



# Folkestone & Hythe District Council

## Quarter 1 Performance Report (April- June 2022)

# Your Cabinet Members



**Cllr David Monk**  
Leader of the Council



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



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



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



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



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



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



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



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

# Your District - An Overview

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

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

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

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

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

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



**The Old High Street, Folkestone**



**Royal Military Canal, Hythe**



**Dungeness, Romney Marsh**

# Introduction

In February 2021, we published our 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>		
<p>In everything we do we will follow these guiding principles:</p>					
<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>

Above: Corporate Plan - Service Ambitions and Guiding Principles

# 01 Positive Community Leadership

Description	Q1 2021-22 Comparison	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	On Target
Number of new priority play areas improved by the Council	0	3				1 site per year	✓
	<p><i>The following improvement works on priority play areas were complete in Quarter 1:</i></p> <ul style="list-style-type: none"> <li><i>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 funded through COMF (Containment Outbreak Management Fund) funding June 2022.</i></li> <li><i>The Bounty shipwreck in the Lower Leas Coastal Park replaced with a new larger Ship modelled after The Santa Maria completion in May 2022.</i></li> <li><i>Oak Drive in St Mary's Bay which is a SIPA (Strategically Important Play Area) full refurbishment completed in June 2022.</i></li> </ul>						
Average number of days to process new claims for Housing Benefit from the date complete evidence is received.	3.4	4.5				7 Days (Monthly)	✓
Average number of days taken to process new claims for Housing Benefit	14.7	13.2				17 Days (Monthly)	✓
% food premises broadly compliant ( equivalent to 3 rating)	Figure unavailable	97.8%				95% (Quarterly)	✓
Number of community safety events held and projects delivered	0	3				10 (Annual)	✓

# 01 Positive Community Leadership

Description	Q1 2021-22 Comparison	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	On Target
	<p><i>In Quarter 1, a total of three community safety events or projects were delivered by the Community Safety Unit:</i></p> <ul style="list-style-type: none"> <li>• <b>Walk and Talks (DA and VAWG):</b> <i>Members of the CSU team, Kent Police and Home Start went on walk about in Folkestone town centre in May to speak to people leaving work to raise awareness of domestic abuse and violence against women and girls. The team issued safety information, asked for peoples' views on how safe they felt in the district and gave out personal safety alarms.</i></li> <li>• <b>Mapping events for the year (CSP event):</b> <i>A Community Safety Partnership event was hosted at the new F51 Skate Park in May with multi agency partners to review the community safety priorities for the district, identify any joint priorities and working opportunities and plan community engagement events for the year.</i></li> <li>• <b>Folkestone Platinum Jubilee Celebrations:</b> <i>A public engagement stall was hosted by members of the Community Safety team on The Leas in Folkestone where information was given out to members of the public on how to keep safe whilst out and about, report community issues and crimes anonymously as well details on how to access mental health and local youth services.</i></li> </ul>						

## 02 A Thriving Environment

Description	Q1 2021-22 Comparison	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	On Target
Retain Green Flags for the Coastal Park, Royal Military Canal, Kingsnorth Gardens and Radnor Park sites	-	-	-	-	-	4 (Annual)	-
		<i>This indicator is collated on an annual basis and not available quarterly. A figure will be available at the end of Quarter 4</i>					
Number of enforcement notices served (e.g. Abatement Notices, Community Protection Notices)	14	18				*70 (informal) (Annual)	✓
Number of Community Protection Warnings (CPWs) issued	-	15				15 (Annual)	✓
Fixed Penalty Notices issued for Low level Enviro-crime (littering, dog control)	-	33				*300(informal) (Annual)	✓
Fixed Penalty Notices issued for High level Enviro-crime (large Fly-tipping)	-	5				*25(informal) (Annual)	✓
Percentage of street surveyed clear of litter within in the district	Figure Unavailable	98.23%				95% (Monthly)	✓
Number of community environmental volunteer events supported	17	17				15 (Quarterly)	✓
Number of recorded See it, Own it, Do it (SOD It) interventions completed	2,510	1,278				1200 (Quarterly)	✓
Average time for anti-social or offensive graffiti to be removed from the time of being reported	24 hours	48 hours				48 Hrs (Quarterly)	✓
Number of new electric vehicle charging points installed within district owned car parks	-	53 (cumulative) 53 now installed out of 94 planned)				2 charging points per car park (Annual)	✓

