



Folkestone & Hythe District Council

Appendix 2: 2023-24 End of Year Data



01 Positive Community Leadership

Description	Q1 Actual 2023-24	Q2 Actual 2023-24	Q3 Actual 2023-24	Q4 Actual 2023-24	Target	2022-23 Comparison	2023-24 Summary	Target Met
Number of new priority play areas improved by the Council	0	0	1	0	1 site per year	3 (Total)	1 (Total)	✓
	<p><i>Improvements to Coastal Park Play Area accessible facilities to be incorporated into the larger full refurbishment project of the play area. Current target for Q4 2024/25, however the project is in its initial stages so the project timeline has not yet been determined.</i></p> <p><i>The use of S106 funding allocated to Cheriton Recreation Ground needs to be considered to address any shortfalls in provision & maintenance of hard surfaces.</i></p>							
Average number of days to process new claims for Housing Benefit from the date complete evidence is received.	4.5	4.6	2.6	3.8	7 Days (Monthly)	4.4	3.9	✓
Average number of days taken to process new claims for Housing Benefit	12.9	11.4	13.1	11.7	17 Days (Monthly)	11.7	12.2	✓
% food premises broadly compliant (equivalent to 3 rating)	95%	97%	98.9%	96.5%	95% (Quarterly)	96.98% (Average)	96.85% (Average)	✓
	<p><i>A total of 460 food premises have been inspected during 2023/24 and of those 96.5% are broadly compliant.</i></p>							
Number of community safety events held and projects delivered (Public)	11	15	6	7	10 (Annual)	35 (Total)	39 (Total)	✓
	<p><i>In Quarter 4, a total of 7 community safety events or projects were delivered by the Community Safety Unit that included:</i></p> <ul style="list-style-type: none"> Hythe Community Safety event (January 2024): <i>The Community Safety was joined by Kent Police at the Hythe community engagement event held at Hythe Town Hall. It was a very successful networking meeting engaging with around 20 residents who shared their concerns about fly-tipping, street lighting and requested more police patrols in the Hythe area.</i> Violence Against Women and Girls (February 2024): <i>The Community Safety was joined by the Licensing team, Kent Police and Homestart Shepway at a drop-in event at Folkestone Sports Centre last month. The officers engaged with more than 20 people, promoting the measures being taken to tackle violence against women and girls in our district.</i> 							

Description	Q1 Actual 2023-24	Q2 Actual 2023-24	Q3 Actual 2023-24	Q4 Actual 2023-24	Target	2022-23 Comparison	2022-23 Summary	Target Met
	<ul style="list-style-type: none"> • Winter Well Event (February 2024): Members of the Community Safety team attended the Winter Well event held at Romney Marsh Community Hub and was joined by members of the council's Welfare Team and representatives from organisations including South Kent Mind, the Shaw Trust, Age UK, Social Enterprise Kent Community Connector, the Community Respiratory Team, Rainbow Centre. • Local Engagement Meeting (February 2024): Community Safety along with Kent Police were at Lydd Town Hall and engaged with more than 20 residents, who asked questions about policing in the area. It was a productive meeting and intelligence shared about the use of quad bikes in the area, drug and alcohol use in the play area, fly-tipping, speeding cars through Lydd and people smoking cannabis. The team will endeavour to address these points including Kent Police who will be following up on many of these issues. • Safer Business Action Day (March 2024): In support of the Safer Business Action Day, Scott Butler from Community Safety along with Kent Police, FAPAC (Folkestone Area Partnership Against Crime) and officers from Bouverie Place were out in the town centre. The officers gave crime prevention advice to local business and engaged with the public about crime reduction guidance and support. 							
Number of Community Safety projects delivered (Behind the Scenes Work)	7	3	2	1	4 (Annual)	-	13 (Total)	✓
Number of households in the district receiving support through the UKSPF'	54*	44	72	251	200 (Annual)	-	421 (Total)	✓
	<p>A total of 251 households have been supported via the Home Essential Fund in Quarter 4 - a limited scheme funded by the UK Shared Prosperity Fund (UKSPF) to support low-income households with energy-efficient solutions to help reduce their costs and supply more efficient items to replace broken ones. Support has included: replacement of home white-goods items, beds, mattresses, boiler replacements and servicing.</p>							

