



Folkestone & Hythe District Council

Quarter 3 Performance Report (October-December 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 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 are playing in leading the district's recovery from the coronavirus pandemic over the first three years from 2021 to 2024.

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

The following sections set out our performance against the four Corporate Plan service ambitions for quarter 3 of 2022/23 (October to December 2022), using a simple ‘red’, ‘amber’, ‘green’ rating. They also show the detailed performance figures behind the rating. For comparison, the figures for last year, and for the third quarter of the 2022/23 monitoring year, are also provided.



Creating Tomorrow Together: Corporate Plan 2021-30

Service ambition 1: Positive community leadership	Service ambition 2: A thriving environment	Service ambition 3: A vibrant economy	Service ambition 4: Quality homes and infrastructure		
Priorities in the next three years	Priorities in the next three years	Priorities in the next three years	Priorities in the next three years		
<ul style="list-style-type: none"> Improve physical and mental health & wellbeing Safer communities Supporting & empowering our communities 	<ul style="list-style-type: none"> Ensure an excellent environment for everyone Grow the circular economy & reduce waste Increase our resilience to climate change 	<ul style="list-style-type: none"> Reinvigorate the high streets Support a vibrant & diverse business community Help people access jobs & opportunity Grow the skills we need for the future 	<ul style="list-style-type: none"> Improve outcomes & support for homeless people Deliver sustainable, affordable housing Deliver a safe, accountable housing service Digital inclusion & connectivity Deliver a sustainable new development at Otterpool Park 		
<p>In everything we do we will follow these guiding principles:</p>					
<p>Sustainable recovery We will do all we can to ensure a strong recovery for the district from the effects of COVID.</p>	<p>Locally distinctive We will protect the special distinctive and diverse nature of our district - working with our key partners to enhance it.</p>	<p>Greener Folkestone & Hythe We will encourage and create a more sustainable district consuming fewer natural resources.</p>	<p>Transparent, stable, accountable and accessible We will be financially sustainable and communicate effectively with our communities in an accessible way.</p>	<p>Working effectively with partners 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>Continuous improvement 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

Description	Q3 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	1	3	0	0		1 site per year	✓
	<i>No improvement works undertaken during Quarter 3. Capital growth requests for improvements to the accessible play space within the Coastal Park submitted for 2023-24.</i>						
Average number of days to process new claims for Housing Benefit from the date complete evidence is received.	2.9	4.5	4.9	4.5		7 Days (Monthly)	✓
Average number of days taken to process new claims for Housing Benefit	8.7	13.2	12.7	10.8		17 Days (Monthly)	✓
% food premises broadly compliant (equivalent to 3 rating)	96.6%	97.8%	97.53%	96.6%		95% (Quarterly)	✓
	<i>Quarter 3, 96.6% of food premises in the business were found to be broadly compliant in the district, the percentage achieved is based on a total of 114 premises being inspected in the period.</i>						
Number of community safety events held and projects delivered	12	3	9	15		10 (Annual)	✓
	<p><i>In Quarter 3, a total of 15 community safety events or projects were delivered by the Community Safety Unit that included:</i></p> <ul style="list-style-type: none"> <i>Halloween Events x3 – Community Safety Officers hosted three separate event stalls with leaflets outside Lidl in Hawkinge, Bouverie Place Shopping Centre in Folkestone and Sainsbury’s in Hythe. The team provided safety advice for those wishing to enjoy trick and treating during Halloween and encouraged participants to be respectful. No trick or treating posters were handed out to people who did not want to answer their doors to trick or treaters.</i> <i>Violence against Women and Girls (VAWG) YOUTH walk and talk - The Community Safety Team along with Kent Police and KCC Youth team conducted a walk and talk with local children visiting hotspots - Payers Park, Little Radnor, and Kingsnorth Gardens. The event provided a key opportunity to engage with young people and helped to boost the children’s confidence in highlighting their concerns to the Police. They were also shown where the police station and the Civic Centre were located.</i> 						

