



Folkestone and Hythe District Council Making a difference: a snapshot of our year 2017/18



Leader's Statement



At Folkestone & Hythe we are very proud of what we have achieved. As a district council with big ambitions and strong and stable political leadership, we continue to deliver a range of major projects and initiatives ensuring we continue to be progressive and innovative in our approach.

In 2017 we set out our three year corporate plan vision of *investing for the next generation ~ delivering more of what matters*. This is our vision to transform the district and make Folkestone & Hythe a place that everyone can be proud to call home and a great place to work and do business. This plan builds upon the foundations that we had previously laid to help make Folkestone & Hythe a district which is ambitious and confident about its future.

This year we have continued to deliver for local people in the district, with many excellent examples outlined in this Annual Performance Report and brought to life through the 'Your District Today' publication. At the heart of this is our commitment to getting the basics right – collecting your rubbish, maintaining your parks and increasing the supply of new homes across the district. This report tells you how we are doing this. We have done all of this despite Government cuts which have hit all Councils hard.

However, we have not let limits on our budget limit our ambition. We have delivered a truly diverse range of capital projects focusing on putting the community and our customer first. Our drive to build more homes and create more jobs in the district were underpinned in early 2017 when we brought the Biggins Wood site and plan to deliver more homes - including affordable homes - and create high quality, modern workspace. Our ambitions continue with another major capital project to redevelop Princes Parade providing a leisure facility and ongoing health benefits to local people. Ultimately, our biggest aspiration is to deliver Otterpool Park – a garden town for the future, a new growing settlement that responds to its unique setting close to the Kent Downs Area of Outstanding Natural Beauty.

By using money wisely and treating every penny as if it were from our own pocket we will continue to lead the way in transforming the district while at the same time protecting the services that matter most. I am proud of all that we have achieved so far together and determined that we will keep delivering more of what matters in Folkestone & Hythe. However, our work does not end here. We have another busy year ahead and I look forward to building on the foundations of the past year into 2018-19 and reporting back to you on our progress in the coming year.

Cllr David Monk
Leader of the Council

Your Cabinet Members



Cllr David Monk
Leader of the
Council



Cllr Jenny
Hollingsbee
Deputy Leader,
Cabinet Member for
Communities



Cllr Malcolm
Dearden
Cabinet Member for
Finance



Cllr John Collier
Cabinet Member for
the District Economy



Cllr Ann Berry
Cabinet Member for
Transport and
Commercial



Cllr Alan Ewart-
James
Cabinet Member for
Housing



Cllr David Godfrey
Cabinet Member for
Special Projects



Cllr Rory Love
Cabinet Member for
Customers,
Communications
and Digital Delivery



Cllr Dick Pascoe
Cabinet Member for
Property
Management and
Environmental
Health



Cllr Stuart Peall
Cabinet Member for
the Environment

Your district

Our district has a population of approximately 111,000 of which 58.2% (32,700) of female residents and 60.1% (33,000) of males are of working age. Folkestone & Hythe has a growing population in line with the growth for the county of Kent, with a projected population increase of 8.3% by 2036 (120,400). The proportion of older people in Folkestone & Hythe is 23.8% (26,500), higher than Kent, South East and England and Wales. The number of people aged 65 and over within the district is set to increase by about 14,000 (52.7%) by 2036. This has implications for a wide range of services provided by the district council including housing and health.

The district is considered a good place to live and work with the number of jobs and full time earnings in the workplace increasing, whilst unemployment has fallen over the past two decades. Jobs are forecast to grow more quickly than the South East average up to 2031. However, although there has been growth in the numbers of jobs, these have been generally lower paid, lower skilled jobs. People claiming Job Seekers Allowance is also higher than in the comparator areas and South East average and residents' full time earnings are lower than the South East and national averages. Therefore, with a challenging economic environment there is no room for complacency. The district has a mixed business sector benefitting from great brand names including Saga, Eurotunnel Le Shuttle, Holiday Extras, the Aspinall Foundation and Church and Dwight, alongside a growing creative industry emerging from Folkestone's Creative Quarter. East Kent College continues to widen the range of courses and facilities it provides, offering an excellent further education offer within the area.

