

APPENDIX 2

Proposed KEY PERFORMANCE INDICATORS 2021-22 (DRAFT)	Time Period	TARGET	Service Area	Notes
<b>POSITIVE COMMUNITY LEADERSHIP</b>				
Number of new priority play areas improved by the Council	Annual	1 site per year	Estates and Assets	
Average number of days to process new claims for Housing Benefit from the date complete evidence is received.	Monthly	7	Revenue and Benefits	
Average number of days taken to process new claims for Housing Benefit	Monthly	17	Revenue and Benefits	Statutory KPI - The New claims figure for DWP and feeds into the national statistics and targets
% food premises broadly compliant ( equivalent to 3 rating)	Quarterly	95%	Environmental Health and Licensing	Statutory KPI - A measure that the Food Standards Agency use to determine how effective Local Authorities are at food safety regulation
Number of community safety events held and projects delivered	Annual	10	Community Safety	
<b>A THRIVING ENVIRONMENT</b>				
Retain Green Flags for the Coastal Park, Royal Military Canal and Radnor Park sites	Annual	3	Estates and Assets	
Number of enforcement notices served (e.g. Abatement Notices, Community Protection Notices)	Annual	*100 (informal)	Environmental Protection	
Fixed Penalty Notices issued	Annual	*300(informal)	Environmental Protection	
Percentage of street surveyed clear of litter within in the district	Monthly	95%	Waste Services	
Number of community environmental volunteer events supported	Quarterly	15	Local Area Officers	
Number of recorded SOD It interventions completed	Quarterly	1200	Local Area Officers	
Average time for graffiti to be removed from the time of being reported	Quarterly	48 Hrs	Local Area Officers	
Number of new electric vehicle charging points installed within district owned car parks	Annual	2 charging points per car park	Transportation	
Percentage of street lighting within the district converted to LED	Annual	100% completion by March 2023	Estates and Assets	
Number of missed bin collections per 100,000	Monthly	50	Waste Services	
Percentage of household waste recycled	Monthly	50%	Waste Services	
Number of days to remove fly tipped waste on public land once reported	Monthly	3 Days	Waste Services	
Percentage of compliant air quality monitoring sites	Quarterly	100%	Environmental Protection	Statutory KPI
Percentage of successful prosecutions (fly tipping)	Quarterly	100%	Environmental Protection	
<b>A VIBRANT ECONOMY</b>				
Total Folkestone & Hythe High Streets funds allocated	Annual	100% of the funds allocated	Economic Development	
Number of engagements undertaken by the Folkestone & Hythe Place Panel on projects aimed at improving the public realm.	Annual	3	Planning	
Total funding allocated from the Romney Marsh Business Hub grant support scheme	Annual	50% of available funds allocated in 2021-22	Economic Development	
Total Amount of business space created at Mountfield Road	Annual	751sqm created	Economic Development	
Number of Folkestone & Hythe businesses accessing business support and grants from public sector programmes	Annual	10	Economic Development	
Number of businesses or potential entrepreneurs/ new start-ups signposted to support programmes and events to facilitate growth	Annual	50 minimum	Economic Development	
Total funds allocated from the Folkestone Community works Programme	Annual	70% of the allocated funds spent by end of 2021/22	Economic Development	
Number of businesses engaged with in the district to support growth and retention of local people	Annual	12	Economic Development	
<b>QUALITY HOMES AND INFRASTRUCTURE</b>				
Numbers of new homes built within the district	Annual	738 homes - See notes	Strategy, Policy and Performance	Annual average of 738 homes over the period 2019/20 to 2038/37 (Stepped target in four phases will come into operation on adoption of the Core Strategy Review)
Percentage reduction in homelessness	Annual	5% based on 2020 data	Housing Service	
Number of homelessness approaches (includes Triage, Prevention, Relief & Decision cases)	Monthly	No Target	Housing Service	
Percentage of homelessness approaches closed as 'homelessness prevented'	Monthly	4%	Housing Service	
Average number of rough sleepers in the period	Monthly	<6	Housing Service	
Average number of households in Bed and Breakfast Accommodation	Monthly	0	Housing Service	
Average number of households in Temporary Accommodation	Monthly	<35	Housing Service	
Number of units delivered under the Next Steps Accommodation Programme	Annual	6	Housing Service	
Long-term Empty Homes brought back into use	Annual	70	Housing Service	
Affordable homes delivered by the Council and its partners	Annual	80	Housing Service	
Affordable homes for low cost home ownership delivered by the Council and its partners	Annual	32	Housing Service	
Private sector homes improved as a result of intervention by the Council	Annual	200	Housing Service	
Council home new builds and acquisitions started on site	Annual	20	Housing Service	
Percentage of properties that meet the decent homes standard	Annual	99%	Housing Service	
% of major planning applications to be determined within statutory period including any agreed extension of time	Quarterly	60%	Development Management	Statutory KPI - Reported to MHCLG
% of minor applications to be determined within the statutory period including any agreed extension of time	Quarterly	70%	Development Management	Statutory KPI - Reported to MHCLG
% of other planning applications to be determined within statutory period including any agreed extension of time	Quarterly	85%	Development Management	Statutory KPI - Reported to MHCLG
<b>TRANSPARENT, STABLE, ACCOUNTABLE &amp; ACCESSIBLE</b>				
Council tax collection	Annual	97.3%	Revenue and Benefits	
Business Rates collection rate	Annual	97.5%	Corporate Debt	Statutory KPI
Increase take up of MyAccount and online transactions	Annually	15%	Customer Services	
All Freedom of Information / Environmental information Requests to be responded to within the statutory period of (20 working days or lawful extension).	Monthly	90%	Democratic Services and Information Governance	
All Subject Access Request responses to be provided within the statutory period (1 calendar month or lawful extension).	Monthly	90%	Democratic Services and Information Governance	
Percentage of data breaches assessed within 72 hours to decide if it is reportable to the ICO.	Monthly	100%	Democratic Services and Information Governance	Statutory ICO Timeframe for reporting
Percentage of reportable data breaches that were submitted to the ICO within 72 hours.	Monthly	100%	Democratic Services and Information Governance	Statutory ICO Timeframe for reporting