p><i>No new street lighting was converted to LED in Quarter 3 as additional funding had been required for phase 2 (742 street light assets) to carry out this work due to increased costs and the unforeseen replacement of a significant number of columns in the previous phase. The additional funding for Phase 2 was only approved in January 2023 and work is now underway to deliver this phase, with the parts now being ordered. Phase 2 is now to be completed by the end May of 2023.</i></p>						
Number of missed bin collections per 100,000	57.23	40.77	39.84	33.48		50 (Monthly)	✓



# 02 A Thriving Environment

Description	Q3 2021-22 Comparison	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	On Target
Percentage of household waste recycled	45.1%	47.7%	44.6%	TBC		50% (Monthly)	X
	<p>The Quarter 2 figure for recycling is 4% higher than the same period last year. Garden waste collections are hugely influential to the figures during this quarter and the exceptionally hot summer of 2022 would have reduced garden waste tonnages collected, suppressing the recycling %.</p> <p>The recycling tonnage data for the final month of Quarter 3 (December 22) is currently unavailable - this is provided by Kent County Council and is typically supplied 1-2 months in arrears.</p>						
Number of days to remove fly-tipped waste on public land once reported	1	1	1	1		3 Days (Monthly)	✓
	<p>A total of 251 incidents of fly-tipped waste were dealt with on public land within the district during Quarter 2. The breakdown is as follows:</p> <ul style="list-style-type: none"> <li>• October – 111</li> <li>• November – 77</li> <li>• December - 63</li> </ul>						
Percentage of compliant air quality monitoring sites	100%	100%	100%			100% (Quarterly)	✓
Enforcement - Percentage of successful prosecutions (Incl Fly-tipping and Littering)	100%	100%	100%			100% (Quarterly)	✓
	<p>A total of two prosecutions were secured during Quarter 3 for the following:</p> <p>Breaches of Community Protection Notices served for accumulations of waste on domestic premises at two Council Houses in Folkestone:</p> <ol style="list-style-type: none"> <li>1) Costs - £855, Fine - £600, Victim Surcharge: £60</li> <li>2) Costs - £480, Fine - £440, Victim Surcharge: £44</li> </ol>						

# 03 A Vibrant Economy

Description	Q3 2021-22 Comparison	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	On Target
Total Folkestone & Hythe High Streets funds allocated	59% <i>(allocated since fund inception)</i>  £0 allocated in Q3	76.42% <i>(allocated since fund inception)</i>  £99,998 allocated in Q1	85.98% <i>(allocated since fund inception)</i>  £459,517 allocated in Q2	86.00% <i>(allocated since fund inception)</i>  £1,000 allocated in Q3		100% of the funds allocated	X
Page 26	<p><i>There were no High Street Fund grants approved in Quarter 3, however £1,000 was allocated from the fund to be used for design work for a new high street lighting project. One application is currently being assessed for consideration in Quarter 4. The High Street Fund stopped receiving applications in November 2022 and the scheme has an end date for spend of 31st March 2023. Since the scheme launched in 2019, 48 projects were successfully approved for funding across our district. To date, 38 of these have received their grant payments, this amounting to over £483,000. The £450,000 allocated in Quarter 2 for the Levelling Up Fund project will be utilised following the application to Government being successful. Total funds allocated since inception is £2,580,283. This figure may become adjusted as Officers continue to work with approved applicants to progress completion of outstanding projects. The remaining unallocated funds (14%) from the £3 million originally allocated to this scheme sits in the council's earmarked reserves. The final performance of the fund will be presented in the Quarter 4 monitoring report.</i></p>						
Number of engagements undertaken by the Folkestone & Hythe Place Panel on projects of scale or strategic significance.	0	4	1	2		3 (Annual)	✓
Total funding allocated from the Romney Marsh Business Hub grant support scheme	-	7.14% <i>(allocated since fund inception)</i>  £9,981 allocated in Q1	12.22% <i>(allocated since fund inception)</i>  £7,126 allocated in Q2	12.22% <i>(allocated since fund inception)</i>  £0 allocated in Q3		70% of available funds allocated in 2022-23	X