As a well-connected, coastal district in Kent with an attractive mix of urban and rural areas, we recognise the importance of maintaining a quality environment for residents and visitors alike including our heritage and conservation areas. We have outstandingly beautiful countryside and villages, the ancient Cinque Port Borough of Hythe, and the vibrant coastal town of Folkestone where significant private and public investment in the Old Town has created the unique Creative Quarter. Tourism is an important sector of our local economy supported by stunning coastline with award-winning beaches, boutique hotels and popular visitor attractions including the Harbour Arm, Howletts and Port Lympne wild animal parks.

We work in partnership with neighbouring authorities to plan for and deliver the needs of the East Kent area. Transport links are excellent, with the international high speed railway link from Folkestone making London accessible within an hour. The ever popular Eurotunnel means the French coast is within reach in less than 35 minutes. The district is well served by the motorway network with the M20 and M2 providing direct links to the Channel Ports and M25.

Your Council

There is a three tier local Council system in Kent made up of the county council, 12 district and borough councils, parish and neighbourhood councils, alongside Medway Council operating as a unitary. There are 13 wards in the district currently represented by 30 elected councillors.

Folkestone & Hythe District Council is responsible for the delivery of many different public services. Some of our key priorities include planning for a successful local economy with high levels of employment, delivering excellent value and high performance, and working together to support the life of living, working communities. Services provided include household waste collection and recycling, street cleaning, car parks and on-street parking, environmental health, housing and homelessness, managing local parks and open spaces and providing local culture and leisure activities and facilities.

The Council and its staff won a number of national awards during 2017/18 for the delivery of its services, including;

- **Customer Service Excellence:** a Government standard developed to offer a practical tool for driving customer-focused change within their organisation. Following the completion of a surveillance visit, the Council retained its CSE accreditation.
- **iESE Gold Award:** Our Revenue and Benefits Team won the 'Transforming through Technology' award for reinventing the way the service is operated for both the customer and Council, developing online services and integration into back office systems offering a more efficient, resilient service for the customer while significantly reducing its annual service area costs.
- **Empty Homes Network** – Innovation Award winner for the Council's No Use Empty Plus scheme, working with property owners, community and housing organisations to return long-term empty properties back into use to meet the district's housing needs.
- Finalist for **IRRV Revenues Team of the Year**

Summary of performance in 2017/18

During the year, the Council introduced its refreshed Corporate Plan outlining six new strategic objectives:

- More Homes
- More Jobs
- Appearance Matters
- Health Matters
- Achieving Stability
- Delivery Excellence

The Council uses the outturns for the performance measures to determine whether it has been successful in achieving its annually set targets. Key Performance Indicators, currently collated on a quarterly basis, were not reviewed as part of the Corporate Plan refresh and currently do not fully align to how the Council will measure progress in delivering the strategic objectives and priorities. The ongoing work in this area means that 2018/19 will be something of a transitional year.

Therefore, this report contains a summary of the performance of Folkestone & Hythe District Council. It is not designed to be an old fashioned annual report, with an exhaustive list of all our achievements, but more of a snapshot of some of the real highlights from 2017-18.