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

- **Safety in Schools** - On 14 and 15 November 2022, the Community Safety Officers visited Earlscliffe in Shorncliffe Road, Folkestone, an independent boarding school for international students. The officers, supported by Kent Police, met with the school's Head Teacher and Compliance Manager. The officers gave a talk about staying safe while out in Folkestone and the surrounding district, and what to be aware of (including where to report incidents). The officers also talked about road safety as the visit coincided with the national Road Safety Awareness Week.
- **Op Henosis** - On 22 November 2022, the Community Safety officers joined forces with the Police, Licensing and FAPAC (Folkestone Area Partnership Against Crime, with one group heading to the Harbour and the others patrolling Folkestone town centre.
- **Winter Well** – Folkestone & Hythe District Council partnered with the NHS and Social Enterprise Kent to host a drop in Winter Well event on 12th November 2022 at the Folca building from 10am until 2pm. The Community Safety Team were in attendance sharing safety information.
- **Road Safety in Evening Economy** – The Community Safety team teamed up with the Parking Enforcement team and headed to West Parade area in Folkestone. Parking Enforcement issued fifteen penalty charge notices.
- **Adult Safeguarding Week** – National Safeguarding Adults Awareness week was held across the region to help raise awareness of adult abuse.
- **Turner Free School** - On 6 December 2022, the Community Safety Officers attended the Turner Free School launch event. The officers spoke about the impact of ASB (anti-social behaviour) and highlighted the responsibilities of Community Safety Team and the work they do to protect the community. Steve Carley one of the Urban Pastors from Cheriton Baptist Church also attended. The school will be having their own Hub for agencies to work from.
- **Knife Operations x2**- Community Safety Officers attended a knife arch event held at the Skuba Bar in Folkestone on 9 December. Knife arches are designed to act as a deterrent and make people think twice about coming out with a deadly weapon. Other venues had metal detector wands out which had been provided previously by the Community Safety Partnership. The second Knife arch was held at the Party Bar in Tontine Street.
- **AFRA**- Jon O'Connor from the Alliance of Folkestone Residents Associations along with Scott Butler, our Community Safety Specialist attended the crime and safety event on 3 December at Woodward Hall, St Eanswythe's School at the Bayle in Folkestone. Thirty-five residents gathered to hear about current crime issues and initiatives. Scott Butler shared his desire to work alongside partner agencies with schools and education services including social care and youth services.
- **Street Count** - On 29 November 2022, the Community Safety Team took part in the annual winter street count. The twelve rough sleepers found sleeping outside were spoken to by partner agencies. The Rainbow Centre, Folkestone & Hythe District Council, Porchlight and many other partners are committed to supporting those in the district who find themselves homeless or at risk of becoming so.

02 A Thriving Environment

Description	Q3 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)	8	18	13	2		*70 (informal) (Annual)	X
	<p><i>The overall 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> <ol style="list-style-type: none"> <i>1. Targets are informal and where compliance has been achieved at a first stage further action has not been required. An example of this is the relationship between Community Protection Warnings and Community Protection Notices. CPWs (on target) are the first stage and a CPN is only required if compliance is not achieved.</i> <i>2. Prior to issuing formal notices, the Environmental Protection Team (in line with the Enforcement Policy) will attempt informal action to resolve the complaint. This is common with noise nuisance, odour, smoke etc. Informal action includes: -</i> <ul style="list-style-type: none"> <i>• engaging with the subject of the complaint,</i> <i>• acting as mediators between two or more parties,</i> <i>• helping subjects to minimise any nuisances caused, for example suggesting and facilitating practical solutions and</i> <i>• engaging with family members, property owners, other authorities or care/support networks to make a positive impact.</i> <p><i>This approach is often successful but difficult to capture in terms of notices not issued.</i></p> <i>3. 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. Historically these would be included in the figures and the results now will show a much lower rate.</i> <i>4. Long-term sickness in the Environmental Enforcement Team in Q3 and Q4 will impact on the number of Fixed Penalty Notices (FPNs) issued.</i> 						