## 02 A Thriving Environment

Description	Q1 2021-22 Comparison	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	On Target
	<p>A further 35 new EV charging points have been installed and are now fully operational within nine district owned car parks bringing the cumulative total to 53 so far. The new units are operational in the following locations:</p> <ul style="list-style-type: none"> <li>• Sandgate Road Car Park, Folkestone x 6</li> <li>• Dymchurch Central Car Park x 6</li> <li>• Church Road Car Park, New Romney x 4</li> <li>• Station Road Car Park, The Sidings, Lyminge x 4</li> <li>• Upper Payers Car Park, Folkestone x 4</li> <li>• Mount Street Car Park, Hythe x 3</li> <li>• Lade Car Park, Lydd on Sea x 4</li> <li>• Shellons Street Car Park, Folkestone x 2</li> <li>• Military Road Car Park, Hythe x 2</li> </ul> <p>A further 13 sites identified will see the remaining units commissioned during this financial year.</p>						
Percentage of street lighting within the district converted to LED	-	27.9% (cumulative)				100% completion by March 2023	✓
	<p>A total of 302 out of a total of 1,063 lights have been converted to LED so far within the district. This equates to 27.9% of the total number of lights required to be converted by the March 2023. The further adoptable assets to support the rollout work should be transferred to Kent County Council in October 2022.</p>						
Number of missed bin collections per 100,000	109.2	40.77				50 (Monthly)	✓
Percentage of household waste recycled	50%	47.7%				50% (Monthly)	X
	<p>Recycling tonnages in Quarter 1 2022/23 have seen a decline compared to the same period last year. The main likelihood of this decline is the increased home recycling tonnages previously experienced during the 2020-21 and 2021-22 coronavirus lockdowns that resulted in more people working from home have now fallen away this year as remaining restrictions were lifted and more hybrid working methods have been adopted.</p>						



## 02 A Thriving Environment

Description	Q1 2021-22 Comparison	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	On Target
Number of days to remove fly tipped waste on public land once reported	2	1				3 Days (Monthly)	✓
Percentage of compliant air quality monitoring sites	100%	100%				100% (Quarterly)	✓
Enforcement - Percentage of successful prosecutions (Incl Fly tipping and Littering)	100%	100%				100% (Quarterly)	✓
	<p><i>A total of two successful prosecutions were secured during Quarter 1 for the following:</i></p> <p><i>1) Various waste related offences, including fly-tipping commercial waste. The outcome of the prosecution resulted in:</i></p> <ul style="list-style-type: none"> <li><i>• 18-month community order with 150 hours unpaid work</i></li> <li><i>• 20 Rehabilitation Activity Requirement days</i></li> <li><i>• £1761 costs (including compensation costs)</i></li> <li><i>• CBO issued for 5 years with requirements.</i></li> </ul> <p><i>2) Fly-tipping. The outcome of the prosecution resulted in:</i></p> <p><i>Outcome: Fine - £300, Costs - £450, Victim Surcharge - £34</i></p>						

## 03 A Vibrant Economy

Description	Q1 2021-22 Comparison	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	On Target
Total Folkestone & Hythe High Streets funds allocated	51% - <i>(allocated since fund inception)</i>  £151,446 <i>allocated in Q1</i>	76.42% <i>(allocated since fund inception)</i>  £99,998 <i>allocated in Q1</i>				100% of the funds allocated	✓
	<p><i>During Quarter 1 a total of £99,998 of funding was allocated from the high streets fund for nine applications. These consist of six applications in Folkestone, along with one application for each of Sandgate, Hythe &amp; Dymchurch areas. One of the approvals was for a street exhibition by Folkestone Town Council. There was one approval for building artwork in the Rendezvous Street area of Folkestone. Of the seven approvals remaining, there was five refurbishments of premises that had been empty, and two schemes where external improvements were being made to premises for businesses already residing there.</i></p>						
Number of engagements undertaken by the Folkestone & Hythe Place Panel on projects of scale or strategic significance.	-	4				3 (Annual)	✓
Total funding allocated from the Romney Marsh Business Hub grant support scheme	-	7.14% <i>(allocated since fund inception)</i>  £9,981 <i>allocated in Q1</i>				70% of available funds allocated in 2022-23	✓
	<p><i>A total of two applications for the Romney Marsh Business Hub (RMBH) grant support scheme were brought forward to the decision panel for consideration during Quarter 1, one application was formally approved, and the other application requires further details from applicant.</i></p>						

