



Folkestone & Hythe District Council

Appendix 2: 2021-22 End of Year Data



Description	Q1 Actual 2021-22	Q2 Actual 2021-22	Q3 Actual 2021-22	Q4 Actual 2021-22	Target	2020-21 Comparison	2021-22 Summary	Target Met
Number of new priority play areas improved by the Council	0	0	1	0	1 site per year	-	1	✓
	<p>No new priority play areas were improved during Quarters 1&2, however the council has now adopted the responsibility for new Shorncliffe play area from Taylor Wimpey during Quarter 1</p> <p>In Quarter 3, the repainting of the Multi Use Games Area took place at Canterbury Road Recreation Ground. Quarter 4 did not see any major improvements to Priority Play Areas across the district, although a number of smaller repairs were undertaken including welding repairs to the steel teen shelter at Cheriton Recreation Ground.</p> <p>The following programme improvement works on priority play areas are scheduled for the 2022/23 year including:</p> <ul style="list-style-type: none"> - The installation of a new 10m diameter rope climbing frame, new teen shelter adjacent to the basketball court and a replacement spring rocker at Cheriton Recreation round to be funded through COMF (Contain Outbreak Management Fund) funding June 2022. - The Bounty shipwreck in the Lower Leas Coastal Park is to be replaced with a new larger Ship modelled after The Santa Maria completion 20/05/2022. - Repairs to the towers at the Coastal Park Play Area. - The introduction of a new destination play area at Le Quesne, Shorncliffe. - Repairs to infrastructure at Radnor Park and we are currently investigating the possibility of installing a basketball half court with remaining funds from the Radnor Park Community Group. <p>While not a Priority Play Area, Oak Drive in St Mary's Bay which is a SIPA (Strategically Important Play Area) will also receive a full refurbishment through COMF funding in June 2022. Morehall Recreation Ground's refurbishment has been delayed until the first week of July 2022 and clarification will be required from KCC as to whether the funding can be extended.</p>							
Average number of days to process new claims for Housing Benefit from the date complete evidence is received.	3.4	3.4	2.9	3.9	7 Days (Monthly)	-	3.4	✓
Average number of days taken to process new claims for Housing Benefit	14.7	12.2	8.7	12.7	17 Days (Monthly)	14.1	12.2	✓
% food premises broadly compliant (equivalent to 3 rating)	Figure unavailable	Figure unavailable	96.6%	97.4%	95% (Quarterly)	94.5% (Average)	97%* (Average – Q3 and Q4 only)	See notes
	<p>The figures for Quarters 1& 2 were unavailable due to a system communication error between the Food Standards Agency website and the Council's own case management system. A solution to the error is being developed by the Systems Support team a temporary fix has been found with reporting recommencing from Quarter 3 onwards.</p>							

01 Positive Community Leadership

Description	Q1 Actual 2021-22	Q2 Actual 2021-22	Q3 Actual 2021-22	Q4 Actual 2021-22	Target	2020-21 Comparison	2021-22 Summary	Target Met
Number of community safety events held and projects delivered	0	0	12	2	10 (Annual)	-	14	✓
<p>During the year a total of 14 community safety events or projects were delivered these included:</p> <ul style="list-style-type: none"> • 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. • Safeguarding Awareness community event and supporting Operation run in November with over 10 agencies attending both events. • 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. • The CSU supported the Kent Police's Violence against Women and Girls public event on the 3rd November. • 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. • The CSU developed a monthly community safety partners - community update. This started in October, this now goes out to residents groups, parish & town councils, schools, Councillors as well as community safety partners. • The CSU, Licensing and Kent Police attended over 20 night-time venues during the evening on Saturday 27 November 2021 and gave out hundreds of 'spiking prevention' beer mats along with safety advice and information to those running the venues as well as their patrons. • Best Bar None is an accreditation scheme supported by the Home Office for drinks industry that aims to improve standards in the evening and night time economy. Licensing and the community safety team have undertaken training and are currently setting up the scheme to roll out across the district. • A district wide Pub Watch group was set up in January 2022, with 20 venues signed up by the first meeting in February, since then the memberships has increased to 80 venues across the district. • In support of International Women's Day the Community Safety Partnership ran a number of community engagement events, at Bouverie shopping centre and The Samuel Peto Pub, through the events we discussed personal safety, from the perception, experiences and gave out Safety devices such as whistles and personal alarms were handed out as well as flyers with safety tips and safety apps to download. 								