More Homes- *Provide and enable the right amount, type and range of housing*

We said we would:

- Deliver homes that meet the needs of our changing population
- Accelerate supply of housing
- Prevent homelessness through early intervention
- Create a new Garden Town at Otterpool Park
- Improve private sector housing conditions
- Bring empty homes back into use
- Plan for strategic growth in the district



New homes at Gurkha Way, Folkestone

How we performed in 2017/18

- 612 new homes were built across the district, significantly above the Core Strategy requirement of 350 and target of 400, helping support our local requirement of 8,000 new homes for the period 2006-2026.
- Together with partners, we delivered a total of 99 new affordable homes for rent and shared ownership boosting the supply of much needed homes in the district.
- 10 homes for affordable rent and 5 for shared ownership purchase were completed at Military Road, including 4 fully wheelchair accessible homes. The affordable rent homes were let to local households on the Council's Housing List. A further 20 affordable homes for rent and shared ownership will be delivered at the site by the Council and ready for occupation in 2018/19.
- A robust planning agreement enabled the Council to deliver 38 affordable homes for rent and shared ownership purchase at Shorncliffe Garrison in partnership with Moat Housing and Town and Country Housing Group.
- Working with partners, we helped improve the condition of 250 private sector homes, helping to support better standards of living for households across the district.
- 74 long term empty homes were returned to use across the district, providing more good quality homes for local people.
- Our Prevention Plus service launched last summer supported by a MHCLG 'Communities Fund' grant and has helped to proactively prevent people from becoming homeless in the first place. The service provides housing advice together with a support package including work placements, volunteering and access to physical and mental wellbeing activities, alongside removing traditional barriers to help, such as training, travel and where appropriate, childcare costs.

- Public consultation concluded for the draft Places and Policies Local Plan, which identifies a large number of sites for housing, employment and other types of development throughout the district up to 2031. More than 800 comments were received and reviewed, with the final draft due to be submitted to the Planning Inspector for public examination in 2018, which will include public hearings where people can put their views across.
- Consultation commenced on an early review of the adopted Core Strategy Local Plan. The draft plan provides a strategic, long-term plan for the district up to 2037 and includes policies for further expansion at Sellindge, alongside developing a new garden town in the North Downs Area (Otterpool Park) eventually providing up to 10,000 homes, employment land, schools, health centre and other community facilities, enhanced by green spaces aligning to the garden town principle.

Description	Target 2017/18	Outturn 2017/18	Target met (√/X)
New homes built	400	612	√
Council new builds to start on site	20	22	√
Additional affordable homes delivered in the district by the Council and its partner agencies	80	99	√
Homes provided in the district for low cost home ownership	32	51	√
Long term empty homes brought back into use	70	74	√
Private sector homes improved as a result of intervention by the Council and its partner agencies	130	254	√
Number of homelessness approaches made to the Council	No target	610	N/A
Number of homelessness decisions made	No target	376	N/A
Average number of people in temporary accommodation	No Target	37	N/A
Number of families in temporary B&B accommodation.	6	0	√
Number of homelessness approaches prevented	No target	24	N/A
% of major planning applications to be determined within statutory period	50%	86.08%	√

More Jobs - *Work with businesses to provide jobs in a vibrant local economy*

We said we would:

- Support local employers to flourish
- Identify key sites for future employment opportunities
- Encourage appropriate development and promotion of commercial premises
- Support partners to deliver dynamic and diverse high streets
- Explore opportunities to support the nuclear industry
- Enable appropriate infrastructure to enhance connectivity

How we performed in 2017/18

- Over 70 local people were supported to help set up and develop their small businesses through a programme of business information, advice and guidance.
- The masterplan for Phase 4 of Mountfield Industrial Estate in New Romney was completed and sites identified for development of a hub to provide space for small businesses and skills training.
- £2.5 million of European funding was secured for the 'Folkestone Community Works' community-led local development (CLLD) programme which will help to support local people into work and businesses to grow in the areas of highest deprivation in Folkestone.
- 68 new apprenticeship grants were awarded to local businesses to take on local residents, as part of the Council's initiative to encourage local employers to grow their workforce. The scheme has been running for 6 years and awarded 433 grants to date.
- An employers' survey was initiated to ascertain the skills needs of local employers and to identify any skill gaps. This resulted in the Folkestone campus of East Kent College introducing new construction-related courses, such as civil engineering.
- A new tourism website www.visitfolkestoneandhythe.co.uk was launched by Folkestone & Hythe Tourism Board to promote the district's attractive leisure, historic and cultural offer.
- Council investment of £120,000 towards the Creative Foundation over 3 years culminated in the most successful Folkestone Triennial to date, bringing the public artworks of local and international artists together and attracting nearly 200,000 additional visitors to Folkestone.
- The nuclear sector has been a very important part of the local economy for over 50 years as a result of the Dungeness site and EDF's power station. Any decommissioning will have a direct impact on the district over the next 10-15 years, therefore the Council has been actively involved at looking at new opportunities, including responding to the Government's 'Geological Disposal Facility Working With Communities' consultation in 2017.



