



# Folkestone & Hythe District Council

## Quarter 2 Performance Report (July- September 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 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 new 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 2 of 2022/23 (July to September 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 first 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
Improve physical and mental health & wellbeing	Ensure an excellent environment for everyone	Reinvigorate the high streets	Improve outcomes & support for homeless people
Safer communities	Grow the circular economy & reduce waste	Support a vibrant & diverse business community	Deliver sustainable, affordable housing
Supporting & empowering our communities	Increase our resilience to climate change	Help people access jobs & opportunity	Deliver a safe, accountable housing service
		Grow the skills we need for the future	Digital inclusion & connectivity
			Deliver a sustainable new development at Otterpool Park
<b>In everything we do we will follow these guiding principles:</b>			
<b>Sustainable recovery</b> We will do all we can to ensure a strong recovery for the district from the effects of COVID.	<b>Locally distinctive</b> We will protect the special distinctive and diverse nature of our district - working with our key partners to enhance it.	<b>Greener Folkestone &amp; Hythe</b> We will encourage and create a more sustainable district consuming fewer natural resources.	<b>Transparent, stable, accountable and accessible</b> We will be financially sustainable and communicate effectively with our communities in an accessible way.
<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.	<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.		

Above: Corporate Plan - Service Ambitions and Guiding Principles

# 01 Positive Community Leadership

Description	Q2 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	0			1 site per year	✓
Average number of days to process new claims for Housing Benefit from the date complete evidence is received.	3.4	4.5	4.9			7 Days (Monthly)	✓
Average number of days taken to process new claims for Housing Benefit	12.2	13.2	12.7			17 Days (Monthly)	✓
% food premises broadly compliant ( equivalent to 3 rating)	Figure unavailable	97.8%	97.53%			95% (Quarterly)	✓
	<p><i>In Quarter 2, 97.53% of food premises in the business were found to be broadly compliant in the district, the percentage achieved is based on a total of 81 premises being inspected in the period.</i></p>						
Number of community safety events held and projects delivered	0	3	9			10 (Annual)	✓
	<p><i>In Quarter 2, a total of 9 community safety events or projects were delivered by the Community Safety Unit:</i></p> <ul style="list-style-type: none"> <li>• <b>Folkestone Pride</b>– A public engagement stall was hosted by members of the Community Safety team on The Leas in Folkestone in July 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. The team also handed out Spikey Bottle Stoppers that help prevent peoples’ drinks from being spiked in bars, pubs and at parties.</li> <li>• <b>Op Sunshine</b>– Community safety partners took part in a joint high visibility community engagement patrol. Engaging with members of the public, promoting safety schemes, encouraging reporting and signposting. The Ops are an opportunity for the Community Safety Unit, Enforcement team, Youth Engagement, Porchlight and Police, to have group walkabouts in parts of the district. These walkabouts allow them to highlight hotspot areas, share information and interact with residents and visitors listening to any concerns they may have.</li> </ul>						

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

- **Violence against Women and Girls (VAWG) walk and talk** - meet up with members of the community to understand areas of concern and look to design these out. On 20th July a walk and talk took place with representatives from Folkestone & Hythe District Council, Police and Home-Start Shepway. The representatives walked through Folkestone town between 4.00pm to 6.00pm handing out information about personal safety and safer socialising. The group also promoted various safety apps and handed out personal safety equipment. This engagement activity was designed to target those working and socialising in the evening.
- **Gaming Bus** – The bus hosted by the Kent & Medway Prevent team provided a fun, interactive and safe space where the Community Safety partners and the Prevent team could share important messages and raise awareness to young people and their families about countering hateful extremism and spreading awareness around gaming safely online.
- **Op Henosis:** The Community Safety, Licensing and Enforcement teams patrolled the Leas and the town centre. The patrol also covered the Coastal Park where the group were able to assist with some issues members of the public were having. The team were also able to engage with members of the homeless community.
- **Folkestone Air Show** - Community Safety Team hosted a stall alongside the Environmental Enforcement team. The team handed out information about staying safe in the district when out at night. The team also promoted safety apps such as: live 360, holly guard and shared information about adult and child mental health services available to residents. The team also covered how and where members of the public can report issues.
- **Folkestone & Hythe Youth Hub Festival** – In August, the Community Safety team hosted a stand on the grounds of Mundella Primary Playing Field supporting the KCC Youth Hub. The team handed out safety information for both adults and children including information about the mental health services available to them. They also promoted the Fearless organisation and Crime Stoppers.
- **Welcome event for Ukrainians** – In September, the Community Safety team attended an event at the Folkestone Quarterhouse to meet Ukrainians and their hosts to share safety advice, guidance and signposting information.
- **Community Day for Royal Gurkha Regiment Spouses** - Around 200 families arrived from Brunei to start their 3-year posting in Shorncliffe. The Community Safety team attended with many organisations at the Community Centre on Mackenzie Drive to provide information and advice to the families.