Description	Q1 Actual 2021-22	Q2 Actual 2021-22	Q3 Actual 2021-22	Q4 Actual 2021-22	Target	2020-21 Comparison	2021-22 Summary	Target Met
Retain Green Flags for the Coastal Park, Royal Military Canal and Radnor Park sites	-	-	-	-	3 (Annual)	3	4	✓
	<i>All three green flags for the Coastal Park, Royal Military Canal and Radnor Park Sites were successfully retained during the 2021/22. In addition, a further green flag was successfully awarded during the year to Kingsnorth Gardens in Folkestone bringing the overall total to four sites that now hold this prestigious award.</i>							
Number of enforcement notices served (e.g. Abatement Notices, Community Protection Notices)	14	39	8	4	*100 (Informal) (Annual)	51 (Total)	65 (Total)	X
	<p><i>The number of enforcement notices served has outturned below the informal 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> <p><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></p> <p><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></p>							
Enforcement - Fixed Penalty Notices issued	92	105	134	78	*300(informal) (Annual)	352 (Total)	409 (Total)	✓
Percentage of street surveyed clear of litter within the district	Figure Unavailable	Figure Unavailable	92.29%	92.26%	95% (Monthly)	92.8% (Average)	92.2% (Average Q3-Q4 only)	X
	<i>The figures for both Quarters 1 & 2 were unavailable due to work being undertaken between Veolia and both Folkestone Hythe and Dover District Councils to develop a new regime of inspection monitoring to help improve overall information on street cleanliness moving forwards. The new reporting system for surveying street cleansing went live during Quarter 3, which allowed survey data to be compiled and directly reported to the contractor. Priority was given to removing fallen leaves in Quarter 3 (which continued to mid-December) in order to reduce the risk of slips and falls. Quarter 4 monitoring results remain under target. This has been raised with Veolia and where streets fall below the contract standard rectification notices are issued.</i>							

02 A Thriving Environment

Description	Q1 Actual 2021-22	Q2 Actual 2021-22	Q3 Actual 2021-22	Q4 Actual 2021-22	Target	2020-21 Comparison	2021-22 Summary	Target Met
Number of community environmental volunteer events supported	17	18	28	13	15 (Quarterly)	32 (total)	76 (total)	✓
Number of recorded See it, Own it, Do it (SOD It) interventions completed	2,510	3,155	2,772	1,681	1200 (Quarterly)	6,485 (total)	10,118 (total)	✓
Average time for graffiti to be removed from the time of being reported	24 hours	24 hours	48 hours	24 hours	48 Hrs (Quarterly)	39 hours (Average)	30 hours (Average)	✓
Number of new electric vehicle charging points installed within district owned car parks	-	-	-	18 (accumulative) (18 points installed out of 94 planned)	2 charging points per car Park minimum (Annual)	-	18 (total)	✓
	<p><i>At the end of 2021/22 year, a total of 18 electric vehicle charging points are now fully operational in five district owned car parks in the following locations:</i></p> <p>High Knocke Car Park, Dymchurch x 2, Wilberforce Road Car Park, Sandgate x 4 The Paddocks Car Park, Hythe x 4 West Street Car Park, New Romney x 2 Tram Road Car Park, Folkestone x 6</p> <p><i>Works on rolling out further EV charging points across the remaining 21 district car parks are continuing into the 2022-23 year. 15 car parks are anticipated to have EV Charge points fully operational by the end of May 2022. The civil engineering works to install these units have now been completed within these car parks, and the electrical works are now being progressed. A further 6 car parks will require Traffic Regulation Orders (TROs) and mains extensions works to be undertaken by UK Power Networks to proceed first. This will delay final installation until the end of 2022.</i></p>							
Percentage of street lighting within the district converted to LED	-	-	0%	13.26% (accumulative)	100% completion by March 2023	-	13.26% (accumulative)	✓
	<p><i>A total of 141 out of a total of 1,063 lights have been converted to LED so far within the 2021-22 year. This is 13.26% of the total number of lights required to be converted by the March 2023. We are on target to complete the conversion works on the 340 adoptable lighting assets by end of May 2022. Work on non-adoptable assets will commence soon after.</i></p>							