## 03 A Vibrant Economy

Description	Q1 2021-22 Comparison	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	On Target
Number of Folkestone & Hythe businesses accessing business support and grants from public sector programmes	32	19				10 (Annual)	✓
	<p><i>During Quarter 1, a total of 19 applications were received from our internal leg grant schemes. This comprises of the following: six High Streets Fund applications, two Romney Marsh Business Hub grant scheme applications, three Green Business Grant Scheme applications and eight Folkestone Community Works grant schemes.</i></p>						
Number of businesses or potential entrepreneurs/new start-ups signposted to support programmes and events to facilitate growth	14	65				50 minimum (Annual)	✓
	<p><i>A total of 65 businesses noted comprise of communication with the council, and businesses within our district liaising with other relevant Kent organisations. Internally, communications were a mixture of in persons meetings and telephone/ teams conversations and included enquiries from businesses wishing to expand/ re-locate and also from start-ups. Externally, a significant number of the enquiries were regarding grants &amp; funding. Other common enquiries included business growth, coronavirus support and premises enquiries.</i></p>						
Number of businesses engaged with in the district to support growth and retention of local people	8	17				12 (Annual)	✓
	<p><i>During Quarter 1, 17 businesses were directly engaged with to support growth and the retention of local people. These include: Alkaline UK Haulage, Folkestone Harbour &amp; Seafront company, Romney Tweed, Basepoint Shearway, Charlier Construction, Romney Hythe &amp; Dymchurch Railway, The Workshop, Stagecoach, Beresfords Accountants, Locate in Kent, Screen South, Motis Estates, Folkestone College, Oak Creative, Saga Group</i></p>						
Total funds allocated from the Folkestone Community works Programme	71% (cumulative)	90% (cumulative)				100% of the allocated funds spent by end of 2022/23	✓

## 03 A Vibrant Economy

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

*The KPI is an accumulative figure for the programme which has been running since 2018 and the figure represents the amount of European Structural Investment Funding (ESIF) allocated to the funded projects that has been spent. Funded projects have to defray allocated funds by 31 March 2023.*

*By the end of Quarter 1 (Apr-June) 2022, funded projects had claimed expenditure worth £1,424,379 which represents 90% of the funding allocated to them.*

*The projects underway during Quarter 1 include:*

- Open Doors & Step-Up, a project being delivered by Screen South, which is engaging with individuals to exploring careers in film making and associated creative media through practical sessions and for the more advanced participants real life experience in creating short films.*
- Enterprising Opportunities, a project being delivered by Social Enterprise Kent is delivering business support in the form of 1-2-1 and group sessions to local businesses and start-ups. Topics have covered employing of staff, social media and monitoring cash-flow. In addition, potential entrepreneurs are receiving support on how they could turn an idea into a business.*