## 02 A Thriving Environment

Description	Q2 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)	39	18	13			*70 (informal) (Annual)	✓
Number of Community Protection Warnings (CPWs) issued	-	15	26			15 (Annual)	✓
Fixed Penalty Notices issued for Low level Enviro-crime (littering, dog control)	-	33	52			*300(informal) (Annual)	✓
Fixed Penalty Notices issued for High level Enviro-crime (large Fly-tipping)	-	5	7			*25(informal) (Annual)	✓
Percentage of streets surveyed clear of litter within the district	Figure unavailable	98.23%	95.25%			95% (Monthly)	✓
	<i>A total of 421 inspection surveys of streets were carried out by monitoring officers in Quarter 2 in locations including Cheriton, West Hythe, Old Romney and their surrounding areas.</i>						
Number of community environmental volunteer events supported	18	17	13			15 (Quarterly)	✗
	<i>The number of environmental events supported was under target during the quarter due to the departure of one officer in Quarter 1 and the cancellation of some planned events due to the summer holidays. A number of further events are being planned by the team to take place in Quarter 3 subject to changes in the weather conditions.</i>						

# 02 A Thriving Environment

Description	Q2 2021-22 Comparison	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	On Target
Number of recorded See it, Own it, Do it (SOD It) interventions completed	3,155	1,278	1,523			1200 (Quarterly)	✓
Average time for anti-social or offensive graffiti to be removed from the time of being reported	24 hours	48 hours	48 hours			48 Hrs (Quarterly)	✓
<p><i>In the Quarter 2 period, the Area Officers cleared 904 pieces of graffiti across the district.</i></p>							
Number of new electric vehicle charging points installed within district owned car parks	-	53 (cumulative) (53 now installed out of 94 planned)	73 (cumulative) (73 now installed out of 94 planned)			2 charging points per car park (Annual)	✓
<p><i>A further 20 new EV charging points have been installed and are now fully operational within five district owned car parks bringing the cumulative total to 73 in 19 car parks so far. The new units are operational in the following locations:</i></p> <ul style="list-style-type: none"> <li><i>• Twiss Fort Car Park, Hythe – 2</i></li> <li><i>• Battery Point – 4</i></li> <li><i>• Pleydell Gardens - 6</i></li> <li><i>• Lower Payers Car Park, Mill Bay – 4</i></li> <li><i>• East Cliff Pavilion - 4</i></li> </ul> <p><i>A further 7 sites identified will see the remaining units commissioned during this financial year.</i></p>							
Percentage of street lighting within the district converted to LED	-	27.9% (cumulative)	30% (cumulative)			100% completion by March 2023	✓
<p><i>A total of 321 (adoptable assets) out of a total of 1,063 lights have been converted to LED so far within the district. This equates to 30% of the total number of lights required to be converted by the March 2023. This now completes phase 1 of the project. Plans are underway to transfer these assets to KCC.</i></p> <p><i>Work on phase 2 (retained assets) is already underway. Visual inspections and surveys are now being carried out.</i></p>							
Number of missed bin collections per 100,000	144.5	40.77	39.84			50 (Monthly)	✓



## 02 A Thriving Environment

Description	Q2 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	40.8%	47.7%	TBC			50% (Monthly)	X
	<p><i>The recycling tonnage data for the final month of Quarter 2 (September 22) is currently unavailable - this is provided by Kent County Council and is typically supplied 1-2 months in arrears.</i></p>						
Number of days to remove fly-tipped waste on public land once reported	6	1	1			3 Days (Monthly)	✓
	<p><i>A total of 392 incidents of fly-tipped waste were dealt with on public land within the district during Quarter 2. The breakdown is as follows:</i></p> <ul style="list-style-type: none"> <li><i>July – 123</i></li> <li><i>August – 125</i></li> <li><i>September – 144</i></li> </ul>						
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><i>A total of one prosecution was secured during Quarter 2 for the following:</i></p> <ul style="list-style-type: none"> <li><i>A company found guilty of a dark smoke offence in September in accordance with the Clean Air Act 1993. Fine: £500, Costs: £180, Victim Surcharge: £100</i></li> </ul>						