Description	Q1 Actual 2023-24	Q2 Actual 2023-24	Q3 Actual 2023-24	Q4 Actual 2023-24	Target	2022-23 Comparison	2023-24 Summary	Target Met
Retain Green Flags for the Coastal Park, Royal Military Canal, Kingsnorth Gardens and Radnor Park sites	-	-	-	-	4 (Annual)	4	4	✓
Number of enforcement notices served (e.g. Abatement Notices, Community Protection Notices)	5	12	6	14	*45 (informal) (Annual)	47 (Total)	37 (Total)	X
	<p>A total of 14 enforcement notices were served in Quarter 4 for the following offences:</p> <ul style="list-style-type: none"> • 1 for commercial waste arrangements • 1 for ASB including fencing and gardening issues • 12 for waste on private land. <p>The number of enforcement notices not reaching target should be celebrated. This would highlight that informal action has been taken and the behaviors' are changing and the subjects in question are complying with the educational work and the encouragement to act appropriately before enforcement action is taken. This would include direct conversations face to face, email and phone, or Community Protection Warnings (CPW) to highlight the level of compliancy needed to stop any further formal notice being issued. This has been highlighted in the CPW statistics where the target was 40 and the actual figures show 68 (59% increase on yearly target).</p>							
Number of Community Protection Warnings (CPWs) issued	17	14	11	26	40 (Annual)	70 (Total)	68 (Total)	✓
Fixed Penalty Notices issued for Low level Enviro-crime (littering, dog control)	105	92	133	52	*200 (informal) (Annual)	169 (Total)	382 (Total)	✓
Fixed Penalty Notices issued for High level Enviro-crime (large Fly-tipping)	1	2	7	6	*20 (informal) (Annual)	20 (Total)	16 (Total)	X
Number of Breaches issued under the Public Space Protection Order	0	0	1	4	10 (Annual)	-	5 (Total)	✓
ASB enforcement action taken (including CPWs and CPNs)	3	4	3	8	*20 (informal) Annual	-	18 (Total)	X

02 A Thriving Environment

Description	Q1 Actual 2023-24	Q2 Actual 2023-24	Q3 Actual 2023-24	Q4 Actual 2023-24	Target	2022-23 Comparison	2023-24 Summary	Target Met
Percentage of streets surveyed clear of litter within the district	98.52%	97.2%	97.09%	97.02%	95% (Monthly)	96% (Average)	97.4% (Average)	✓
<p><i>A total of 693 inspection surveys of streets were carried out by monitoring officers in Quarter 4 in locations including: Central Folkestone in 4 areas, Hawkinge, Postling, Stanford, New Romney, Brenzett, Snargate, Lydd, Lydd on Sea.</i></p>								
Number of community environmental volunteer events supported	12	14	10	12	15 (Quarterly)	48 (total)	48 (total)	X
<p><i>A total of 12 Litter picks were carried out during Quarter 4 with groups including Go Folkestone, Hythe Environmental group, The Hawkinge residents and the Gurka Community. The Environmental Improvement team have continued working with the Napier residents running litter picks in the local area with the residents of the barracks to help keep the area clean for the residents. The number events supported did not reach target during the quarter due to reduced resources.</i></p> <p><i>The Area Officer team have continued to give out litter picking equipment to individuals and households to support community clean ups. A total of 6 sets of equipment were handed out in Quarter 4.</i></p>								
Number of recorded See it, Own it, Do it (SOD It) interventions completed	1,377	1,155	1,280	842	1200 (Quarterly)	5,583 (total)	4,654 (total)	X
Average time for anti-social or offensive graffiti to be removed from the time of being reported	48 hours	24 hours	24 hours	24 hours	48 Hrs (Quarterly)	48 hours (Average)	30 hours (Average)	✓
Percentage of street lighting within the district converted to LED	74% (cumulative)	86% (cumulative)	92% (cumulative)	92% (cumulative)	100% completion by Autumn 2023	43% (cumulative)	92% (cumulative)	X
<p><i>Surveys have now been completed on the outstanding 56 assets. It was determined that 24 out of the 56 could be removed from the programme. The remaining 32 assets are now being converted and completion of this is expected end of May. This would bring the project to a close.</i></p>								
Number of missed bin collections per 100,000	43.1	35.54	28.86	29.54	50 (Monthly)	36.7 (Average)	34.2 (Average)	✓
Percentage of household waste recycled	49.2%	47.4%	42.9%	42.9%	50% (Monthly)	44.6% (Average)	45.6% (Average)	X