02 A Thriving Environment

Description	Q3 2021-22 Comparison	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	On Target
Number of Community Protection Warnings (CPWs) issued	-	15	26	6		15 (Annual)	✓
Fixed Penalty Notices issued for Low level Enviro-crime (littering, dog control)	-	33	52	32		*300(informal) (Annual)	X
	<p><i>The target for both low level and high level FPNs is not likely to be met due to the following mitigating factors:</i></p> <ul style="list-style-type: none"> <i>The team have experienced resourcing issues during the year due to two officers being on sick leave and another on a phased return to work following an operation.</i> <i>The team's time during the year has been focused on other operational matters including;</i> <ul style="list-style-type: none"> <i>Additional time spent on investigating larger fly tipping cases to build cases for prosecution with Council's Legal Services team.</i> <i>Keeping fly tipping hot spot areas tidier, notably Dover Road and Foord Road South.</i> <i>Working with Napier Barracks on educational presentations and site visits – including cleansing of waste such as bottles and cans or cooking paraphernalia and general waste.</i> <i>Additional joint site visits with residents to view areas of concerns in respect of waste or dog fouling around Napier Barracks and open spaces.</i> <i>Undertaking public consultation and implementation of the new Public Spaces Protection Order (PSPO) for dog control.</i> <i>Additional joint working with partners e.g Operation Assist with Kent Police, requiring a day of stopping vans and trucks to check for waste carriers licences to reduce instances of fly-tipping.</i> <i>Changes in behaviours with residents and visitors to the area – whilst this has not eradicated the issues, public opinions are changing around plastic pollution affecting marine life (waste on beaches), clearing up after pets and changes in opinions around disposable BBQs – Supermarkets refusing to sell them in major stores.</i> 						
Fixed Penalty Notices issued for High level Enviro-crime (large Fly-tipping)	-	5	7	1		*25(informal) (Annual)	X
	See comment above						

02 A Thriving Environment

Description	Q3 2021-22 Comparison	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	On Target
Percentage of streets surveyed clear of litter within the district	92.29%	98.23%	95.25%	94.44%		95% (Monthly)	X
	<p><i>A total of 234 inspection surveys of streets were carried out by monitoring officers in Quarter 3 in locations including: Sellindge, Lydd, Snave ,Brookland ,Brenzett, New Romney ,Hythe, Paddlesworth and Folkestone.</i></p> <p><i>Falling leaves during this quarter add an extra layer of challenge to keeping the streetscene tidy, i.e. potentially trapping / masking litter on the ground, however, dedicated resource is allocated to leaf clearance, and by the end of the quarter when leaves have finished dropping standards approach / return to normal again.</i></p>						
Number of community environmental volunteer events supported	28	17	13	11		15 (Quarterly)	X
	<p><i>The number of environmental events supported was under target during the quarter due to the cancellation of events as result of bad weather and the reprioritizing of resources to focus on completing See it, Own it, Do It interventions raised across the district.</i></p>						
Number of recorded See it, Own it, Do it (SOD It) interventions completed	2,772	1,278	1,523	1,160		1200 (Quarterly)	X
Average time for anti-social or offensive graffiti to be removed from the time of being reported	48 hours	48 hours	48 hours	48 hours		48 Hrs (Quarterly)	✓