Land at Mountfield Road, New Romney

- Planning consent was provided to Folkestone Town Centre Management's proposal for a new street market in the Sandgate Road precinct area. This will introduce a speciality food market, including a Christmas Market, which will bring greater diversity to the retail offer and increase footfall in the area.
- Discussions commenced with BT Openreach to assess the possibilities of extending superfast broadband into New Romney, which will help support and encourage small and medium sized businesses to locate to the area.

Description	Target 2017/18	Outturn 2017/18	Target met (√/X)
Applications for external funding	2	4	√
Investment in the SDC area scheme	1	1	√
Delivery of the business accommodation scheme	1	0	X
	<p><i>Mountfield Road, New Romney: The feasibility and master planning work on the remaining Council-owned plots was completed in 2017/18 and the sites and associated costing for developing a business/skills hub identified. An application for grant funding has been submitted to support delivery of the scheme and is currently awaiting decision. Detailed planning consent is being progressed for one of the site options by Autumn 2018.</i></p> <p><i>Biggins Wood, Folkestone: The development has taken longer than originally anticipated due to the need to consider options to manage and reduce risk to the Council who are leading on the scheme.</i></p>		
Delivery of the engagement programme to key employers	6	16	√
Apprenticeship grants awarded	75	68	X
	<p><i>The number of grants awarded was higher than the previous year, but not met due to closing the scheme to new applicants in September 2017 to enable financial completion by the programme end, together with lower demand from local employers in view of national changes to apprenticeship schemes.</i></p>		

Appearance Matters - *Provide an attractive and clean environment*

We said we would:

- Keep the district clean and tackle environmental issues
- Maintain and improve natural and historic assets
- Maintain a high quality environment through active enforcement
- Work with partners to boost the appearance of the district
- Prepare a new recycling, waste and street cleansing contract for the district
- Provide clean and well maintained public spaces
- Protect and manage the coastal sites in an environmentally sustainable way



Resurfacing at Coronation Parade, Folkestone

How we performed in 2017/18

- As part of a Trade Waste clampdown on businesses in the Dover Road area, 8 formal Notices were issued, receiving Fixed Penalty Notices as appropriate, with one case being referred to the courts.
- A successful prosecution was heard in Court in relation to a breach of a Community Protection Notice regarding accumulation of waste. The Courts found the defendant guilty and ordered payment of £2,348 in costs.
- More than £4,500 fines were issued to three Folkestone residents for untidy gardens.
- 6 successful investigations were undertaken to combat fly tipping, resulting in prosecutions and substantial fines and costs being claimed.
- Early morning enforcement patrols were launched in early 2018 at problematic hotspots for flyposting, dogs off leads and dog fouling, contributing to a total of 42 Fixed Penalty Notices being issued in the period January to March 2018.
- The Lower Leas Coastal Park and Royal Military Canal, the district's two Green Flag award-winning parks were given the green light after a visit from a 'secret shopper'. The two popular parks got the secret shopper's seal of approval in all 24 test areas and an overall Green Light showing that they met award criteria.
- The Folkestone Townscape Heritage Initiative, a partnership between the Council, the Creative Foundation and Kent County Council, helped restore and refurbish almost 20 properties and public spaces throughout the Old Town, including the former Fellenberg College in Church Street, the birthplace of physician William Harvey in 1578.
- Vital coast defence work completed at Coronation Parade, with repairs undertaken to the concrete arches and promenade, stabilising the cliffs and extending the current rock placement to ensure this popular location can continue to be used and enjoyed for years to come.