# 03 A Vibrant Economy

Description	Q3 2021-22 Comparison	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	On Target
	<p><i>There were no approvals of new applications for the Romney Marsh Business Hub grant support scheme in Quarter 3. However, additional offices have been leased at the Romney Marsh Business hub. As a result, three further applications have been received for grants that will be brought to decision panels during Quarter 4. Should these applications be approved for the values requested, this would take the overall allocation to 28.10%. Businesses can only apply for this grant if they lease an office at the business hub, therefore there is limited influence over fund allocation other than continued promotion of the hub and the scheme itself. The grant scheme will continue forwards into the new financial year to support the occupation of the nine remaining office units at the hub.</i></p>						
Number of Folkestone & Hythe businesses accessing business support and grants from public sector programmes	6	19	4	8		10 (Annual)	✓
Page 27	<p><i>During Quarter 3, a total of 8 applications were given approvals via our internal led grant schemes. This comprises the following: 2 x Green Business Grant Scheme applications and 6 x Folkestone Community Works applications. Further applications are currently under evaluation for these schemes, in addition to the Romney Marsh Business Hub grant scheme.</i></p>						
Number of businesses or potential entrepreneurs/new start-ups signposted to support programmes and events to facilitate growth	6	65	15	12		50 minimum (Annual)	✓
	<p><i>A minimum of 12 businesses were engaged with during Quarter 3 which resulted in meetings in person. These included giving advice and signposting to grant and support schemes within our district. An example of this is L&amp;B restaurants, who own several premises and employ a significant number of people within Folkestone. A site visit was made, where advice was given regarding the green business grant and other potential funding streams. In addition, 4 x newsletter emails were sent to the 832 businesses on our database signposting them to our internal led grant schemes and also to highlight the launch of Experience FH app for businesses.</i></p>						
Number of businesses engaged with in the district to support growth and retention of local people	3	17	14	18		12 (Annual)	✓
	<p><i>During Quarter 3, 18 businesses were directly engaged with to support growth and the retention of local people. These included: Burlington Hotel, Saga, Folkestone Harbour &amp; Seafront Company, Duo, Folkestone Workshop, Stagecoach, Romney Tweed, Beresfords Accountants, Martello Building Consultancy, Folkestone College, SBS Ltd, Creative Folkestone, Gopak Ltd, Sleeping Giant Media, Clifton Hotel, Sai Care Homes, Disruptive Urbanism.</i></p>						

## 03 A Vibrant Economy

Description	Q3 2021-22 Comparison	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	On Target
Total funds allocated from the Folkestone Community Works Programme	83% (cumulative)	90% (cumulative)	85% (cumulative)	75% (cumulative)		100% of the allocated funds spent by end of 2022/23	✓
	<p><i>The KPI is an accumulative figure for the programme which has been running since 2018 and the figure represents the amount of European Structural Investment Funding (ESIF) allocated to the funded projects that has been spent. Funded projects must defray allocated funds by 31 March 2023.</i></p> <p><i>By the end of Quarter 3 (Oct -Dec) 2022, funded projects had claimed expenditure worth £1,495,457 which represents 75% of the value of the signed grant funding agreements. The drop in value from Quarter 2 is due to the amount of funds under GFA increasing from £1,716,081 to £2,005,967. There are still funds available to be allocated with a significant number of small and medium sized enterprise (SME) applications expected to be submitted to meet the January 2023 deadline.</i></p> <p><i>In addition to the business support that continues to be delivered by Social Enterprise Kent, The Prince's Trust and Screen South, TNB Skilling Ltd was awarded funding to deliver entrepreneurial skills to 30 residents interested in being involved in the hair and beauty sector.</i></p>						