Description	Q3 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 electric vehicle charging points installed within district owned car parks	-	53 (cumulative) <small>(53 now installed out of 94 planned)</small>	73 (cumulative) <small>(73 now installed out of 94 planned)</small>	103 (cumulative)		2 charging points per car park (Annual)	✓
<p><i>A further 30 new EV charging points have been installed in Quarter 3 and are now fully operational within 26 car parks in the district bringing the cumulative total to 103. The new units are operational in the following locations:</i></p> <ul style="list-style-type: none"> • Jolly Fisherman, Greatstone - 4 • Fishermans Beach, Hythe - 2 • Castle Road Car Park, Sandgate - 4 • The Coastal Park Car Park - 4 • Broomfield Road Car Park - 4 • Civic Centre Car Park - 4 • Lower Sandgate Road West Car Park – 8 <p><i>The remaining units will be commissioned in Coast Drive Car Park by the end of 2023. This delay is due to planned development works.</i></p>							
Percentage of street lighting within the district converted to LED	0% (cumulative)	27.9% (cumulative)	30% (cumulative)	30% (cumulative)		100% completion by March 2023	X
<p><i>Phase 1 upgrade (321 assets) completed, and an application has been made to KCC to adopt the assets.</i></p> <p><i>No new street lighting was converted to LED in Quarter 3 as additional funding had been required for phase 2 (742 street light assets) to carry out this work due to increased costs and the unforeseen replacement of a significant number of columns in the previous phase. The additional funding for Phase 2 was only approved in January 2023 and work is now underway to deliver this phase, with the parts now being ordered. Phase 2 is now to be completed by the end May of 2023.</i></p>							
Number of missed bin collections per 100,000	57.23	40.77	39.84	33.48		50 (Monthly)	✓

02 A Thriving Environment

Description	Q3 2021-22 Comparison	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	On Target
Percentage of household waste recycled	45.1%	47.7%	44.6%	TBC		50% (Monthly)	X
	<p>The Quarter 2 figure for recycling is 4% higher than the same period last year. Garden waste collections are hugely influential to the figures during this quarter and the exceptionally hot summer of 2022 would have reduced garden waste tonnages collected, suppressing the recycling %.</p> <p>The recycling tonnage data for the final month of Quarter 3 (December 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	1	1	1	1		3 Days (Monthly)	✓
	<p>A total of 251 incidents of fly-tipped waste were dealt with on public land within the district during Quarter 2. The breakdown is as follows:</p> <ul style="list-style-type: none"> • October – 111 • November – 77 • December - 63 						
Percentage of compliant air quality monitoring sites	100%	100%	100%			100% (Quarterly)	✓
Enforcement - Percentage of successful prosecutions (Incl Fly-tipping and Littering)	100%	100%	100%			100% (Quarterly)	✓
	<p>A total of two prosecutions were secured during Quarter 3 for the following:</p> <p>Breaches of Community Protection Notices served for accumulations of waste on domestic premises at two Council Houses in Folkestone:</p> <ol style="list-style-type: none"> 1) Costs - £855, Fine - £600, Victim Surcharge: £60 2) Costs - £480, Fine - £440, Victim Surcharge: £44 						

03 A Vibrant Economy

Description	Q3 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	59% <i>(allocated since fund inception)</i> £0 allocated in Q3	76.42% <i>(allocated since fund inception)</i> £99,998 allocated in Q1	85.98% <i>(allocated since fund inception)</i> £459,517 allocated in Q2	86.00% <i>(allocated since fund inception)</i> £1,000 allocated in Q3		100% of the funds allocated	X
	<p><i>There were no High Street Fund grants approved in Quarter 3, however £1,000 was allocated from the fund to be used for design work for a new high street lighting project. One application is currently being assessed for consideration in Quarter 4. The High Street Fund stopped receiving applications in November 2022 and the scheme has an end date for spend of 31st March 2023. Since the scheme launched in 2019, 48 projects were successfully approved for funding across our district. To date, 38 of these have received their grant payments, this amounting to over £483,000. The £450,000 allocated in Quarter 2 for the Levelling Up Fund project will be utilised following the application to Government being successful. Total funds allocated since inception is £2,580,283. This figure may become adjusted as Officers continue to work with approved applicants to progress completion of outstanding projects. The remaining unallocated funds (14%) from the £3 million originally allocated to this scheme sits in the council's earmarked reserves. The final performance of the fund will be presented in the Quarter 4 monitoring report.</i></p>						
Number of engagements undertaken by the Folkestone & Hythe Place Panel on projects of scale or strategic significance.	0	4	1	2		3 (Annual)	✓
Total funding allocated from the Romney Marsh Business Hub grant support scheme	-	7.14% <i>(allocated since fund inception)</i> £9,981 allocated in Q1	12.22% <i>(allocated since fund inception)</i> £7,126 allocated in Q2	12.22% <i>(allocated since fund inception)</i> £0 allocated in Q3		70% of available funds allocated in 2022-23	X

