



# Folkestone & Hythe District Council

## Quarter 3 Performance Report (October- December 2021)





# 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 113,000 of which 57.5% (32,800) of female residents and 59.1% (33,000) 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 new 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 will play in leading the district's recovery from the coronavirus pandemic over the next three years.

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



## Creating Tomorrow Together: Corporate Plan 2021-30

<p><b>Service ambition 1:</b> <b>Positive community leadership</b> Priorities in the next three years</p> <ul style="list-style-type: none"> <li> Improve physical and mental health &amp; wellbeing</li> <li> Safer communities</li> <li> Supporting &amp; empowering our communities</li> </ul>	<p><b>Service ambition 2:</b> <b>A thriving environment</b> Priorities in the next three years</p> <ul style="list-style-type: none"> <li> Ensure an excellent environment for everyone</li> <li> Grow the circular economy &amp; reduce waste</li> <li> Increase our resilience to climate change</li> </ul>	<p><b>Service ambition 3:</b> <b>A vibrant economy</b> Priorities in the next three years</p> <ul style="list-style-type: none"> <li> Reinvigorate the high streets</li> <li> Support a vibrant &amp; diverse business community</li> <li> Help people access jobs &amp; opportunity</li> <li> Grow the skills we need for the future</li> </ul>	<p><b>Service ambition 4:</b> <b>Quality homes and infrastructure</b> Priorities in the next three years</p> <ul style="list-style-type: none"> <li> Improve outcomes &amp; support for homeless people</li> <li> Deliver sustainable, affordable housing</li> <li> Deliver a safe, accountable housing service</li> <li> Digital inclusion &amp; connectivity</li> <li> Deliver a sustainable new development at Otterpool Park</li> </ul>
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In everything we do we will follow these guiding principles:

<p><b>Sustainable recovery</b> We will do all we can to ensure a strong recovery for the district from the effects of COVID.</p>	<p><b>Locally distinctive</b> We will protect the special distinctive and diverse nature of our district - working with our key partners to enhance it.</p>	<p><b>Greener Folkestone &amp; Hythe</b> We will encourage and create a more sustainable district consuming fewer natural resources.</p>	<p><b>Transparent, stable, accountable and accessible</b> We will be financially sustainable and communicate effectively with our communities in an accessible way.</p>	<p><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.</p>	<p><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.</p>
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Above: Corporate Plan - Service Ambitions and Guiding Principles

# 01 Positive Community Leadership

Description	Q3 2020-21 Comparison	Q1 Actual 2021-22	Q2 Actual 2021-22	Q3 Actual 2021-22	Q4 Actual 2021-22	Target	On Target
Number of new priority play areas improved by the Council	-	0	0	1	-	1 site per year	✓
	<p><i>No new priority play areas were improved during Quarters 1 &amp; 2, however the council has now adopted the responsibility for new Shorncliffe play area from Taylor Wimpey during Quarter 1.</i></p> <p><i>In Quarter 3, the repainting of the Multi Use Games Area took place at Canterbury Road Recreation Ground.</i></p> <p><i>The following programme improvement works on priority play areas are scheduled for the 2022/23 year including:</i></p> <ul style="list-style-type: none"> <li><i>- The installation of a new 10m diameter rope climbing frame at Cheriton Recreation Ground to be funded through COMF (Contain Outbreak Management Fund) funding.</i></li> <li><i>-Repairs to wooden towers and replacement of the Bounty shipwreck in the Lower Leas Coastal Park.</i></li> <li><i>-The introduction of a new destination play area at Le Quesne, Shorncliffe.</i></li> </ul>						
Average number of days to process new claims for Housing Benefit from the date complete evidence is received.	-	3.4	3.4	2.9		7 Days (Monthly)	✓
Average number of days taken to process new claims for Housing Benefit	10.2	14.7	12.2	8.7		17 Days (Monthly)	✓
% food premises broadly compliant ( equivalent to 3 rating)	97%	Figure unavailable	Figure unavailable	96.6%		95% (Quarterly)	✓
Number of community safety events held and projects delivered	-	0	0	12		10 (Annual)	✓