# 04 Quality Homes and Infrastructure

Description	Q3 2021-22 Comparison	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	On Target
Numbers of new homes built within the district	-	-	-			622 homes (Annual)	-
	<i>This indicator is collated on an annual basis and not available quarterly. A figure will be available at the end of Quarter 4.</i>						
Percentage reduction in homelessness	-	-	-			5% based on 2020 data	-
	<i>This indicator is collated on an annual basis and not available quarterly. A figure will be available at the end of Quarter 4.</i>						
Number of homelessness approaches (includes Advice, Prevention, Relief & Decision cases)	396	408	453	421		No Target	-
	<b>Information only (no target).</b> We had fewer approaches than the previous quarter, although the longer-term trend is an overall increase in the number of people approaching the service since 2021-22. The increases seen can be attributed to several factors, including the end of Covid and the reinstatement of eviction proceedings within the courts; the ongoing cost-of-living crisis that has seen huge increase in private rents nationally and changes in statutory legislation that have increased the number of households/groups who can apply as homeless to any local authority area.						
Percentage of homelessness approaches closed as 'homelessness prevented'	4.80%	9.76%	8.61%	17.1%		4%	✓
	<b>Aim to maximise (on target).</b> This measures the number of preventions as a total of all the approaches made to the Council. Performance has improved on Quarter 2, and we have seen an overall improvement so far this year, compared to 2021-22. We secured 72 preventions over the quarter, with a total of 151 for the year-to-date (11.7%).						
Average number of rough sleepers in the period	8.9	11	12	10		<6	X

# 04 Quality Homes and Infrastructure

Description	Q3 2021-22 Comparison	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	On Target
	<p><i>Aim to minimise (off target). The number of people sleeping rough decreased to an average of 10 over Quarter 3. The annual (national- remove national) rough sleeper count carried out on the 29 November reported 12 people sleeping rough in the district on that night. The opening of the winter shelter has helped reduce the number since then, with the latest weekly count at the end of January being 6. Several new cases have moved into the district this year and a lot of work has been done to reduce rough sleeping from the highest position of 18 in early September 2022. We continue to work with our partners to find suitable long-term accommodation and support services for them.</i></p>						
Average number of households in Bed and Breakfast Accommodation	3	2	3	5		0	X
	<p><b>Aim to minimise (off target).</b> This has increased, on average, by 2 over the quarter. Ideally, the council would like to see no households placed in B&amp;B accommodation. However, many rough sleepers are housed in B&amp;B as a temporary measure. The Housing Options team are working to enable these clients to move into suitable long-term accommodation in the district.</p>						
Average number of households in Temporary Accommodation	27	27	26	27		<35	✓
	<p><b>Aim to minimise (on target).</b> This has increased, on average, by 1 over the quarter. However, we remain within target (35 or fewer). The aim is to enable households to move into suitable long-term homes, rather than temporary accommodation, and the Housing Options team continue to work towards this.</p>						
Long-term Empty Homes brought back into use	17	9	5	15		70 (Annual)	X
	<p><b>Aim to maximise (off target).</b> 15 long-term empty homes were brought back into use in the last quarter in Folkestone and Hythe with 29 completed for the year-to-date. Although not yet meeting target, several 'no-use empty loan units' are still in the pipeline for completion this year. Progress has been slow for a number of reasons including contractor availability, landlord finances and price rises in materials.</p>						
Affordable homes delivered by the Council and its partners	11	33	10	38		80 (Annual)	✓
	<p><b>Aim to maximise (on target).</b> 38 affordable homes were delivered in the last quarter in Shorncliffe, Sellindge and Folkestone bringing the total for the year-to-date to 81 (exceeding target). This is an overall improvement on 2021-22 which saw 44 delivered in total, with many projects brought forward to this year.</p>						