Description	Q1 Actual 2023-24	Q2 Actual 2023-24	Q3 Actual 2023-24	Q4 Actual 2023-24	Target	2022-23 Comparison	2023-24 Summary	Target Met
	<p><i>Our recycling rate is on par with national averages. When considering the total amount of waste presented by - and collected from - households in the district, the recycling rate is a simple weight ratio of recyclable material compared to non-recyclable material. Increasing this is reliant on residents separately presenting as much recyclable material as possible. Whilst the underlying rate of dry recycling remained steady throughout 2023-24, the tonnage of garden and food waste collected increased compared to 2022-23 and this has helped increase the overall annual recycling rate figure.</i></p>							
Number of days to remove fly-tipped waste on public land once reported	1	1	1	1	3 Days (Monthly)	1 (Average)	1 (Average)	✓
	<p><i>A total of 326 incidents of fly-tipped waste were dealt with on public land within the district during Quarter 4. The breakdown is as follows: January – 121 February – 91 March - 114</i></p>							
Percentage of compliant air quality monitoring sites	100%	100%	100%	100%	100% (Quarterly)	100% (Average)	100% (Average)	✓
Enforcement - Percentage of successful prosecutions (<i>Incl Fly-tipping and Littering</i>)	100%	-	-	100%	100% (Quarterly)	100% (Average)	100% (Average)	✓
	<p><i>A total of 1 prosecution was secured during Quarter 4 for a breach of CPN that required the removal of pigeon access to a private property.</i></p>							

03 | A Vibrant Economy

Description	Q1 Actual 2023-24	Q2 Actual 2023-24	Q3 Actual 2023-24	Q4 Actual 2023-24	Target	2022-23 Comparison	2023-24 Summary	Target Met
Number of engagements undertaken by the Folkestone & Hythe Place Panel on projects of scale or strategic significance.	4	1	3	1	3 (Annual)	8 (total)	9 (total)	✓
Total funding allocated from the Romney Marsh Business Hub grant support scheme	27% (allocated since fund inception) £0 allocated in Q1	27% (allocated since fund inception) £0 allocated in Q2	36% (allocated since fund inception) £49,690 allocated in Q3	36% (allocated since fund inception) £0 allocated in Q4	70% of available funds allocated in 2023-24	27% (total)	36% (total)	X
<p><i>No applications were awarded funding during Quarter 4. The scheme has now closed to further applications. By the end of Quarter 4, a total of 7 businesses occupying offices at the Romney Marsh Business Hub had been awarded grant funding totally £49,690. One remaining application will be concluded during the next quarter. **The target to allocate 70% of funds is not likely to be met due to the number of applications received and the values requested from businesses leasing offices at the hub. However, there is no requirement exhaust the £140,000 total fund on this grant scheme as remaining funds are to be utilised on other Romney Marsh district projects.</i></p>								