# 01 Positive Community Leadership

Description	Q3 2020-21 Comparison	Q1 Actual 2021-22	Q2 Actual 2021-22	Q3 Actual 2021-22	Q4 Actual 2021-22	Target	On Target
	<p><i>In Quarter 3, a total of 12 community safety events or projects were delivered these included:</i></p> <ul style="list-style-type: none"> <li><i>The Community Safety Unit (CSU) supporting the County Line Intensification week in October with an awareness document created and shared with partners and schools.</i></li> <li><i>CSU seasonal community safety engagement events were held in Cheriton, New Romney, Lydd, Hawkinge and Folkestone in October to promote the youth safety campaign and in December with the 12 days of Christmas campaign.</i></li> <li><i>Safeguarding Awareness community event and supporting Operation was run in November with over 10 agencies attending both events.</i></li> <li><i>The CSU supported the Christmas Lights Switch-On with a seasonal safety campaign- 12 days of Christmas safety messages also went out in the event goodie bags. Purse bells and high-viz items were distributed to support the key safety messages.</i></li> <li><i>The CSU supported the Kent Police's Violence against Women and Girls public event on the 3<sup>rd</sup> November.</i></li> <li><i>To support the safety in the Night Time Economy campaign, the CSU developed and ran 2 awareness session for licensed venues and night time economy venues/businesses around harassment, which included:- how to address, prevent and report any type of harassment. This was followed up by a joint evening Operation in November to raise awareness of drink spiking and launch the Beer Mat designed by the CSU to raise awareness and prevent drink spiking.</i></li> <li><i>The CSU has also developed a monthly community safety partners - community update. This started in October, this now goes out to residents groups, parish &amp; town councils, schools, Councillors as well as community safety partners.</i></li> </ul>						

## 02 A Thriving Environment

Description	Q3 2020-21 Comparison	Q1 Actual 2021-22	Q2 Actual 2021-22	Q3 Actual 2021-22	Q4 Actual 2021-22	Target	On Target
Retain Green Flags for the Coastal Park, Royal Military Canal and Radnor Park sites	-	-	-	-	-	3 (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)	19	14	39	8		*100 (informal) (Annual)	✓
	<p><i>The 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> <p><i>The informal work undertaken by the Environmental Protection Team has had a positive effect with use of first stage letters and warnings, for example Community Protection Warnings stopping further irresponsible behaviour from escalating that would normally require the next stage of a notice to be enforced, in the form of either a Community Protection Notice or Abatement Notice.</i></p> <p><i>To be under target is to be celebrated as it means the informal work being undertaken by enforcement officers as a first step in enforcement process is helping to stop cases of irresponsible behaviour from escalating further.</i></p> <ul style="list-style-type: none"> <li><i>Due to covid restrictions, officers were unable to go inside properties to listen to noise nuisance or to witness behaviours/actions, which has resulted in the warning stages being applied. Officers continued to make visits to investigate reports of anti-social behaviour, but stood outside properties rather than going indoors, but have achieved some great results to stop problems developing.</i></li> <li><i>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. Statistics show that the following were issued in the last 2.5 years: 2018 – 63, 2019 – 103, 2020 – 22. Historically these would be included in the figures and the results now will show a much lower rate.</i></li> </ul>						



# 02 A Thriving Environment

Description	Q3 2020-21 Comparison	Q1 Actual 2021-22	Q2 Actual 2021-22	Q3 Actual 2021-22	Q4 Actual 2021-22	Target	On Target
Enforcement - Fixed Penalty Notices issued	127	92	105	134		*300(informal) (Annual)	✓
Percentage of street surveyed clear of litter within the district	96%	Figure Unavailable	Figure Unavailable	92.29%		95% (Monthly)	X
	<p><i>In a positive development, the new reporting system for surveying street cleansing finally went live in Quarter 3, which allowed survey data to be compiled and directly reported to the contractor.</i></p> <p><i>In this quarter priority was given to removing fallen leaves (which continued to mid-December) in order to reduce the risk of slips and falls. This may have impacted on the quarter target not being met however by the end of quarter streets had returned to the required standard.</i></p>						
Number of community environmental volunteer events supported	11	17	18	28		15 (Quarterly)	✓
Number of recorded See it, Own it, Do it (SOD It) interventions completed	1,995	2,510	3,155	2,772		1200 (Quarterly)	✓
Average time for graffiti to be removed from the time of being reported	48 hours	24 hours	24 hours	48 hours		48 Hrs (Quarterly)	✓
Number of new electric vehicle charging points installed within district owned car parks	-	-	-	-		2 charging points per car park (Annual)	✓
	<p><i>A total of 20 electric vehicle charging points are in the process of being installed within district owned car parks at the end of Quarter 3. The contractor 'Connected Kerb' will be carrying out the necessary electrical works for the new charging points throughout January 2022. The new charging units will be available for public use from 17<sup>th</sup> and 18<sup>th</sup> February 2022 in the following car parks: The Paddocks, Hythe, High Knocke, Dymchurch and Church Road, New Romney and then on 11<sup>th</sup> March 2022 at Tram Road, Folkestone and Wilberforce Road, Sandgate.</i></p>						