Description	Target 2017/18	Outturn 2017/18	Target met (√/X)
Percentage of household waste recycled	47%	43.9%	X
	<i>The amount of household waste generated increased in 2017/18, which has impacted our recycling rate. Service enhancements and promotions are being explored to consider how waste can be reduced and higher rates of household recycling encouraged.</i>		
Number of missed collections per 100,000 population	50	2.8	√
Percentage of streets surveyed clear of litter within the district	95%	99%	√
Percentage of streets surveyed clear of detritus within the district	90%	96%	√
Number of days to remove fly tipped waste on public land once reported	3 days	0.8 days	√
Percentage of returns to empty a missed bin by the end of the next working day if it is reported within 24 hours.	100%	93.9%	X
	<i>Waste vehicle breakdowns largely attributed to the target not being met. Old vehicle stock is now being replaced and we will assess whether there are any additional contributing factors to not meeting this target.</i>		
Average number of hours to remove offensive graffiti in public places	5 hours	2.4 hours	√
Number of enforcement notices serviced	60	165	√
Compliant Air Quality Monitoring Sites	14	14	√
Enforcement - Fixed Penalty Notices issued	50	76	√
Maintain a 4+ rating on trip advisor for the Coastal Park	4	4.5	√

Health Matters - *Keeping our communities healthy and safe*

We said we would:

- Promote healthy lifestyles within our communities
- Reduce the impact of anti-social behaviour
- Support the South Kent Coast Health & Wellbeing Board and Local Children's Partnership Group
- Ensure access to high quality open space
- Provide a new district leisure facility
- Ensure the best use of our community assets to support community and voluntary sector organisations
- Help reduce health inequalities through our services and partnership working



New play area at Radnor Park, Folkestone

How we performed in 2017/18

- We hosted the first Dementia Conference in the district providing advice, support and improving awareness. Coupled with our dementia friendly business programme, our efforts resulted in the registration of over 300 new Dementia Friends.
- More than 500 children from across the district attended Safety in Action Day, an interactive event for Year 6, to learn about some of the risks and dangers they may face including drug and alcohol awareness, road safety and sexual exploitation as they become more independent and prepare for transition to secondary school.
- An additional One Stop Shop weekly drop-in service for victims of domestic abuse was introduced in Lydd. The existing service operating from Folkestone Early Years Centre continues, with more than 363 people being supported in 2017/18 and attended by a range of partners including domestic abuse workers, Kent Police, Kent Fire and Rescue Service, JobCentre and a health visitor.
- More than 30 children from local schools took part in Tall Ships, a life changing, cross border project with schools in Boulogne, France. Those involved experienced different cultures, formed new friendships, improved confidence and self-esteem and overcame many personal and physical challenges, culminating in a 4 day sailing voyage as part of the Boulogne Sea Festival.
- Our Local Children's Partnership Group distributed over £40,000 funding towards local community projects empowering young people to make safe and positive decisions, promoting healthy weight and positive self-image.
- 165 Member Ward Grants totalling £90,000 benefitted local charities and the community.