## 03 A Vibrant Economy

Description	Q2 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>  £56,687 <i>allocated in Q2</i>	76.42% <i>(allocated since fund inception)</i>  £99,998 <i>allocated in Q1</i>	85.98% <i>(allocated since fund inception)</i>  £459,517 <i>allocated in Q2</i>			100% of the funds allocated	✓
	<p><i>During Quarter 2 a total of £459,517 was allocated from the High Streets Fund, £450k of this has been allocated as Levelling Up Fund (LUF) match funding should the council be successful in its bid. The remaining £9,517 was allocated to one new high street fund application for a new business to refurbish premises and kit it out as a Mexican restaurant. Other applications were received in Quarter 2, but these are carried into Quarter 3 as further information is required from the applicants. Total funds allocated since inception £2,579,283. This figure may be adjusted due to the outcome of high street fund projects older than 12 months since approval not yet fulfilled. We are currently liaising with the applicants to determine resolutions.</i></p>						
Number of engagements undertaken by the Folkestone & Hythe Place Panel on projects of scale or strategic significance.	1	4	1			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>	12.22% <i>(allocated since fund inception)</i>  £7,126 <i>allocated in Q2</i>			70% of available funds allocated in 2022-23	✓
	<p><i>An application that was carried over from the Quarter 1 period was given approval by the decision panel once further information to support the application was received from the applicant. A value of £7,126 was awarded to enable the business to purchase new I.T. equipment and towards the first 3 months rental payments. At the end of the Quarter 2 period, a total of 3 businesses occupied the Romney Marsh Business Hub. 2 of the businesses have made applications to the grant scheme to date, with both being successfully approved.</i></p>						

## 03 A Vibrant Economy

Description	Q2 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	7	19	4			10 (Annual)	✓
	<p><i>During Quarter 2, a total of 4 applications were given approvals via our internal led grant schemes. This comprises the following: 1 x High Streets Fund application, 1 x Romney Marsh Business Hub grant scheme application, and 2 x Folkestone Community Works grant schemes. Further applications have been received during the Quarter 2 period, but these have yet to reach a decision panel, assuming that all evaluation requirements are met.</i></p>						
Number of businesses or potential entrepreneurs/new start-ups signposted to support programmes and events to facilitate growth	17	65	15			50 minimum (Annual)	✓
	<p><i>A total of 15 businesses made contact with the council to seek business advice, and other businesses within our district made contact with other organisations offering support, such as Social Enterprise Kent. 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.</i></p>						
Number of businesses engaged with in the district to support growth and retention of local people	2	17	14			12 (Annual)	✓
	<p><i>During Quarter 2, 14 businesses were directly engaged with to support growth and the retention of local people. These included: The Burlington Hotel, Screen South, Folkestone Harbour &amp; Seafront Company, Home instead, Holiday Extras, Due-tech, The Workshop, Oak Creative, Profile Architects, Alliance Livingstone, Collier Stevens, Romney Hythe &amp; Dymchurch Railway, Stagecoach Southeast, NIC Instruments.</i></p>						
Total funds allocated from the Folkestone Community Works Programme	74% (cumulative)	90% (cumulative)	85% (cumulative)			100% of the allocated funds spent by end of 2022/23	✓

## 03 A Vibrant Economy

Description	Q2 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 2 (July - Sept) 2022, funded projects had claimed expenditure worth £1,457,006 which represents 85% of the value of the signed grant funding agreements totaling £1,716,081. There are still funds available to be allocated with several further applications in the process that will help reduce the amount of unallocated funds.*

*In addition to the business support that continues to be delivered by Social Enterprise Kent and Screen South, the following projects were underway, and support given during Quarter 2:*

- **Passport to Success led by Prince's Trust** – A project working with 60 young adults to explore career pathways available in local business sectors and develop entrepreneurial skills.
- Three local businesses were awarded Small and Medium Enterprise (SME) Business grants in Central Folkestone to purchase items including a new phone system, photography equipment and computers with software that will help to support the growth of their businesses.

# 04 Quality Homes and Infrastructure

Description	Q2 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)	369	408	453			No Target	-
	<i>Information only (no target). We had a greater number of approaches than the previous quarter and the trend has increased over the summer months. The increases seen can be attributed to a number of 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.</i>						
Percentage of homelessness approaches closed as 'homelessness prevented'	3.72%	9.76%	8.61%			4%	✓
	<i>Aim to maximise (on target). This measures the number of preventions as a total of all the approaches made to the Council. Performance is slightly down on Quarter 1, but overall improvement so far against last year, with 39 preventions over the quarter, and 79 for the year-to-date (9.15% and exceeding target).</i>						
Average number of rough sleepers in the period	7.4	11	12			<6	X
	<i>Aim to minimise (off target). A count is taken weekly, and an average calculated over the reported period. The number of people sleeping rough increased to an average of 12 over the last quarter. Several new cases have moved into the district and, although largely beyond our control, we are working with our partners to find suitable accommodation for them.</i>						