# 04 Quality Homes and Infrastructure

Description	Q1 2021-22 Comparison	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	On Target
Numbers of new homes built within the district	-	-				622 homes (Annual)	-
	<i>This indicator is collated on an annual basis and not available quarterly. A figure will be available at the end of Quarter 4.</i>						
Percentage reduction in homelessness	-	-				5% based on 2020 data	-
	<i>This indicator is collated on an annual basis and not available quarterly. A figure will be available at the end of Quarter 4.</i>						
Number of homelessness approaches (includes Triage, Prevention, Relief & Decision cases)	373	408				No Target	-
	<i>Aim to minimise (no target). The council had a greater number of approaches in the first quarter, compared to the same period last year. Throughout 2021-22 there was a steady increase in the number of approaches to the service as the world opened back up after the pandemic. However, approaches have dropped since Quarter 4 (481) and the general trend is decreasing.</i>						
Percentage of homelessness approaches closed as 'homelessness prevented'	3.59%	9.76%				4%	✓
	<i>Aim to maximise (on target). The number of approaches closed as homelessness prevented has shown an improvement on year-end with 40 preventions over the quarter, exceeding target. The council previously recorded 22 preventions in Quarter 4 and 68 for the whole of the 2021-22 year.</i>						
Average number of rough sleepers in the period	4.2	11				<6	✗
	<i>Aim to minimise (off target). This is an area that is largely outside of the Council's control. However, the Council's outreach team is continuing to work to provide accommodation and long-term support to people who are found to be rough sleeping. A count is undertaken weekly, and an average calculated over the reported period. At the highest count mid-June, this stood at 15. This had reduced to 11 by the end of the Quarter one period.</i>						

## 04 Quality Homes and Infrastructure

Description	Q1 2021-22 Comparison	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	On Target
Average number of households in Bed and Breakfast Accommodation	2.3	2				0	X
	<p><i>Aim to minimise (off target). At its highest point in April, an average of six households were in Bed &amp; Breakfast accommodation (B&amp;B), but this had reduced to two by the end of the quarter. The Council would like to see no households in placed B&amp;B accommodation and the Housing Options Team is 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	29.3	27				<35	✓
	<p><i>Aim to minimise (on target). At its highest point in April, an average of 37 households were in temporary accommodation, but this had reduced to 27 by the end of the quarter. The position has therefore improved by two overall since year-end and is within target (35). The aim is to enable households to move into suitable long-term homes, rather than temporary accommodation, and the Housing Options Team continue to work towards this.</i></p>						
Long-term Empty Homes brought back into use	8	9				70 (Annual)	✓
	<p><i>Works are on site to return a further, approximately 50 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 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 2022/23.</i></p>						
Affordable homes delivered by the Council and its partners	27	33				80 (Annual)	✓
	<p><i>A further 70+ affordable homes are currently started on site in the district. The homes which are being delivered by the Council's registered provider partners and the Council, will help provide more homes for affordable rent and low-cost home ownership on sites in Cheriton and Sellindge. The homes are due complete throughout 2022/23. The homes will be delivered on sites in Cheriton, Sellindge and Folkestone.</i></p>						

# 04 Quality Homes and Infrastructure

Description	Q1 2021-22 Comparison	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	On Target
Affordable homes for low-cost home ownership delivered by the Council and its partners	0	17				32 (Annual)	✓
	<i>See comment above</i>						
Private sector homes improved as a result of intervention by the Council	54	77				200 (Annual)	✓
Council home new builds and acquisitions started on site	15	0				20 (Annual)	X
	<i>A total of 30 units are due to start on site at Highview, later this year, providing a further high quality Council homes for rent and shared ownership purchase.</i>						
Percentage of properties that meet the decent homes standard	99.97%	96.51%				99% (Monthly)	X
	<i>Aim to maximise (within 5% of target). The recent Stock Condition Survey, completed in 2021-22, highlighted additional properties that required work to meet the standard. At the end of June 118 failings were outstanding, 21 of which are included on the Social Housing Decarbonisation Fund Wave 1 Programme to be upgraded this year. Prior to the Survey, figures were based on a sample of properties only. The current position is therefore more accurate and allows us to plan programmes of work to bring these properties back to standard and meet target.</i>						
Properties with a valid LGSR	-	99.93%				100% (Monthly)	X
	<i>A total of two outstanding properties are being reviewed by the legal team to gain access to renew the LGSR certificates.</i>						
Blocks with a valid Fire Risk Assessment	-	100%				100% (Monthly)	✓