- As part of National Volunteer Week, we worked in partnership with Radio Kent, Mears and a team of volunteers from across the district to improve The Vinery, a public space on The Leas, blighted by graffiti, rubbish and anti-social behaviour. Working together, the space was transformed into a beautiful public space that could be used again and has become a safe and popular community space for people to sit and enjoy the commanding views of our much loved coast.
- Working with Radnor Park Community Group, East Kent College, local charities and businesses, we delivered a major regeneration project at Radnor Park. As well as providing modern new outdoor play facilities, the project preserved and enhanced the park's heritage, reinstating the Victorian water fountain and statue of St Eanswythe. The renovation of the Tea Room in the historic park lodge provides opportunities for students with learning difficulties to gain valuable work experience in catering and customer services.
- The 4th Annual Kent & Medway Civilian Military Covenant Conference was hosted at Leas Cliff Hall as part of our ongoing commitment to the Armed Forces Covenant. The event showcased successful Covenant funded projects, information about the needs and experiences of service children and an update from Government regarding future priorities for the Covenant.
- We continued to monitor General Practice staff shortages, rising patient demand and the impact on local practices, predominantly in Folkestone wards, as part of our engagement with East Kent Clinical Commissioning Group.
- Working in partnership with Citizens Advice, Shepway Sports Trust and Quarterhouse we awarded funding in support of increasing health and wellbeing for local communities.
- We promoted healthier communities and place making as part of a forward plan for health in new developments such as Otterpool Park and Princes Parade leisure centre.
- More than 130 food businesses were inspected across the district, helping to ensure food is safe to eat and preventing and controlling the spread of infectious disease and food poisoning.

Description	Target 2017/18	Outturn 2017/18	Target met (√/X)
ASB Complaints that have been investigated and resolved	100	103	√
Number of supported community litter picks	24	47	√
Number of community volunteer hours	1,200 hours	1,521 hours	√
Number of corporate social responsibility business volunteer hours	240 hours	671 hours	√
Number of licensed premises inspected	No target	134	N/A
% of premises rated 3 or above	95%	95.01%	√

Achieving Stability - *Achieve financial stability through a commercial and collaborative approach*

We said we would:

- Ensure strong financial discipline
- Explore alternative income streams including commercial opportunities
- Develop an investment strategy for the longer term benefits of the district
- Explore opportunities including working collaboratively to achieve efficiencies, reduce costs and improve resilience
- Optimise the financial benefit from major developments in the shorter and medium term
- Identify 'Invest to Save' opportunities



*'Efficient and effective in managing its resources' –
Grant Thornton*

How we performed in 2017/18

- In an independent review of the Council's spending, London based auditors, Grant Thornton praised the Council for putting proper arrangements in place to secure economy, efficiency and effectiveness in the use of its resources and delivered value for money.
- Planning application fees generated income of £605,000 and planning pre-application advice a further £78,000, exceeding budget targets for the year.
- Oportunitas Ltd, the Council's Housing and Regeneration Company successfully generated over £213,000 in rental income in 2017/18. Since 2014, the company has built an extensive portfolio of property (29 homes and 1 commercial unit), with a further 4 units due for completion in early 2018/19.
- An Asset Management Strategy was approved giving the Council a platform to achieve market value from its buildings and land holdings, ensuring our assets provide a valuable income stream to support other services.
- We were awarded the contract for undertaking grounds maintenance on behalf of Hythe Town Council.
- A successful bid was submitted to monitor Thanet District Council's 'out of hours' service.
- As an Institute of Leadership and Management (ILM) Approved Centre, the Council delivers leadership and management qualifications to develop staff across East Kent authorities, attracting additional income from study fees.
- The Council's transformation programme commenced and will help to significantly improve delivery of services, providing the easiest and most accessible way to suit our customer needs.