02 A Thriving Environment

Description	Q1 Actual 2021-22	Q2 Actual 2021-22	Q3 Actual 2021-22	Q4 Actual 2021-22	Target	2020-21 Comparison	2021-22 Summary	Target Met
Number of missed bin collections per 100,000	109.2	144.5	57.23	45.81	50 (Monthly)	8.72 (Average Q1-Q3 only)	89.1 (Average)	X
	<p>Veolia's new route re-optimisation project commenced in mid-May 2021, and as a result collection crews were unfamiliar with their new collection rounds, this resulted in the number missed collections increasing throughout Quarters 1& 2. The number of missed collections started to return back towards acceptable levels moving into Quarter 3 due to a sustained effort by Veolia to recruit additional HGV drivers which has led to steady improvements in completion rates as well as work undertaken between the Waste Team and 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. Quarter 4 saw the number of missed collections drop below the contractual target of 50 missed collections per 100,000.</p>							
Percentage of household waste recycled	50%	40.8%	45.1%	TBC	50% (Monthly)	47% (Average)	45.3% (Average Q1-Q3 only)	See notes
	<p>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. The recycling rate for Quarter 3 was also below the 50% target, but this is typically the case as the winter approaches and garden waste tonnages decrease, affecting recycling performance.</p> <p>The recycling tonnage data for the final month of Quarter 4 (March 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	31.5	6	1	1.5	3 Days (Monthly)	1.4 (Average Q1-Q3 only)	10 (Average)	X
Percentage of compliant air quality monitoring sites	100%	100%	100%	100%	100% (Quarterly)	-	100% (Average)	✓
	<p>A total of 18 air quality monitoring sites across the district are in line with the Department for Environment, Food and Rural Affairs (DEFRA) National Air Quality Objectives at the end of the year.</p>							
Enforcement - Percentage of successful prosecutions (Incl Fly tipping and Littering)	100%	100%	100%	100%	100% (Quarterly)	100%	100%	✓
	<p>In first three quarters of this year, a total of 12 cases were taken to court and successfully prosecuted for fly tipping, littering and breaches of Community Protection Notices (CPNs).</p> <p>In Quarter 4, a further 2 cases were successfully prosecuted for: Littering and Allowing putrescible waste to accumulate on private land and then failing to remove (Prevention of Damage by Pests Act) (breakdown below)</p> <ol style="list-style-type: none"> 1) Littering – Costs £180, Victim Surcharge: £34, Fine £220. 2) Allowing putrescible waste to accumulate on private land and then failing to remove (Prevention of Damage by Pests Act) – Costs £180, Victim Surcharge: £50, Fine £500. 							