Description	Q1 Actual 2023-24	Q2 Actual 2023-24	Q3 Actual 2023-24	Q4 Actual 2023-24	Target	2022-23 Comparison	2023-24 Summary	Target Met
Number of Folkestone & Hythe businesses accessing business support and grants from public sector programmes	3	3	0	15	10 (Annual)	59 (total)	21 (total)	✓
	<p><i>During Quarter 4, a further 6 applications were awarded grant funding from the Green Business Grant scheme. During the 2023-24 financial year, a total of 13 projects were awarded funding totally £127,500. The diverse range of projects approved included solar panel system installations, low energy usage LED lighting systems, and a water saving initiative by a local manufacturing business. The sum of £25,000 was awarded towards energy efficient LED lighting systems and Solar panel system installation being implemented as part of the Leas Lift Project ahead of it's reopening during 2025. The Green Business Grant scheme closed to new applications on 31st March 2024 ahead of a final round of decision panels during next quarter. The first decision panels were held for the Rural England Prosperity Fund during Quarter 4, resulting in 9 projects being approved and the £143,000 funding for 2023-24 being fully allocated. Projects approved included Solar PV system installations, a new community village hall, a secure cycle shelter and diversification of farmland.</i></p>							
Number of businesses or potential entrepreneurs/ new start-ups signposted to support programmes and events to facilitate growth	832	835	832	118	50 minimum (Annual)	101 (total)	835 <i>(highest figure used as same businesses will be repeated across the year)</i>	✓
	<p><i>Engagement in this area took place largely via our business advisory board members during Quarter 4. The figure is lower than the previous quarter as no blanket information emails were sent out to all the businesses that are held on our database. In addition, ad hoc signposting took place throughout the 2023-24 financial year and also via regular posts placed on our Folkestone Works website.</i></p>							
Number of businesses engaged with in the district to support growth and retention of local people	18	17	15	14	12 (Annual)	68 (total)	64 (total)	✓
	<p><i>During Quarter 4, 14 businesses were engaged with directly to support growth and retention of local people. Amongst these were: Burlington Hotel, Stagecoach Southeast, Radiowaves Media, Sleeping Giant Media, The Workshop Folkestone, Martello Building Consultancy, Stroud Wealth Management, Motis Estates, Duo, Romney Tweed, Oak Creative. In addition, throughout Quarter 4 and the 2023-24 financial year as a whole, a number of ad hoc enquiries were received and responded to, requesting support. Examples of this include asking for information of available grant schemes that may aid their business growth, and any local knowledge regarding available business premises.</i></p>							

04 Quality Homes and Infrastructure

Description	Q1 Actual 2023-24	Q2 Actual 2023-24	Q3 Actual 2023-24	Q4 Actual 2023-24	Target	2022-23 Comparison	2023-24 Summary	Target Met
Numbers of new homes built within the district	-	-	-	-	622 homes (Annual)	454**	419*	-
	<p>** Revised figure for 2022-23 year.</p> <p>*Economic uncertainty and impacts on construction activity, has resulted in housing delivery falling below the levels anticipated in the Core Strategy Review housing trajectory. Estimated figure for 2023/24 based on previous year's construction activity, pending assessment through site visits and checks against building control and council tax records.</p>							
Number of homelessness approaches (includes Triage, Prevention, Relief & Decision cases)	315*	597*	483	358	No Target	1,780 (Total)	1,753 (Total)	-
	<p>Aim to minimise (data only – no target). On average we received around 146 approaches per month over the past year, with approximately 30% of these closed at the assessment stage as requiring 'advice only'. We had a slightly lower number of approaches compared to last year.</p>							
Percentage of homelessness approaches closed as 'homelessness prevented'	7.62%	4.61%	5.4%	10.34%	4%	11%	5.9%	✓
	<p>Aim to maximise (on target). Of the total approaches we received in the year (above) 208 required a Prevention Duty. At year-end we had helped secure permanent accommodation in 105 (48%) of these cases (or 5.9% of total approaches), meeting targets for homelessness prevention. Prevention solutions have been more difficult to secure over the last year, due to affordability within the private rented sector.</p>							