## 04 Quality Homes and Infrastructure

Description	Q2 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	1	2	3			0	X
	<p><i>Aim to minimise (off target). At the end of September, the average was three, an increase of one since Quarter 1. The Council would like to see no households placed in B&amp;B accommodation and the Housing Options Team continues 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	26	27	26			<35	✓
	<p><i>Aim to minimise (on target). The position has improved by one overall since Quarter 1 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	7	9	5			70 (Annual)	✓
	<p><i>Aim to maximise (year-end target). 14 homes have been completed in total since April, which currently shows us to be under target for completing 70 by year end. However, 93 'no use' empty loan units are in the pipeline, so subsequent quarters should show more progress towards the target. Progress has been slow for a number of reasons including contractor availability, landlord finances and price rises in materials.</i></p>						
Affordable homes delivered by the Council and its partners	0	33	10			80 (Annual)	✓
	<p><i>Aim to maximise (year-end target). 43 homes have been delivered in total since April. This puts us over half-way towards the year-end target of 80. Slower progress was made in Quarter 2 than Quarter 1, but overall delivery is higher than at the same point in 2021-22. The 10 homes delivered in Quarter 2 were in Sellindge, Shorncliffe and Folkestone.</i></p>						
Affordable homes for low-cost home ownership delivered by the Council and its partners	0	17	4			32 (Annual)	✓
	<p><i>Aim to maximise (year-end target). Of the 43 affordable homes delivered to date (see above), 21 are designated for 'low-cost home-ownership'. This puts us two thirds 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 within that financial year. The 4 units delivered in Quarter 2 were in Shorncliffe.</i></p>						

# 04 Quality Homes and Infrastructure

Description	Q2 2021-22 Comparison	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	On Target
Private sector homes improved as a result of intervention by the Council	74	77	110			200 (Annual)	✓
Council home new builds and acquisitions started on site	0	0	0			20 (Annual)	X
	<p><i>Aim to maximise (year-end target). No progress has been made on this KPI in Quarter 2. However, 15 Council homes for rent are due to be completed by the end of 2022 at the former Royal Victoria Hospital site. These will be let through the Council's Housing Waiting List.</i></p> <p><i>A further 30 units are due to start on site at Highview, later this year, providing further high-quality Council homes for rent and shared ownership purchase.</i></p>						
Percentage of properties that meet the decent homes standard	99.97%	96.51%	96.71%			99% (Monthly)	X
	<p><i>Aim to maximise (within 5% of target). Since April 2022, a total of 25 properties have been removed from the Decent Homes failures list, with 111 failings reported at 30 September 2022 (a net improvement of 7 over the last quarter). 19 of these properties are included on the Social Housing Decarbonisation Fund carbon reduction programme to be upgraded by March 2023.</i></p>						
Properties with a valid LGSR	-	99.93%	99.58%			100% (Monthly)	X
	<p><i>Aim to maximise (off target). Landlord Gas Safety Record (LGSR). Undertaking annual gas safety checks is a mandatory requirement. At the time of writing a total of 12 outstanding properties are being reviewed by the legal team to gain access to undertake the safety checks and renew the LGSR certificates. Until these are completed, this presents a significant risk to tenant safety.</i></p>						
Blocks with a valid Fire Risk Assessment	-	100%	100%			100% (Monthly)	✓
	<p><i>Aim to maximise (on target). Ensuring all applicable communal blocks have a valid Fire Risk Assessment in place is a mandatory requirement. 180/180 in place as at 30 September 2022.</i></p>						