03 A Vibrant Economy

Description	Q1 Actual 2021-22	Q2 Actual 2021-22	Q3 Actual 2021-22	Q4 Actual 2021-22	Target	2020-21 Comparison	2021-22 Summary	Target Met
Total Folkestone & Hythe High Streets funds allocated	51 % <i>Allocated since fund inception</i> £151,446 allocated in Q1	59% <i>Allocated since fund inception</i> £56,687 allocated in Q2	59% <i>Allocated since fund inception</i> £0 allocated in Q3	57% <i>Allocated since fund inception</i> £19,600 allocated in Q4	100% of the funds allocated	-	57% (total)	X
	<p><i>The allocation of the HSF target has not been hit by the end of the 2021/22 year due to a combination of reasons and a number of new circumstances. The main reason for the slow take up of the opportunity for funding from external applicants was probably due to the focus of businesses on recovery, rather than investment, after the pandemic.</i></p> <p><i>As a result the application deadline for external applicants to the fund has been extended to 31 March 2023 through a Leader's Individual Report. In terms of internal projects allocated funding through the HSF, the government awarded the council 'Welcome Back' funding, so this (rather than HSF) has been used to bring forward some of the projects originally allocated HSF, hence the percentage of the fund allocated has fallen in Q4.</i></p> <p><i>The government's announcement of applications to the Levelling Up Fund has also resulted in the focus of the council on this opportunity to bring forward some of the priority projects identified in the Folkestone Place Plan which was approved in September 2021 and some of the HSF funding will be used as the council's contribution to these wider projects in 2022/23.</i></p>							
Number of engagements undertaken by the Folkestone & Hythe Place Panel on projects aimed at improving the public realm.	2	1	0	2	3 (Annual)	-	5 (total)	✓
Total funding allocated from the Romney Marsh Business Hub grant support scheme	-	-	0%	0%	50% of available funds allocated in 2021-22	-	0% (total)	X
	<p><i>Following the opening of the Romney Marsh Business Hub in December 2021, there has been no take-up so far of the funding available through the Romney Marsh Business Hub (RMBH) Grant scheme to businesses seeking to establish themselves in the Hub. The scheme was launched on 9th December 2021 and while there are discussions underway with two prospective tenants to date no grant applications have been received yet. The grant scheme is 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> <p><i>Since the beginning of 2022/23 two tenants have now signed up for space and have applied for RMBH grants. EKSDC, which is managing the centre, is also preparing an application for new technological equipment for the centre which will benefit all tenants.</i></p>							

03 A Vibrant Economy

Description	Q1 Actual 2021-22	Q2 Actual 2021-22	Q3 Actual 2021-22	Q4 Actual 2021-22	Target	2020-21 Comparison	2021-22 Summary	Target Met
Total Amount of business space created at Mountfield Road	-	-	751sqm	-	751 sqm created (Annual)	-	751sqm	✓
	<p><i>The Romney Marsh Business Hub was completed in December 2021 and the launch event took place on 7th December. This provides 751Sqm 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	10 (Annual)	-	52 (total)	✓
	<p><i>During Quarter 1, 22 F&H businesses that the Kent & Medway Growth Hub reported as seeking advice from them in this period, along with 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 1 person was supported to be enterprise ready.</i></p> <p><i>Quarter 2: The numbers in the period 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>Quarter 3: A total of 6 businesses within the district accessed support from the Kent & 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> <p><i>Quarter 4: A further 10 businesses in the district accessing Low Carbon across the South and East (LoCaSE) grants from KCC. These are grants available to support businesses to invest in more sustainable practices.</i></p>							
Number of businesses or potential entrepreneurs/ new start-ups signposted to support programmes and events to facilitate growth	14	17	6	19	50 minimum (Annual)	-	56 (total)	✓
	<p><i>During 2021/22 business engagement and signposting to grants and business support took place in a number of ways, including through our business engagement programme with key employers and to businesses interested in taking forward F&H High Street fund applications. There was also businesses and potential entrepreneurs supported directly through projects funded through the Folkestone Community Works CLLD programme. Due to retrospective claims, the figures for previous quarters (Quarters 1&2) had only become available at the end of the year and so has resulted in revised figures for these quarters. In addition to the figures provided above, there was also regular email communications to over 800 businesses which outlined funding and business support opportunities. While this target has been met (because it was decided to count each email to 800 businesses as only single contact) the actual number of businesses actually signposted to opportunities.</i></p>							