04 Quality Homes and Infrastructure

Description	Q1 Actual 2023-24	Q2 Actual 2023-24	Q3 Actual 2023-24	Q4 Actual 2023-24	Target	2022-23 Comparison	2023-24 Summary	Target Met
Average number of rough sleepers in the period	10	19	17	14	<6	10	15	X
	<p>Aim to minimise (off target). We have seen a district-wide increase in rough sleeping past year with the average number of people sleeping rough reported as 14 over the quarter and 15 over the whole year. The housing team continue to undertake out-reach work to offer accommodation and support solutions where possible.</p>							
Average number of households in Bed and Breakfast Accommodation	13	12	6	9	0	6 (Average)	10 (Average)	X
	<p>Aim to minimise (off target). The number of people we are housing in bed and breakfast (B&B) accommodation has increased over the past quarter and remains above the number we would like it to be (zero). The increase is in part due to higher numbers of people sleeping rough in the district. Work continues to provide accommodation and support solutions for this complex client group.</p>							
Average number of households in Temporary Accommodation	26	37	36	46	<35	27 (Average)	36 (Average)	X
	<p>Aim to minimise (within 5% of target). The overall number of households in temporary accommodation (TA) remains slightly over target and has seen an increase over the past year. As with B&B above, this reflects an increase in demand for housing and work continues to provide accommodation and support solutions. Council's across the County are recording increasing numbers of households in temporary accommodation.</p>							
Long-term Empty Homes brought back into use	1	29	6	7	70 (Annual)	50 (Total)	43 (Total)	X
	<p>Aim to maximise (off target). Delivery on empty homes is dependent on developers progressing improvement projects and continues to be affected by rising costs. Performance stands at 43 for the year. The Council continues to work with its partners, including KCC's 'No Use Empty' to maximise the numbers of homes returned to use each year.</p>							

04 Quality Homes and Infrastructure

Description	Q1 Actual 2023-24	Q2 Actual 2023-24	Q3 Actual 2023-24	Q4 Actual 2023-24	Target	2022-23 Comparison	2023-24 Summary	Target Met
Affordable homes delivered by the Council and its partners	3	30	29	12	80 (Annual)	103 (Total)	74 (Total)	X
	<p>Aim to maximise (off target). Delivery on affordable homes and additional homes for low-cost homeownership (below) is reliant on development remaining on track across the district. Performance has been affected by delays to some schemes that has pushed back delivery into the next financial year. The homes delivered includes 20 additional affordable homes provided directly by the Council. The homes were delivered across the district, but principally in Folkestone, New Romney and Sellindge.</p>							
Affordable homes for low-cost home ownership delivered by the Council and its partners	1	10	7	0	32 (Annual)	26 (Total)	18 (Total)	X
	<p>Aim to maximise (off target). Of the total of 74 affordable homes delivered this year, 18 were specifically designated for low-cost homeownership. As with overall affordable homes (above), we are reliant on development remaining on track across the district and delays to some schemes has affected performance. The Council provided 5 homes for shared ownership purchase in Folkestone in November 2023.</p>							
Private sector homes improved as a result of intervention by the Council	125	63	84	115	200 (Annual)	437 (Total)	387 (Total)	✓
Council home new builds and acquisitions started on site	2	0	12	1	20 (Annual)	0 (Total)	15 (Total)	X
	<p>Aim to maximise (off target). This year, 15 properties have been purchased as part of the Local Authority Housing Fund. Although off target, performance has improved compared to the previous year.</p>							
Percentage of properties that meet the decent homes standard	91.9%	92.35%	94.35%	97.71%	99% (Monthly)	97.02%	97.71%	X
	<p>Aim to maximise (within 5% of target). Performance has improved to 97% decency across the stock. 207 properties have been made 'decent' this year with 78 failings reported at year-end.</p>							