03 | A Vibrant Economy

Description	Q3 2021-22 Comparison	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	On Target
	<p><i>There were no approvals of new applications for the Romney Marsh Business Hub grant support scheme in Quarter 3. However, additional offices have been leased at the Romney Marsh Business hub. As a result, three further applications have been received for grants that will be brought to decision panels during Quarter 4. Should these applications be approved for the values requested, this would take the overall allocation to 28.10%. Businesses can only apply for this grant if they lease an office at the business hub, therefore there is limited influence over fund allocation other than continued promotion of the hub and the scheme itself. The grant scheme will continue forwards into the new financial year to support the occupation of the nine remaining office units at the hub.</i></p>						
Number of Folkestone & Hythe businesses accessing business support and grants from public sector programmes	6	19	4	8		10 (Annual)	✓
	<p><i>During Quarter 3, a total of 8 applications were given approvals via our internal led grant schemes. This comprises the following: 2 x Green Business Grant Scheme applications and 6 x Folkestone Community Works applications. Further applications are currently under evaluation for these schemes, in addition to the Romney Marsh Business Hub grant scheme.</i></p>						
Number of businesses or potential entrepreneurs/new start-ups signposted to support programmes and events to facilitate growth	6	65	15	12		50 minimum (Annual)	✓
	<p><i>A minimum of 12 businesses were engaged with during Quarter 3 which resulted in meetings in person. These included giving advice and signposting to grant and support schemes within our district. An example of this is L&B restaurants, who own several premises and employ a significant number of people within Folkestone. A site visit was made, where advice was given regarding the green business grant and other potential funding streams. In addition, 4 x newsletter emails were sent to the 832 businesses on our database signposting them to our internal led grant schemes and also to highlight the launch of Experience FH app for businesses.</i></p>						
Number of businesses engaged with in the district to support growth and retention of local people	3	17	14	18		12 (Annual)	✓
	<p><i>During Quarter 3, 18 businesses were directly engaged with to support growth and the retention of local people. These included: Burlington Hotel, Saga, Folkestone Harbour & Seafront Company, Duo, Folkestone Workshop, Stagecoach, Romney Tweed, Beresfords Accountants, Martello Building Consultancy, Folkestone College, SBS Ltd, Creative Folkestone, Gopak Ltd, Sleeping Giant Media, Clifton Hotel, Sai Care Homes, Disruptive Urbanism.</i></p>						

03 A Vibrant Economy

Description	Q3 2021-22 Comparison	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	On Target
Total funds allocated from the Folkestone Community Works Programme	83% (cumulative)	90% (cumulative)	85% (cumulative)	75% (cumulative)		100% of the allocated funds spent by end of 2022/23	✓
	<p><i>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 must defray allocated funds by 31 March 2023.</i></p> <p><i>By the end of Quarter 3 (Oct -Dec) 2022, funded projects had claimed expenditure worth £1,495,457 which represents 75% of the value of the signed grant funding agreements. The drop in value from Quarter 2 is due to the amount of funds under GFA increasing from £1,716,081 to £2,005,967. There are still funds available to be allocated with a significant number of small and medium sized enterprise (SME) applications expected to be submitted to meet the January 2023 deadline.</i></p> <p><i>In addition to the business support that continues to be delivered by Social Enterprise Kent, The Prince's Trust and Screen South, TNB Skilling Ltd was awarded funding to deliver entrepreneurial skills to 30 residents interested in being involved in the hair and beauty sector.</i></p>						