03 A Vibrant Economy

Description	Q1 Actual 2021-22	Q2 Actual 2021-22	Q3 Actual 2021-22	Q4 Actual 2021-22	Target	2020-21 Comparison	2021-22 Summary	Target Met
Number of businesses engaged with in the district to support growth and retention of local people	8	2	3	2	12 (Annual)	-	15 (total)	✓
	<p>Over the course of the year the target for 1-2-1 meetings with key businesses in the district was met, although the pandemic resulted in many of these meetings taking place online, rather than in person. The key businesses engaged with included Saga, Church & Dwight, Magnox, EDF, London Ashford Airport and Plamil Foods, amongst others. These meetings included looking at opportunities for the council to support the growth of the business, as well as signposting to funding opportunities and potential sites to support expansion plans.</p>							
Total funds allocated from the Folkestone Community works Programme	71% (cumulative)	74% (cumulative)	83% (cumulative)	71% (cumulative)	70% of the allocated funds spent by end of 2021/22	-	71% (cumulative)	✓
	<p>The KPI is a cumulative figure for the programme which has been running since 2018 and represents the amount of allocated ESIF funding to projects that has been spent.</p> <p>By the end of 2021/22 £853,259 (43%) of ESIF have been allocated to funded projects and £607,273 (71%) has been defrayed to the delivery organisations by the end of the year. This is a lower percentage than previous quarters due to new SME business grants being awarded, as well as a new employability project for the Princes Trust.</p>							

04 Quality Homes and Infrastructure

Description	Q1 Actual 2021-22	Q2 Actual 2021-22	Q3 Actual 2021-22	Q4 Actual 2021-22	Target	2020-21 Comparison	2021-22 Summary	Target Met
Numbers of new homes built within the district	-	-	-	-	622* homes (Annual)	489	757**	See notes
	<p><i>*Target: The Core Strategy Review was adopted in March 2022 and this set out phased delivery for new homes starting with 622 for the first five years from 2019/2020.</i></p> <p><i>**2021-22 Comment: The Housing Information Audit for 2021/2022 is yet to be undertaken so an estimated figure (757) has been taken based on the number of new homes identified as 'under construction' in the Housing Information Audit 2020/21. It should be noted that it is unlikely that all will be completed this year.</i></p>							
Percentage reduction in homelessness	-	-	-	-	5% based on 2020 data	-	See comment below	✓
	<p><i>This indicator is aimed at achieving a sustained improvement across the range of measures we have for 'homelessness', with a challenging target of 5% improvement year on year against all our measures from 2020. A 5% 'reduction' in homelessness has been achieved in 2021-22, despite the number of approaches increasing:</i></p> <ul style="list-style-type: none"> <i>Approaches up by 15% from 1,402 to 1,619</i> <i>Preventions up by 28% from 49 to 68</i> <i>Average households in bed & breakfast reduced by 79% from 11 to 2.3</i> <i>Average households in temporary accommodation reduced by 28% from 40 to 29</i> <i>Average rough sleepers has reduced by 8% from 6.12 to 5.63</i> 							
Number of homelessness approaches (includes Triage, Prevention, Relief & Decision cases)	373	369	396	481	No Target	1,402 (Total)	1,619 (Total)	-
	<p><i>This figure includes all approaches to the council, including those seeking advice. Homelessness approaches were up by 85 in the last quarter and by 217 from the previous 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.</i></p>							
Percentage of homelessness approaches closed as 'homelessness prevented'	3.59%	372%	4.80%	4.57%	4% (Monthly)	-	4.20%	✓
	<p><i>We prevented homelessness in 22 cases in Quarter 4 and in 68 cases throughout the year. This is a real terms increase of 19 from the previous year, and is represented as 4.2% of the total number of approaches to the service in the year (above). We have met target and improved on last year's outturn despite the number of approaches going up. Achieving target moving forward into 2022-23 will be a challenge if the number of approaches continues to rise.</i></p>							
Average number of rough sleepers in the period	4.2	7.4	8.9	1.9	<6 (Monthly)	-	5.63 (Average)	✓