Description	Target 2017/18	Outturn 2017/18	Target met (√/X)
Business Rates collection	97.5%	99.4%	√
Council Tax collection	97.3%	97.6%	√
Council Tax reduction collection rate	85%	84.4%	X
	<i>The Council offers its customers Council Tax reduction subject to eligibility. Due to changes to the local scheme in 2017, eligible customers are now required to pay at least 25% of their Council Tax bill, compared to 18.5% in previous years. This has affected the collection rate due to low income customers finding it difficult to manage their household budgets.</i>		
Oportunitas – Value of works invoiced	£40,000	£66,988	√
Oportunitas – Net income retained	£8,000	£13,331	√
Leas Cliff Hall Annual ticket sales achieved	£50,000	£65,760	√

Delivering Excellence - *Deliver excellent customer service through commitment of staff and members*

We said we would:

- Focus on the customer in delivering excellence
- Create a 'Digital by default' approach to services
- Keep all councillors, staff and customers informed
- Retain and recruit staff to deliver the new ways of working and challenges ahead
- Motivate and enable staff to maintain and enhance performance
- Sustain and develop a flexible and responsive workforce
- Recognise and reward the value of staff



"Passion and drive" in delivering services to meet customers' needs and expectations. - CSE Assessor

How we performed in 2017/18

- We retained our Customer Service Excellence Accreditation, with the independent assessor praising the Council for putting its customers first and our "passion and drive" in delivering services to meet customers' needs and expectations.
- 90% of customers using the new web chat service positively rated it good/excellent.
- A convenient online customer facility was introduced for reporting changes in circumstances, including Council Tax, Benefits, NNDR, Street Naming and Numbering, elections, Finance, Food Hygiene, Legal, Licensing and Environmental Services.
- Online databases for key service information became available online, helping customers to instantly retrieve data, rather than submit a freedom of information request, which can take up to 20 days to process.
- As part of Democracy Week we worked in partnership with East Kent College to promote the value of voting and democracy, encouraging more young people to voice their opinion and make their vote count in elections.
- Our officers helped ease the transition to Universal Credit, providing customers with additional support and guidance based from the local JobCentre.
- Administrative work relating to planning applications increased by over 16% in the year, but officers managed this increase and improved turnaround times for customers by 11%.
- The ILM Level 3 Diploma qualification in leadership and management was launched, investing in Council staff aspiring to team leader level, which will help support, develop and retain our 'home grown' talent.
- A Staff Recognition scheme was initiated, recognising staff at all levels in the Council who 'go the extra mile' to provide excellent customer service, support our core values and deliver our corporate priorities.

Description	Target 2017/18	Outturn 2017/18	Target met (√/X)
Customer Services - Calls served (versus number of calls received)	80%	82.2%	√
Customer Services - Abandoned calls	2%	17.2%	X
	<i>A positive channel shift to the Council's online self-service facilities has been promoted through telephone 'queuing' messages, encouraging customers to use self-serve. However, this does have an onward impact on the amount of abandoned calls.</i>		
Customer Services - Reduced Dissuaded Calls	1%	0.71%	√
Customer Services - Average wait for calls (except peak times)	3 mins	3 mins	√
Customer Services - Customers seen within 10 minutes of an appointment	90%	99.1%	√
Customer Services - Self-serve transactions	10%	202.4% <i>Equates to 28,253 customer transactions</i>	√
Average number of days to process new claims for Housing Benefit from the date the complete evidence is received	10 days	7.6 days	√
Average number of days to process change of circumstances for Housing Benefit from the date complete evidence is received	7 days	4.6 days	√
All complaints will be acknowledged within 5 days	100%	100%	√
Planning - Respond to all Local Land Charge searches within 10 working day	100%	100%	√
Parking - Respond to all Fixed Penalty Notice challenges within 20 working days	100%	92.1%	X
	<i>An increase in Controlled Parking Zones introduced in 2017/18 impacted existing administration resources and will be reviewed in 2018/19.</i>		
Lifeline - Number of calls answered in 60 seconds.	97.5%	97.97%	√

Get in touch

Do it online at www.folkestone-hythe.gov.uk

- PAY your Council Tax
- FIND your bin collection day
- SEE planning applications via our Planning Portal
- REPORT littering / fly tipping / abandoned cars
- REGISTER to vote
- BUY your annual car parking permit
-and more!

It's clear, simple and fast and is also available on your tablet or mobile.

Website: www.folkestone-hythe.gov.uk

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