# 04 Quality Homes and Infrastructure

Description	Q3 2021-22 Comparison	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	On Target
Affordable homes for low-cost home ownership delivered by the Council and its partners	0	17	4	4		32 (Annual)	X
	<p><b>Aim to maximise (off target).</b> Of the 81 affordable homes delivered to date (see previous KPI,) 25 are designated for 'low-cost home-ownership' with 4 delivered in the last quarter in Shorncliffe, Sellindge and Folkestone. This puts us four fifths of the way towards our year-end target of 32. Delivery in this area has significantly improved since 2021-22, which saw no homes delivered at all that year.</p>						
Private sector homes improved as a result of intervention by the Council	49	77	110	110		200 (Annual)	✓
Council home new builds and acquisitions started on site	0	0	0	0		20 (Annual)	X
	<p><b>Aim to maximise (off target).</b> No progress to report on this KPI so far this year. Key projects (such as Highview), which were due to commence in the current financial year, have been delayed. It is unclear whether we will see any movement on these before year-end. Progress has been impacted by contractor availability, landlord finances and rising costs of materials.</p>						
Percentage of properties that meet the decent homes standard	98.14%	96.51%	96.71%	96.95%		99% (Monthly)	X
	<p><b>Aim to maximise (within 5% of target).</b> Since April 2022, we have removed 32 properties from the Decent Homes failures list, with 103 total failings reported at the end of December 2022 (this is a net improvement of 8 over the last quarter).</p>						
Properties with a valid LGSR	-	99.93%	99.58%	99.79%		100% (Monthly)	X
	<p><b>Aim to maximise (within 5% of target).</b> Landlord Gas Safety Record (LGSR). Undertaking annual gas safety checks is a mandatory requirement. At the end of December 2022, 6 properties were non-compliant (an improvement of 6 from Quarter 2) with appointments made to gain entry following the council's Controlled Access procedure. At the time of writing, 1 property was outstanding.</p>						
Blocks with a valid Fire Risk Assessment	-	100%	100%	100%		100% (Monthly)	✓

# 04 Quality Homes and Infrastructure

Description	Q3 2021-22 Comparison	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	On Target
	<p><b>Aim to maximise (on target).</b> Ensuring all applicable communal housing blocks have a valid Fire Risk Assessment in place is a mandatory requirement. 180/180 in place at the end of the quarter.</p>						
Blocks with a valid Legionella Risk Assessment	-	100%	100%	100%		100% (Monthly)	✓
	<p><b>Aim to maximise (on target).</b> Ensuring all applicable communal housing blocks have a valid Legionella (Water Safety) Risk Assessment in place is a mandatory requirement. 23/23 in place at the end of the quarter.</p>						
Blocks with valid (in date) Electrical Certificate (EICR)	-	95.17%	97.2%	100%		100% (Monthly)	✓
Page 32	<p><b>Aim to maximise (on target).</b> Electrical Installation Condition Report (EICR). Ensuring all applicable communal housing blocks have a valid, in date, EICR is a mandatory requirement. 143/143 in place at the end of the quarter.</p>						
Domestic properties with a valid (in date) EICR	-	92.14%	92.96%	94.86%		100% (Monthly)	✗
	<p><b>Aim to maximise (off target).</b> Electrical Installation Condition Report (EICR). It is a mandatory requirement that social housing landlords complete a new EICR on all applicable domestic (i.e. tenanted) properties at least every 5 years. 3,193/3,366 were in place at the end of the quarter. This is an improvement of 65 since Quarter 2 (173 still outstanding).</p>						
Properties Asbestos compliant (Communal)	-	100%	100%	100%		100% (Monthly)	✓
	<p><b>Aim to maximise (on target).</b> Ensuring all applicable communal housing blocks have a valid Asbestos Assessment in place is a mandatory requirement. 104/104 in place at the end of the quarter.</p>						
Insurance visits completed on communal lifts (LOLER)	-	100%	100%	100%		100% (Monthly)	✓
	<p><b>Aim to maximise (on target).</b> Lifting Operations and Lifting Equipment Regulations (LOLER). Ensuring all communal lifts in our blocks have had an inspection and are certified safe, is a mandatory requirement. 14/14 in place at the end of the quarter.</p>						



# 04 Quality Homes and Infrastructure

Description	Q3 2021-22 Comparison	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	On Target
% of major planning applications to be determined within statutory period <i>(including any agreed extension of time)</i>	83.33%	83.33%	100%	100%		60% (Quarterly)	✓
Page 33	<p><i>'Major' Applications in Q3: Total Decisions: 5; Determined in agreed time: 5</i></p> <p><i>The percentage figures (Major, Minor, Other) represent all decisions which have been made either within the original target time period specified by statute or an extended time period agreed/requested by an applicant.</i></p> <p><i>In some cases the agreed time period is requested for a number of reasons such as:</i></p> <ul style="list-style-type: none"> <li><i>to manage workloads caused by a need to seek further information</i></li> <li><i>delays caused by awaiting consultee responses</i></li> <li><i>seeking amendments to improve the scheme to make it acceptable and/or raise the quality of the built environment</i></li> </ul> <p><i>In some instances, applicants ask for an extension of time to allow them an opportunity to amend a proposal to overcome officer and consultee concerns.</i></p>						
% of minor applications to be determined within the statutory period <i>(including any agreed extension of time)</i>	73.21%	84%	85%	88%		70% (Quarterly)	✓
	<p><i>Please see comment above</i></p> <p><i>'Minor' Applications in Q3: Total Decisions: 49; Determined in agreed time:43</i></p>						
% of other planning applications to be determined within statutory period <i>(including any agreed extension of time)</i>	88.07%	88.45%	87%	93%		85% (Quarterly)	✓
	<p><i>Please see comment above</i></p> <p><i>'Other' Applications in Q3: Total Decisions: 166; Determined in agreed time:154</i></p>						