04 Quality Homes and Infrastructure

Description	Q1 Actual 2023-24	Q2 Actual 2023-24	Q3 Actual 2023-24	Q4 Actual 2023-24	Target	2022-23 Comparison	2023-24 Summary	Target Met
Properties with a valid LGSR	100%	100%	99.9%	100%	100% (Monthly)	99.62%	100%	✓
<p>Aim to maximise (on target). Landlord Gas Safety Record (LGSR). Undertaking annual gas safety checks by their anniversary date is a mandatory requirement. Compliance has been regained, with no outstanding LGSRs at the end of the period.</p>								
Blocks with a valid Fire Risk Assessment	100%	100%	100%	100%	100% (Monthly)	98.31%	100%	✓
<p>Aim to maximise (on target). Ensuring all communal housing blocks have a valid Fire Risk Assessment (FRA) in place is a mandatory requirement. Full compliance has been attained, with no outstanding FRAs at the end of the period.</p>								
Blocks with valid (in date) Electrical Certificate (EICR)	100%	100%	100%	100%	100% (Monthly)	98.6%	100%	✓
<p>Aim to maximise (on target). Ensuring all communal housing blocks have a valid Electrical Installation Condition Report (EICR) completed is a mandatory requirement. Full compliance has been attained, with all blocks having a EICR in place at the end of the period.</p>								
Domestic properties with a valid (in date) EICR	96.94%	98.01%	98.9%	99.5%	100% (Monthly)	95.84%	99.5%	x
<p>Aim to maximise (within 5% of target). Ensuring all applicable domestic properties have a valid, in date, EICR every 5 years is a mandatory requirement. 17 properties were outstanding at the end of the period.</p>								
Properties Asbestos compliant (Communal)	100%	100%	100%	100%	100% (Monthly)	100%	100%	✓
<p>Aim to maximise (on target). Ensuring all applicable communal housing blocks have a valid Asbestos Assessment in place is a mandatory requirement. 100% of blocks had a valid Asbestos Assessment in place at the end of the period.</p>								

04 Quality Homes and Infrastructure

Description	Q1 Actual 2023-24	Q2 Actual 2023-24	Q3 Actual 2023-24	Q4 Actual 2023-24	Target	2022-23 Comparison	2023-24 Summary	Target Met
Insurance visits completed on communal lifts (LOLER)	71.43%	100%	100%	100%	100% (Monthly)	92.86%	100%	✓
<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. 100% of blocks had an insurance check and a valid certificate in place at the end of the period.</p>								
% of major planning applications to be determined within statutory period (including any agreed extension of time)	100%	100%	100%	83%	60% (Quarterly)	91.5% (Average)	95% (Average)	✓
<p>Major' Applications in Quarter 4: Total Decisions: 6; Determined in agreed time: 5.</p> <p>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. In some cases an extension to the agreed time period is requested for a number of reasons such as:</p> <ul style="list-style-type: none"> • To manage workloads caused by a need to seek further information • delays caused by awaiting consultee responses • Seeking amendments to improve the scheme to make it acceptable and/or raise the quality of the built environment. (In some instances, applicants ask for an extension of time to allow them an opportunity to a proposal to overcome officer and consultee concerns.) 								
% of minor applications to be determined within the statutory period (including any agreed extension of time)	86%	90%	95%	89%	70% (Quarterly)	86.7% (Average)	88% (Average)	✓
<p>Please see comment above.</p> <p>Minor' Applications in Quarter 4: Total Decisions: 64; Determined in agreed time: 57 .</p>								
% of other planning applications to be determined within statutory period (including any agreed extension of time)	95%	96%	94%	96%	85% (Quarterly)	90.3% (Average)	95% (Average)	✓
<p>Please see comment above.</p> <p>“Other’ Applications in Quarter 4: Total Decisions: 119; Determined in agreed time: 114.</p>								