04 Quality Homes and Infrastructure

Description	Q3 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)	396	408	453	421		No Target	-
	Information only (no target). We had fewer approaches than the previous quarter, although the longer-term trend is an overall increase in the number of people approaching the service since 2021-22. The increases seen can be attributed to several factors, including the end of Covid and the reinstatement of eviction proceedings within the courts; the ongoing cost-of-living crisis that has seen huge increase in private rents nationally and changes in statutory legislation that have increased the number of households/groups who can apply as homeless to any local authority area.						
Percentage of homelessness approaches closed as 'homelessness prevented'	4.80%	9.76%	8.61%	17.1%		4%	✓
	Aim to maximise (on target). This measures the number of preventions as a total of all the approaches made to the Council. Performance has improved on Quarter 2, and we have seen an overall improvement so far this year, compared to 2021-22. We secured 72 preventions over the quarter, with a total of 151 for the year-to-date (11.7%).						
Average number of rough sleepers in the period	8.9	11	12	10		<6	X

04 Quality Homes and Infrastructure

Description	Q3 2021-22 Comparison	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	On Target
	<p><i>Aim to minimise (off target). The number of people sleeping rough decreased to an average of 10 over Quarter 3. The annual (national- remove national) rough sleeper count carried out on the 29 November reported 12 people sleeping rough in the district on that night. The opening of the winter shelter has helped reduce the number since then, with the latest weekly count at the end of January being 6. Several new cases have moved into the district this year and a lot of work has been done to reduce rough sleeping from the highest position of 18 in early September 2022. We continue to work with our partners to find suitable long-term accommodation and support services for them.</i></p>						
Average number of households in Bed and Breakfast Accommodation	3	2	3	5		0	X
	<p>Aim to minimise (off target). This has increased, on average, by 2 over the quarter. Ideally, the council would like to see no households placed in B&B accommodation. However, many rough sleepers are housed in B&B as a temporary measure. The Housing Options team are working to enable these clients to move into suitable long-term accommodation in the district.</p>						
Average number of households in Temporary Accommodation	27	27	26	27		<35	✓
	<p>Aim to minimise (on target). This has increased, on average, by 1 over the quarter. However, we remain within target (35 or fewer). 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.</p>						
Long-term Empty Homes brought back into use	17	9	5	15		70 (Annual)	X
	<p>Aim to maximise (off target). 15 long-term empty homes were brought back into use in the last quarter in Folkestone and Hythe with 29 completed for the year-to-date. Although not yet meeting target, several 'no-use empty loan units' are still in the pipeline for completion this year. Progress has been slow for a number of reasons including contractor availability, landlord finances and price rises in materials.</p>						
Affordable homes delivered by the Council and its partners	11	33	10	38		80 (Annual)	✓
	<p>Aim to maximise (on target). 38 affordable homes were delivered in the last quarter in Shorncliffe, Sellindge and Folkestone bringing the total for the year-to-date to 81 (exceeding target). This is an overall improvement on 2021-22 which saw 44 delivered in total, with many projects brought forward to this year.</p>						