# Transparent, Stable, Accountable and Accessible

Description	Q3 2021-22 Comparison	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	On Target
Council tax collection	81.98% (Cumulative)	28.39% (Cumulative)	56.01% (Cumulative)	82.49% (Cumulative)		97.3% (Annual)	✓
Business Rates collection rate	80.68% (Cumulative)	36.65% (Cumulative)	63.33% (Cumulative)	86.65% (Cumulative)		97.5% (Annual)	✓
Increased take-up of My Account and online transactions	5.8%	6.69%	2.92%	1.18%		10% (Annual)	✓
	<p><i>In Quarter 3, a total of 615 customers have registered for My Account an increase of 1.18%. Since the launch of the service in August 2020, a total of 35,115 customers have registered for the service equating to 67.61% take up so far.</i></p>						
<span style="writing-mode: vertical-rl; transform: rotate(180deg);">Pages 34</span> Lifeline - Number of calls answered within 60 seconds	-	98.4%	98.4%	97.9%		97.5% (Monthly)	✓
Lifeline - Number of calls answered within 180 seconds	-	99.8%	99.7%	99.8%		99% (Monthly)	✓
All Freedom of Information / Environmental information Requests to be responded to within the statutory period of (20 working days or lawful extension).	84%	85.54%	91.79%	84.67%		90% (Monthly)	✗
	<p><i>Performance has shown slight improvement when compared with the same quarter of last year, however due to the resignation of one Case Officer, and the subsequent appointment of another Case Officer into the Information Governance Specialist's role has impacted on request turnaround times during the quarter, particularly in the month of November. A new Case Officer since been appointed at the end of November 2022 and this additional resource will help to ensure future performance will continue to improve to the required standard.</i></p>						
All Subject Access Request responses to be provided within the statutory period (1 calendar month or lawful extension).	43.75%	70.59%	100%	77.78%		90% (Monthly)	✗

# Transparent, Stable, Accountable and Accessible

Description	Q3 2021-22 Comparison	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	On Target
	<p><i>The number of subject access requests (SARs) responded to has shown significant improvement when compared with the same quarter of last year, however due to the resignation of one Case Officer and the subsequent appointment of another Case Officer into the Information Governance Specialist's role has impacted on request turnaround times during the quarter, particularly in the month of November. A new Case Officer since been appointed at the end of November 2022 and this additional resource will help to ensure future performance will continue to improve to the required standard.</i></p>						
Percentage of data breaches assessed within 72 hours to decide if it is reportable to the ICO.	100%	88.89%	83.3%	53.8%		100% (Monthly)	X
Page 35	<p><i>The percentage of data breaches assessed in time was under target during Quarter 3 as a result of some cases not being reported to the IG Specialist through the correct channels and the reporter/officers not assisting investigations within the required timeframe. The issues have been raised with managers, and a council-wide email sent out to reiterate that all Council officers hold responsibility for assisting the Information Governance Team with investigating data breaches. During this period, a new Specialist has also been appointed from the Case Management team with training taking place that will help with improving overall resilience in the assessment breaches moving forwards.</i></p>						
Percentage of reportable data breaches that were submitted to the ICO within 72 hours.	100%	-	50%	0%		100% (Monthly)	X
	<p><i>In Quarter 3, there was only one case that was required to be submitted to the Information Commissioner's Office (ICO). This was passed to the Information Governance Specialist later than the 72-hour period to be assessed. Further training on the correct procedure for reporting breaches was swiftly undertaken to reduce the risk of any future reporting errors.</i></p>						

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