Transparent, Stable, Accountable and Accessible

Description	Q1 Actual 2023-24	Q2 Actual 2023-24	Q3 Actual 2023-24	Q4 Actual 2023-24	Target	2022-23 Comparison	2023-24 Summary	Target Met
Council tax collection	28.83% (Cumulative)	55.6% (Cumulative)	81.96% (Cumulative)	96.8% (Cumulative)	97.3% (Annual)	97.12% (Cumulative)	96.8% (Cumulative)	X
<p><i>Overall cost of living and price increases in the current financial climate as well as lower amounts of Council Tax Reduction support available compared with some other local authority districts has impacted on the overall council tax collection rate for 2023/24 year.</i></p>								
Business Rates collection rate	35.81% (Cumulative)	61.69% (Cumulative)	81.74% (Cumulative)	98.3% (Cumulative)	97.5% (Annual)	98.26% (Cumulative)	98.3% (Cumulative)	✓
Increased take-up of My Account and online transactions	1.39%	1.26%	1.15%	1.60%	8% (Annual)	12.33% (Cumulative)	5.4% (Cumulative)	X
<p><i>In Quarter 4 a total of 830 customers have registered for My Account, an increase of 1.6%. Since the launch of the service in August 2020, a total of 38,714 customers have registered for the service equating to 74.54% take up so far.</i></p> <p><i>The number of new customers signing up to the service is now slowing down as result of an already high number of residents previously signed up. A number of residents might not need to create an account, so overall take is now approaching saturation point.</i></p>								
Lifeline - Number of calls answered within 60 seconds	98.3%	98.3%	97.8%	97.7%	97.5% (Monthly)	98.3% (Average)	98% (Average)	✓
Lifeline - Number of calls answered within 180 seconds	99.8%	99.7%	99.7%	99.5%	99% (Monthly)	99.7% (Average)	99.7% (Average)	✓

Transparent, Stable, Accountable and Accessible

Description	Q1 Actual 2023-24	Q2 Actual 2023-24	Q3 Actual 2023-24	Q4 Actual 2023-24	Target	2022-23 Comparison	2023-24 Summary	Target Met
All Freedom of Information / Environmental information Requests to be responded to within the statutory period of (20 working days or lawful extension).	87.65%	82.28%	81.86%	93%	90% (Monthly)	87.89% (Average)	86.2% (Average)	X
	<p><i>In Q4 we responded to 219 FOI and EIR requests, of which 204 were completed within 20 working days (93%) meeting target. Resource and staffing issues affected our performance during Q1-Q3. However this has been addressed through the introduction of a new, dedicated Information Governance team, affording us greater resilience, and response times are improving.</i></p>							
All Subject Access Request responses to be provided within the statutory period (1 calendar month or lawful extension).	47.62%	92.3%	86.36%	91%	90% (Monthly)	77.48% (Average)	79.30% (Average)	X
	<p><i>In Q4 we responded to 23 SARs, of which 21 were responded to on time (91%) meeting target. Resource and staffing issues affected our performance this year, and we missed target in Q1 and in Q3. However this has been addressed through the introduction of a new, dedicated Information Governance team, affording us greater resilience, and response times are improving.</i></p>							
Percentage of data breaches assessed within 72 hours to decide if it is reportable to the ICO.	70%	74.07%	64%	92.86%	100% (Monthly)	73.16% (Average)	75.23% (Average)	X
	<p><i>In Q4 we were alerted to 14 potential data breaches, of which 13 were assessed within 72 hours (93%) missing target. However, none were reportable to the Information Commissioner's Office (ICO). Resource and staffing issues affected our performance during Q1-Q3. However this has been addressed through the introduction of a new, dedicated Information Governance team, affording us greater resilience, and response times are improving.</i></p>							

Transparent, Stable, Accountable and Accessible

Description	Q1 Actual 2023-24	Q2 Actual 2023-24	Q3 Actual 2023-24	Q4 Actual 2023-24	Target	2022-23 Comparison	2023-24 Summary	Target Met
Percentage of reportable data breaches that were submitted to the ICO within 72 hours.	-	0%	50%	-	100% (Monthly)	16.67% (Average)	50% (Average)	X
	<p><i>There were no data breaches that met the threshold for reporting to the Information Commissioner's Office (ICO). However, there were two data breaches that were reported this year (in Q3), one of which was overdue causing us to miss target. The breach was incorrectly submitted, due to a clerical error, which has been addressed.</i></p>							

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