04 Quality Homes and Infrastructure

Description	Q1 Actual 2021-22	Q2 Actual 2021-22	Q3 Actual 2021-22	Q4 Actual 2021-22	Target	2020-21 Comparison	2021-22 Summary	Target Met
	<p>A count is taken weekly and an average calculated over the reported period. Fewer rough sleepers were reported in Quarter 4 (an average of 1.9 across the three months), largely due to the opening of the winter shelter and the completion of intensive work by the Outreach Service. However the last weekly count at the end of March showed this had increased to 7. Although achieving target for 2021-22, this will be challenging area for the year ahead as the general trend of rough sleeping appears to be increasing. The official annual street count from 23/24 November was 8. Our outreach team is continuing to work to provide accommodation and long-term support for people who are found to be rough sleeping.</p>							
Average number of households in Bed and Breakfast Accommodation	2.3	1	3	3	0 (Monthly)	11 (Average)	2.3 (Average)	X
	<p>The number of households in B & B was particularly high during 2020/21 due to the significant number of single people placed in temporary accommodation during the lockdown period. During 2021/22, the numbers of placement into B and B have been minimized. Although we would ideally have no households in bed and breakfast, the average for the year reduced from 11 in 2021-22, to 2.3. The Housing Options Team are continuing to work to enable these clients to move into suitable long-term accommodation in the district.</p>							
Average number of households in Temporary Accommodation	29.3	26	27	32	<35 (Monthly)	40 (Average)	29 (Average)	✓
	<p>The number of households in temporary accommodation reduced considerably compared to the numbers seen during 2020/21 (a reduction of 11 on average, over the course of the year). 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.</p>							
Number of units delivered under the Next Steps Accommodation Programme	0	4	0	0	6 (Annual)	-	4 (Total)	X
	<p>A total of 4 units of supported accommodation for people with a history of rough sleeping were provided during 2021/22. No further suitable units were available on the market during the remainder of the year. Work continues to identify 2 further units for purchase during 2022/23.</p>							
Long-term Empty Homes brought back into use	8	7	17	17	70 (Annual)	78 (Total)	49 (Total)	X
	<p>Returning empty homes back into use has proved more difficult over the last 12 months. The vast majority of these projects are completed by private developers. Over the last year, a number of the projects underway have slowed due to labour and materials shortages. There are approximately 50 empty properties currently undergoing improvement work in the district and due complete during 2022/23. A significant number were originally predicted to complete during 2021/22.</p>							

04 Quality Homes and Infrastructure

Description	Q1 Actual 2021-22	Q2 Actual 2021-22	Q3 Actual 2021-22	Q4 Actual 2021-22	Target	2020-21 Comparison	2021-22 Summary	Target Met
Affordable homes delivered by the Council and its partners	27	0	11	6	80 (Annual)	22 (Total)	44 (Total)	X
	<i>54 units expected to be completed in Cheriton and Sellindge during 2021/22 are now due to complete in 2022/23. The units have been delayed due to impacts of the Covid pandemic which impacted on available labour and more recently materials shortages. The two developments combined will deliver 54 affordable homes for rent and shared ownership. There are currently 138 new affordable homes under development on sites in Cheriton, Sellindge, and Folkestone. The majority of these are predicted to complete in 2022/23.</i>							
Affordable homes for low cost home ownership delivered by the Council and its partners	0	0	0	0	32 (Annual)	4 (Total)	0 (Total)	X
	<i>See Commentary Above</i>							
Private sector homes improved as a result of intervention by the Council	54	74	49	110	200 (Annual)	241 (Total)	287 (Total)	✓
Council home new builds and acquisitions started on site	15	0	0	15	20 (Annual)	19 (Total)	30 (Total)	✓
	<i>New homes due for acquisition by the Council during 2022/23, were commenced on sites in Folkestone in both June 2021 and January 2022. A further single property was purchased in New Romney in March 2022, which will shortly be ready for occupation.</i>							
Percentage of properties that meet the decent homes standard	99.97%	99.97%	98.14%	97.69%	99% (Annual)	-	97.69%	X
	<i>The Decent Homes position is now reported to be at 97.69%, with 78 failings out of a total of 3,381 properties. Failings identified through new stock condition surveys undertaken in 2021-22. In previous years our decent homes figures were based on a sample of surveyed properties only. Current results are therefore more reliable, with newly identified failures added to the planned works programme for the coming year.</i>							
%of major planning applications to be determined within statutory period <i>(including any agreed extension of time)</i>	100%	85.7%	83.33%	80%	60% (Quarterly)	90.2% (Average)	87.2% (Average)	✓
%of minor applications to be determined within the statutory period <i>(including any agreed extension of time)</i>	81.94%	89.71%	73.21%	85%	70% (Quarterly)	84.3% (Average)	82.4% (Average)	✓
%of other planning applications to be determined within statutory period <i>(including any agreed extension of time)</i>	89.88%	91.92%	88.07%	95%	85% (Quarterly)	94.2% (Average)	91.2% (Average)	✓