## 02 A Thriving Environment

Description	Q3 2020-21 Comparison	Q1 Actual 2021-22	Q2 Actual 2021-22	Q3 Actual 2021-22	Q4 Actual 2021-22	Target	On Target
Percentage of street lighting within the district converted to LED	-	-	-	0%		100% completion by March 2023	✓
	<p><i>No street lighting was converted to LED in the district during Quarter 3. A series of plans are being drawn up for the rollout of this new lighting with the first phase due to begin at the end of February 2022. Additional design work is required for the lighting within Folkestone Town Centre as the existing street lantern units will need to be recycled from this scheme and as a result could cause delays to future phases of the district wide rollout, whilst these upgrade works are prioritised within the town centre.</i></p>						
Number of missed bin collections per 100,000	6.48	109.2	144.5	57.23		50 (Monthly)	X
	<p><i>Quarter 3 has seen a significant improvement in missed bin performance compared to the previous quarter. This was achieved by a sustained effort by Veolia to recruit additional HGV drivers which has led to steady improvements in completion rates from September onwards.</i></p> <p><i>The Waste Team have also continued to work with Veolia to improve the property data recorded on the ECHO system including presentation points, resolving vehicle access arrangements and resolving repeat misses particularly to communal properties.</i></p>						
Percentage of household waste recycled	46%	50%	40.8%	TBC		50% (Monthly)	X
	<p><i>The overall recycling rate for Quarter 2 was below target largely due to the suspension of garden waste collection service between July-September 2021 as the result of the HGV driver shortage. This greatly reduced the garden waste component of the overall recycling tonnage for the quarter.</i></p> <p><i>Recycling tonnage data for the final month of Quarter 3 (December 21) is currently unavailable as this is provided by Kent County Council. This is always supplied 1-2 months in arrears and therefore the final result of Quarter 3 will be reflected in the end of year KPI report.</i></p>						
Number of days to remove fly tipped waste on public land once reported	2	31.5	6	1		3 Days (Monthly)	✓

## 02 A Thriving Environment

Description	Q3 2020-21 Comparison	Q1 Actual 2021-22	Q2 Actual 2021-22	Q3 Actual 2021-22	Q4 Actual 2021-22	Target	On Target
Percentage of compliant air quality monitoring sites	-	100%	100%	100%		100% (Quarterly)	✓
	<p><i>A total of 18 air quality monitoring sites across the district are currently in line with the Department for Environment, Food and Rural Affairs (DEFRA) National Air Quality Objectives. Air quality monitoring is undertaken during the year and final calculations will be carried out at the end of the year to determine whether the air quality objectives are being met in full.</i></p>						
Enforcement - Percentage of successful prosecutions (Incl Fly tipping and Littering)	-	100%	100%	100%		100% (Quarterly)	✓
	<p><i>In Quarter 3, a total of 5 cases were taken to court in November for fly tipping within the district and were all successfully prosecuted with four perpetrators receiving fines and one receiving an 8 week suspended prison sentence for 18 months and 30 hours of rehabilitation activity.</i></p>						



## 03 A Vibrant Economy

Description	Q3 2020-21 Comparison	Q1 Actual 2021-22	Q2 Actual 2021-22	Q3 Actual 2021-22	Q4 Actual 2021-22	Target	On Target
Total Folkestone & Hythe High Streets funds allocated	-	(51% - allocated since fund inception)  £151,446 allocated in Q1	(59% -allocated since fund inception)  £56,687 allocated in Q2	(59% -allocated since fund inception)  £0 allocated in Q3		100% of the funds allocated	X
	<p><i>During Quarter 3 no funding has been allocated from the High Streets fund (HSF). There are applications in progress, but these were not completed in order to bring to a decision panel during the Quarter 3 period. Also no funding was allocated from council-led projects delivered by Folkestone District Council during Quarter 3 period.</i></p> <p><i>More widely the allocation of the HSF is not likely to hit target by the end of the 2021/22 year and the application deadline will be extended for external applicants to 31 March 2023 through a Leader's Individual Report. The main reason for slow take up of opportunity is due to the pandemic. In terms of internal projects funded through the HSF, we have been allocated the 'Welcome Back Fund' by government, so we have used this funding (rather than HSF) to bring forward some of the proposed projects. This has also been affected by the work of the Place Plan last year and the potential need to retain some HSF funding to provide match funding for a 'Levelling Up Fund' application for the delivery of some of our priority town centre projects.</i></p>						
Number of engagements undertaken by the Folkestone & Hythe Place Panel on projects aimed at improving the public realm.	-	2	1	0		3 (Annual)	✓
Total funding allocated from the Romney Marsh Business Hub grant support scheme	-	-	-	0%		50% of available funds allocated in 2021-22	X
	<p><i>No grant funding has been allocated under 'The Romney Marsh Business Hub grant scheme'. The scheme launched on 9<sup>th</sup> December 2021 and to date no grant applications have been received. The grant scheme is now being advertised by the council via the Folkestone.works website and the agents responsible for letting space at RMBH have all the information to relay to potential applicants.</i></p>						