# 04 Quality Homes and Infrastructure

Description	Q2 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%			100% (Monthly)	✓
<p><i>Aim to maximise (on target). Ensuring all communal blocks requiring a Legionella (i.e. Water Safety) Risk Assessment have one in place is a mandatory requirement. 23/23 in place as at 30 September 2022.</i></p>							
Blocks with valid (in date) Electrical Certificate (EICR)	-	95.17%	97.2%			100% (Monthly)	X
<p><i>Aim to maximise (off target). Electrical Installation Condition Report (EICR). The target is ensuring all applicable communal blocks have a valid, in date, EICR is a mandatory requirement. 139/143 are in place as at 30 September 2022 (4 non-compliant). Improvement of 3 since Quarter 1. Certification is being awaited on the remaining properties.</i></p>							
Domestic properties with a valid (in date) EICR	-	92.14%	92.96%			100% (Monthly)	X
<p><i>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. 3,145/3,383 completed as at 30 September 2022 (238 non-compliant). Improvement of 28 since Quarter 1. A new contractor is being worked with to review the best approach to completing these outstanding properties, where we have not been able to gain access.</i></p>							
Properties Asbestos compliant (Communal)	-	100%	100%			100% (Monthly)	✓
<p><i>Aim to maximise (on target). Ensuring all communal blocks requiring an Asbestos check have a valid one in place is a mandatory requirement. 104/104 in place as at 30 September 2022.</i></p>							
Insurance visits completed on communal lifts (LOLER)		100%	100%			100% (Monthly)	✓
<p><i>Aim to maximise (on target). Lifting Operations and Lifting Equipment Regulations (LOLER). Ensuring all communal lifts in our blocks have had an inspection, and been certified safe, is a mandatory requirement. 14/14 in place as at 30 Sep 2022.</i></p>							



# 04 Quality Homes and Infrastructure

Description	Q2 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>	85.7%	83.33%	100%			60% (Quarterly)	✓
<p><i>'Major' Applications in Q2: Total Decisions 8 Determined in agreed time 8</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"> <li><i>to manage workloads caused by a need to seek further information</i></li> <li><i>delays caused by awaiting consultee responses</i></li> <li><i>seeking amendments to improve the scheme to make it acceptable and/or raise the quality of the built environment</i></li> </ul> <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>	89.71%	84%	84.7%			70% (Quarterly)	✓
<p><i>'Minor' Applications in Q2: Total Decisions 72 Determined in agreed time 61</i></p> <p><i>Please see comment above</i></p>							
% of other planning applications to be determined within statutory period <i>(including any agreed extension of time)</i>	91.92%	88.45%	87%			85% (Quarterly)	✓
<p><i>'Other' Applications in Q2: Total Decisions 155 Determined in agreed time 135</i></p> <p><i>Please see comment under 'Major' applications</i></p>							

# Transparent, Stable, Accountable and Accessible

Description	Q2 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	54.81% (Cumulative)	28.39% (Cumulative)	56.01% (Cumulative)			97.3% (Annual)	✓
Business Rates collection rate	52.03% (Cumulative)	36.65% (Cumulative)	63.33% (Cumulative)			97.5% (Annual)	✓
Increased take-up of My Account and online transactions	7.09%	6.69%	2.92%			10% (Annual)	✓
	<p><i>In Quarter 2, a total of 1,514 customers have registered for My Account an increase of 2.92%. Since the launch of the service in August 2020, a total of 34,495 customers have registered for the service equating to 66.42% take up so far.</i></p>						
Lifeline - Number of calls answered within 60 seconds	-	98.4%	98.4%			97.5% (Monthly)	✓
Lifeline - Number of calls answered within 180 seconds	-	99.8%	99.7%			99% (Monthly)	✓
All Freedom of Information / Environmental information Requests to be responded to within the statutory period of (20 working days or lawful extension).	70.56%	85.54%	91.79%			90% (Monthly)	✓
	<p><i>Performance has shown continued improvement when compared with the same quarter of last year. Additional resource employed by the team at the beginning of the financial year and ongoing training is continuing to have a positive impact both on the overall performance of the team and case response times. Continued corporate expectations on all service areas will significantly positively impact response times.</i></p>						
All Subject Access Request responses to be provided within the statutory period (1 calendar month or lawful extension).	0%	70.59%	100%			90% (Monthly)	✓

# Transparent, Stable, Accountable and Accessible

Description	Q2 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. Additional resource employed by the team at the beginning of the financial year and ongoing training is having a positive impact both on the overall performance of the team and case response times. Continued corporate expectations on all service areas will continue to positively impact response times.</i></p>						
Percentage of data breaches assessed within 72 hours to decide if it is reportable to the ICO.	100%	88.89%	83.3%			100% (Monthly)	X
	<p><i>The percentage of data breaches assessed in time was under target during Quarter 2 as a result of an individual case not being assessed within the defined 72-hour period. This was due to the breach not being reported to the IG Specialist through the correct channels. The breach once received by the IG Specialist was assessed within 72 hours. This breach was deemed to be reportable to the Information Commissioners Office (ICO). Further training on the correct procedure for reporting breaches was swiftly undertaken to reduce the risk of any future reporting errors.</i></p>						
Percentage of reportable data breaches that were submitted to the ICO within 72 hours.	100%	-	50%			100% (Monthly)	X
	<p><i>In Quarter 2, there were two breaches that were required to be submitted to the Information Commissioner's Office (ICO). One of these 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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