Transparent, Stable, Accountable and Accessible

Description	Q1 Actual 2021-22	Q2 Actual 2021-22	Q3 Actual 2021-22	Q4 Actual 2021-22	Target	2020-21 Comparison	2021-22 Summary	Target Met
Council tax collection	28.55% (Cumulative)	54.81% (Cumulative)	81.98% (Cumulative)	96.3% (Cumulative)	97.3% (Annual)	96.13% (Cumulative)	96.3% (Cumulative)	X
	<p><i>The ongoing financial impacts of Covid on residents and rising household costs have impacted on ability for Council Tax bills to be paid during the year. The Welfare Team will continue to support residents struggling with their payments and offer advice and support as required.</i></p>							
Business Rates collection rate	23.82% (Cumulative)	52.03% (Cumulative)	80.68% (Cumulative)	96.81% (Cumulative)	97.5% (Annual)	94.11% (Cumulative)	96.81% (Cumulative)	X
	<p><i>The pandemic has adversely affected businesses and whilst there was support offered in many cases it wasn't enough and didn't apply to everyone. The team responsible for collection and recovery were all working on business grants throughout the year and therefore the usual level of collection has narrowly been missed.</i></p>							
Increase take up of My Account and online transactions	14.16%	7.09%	5.8%	5.51%	15% (Annual)	-	32.56% (Cumulative)	✓
	<p><i>Since the launch of My Account in August 2020 a total of 30,143 customers overall have so far registered for the service take up of 58.04%. In Quarter 4, a total of 2,862 customers have registered, a take up of 5.51%.</i></p>							
All Freedom of Information / Environmental information Requests to be responded to within the statutory period of (20 working days or lawful extension).	82.38%	70.56%	70.35%*	69.02%	90% (Monthly)	77.6% (Average)	73.1% (Average)	X
	<p><i>*Figure correction for Quarter 3 – The calculation of response times for FOI and SAR requests was moved on to Salesforce during Quarter 3. A system error resulted in response due dates for FOI requests being calculated incorrectly in the period. The case management team have now resolved the issue and recalculated the affected figures to produce the above figure for Quarter 3.</i></p> <p><i>Both Case Management and Information Governance teams have worked during the year to reduce the amount of historic FOI/EIR cases, a large amount of the overdue cases were also responded to in Quarter 4. Further cross training of staff continues to be undertaken to provide greater resilience to this area. In addition, further resource has now been secured for the Case Management team in the form of an additional full time case officer who has started within the team in April 2022.</i></p>							
All Subject Access Request responses to be provided within the statutory period (1 calendar month or lawful extension).	0%	0%	43.75%	60%	90% (Monthly)	44.3% (Average)	25.9% (Average)	X
	<p><i>The increase in FOI/EIR caseload had an impact on the ability to obtain the information for SARs and accurately redact them within the compliance period during the first half of the year. In addition performance in this period was hampered by the need to liaise with 3rd parties to check if they have any objections to their data being disclosed. An action plan was put in place to address these issues going forward and to reduce historic caseloads. Performance, although undertarget has shown continued improvement during the second half of the year and all historic SARs have now been responded to by the team.</i></p>							

Transparent, Stable, Accountable and Accessible

Description	Q1 Actual 2021-22	Q2 Actual 2021-22	Q3 Actual 2021-22	Q4 Actual 2021-22	Target	2020-21 Comparison	2021-22 Summary	Target Met
Percentage of data breaches assessed within 72 hours to decide if it is reportable to the ICO.	100%	100%	100%	100%	100% (Monthly)	-	100% (Average)	✓
Percentage of reportable data breaches that were submitted to the ICO within 72 hours.	100%	100%	100%	100%	100% (Monthly)	-	100% (Average)	✓

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- 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

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