04 Quality Homes and Infrastructure

Description	Q3 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	4	4		32 (Annual)	X
	<p>Aim to maximise (off target). Of the 81 affordable homes delivered to date (see previous KPI,) 25 are designated for 'low-cost home-ownership' with 4 delivered in the last quarter in Shorncliffe, Sellindge and Folkestone. This puts us four fifths of the way towards our year-end target of 32. Delivery in this area has significantly improved since 2021-22, which saw no homes delivered at all that year.</p>						
Private sector homes improved as a result of intervention by the Council	49	77	110	110		200 (Annual)	✓
Council home new builds and acquisitions started on site	0	0	0	0		20 (Annual)	X
	<p>Aim to maximise (off target). No progress to report on this KPI so far this year. Key projects (such as Highview), which were due to commence in the current financial year, have been delayed. It is unclear whether we will see any movement on these before year-end. Progress has been impacted by contractor availability, landlord finances and rising costs of materials.</p>						
Percentage of properties that meet the decent homes standard	98.14%	96.51%	96.71%	96.95%		99% (Monthly)	X
	<p>Aim to maximise (within 5% of target). Since April 2022, we have removed 32 properties from the Decent Homes failures list, with 103 total failings reported at the end of December 2022 (this is a net improvement of 8 over the last quarter).</p>						
Properties with a valid LGSR	-	99.93%	99.58%	99.79%		100% (Monthly)	X
	<p>Aim to maximise (within 5% of target). Landlord Gas Safety Record (LGSR). Undertaking annual gas safety checks is a mandatory requirement. At the end of December 2022, 6 properties were non-compliant (an improvement of 6 from Quarter 2) with appointments made to gain entry following the council's Controlled Access procedure. At the time of writing, 1 property was outstanding.</p>						
Blocks with a valid Fire Risk Assessment	-	100%	100%	100%		100% (Monthly)	✓

04 Quality Homes and Infrastructure

Description	Q3 2021-22 Comparison	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	On Target
	<p>Aim to maximise (on target). Ensuring all applicable communal housing blocks have a valid Fire Risk Assessment in place is a mandatory requirement. 180/180 in place at the end of the quarter.</p>						
Blocks with a valid Legionella Risk Assessment	-	100%	100%	100%		100% (Monthly)	✓
	<p>Aim to maximise (on target). Ensuring all applicable communal housing blocks have a valid Legionella (Water Safety) Risk Assessment in place is a mandatory requirement. 23/23 in place at the end of the quarter.</p>						
Blocks with valid (in date) Electrical Certificate (EICR)	-	95.17%	97.2%	100%		100% (Monthly)	✓
	<p>Aim to maximise (on target). Electrical Installation Condition Report (EICR). Ensuring all applicable communal housing blocks have a valid, in date, EICR is a mandatory requirement. 143/143 in place at the end of the quarter.</p>						
Domestic properties with a valid (in date) EICR	-	92.14%	92.96%	94.86%		100% (Monthly)	✗
	<p>Aim to maximise (off target). Electrical Installation Condition Report (EICR). It is a mandatory requirement that social housing landlords complete a new EICR on all applicable domestic (i.e. tenanted) properties at least every 5 years. 3,193/3,366 were in place at the end of the quarter. This is an improvement of 65 since Quarter 2 (173 still outstanding).</p>						
Properties Asbestos compliant (Communal)	-	100%	100%	100%		100% (Monthly)	✓
	<p>Aim to maximise (on target). Ensuring all applicable communal housing blocks have a valid Asbestos Assessment in place is a mandatory requirement. 104/104 in place at the end of the quarter.</p>						
Insurance visits completed on communal lifts (LOLER)	-	100%	100%	100%		100% (Monthly)	✓
	<p>Aim to maximise (on target). Lifting Operations and Lifting Equipment Regulations (LOLER). Ensuring all communal lifts in our blocks have had an inspection and are certified safe, is a mandatory requirement. 14/14 in place at the end of the quarter.</p>						

04 Quality Homes and Infrastructure

Description	Q3 2021-22 Comparison	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	On Target
% of major planning applications to be determined within statutory period <i>(including any agreed extension of time)</i>	83.33%	83.33%	100%	100%		60% (Quarterly)	✓
<p><i>'Major' Applications in Q3: Total Decisions: 5; Determined in agreed time: 5</i></p> <p><i>The percentage figures (Major, Minor, Other) represent all decisions which have been made either within the original target time period specified by statute or an extended time period agreed/requested by an applicant.</i></p> <p><i>In some cases the agreed time period is requested for a number of reasons such as:</i></p> <ul style="list-style-type: none"> <i>to manage workloads caused by a need to seek further information</i> <i>delays caused by awaiting consultee responses</i> <i>seeking amendments to improve the scheme to make it acceptable and/or raise the quality of the built environment</i> <p><i>In some instances, applicants ask for an extension of time to allow them an opportunity to amend a proposal to overcome officer and consultee concerns.</i></p>							
% of minor applications to be determined within the statutory period <i>(including any agreed extension of time)</i>	73.21%	84%	85%	88%		70% (Quarterly)	✓
<p><i>Please see comment above</i></p> <p><i>'Minor' Applications in Q3: Total Decisions: 49; Determined in agreed time:43</i></p>							
% of other planning applications to be determined within statutory period <i>(including any agreed extension of time)</i>	88.07%	88.45%	87%	93%		85% (Quarterly)	✓
<p><i>Please see comment above</i></p> <p><i>'Other' Applications in Q3: Total Decisions: 166; Determined in agreed time:154</i></p>							