# 04 Quality Homes and Infrastructure

Description	Q1 2021-22 Comparison	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	On Target
Blocks with a valid Legionella Risk Assessment	-	100%				100% (Monthly)	✓
Blocks with valid (in date) Electrical Certificate (EICR)	-	95.17%				100% (Monthly)	X
	<p><i>A total of seven blocks had outstanding electrical safety certificates at the end of Quarter 1. Although certificates have been provided, further remedial work is being undertaken to bring these to the required standard.</i></p>						
Domestic properties with a valid (in date) EICR	-	92.14%				100% (Monthly)	X
	<p><i>We have a two-year programme to check all our domestic (i.e. tenanted) properties and provide them with an Electrical Safety Certificate (EICR). At the end of Quarter 1, 266 properties were outstanding. Of these: 28 had expired certification, 165 had no previous certification and 73 were non-compliant. The appointed contractor is continuing to work through this list of identified properties in order achieve full compliancy.</i></p>						
Properties Asbestos compliant (Communal)	-	100%				100% (Monthly)	✓
Insurance visits completed on communal lifts (LOLER)		100%				100% (Monthly)	✓
% of major planning applications to be determined within statutory period <i>(including any agreed extension of time)</i>	100%	83.33%				60% (Quarterly)	✓
% of minor applications to be determined within the statutory period <i>(including any agreed extension of time)</i>	81.94%	84%				70% (Quarterly)	✓
% of other planning applications to be determined within statutory period <i>(including any agreed extension of time)</i>	89.88%	88.45%				85% (Quarterly)	✓



# Transparent, Stable, Accountable and Accessible

Description	Q1 2021-22 Comparison	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	On Target
Council tax collection	28.55% (Cumulative)	28.39% (Cumulative)				97.3% (Annual)	✓
Business Rates collection rate	23.82% (Cumulative)	36.65% (Cumulative)				97.5% (Annual)	✓
Increased take up of My Account and online transactions	14.16%	6.69%				10% (Annual)	✓
	<p><i>In Quarter 1, a total of 3,477 customers have registered for My Account an increase of 6.69%. Since the launch of the service in August 2020, a total of 33,870 customers have registered for the service equating to 65.94% take up so far.</i></p>						
Lifeline - Number of calls answered within 60 seconds	-	98.4%				97.5% (Monthly)	✓
Lifeline - Number of calls answered within 180 seconds	-	99.8%				99% (Monthly)	✓
All Freedom of Information / Environmental information Requests to be responded to within the statutory period of (20 working days or lawful extension).	82.38%	85.54%				90% (Monthly)	X
	<p><i>Performance has shown continued improvement when compared with the final quarter of last year (2021/22). A previously reported issue with the Salesforce platform that resulted in case response times being incorrectly calculated has now been rectified. In addition, the outstanding backlog of historic cases have now been cleared. Additional resource employed by the team at the beginning of the year and ongoing training is having a positive impact both on the overall performance of the team and case response times.</i></p>						

# Transparent, Stable, Accountable and Accessible

Description	Q1 2021-22 Comparison	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	On Target
All Subject Access Request responses to be provided within the statutory period (1 calendar month or lawful extension).	0%	70.59%				90% (Monthly)	X
	<p><i>The number of subject access requests (SARs) responded to is continuing to show improvement when compared with final quarter of last year (2021/22). Additional resource employed by the team at the beginning of the year and ongoing training is having a positive impact both on the overall performance of the team and case response times helping to create a more streamlined communication process with third parties in the processing of these requests.</i></p>						
Percentage of data breaches assessed within 72 hours to decide if it is reportable to the ICO.	100%	88.89%				100% (Monthly)	X
	<p><i>The percentage of data breaches assessed to decide if it is reportable to the ICO was under target during Quarter 1 as a result of an individual case not being assessed within the defined 72 hour period due to information on the breach not being passed on by a department to the Information Governance (IG) team within this dedicated timeframe. The breach once received by the IG team was assessed within 72 hours and was deemed to be non-reportable to the Information Commissioners Office (ICO).</i></p>						
Percentage of reportable data breaches that were submitted to the ICO within 72 hours.	100%	-				100% (Monthly)	✓
	<p><i>In Quarter 1, there were no data breaches that were required to be submitted to the Information Commissioners Office (ICO).</i></p>						

## Online anytime at [www.folkestone-hythe.gov.uk](http://www.folkestone-hythe.gov.uk)

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.

**Website:** [www.folkestone-hythe.gov.uk](http://www.folkestone-hythe.gov.uk)

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