## 03 A Vibrant Economy

Description	Q3 2020-21 Comparison	Q1 Actual 2021-22	Q2 Actual 2021-22	Q3 Actual 2021-22	Q4 Actual 2021-22	Target	On Target
Total Amount of business space created at Mountfield Road	-	-	-	751sqm		751sqm created (Annual)	✓
	<p><i>The Romney Marsh Business Hub was completed in December 2021 and the launch event took place on 7<sup>th</sup> December. This provides 751 sqm of business accommodation in 13 separate offices. The scheme is being marketed currently alongside the RMBH Grant scheme.</i></p>						
Number of Folkestone & Hythe businesses accessing business support and grants from public sector programmes	-	32	7	6		10 (Annual)	✓
	<p><i>The Kent &amp; Medway Growth Hub reported a total of 22 F&amp;H businesses seeking advice in this period, there were 5 businesses awarded small and medium sized (SME) business grants through the Folkestone Community Works (FCW) Community Led Local Development (CLLD) programme, 4 businesses supported through the FCW Enterprise Opportunities project and a further person supported to be enterprise ready.</i></p> <p><i>Quarter 2: The numbers in Q2 come from 3 FCW CLLD SME business grant awards and 4 businesses receiving support via the FCW CLLD Enterprising Opportunities programme. The businesses included, the Leas Lift Community Interest Company (CIC), Alliance Building Company and Buckle Up Films.</i></p> <p><i>A total of 6 businesses within the district accessed support during Quarter 3 from the Kent &amp; Medway Business Hub where advisors provided 1-2-1 telephone advice and support to businesses that were in direct contact on a range of topics, including re-exporting as a result of Brexit and coronavirus/ business grants or loans currently available to support growth and other types of business support.</i></p>						
Number of businesses or potential entrepreneurs/ new start-ups signposted to support programmes and events to facilitate growth	-	4	13	6		50 minimum (Annual)	X
	<p><i>Through the business engagement programme and direct contact from businesses, three businesses within the district (Plamil Foods, London Ashford Airport and BigJigs Toys) were signposted to funding opportunities and potential sites to support expansion plans. Also over 800 businesses were sent email bulletins on three occasions during the monitoring period, outlining funding and business support opportunities.</i></p>						
Number of businesses engaged with in the district to support growth and retention of local people	-	8	2	3		12 (Annual)	✓
	<p><i>In Quarter 3, a total of 3 Businesses were directly engaged with to support growth and retention of local people: Plamil Foods, London Ashford Airport and BigJigs Toys.</i></p>						



## 03 A Vibrant Economy

Description	Q3 2020-21 Comparison	Q1 Actual 2021-22	Q2 Actual 2021-22	Q3 Actual 2021-22	Q4 Actual 2021-22	Target	On Target
Total funds allocated from the Folkestone Community works Programme	-	71% (cumulative)	74% (cumulative)	83% (cumulative)		70% of the allocated funds spent by end of 2021/22	✓
	<p><i>The KPI is a cumulative figure for the programme which has been running since 2018.</i></p> <p><i>In Quarter 3, £733,031 of European Structural Investment Fund (ESIF) monies have been allocated to projects and £607,011 (83%) has been defrayed by the end of this quarter. The Social Enterprise Kent Enterprising Opportunities project has continued to be delivered and grants for new equipment or upgrading of premises were paid to a number of local SMEs, including to the Hops Project, Custom Food Lab, Leas Lift CIC and Buckle Up Film Ltd.</i></p>						