Transparent, Stable, Accountable and Accessible

Description	Q3 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	81.98% (Cumulative)	28.39% (Cumulative)	56.01% (Cumulative)	82.49% (Cumulative)		97.3% (Annual)	✓
Business Rates collection rate	80.68% (Cumulative)	36.65% (Cumulative)	63.33% (Cumulative)	86.65% (Cumulative)		97.5% (Annual)	✓
Increased take-up of My Account and online transactions	5.8%	6.69%	2.92%	1.18%		10% (Annual)	✓
	<p><i>In Quarter 3, a total of 615 customers have registered for My Account an increase of 1.18%. Since the launch of the service in August 2020, a total of 35,115 customers have registered for the service equating to 67.61% take up so far.</i></p>						
Lifeline - Number of calls answered within 60 seconds	-	98.4%	98.4%	97.9%		97.5% (Monthly)	✓
Lifeline - Number of calls answered within 180 seconds	-	99.8%	99.7%	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).	84%	85.54%	91.79%	84.67%		90% (Monthly)	✗
	<p><i>Performance has shown slight improvement when compared with the same quarter of last year, however due to the resignation of one Case Officer, and the subsequent appointment of another Case Officer into the Information Governance Specialist's role has impacted on request turnaround times during the quarter, particularly in the month of November. A new Case Officer since been appointed at the end of November 2022 and this additional resource will help to ensure future performance will continue to improve to the required standard.</i></p>						
All Subject Access Request responses to be provided within the statutory period (1 calendar month or lawful extension).	43.75%	70.59%	100%	77.78%		90% (Monthly)	✗

Transparent, Stable, Accountable and Accessible

Description	Q3 2021-22 Comparison	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	On Target
	<p><i>The number of subject access requests (SARs) responded to has shown significant improvement when compared with the same quarter of last year, however due to the resignation of one Case Officer and the subsequent appointment of another Case Officer into the Information Governance Specialist's role has impacted on request turnaround times during the quarter, particularly in the month of November. A new Case Officer since been appointed at the end of November 2022 and this additional resource will help to ensure future performance will continue to improve to the required standard.</i></p>						
Percentage of data breaches assessed within 72 hours to decide if it is reportable to the ICO.	100%	88.89%	83.3%	53.8%		100% (Monthly)	X
	<p><i>The percentage of data breaches assessed in time was under target during Quarter 3 as a result of some cases not being reported to the IG Specialist through the correct channels and the reporter/officers not assisting investigations within the required timeframe. The issues have been raised with managers, and a council-wide email sent out to reiterate that all Council officers hold responsibility for assisting the Information Governance Team with investigating data breaches. During this period, a new Specialist has also been appointed from the Case Management team with training taking place that will help with improving overall resilience in the assessment breaches moving forwards.</i></p>						
Percentage of reportable data breaches that were submitted to the ICO within 72 hours.	100%	-	50%	0%		100% (Monthly)	X
	<p><i>In Quarter 3, there was only one case that was required to be submitted to the Information Commissioner's Office (ICO). This was passed to the Information Governance Specialist later than the 72-hour period to be assessed. Further training on the correct procedure for reporting breaches was swiftly undertaken to reduce the risk of any future reporting errors.</i></p>						

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