## 04 Quality Homes and Infrastructure

Description	Q3 2020-21 Comparison	Q1 Actual 2021-22	Q2 Actual 2021-22	Q3 Actual 2021-22	Q4 Actual 2021-22	Target	On Target
Numbers of new homes built within the district	-	-	-	-	-	738 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 Triage, Prevention, Relief & Decision cases)	320	373	369	396		No Target	-
	<i>Homelessness approaches to the Council are up on this time last year. This is in part due to the ending of the embargo on evictions that was put in place during the lockdown period and also due to the impacts of the Domestic Abuse Act that places duties on local authorities to provide safe accommodation to victims of abuse who present themselves to the Council as homeless. Although the numbers of approaches levelled off in Quarter 2, there has been a further increase in Quarter 3 as a result.</i>						
Percentage of homelessness approaches closed as 'homelessness prevented'	-	3.59%	3.72%	4.80%		4% (Monthly)	✓
	<i>This represents the number of 'preventions' against the total number of people that approached the council shown as a percentage. We prevented homelessness in 19 cases in quarter 3 (an increase of 6 from quarter 2). In 2020-21, we prevented homelessness in approx. 4% of all approaches for the year. Meeting this target becomes a challenge when the numbers increase. If the percentage is higher it means we are either able to prevent a greater proportion, or that the need has increased (compare to the 'number of homeless approaches...' above). These outcomes are also determined in most cases by the stage at which clients approach the service. If the homeless circumstances are already advanced, prevention may not be an option.</i>						



## 04 Quality Homes and Infrastructure

Description	Q3 2020-21 Comparison	Q1 Actual 2021-22	Q2 Actual 2021-22	Q3 Actual 2021-22	Q4 Actual 2021-22	Target	On Target
Average number of rough sleepers in the period	-	4.2	7.4	8.9		<6 (Monthly)	X
	<p><i>The average number of rough sleepers increased between quarters 1 and 2, which may be as a result of the UK opening itself up again following the pandemic. In any case, the general trend of rough sleep is increasing. The official annual street count from 23/24 November was 8. However, following the opening of the winter shelter and the completion of intensive work by the Outreach Service, by the start of Q4, the number of people sleeping rough in the district has reduced down to 1 person.</i></p>						
Average number of households in Bed and Breakfast Accommodation	7	2.3	1	3		0 (Monthly)	X
	<p><i>The number of households in B &amp; B was particularly high during 2020/21 due to the significant number of single people placed in temporary accommodation during the lockdown period. The Housing Options Team are continuing to work to enable these clients to move into suitable long-term accommodation in the district.</i></p>						
Average number of households in Temporary Accommodation	43	29.3	26	27		<35 (Monthly)	✓
	<p><i>The number of households in temporary accommodation was particularly high during 2020/21 due to the significant number of single people placed in this type of accommodation during the Lockdown period. The Housing Options Team are continuing to work to enable more clients to move into suitable long-term accommodation in the district. They are also working to prevent homelessness wherever possible and enable households to move into alternative long-term homes rather than move into temporary accommodation.</i></p>						
Number of units delivered under the Next Steps Accommodation Programme	-	0	4	0		6 (Annual)	✓
	<p><i>No new units have been delivered as part of the Next Steps Accommodation Programme during the quarter, the Housing Strategy team is actively looking for an additional two units. At the time of writing this report no suitable units have been found on the market, but the team is working to complete any final acquisitions as soon as possible to ensure the annual target is met.</i></p>						

## 04 Quality Homes and Infrastructure

Description	Q3 2020-21 Comparison	Q1 Actual 2021-22	Q2 Actual 2021-22	Q3 Actual 2021-22	Q4 Actual 2021-22	Target	On Target
Long-term Empty Homes brought back into use	3	8	7	17		70 (Annual)	✓
	<p><i>Works are on site to return a further, approximately 23 long-term empty homes back into use in the district through the No Use Empty initiative in partnership with KCC. The properties are located in Folkestone and Hythe. The Council's Private Sector Housing Team are also working to identify long-term empty homes and to work with the owners to return them to use. The Schemes currently on site are due to complete toward the end of 2021/22, however any potential material or labour shortages could impact on their ability to complete projects ahead of 31 March 2022.</i></p>						
Affordable homes delivered by the Council and its partners	5	27	0	11		80 (Annual)	✓
	<p><i>A further 50+ affordable homes are currently started on site in the district. The homes which are being delivered by the Council's registered provider partners, will help provide more homes for affordable rent and low cost home ownership on sites in Cheriton and Sellindge. The homes are due to be completed towards the end of 2021/22 year.</i></p>						
Affordable homes for low cost home ownership delivered by the Council and its partners	0	0	0	0		32 (Annual)	✓
	<p><i>See comment above</i></p>						
Private sector homes improved as a result of intervention by the Council	76	54	74	49		200 (Annual)	✓
Council home new builds and acquisitions started on site	5	15	0	0		20 (Annual)	✓
	<p><i>The starts on site so far in 2021/22, will provide additional Council homes for rent in Folkestone. The acquisition of 5 further properties in Folkestone and Lyminge is due to be completed in Quarter 4.</i></p>						
Percentage of properties that meet the decent homes standard	-	99.97%	99.97%	98.14%		99% (Annual)	X
	<p><i>The Decent Homes position is now reported to be at 98.14%, with 63 failings reported out of a total of 3,380 properties identified through new stock condition surveys. We have currently surveyed approx. two thirds of our total housing stock, so this position is subject to change. Failures identified from 'real' (as opposed to 'cloned') data. Prior to this, our decent homes figures were based on a sample of surveyed properties only. Results of the surveys will inform our Asset Management Strategy moving into 2022-23, with failures added to the planned works programme. Actions and progress are monitored monthly.</i></p>						



## 04 Quality Homes and Infrastructure

Description	Q3 2020-21 Comparison	Q1 Actual 2021-22	Q2 Actual 2021-22	Q3 Actual 2021-22	Q4 Actual 2021-22	Target	On Target
% of major planning applications to be determined within statutory period <i>(including any agreed extension of time)</i>	100%	100%	85.7%	83.33%		60% (Quarterly)	✓
% of minor applications to be determined within the statutory period <i>(including any agreed extension of time)</i>	94.3%	81.94%	89.71%	73.21%		70% (Quarterly)	✓
% of other planning applications to be determined within statutory period <i>(including any agreed extension of time)</i>	96.6%	89.88%	91.92%	88.07%		85% (Quarterly)	✓

# Transparent, Stable, Accountable and Accessible

Description	Q3 2020-21 Comparison	Q1 Actual 2021-22	Q2 Actual 2021-22	Q3 Actual 2021-22	Q4 Actual 2021-22	Target	On Target
Council tax collection	82.34% (Cumulative)	28.55% (Cumulative)	54.81% (Cumulative)	81.98% (Cumulative)		97.3% (Annual)	✓
Business Rates collection rate	79.17% (Cumulative)	23.82% (Cumulative)	52.03% (Cumulative)	80.68% (Cumulative)		97.5% (Annual)	✓
Increase take up of My Account and online transactions	-	14.16%	7.09%	5.8%		15% (Annual)	✓
	<p><i>Since the launch of My Account in August 2020 a total of 27,281 customers overall have so far registered for the service. In Quarter 3, a total of 3,012 customers have registered, a take up of 5.8%.</i></p>						
All Freedom of Information / Environmental information Requests to be responded to within the statutory period of (20 working days or lawful extension).	83.9%	82.38%	70.56%	84%		90% (Monthly)	X
	<p><i>Performance has shown further improvement in Quarter 3 when compared with the previous quarter as both Case Management and Information Governance teams have continued to work hard to reduce the overall caseload. Further cross training of staff continues to be undertaken to provide greater resilience to this area. In addition, further resource is being secured for the Case Management team in the form of an additional full time case officer who will support this continued progress in reaching target.</i></p>						
All Subject Access Request responses to be provided within the statutory period (1 calendar month or lawful extension).	61.1%	0%	0%	43.75%		90% (Monthly)	X
	<p><i>The number of subject access requests (SARs) responded to has shown significant improvement compared with the first half of the year and all historic SARs have now been responded to by the team. The cross training of staff continues to provide greater resilience and the Case Management team is looking to secure an additional full time case officer that will support the continuation of progress in working towards achieving target.</i></p>						
Percentage of data breaches assessed within 72 hours to decide if it is reportable to the ICO.	-	100%	100%	100%		100% (Monthly)	✓
Percentage of reportable data breaches that were submitted to the ICO within 72 hours.	-	100%	100%	100%		100% (Monthly)	✓





Register for **‘My Account’** - The easy way to access Council information:

- Pay your council tax and view your previous council tax bills
- Find your bin collection day
- See planning applications within a 500m radius of your registered property
- Report missed bins and dog fouling
- View a history of your council tax reductions and housing benefits
- View details of your local councillors..... and more!

To register and go find out more information about ‘My Account’ please visit: [www.folkestone-hythe.gov.uk/myaccountinfo](http://www.folkestone-hythe.gov.uk/myaccountinfo)

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

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