



# Folkestone & Hythe District Council

Quarter 1 Performance Report (April- June 2024)



# Your Cabinet Members



Cllr Jim Martin  
Leader of the Council and Cabinet Member  
for Otterpool Park and  
Planning Policy



Cllr Tim Prater  
Deputy Leader and Cabinet Member  
for Finance and Governance



Cllr Rebecca Shoob  
Cabinet Member for Housing and  
Homelessness



Cllr Stephen Scoffham  
Cabinet Member for Climate,  
Environment and Biodiversity



Cllr Jeremy Speakman  
Cabinet Member for Assets and  
Operations



Cllr Polly Blakemore  
Cabinet Member for Transport, Regulatory  
Services and Building Control



Cllr Mike Blakemore  
Cabinet Member for Community and  
Collaboration



Cllr Rich Holgate  
Cabinet Member for Place Plan, Heritage,  
Tourism and District Economy



Cllr Gary Fuller  
Cabinet Member for Resident engagement  
and accountability

# 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

# 01 Positive Community Leadership

Description	Q1 2023-24 Comparison	Q1 Actual 2024-25	Q2 Actual 2024-25	Q3 Actual 2024-25	Q4 Actual 2024-25	Target	On Target	Performance (Compared with same quarter last year)
Number of new priority play areas improved by the Council	0	1				1 site per year	✓	↑
Average number of days to process new claims for Housing Benefit from the date complete evidence is received.	4.5	3.75				7 Days (Monthly)	✓	↑
Average number of days taken to process new claims for Housing Benefit	12.9	11.1				17 Days (Monthly)	✓	↑
% food premises broadly compliant (equivalent to 3 rating)	95%	100%				95% (Quarterly)	✓	↑
Number of households in the district receiving support through the UKSPF'	63	61				200 (Annual)	✓	↓
Number of Community Safety events held, and projects delivered (Public)	13	12				10 (Annual)	✓	↓
Number of Community Safety projects delivered (Behind the Scenes Work)	7	1				4 (Annual)	✓	↓
Performance Key	 Improved Performance		 Worsened Performance		 Performance is the same			

Description	Q1 2023-24 Comparison	Q1 Actual 2024-25	Q2 Actual 2024-25	Q3 Actual 2024-25	Q4 Actual 2024-25	Target	On Target	Performance (Compared with same quarter last year)
Retain Green Flags for the Coastal Park, Royal Military Canal, Kingsnorth Gardens and Radnor Park sites	-	4	-	-	-	4 (Annual)	✓	↑
Number of enforcement notices served (e.g. Abatement Notices, Community Protection Notices)	5	10				No Target	-	↓
Number of Community Protection Warnings (CPWs) issued	17	27				No Target	-	↓
Fixed Penalty Notices issued for Low level Enviro-crime (littering, dog control)	105	35				No Target	-	↑
Fixed Penalty Notices issued for High level Enviro-crime (large Fly-tipping)	1	9				No Target	-	↓
Number of Breaches issued under the Public Space Protection Order	0	0				No Target	-	▬
ASB enforcement action taken (including CPWs and CPNs)	3	5				No Target	-	New KPI for 24/25 year
Performance Key	 Improved Performance		 Worsened Performance		 Performance is the same			

Description	Q1 2023-24 Comparison	Q1 Actual 2024-25	Q2 Actual 2024-25	Q3 Actual 2024-25	Q4 Actual 2024-25	Target	On Target	Performance (Compared with same quarter last year)
Percentage of street surveyed clear of litter within the district	98.52%	99.41%				95% (Monthly)	✓	↑
Number of recorded See it, Own it, Do it (SOD It) interventions completed	1,377	856				No Target	-	↓
Average time for anti-social or offensive graffiti to be removed from the time of being reported	48 hours	24 hours				48 Hrs (Quarterly)	✓	↑
Number of missed bin collections per 100,000	43.1	31.61				50 (Monthly)	✓	↑
Percentage of household waste recycled	49.2%	43.1%* (Q4 Position)				50% (Monthly)	X	↓
*The recycling tonnage data for the end of the final month of Quarter 1 (June 2024) is currently unavailable. This data provided by Kent County Council and is typically supplied 1-2 months in arrears. The latest position (for 2023/24 year-end) is set out above.								
Number of days to remove fly tipped waste on public land once reported	1	1				3 Days (Monthly)	✓	▬
Percentage of compliant air quality monitoring sites	100%	100%				100% (Quarterly)	✓	▬
Enforcement - Percentage of successful prosecutions (Inc. Fly tipping and Littering)	100%	100%				100% (Quarterly)	✓	▬
Performance Key	↑ Improved Performance		↓ Worsened Performance		▬ Performance is the same			

# 03 | A Vibrant Economy

Description	Q1 2023-24 Comparison	Q1 Actual 2024-25	Q2 Actual 2024-25	Q3 Actual 2024-25	Q4 Actual 2024-25	Target	On Target	Performance (Compared with same quarter last year)
Number of engagements undertaken by the Folkestone & Hythe Place Panel on projects of scale or strategic significance.	4	Figure TBC				3 (Annual)	TBC	TBC
Number of pilot events to inform market improvement programme and town centre operating model	-	0				4 (Annual)	X	New KPI for 24/25 year
<i>No pilot events took place in Quarter 1. However, a total of six events are due to take place commencing in August 2024 therefore the annual target will be met within the remaining quarters of the year.</i>								
Number of Folkestone & Hythe businesses accessing business access-ing grants from Rural England prosperity fund	-	1				10 (Annual)	X	New KPI for 24/25 year
<i>After a round of successful decision panels in March, one application was approved in April resulting in the Q1 figure of 1. Further promotion of the initiative has been carried out with Rural District Councillors and Parish Clerks. This has resulted in renewed interest and further applications, On course to meet annual target.</i>								
Number of businesses or potential entrepreneurs/ new start-ups sign- posted to support programmes and events to facilitate growth	12	29				50 minimum (Annual)	✓	↑
Performance Key	↑ Improved Performance		↓ Worsened Performance		▬ Performance is the same			

# 04 Quality Homes and Infrastructure




Description	Q1 2023-24 Comparison	Q1 Actual 2024-25	Q2 Actual 2024-25	Q3 Actual 2024-25	Q4 Actual 2024-25	Target	On Target	Performance (Compared with same quarter last year)
Numbers of new homes built within the district	-	-	-	-	Figure due Q4	622 (Annual)	-	-
<i>This indicator is collated on an annual basis and is 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)	315	338				No Target	-	↓
Percentage of duties closed as homelessness prevented or relieved	-	46%				40% (Monthly)	✓	New KPI for 24/25 year
Average number of rough sleepers in the period	10	17				6	X	↓
<i>Outreach work is continuing . However, levels of rough sleeping overall are increasing at a national level. Funding for the Council's rough sleeping initiative is in place until July 2025 with further details on future funding arrangements to be confirmed.</i>								
Average number of households in Bed and Breakfast Accommodation	13	11				0	X	↑
<i>The number of households in bed and breakfast accommodation is impacted by the number of people rough sleeping , which has increased over the quarter (see above). Bed and Breakfast accommodation has also been used in cases where no long –term temporary accommodation is available.</i>								
Average number of households in Temporary Accommodation	26	51				35	X	↓
<i>The number of households in temporary accommodation remains high as we are seeing more domestic abuse and priority needs cases coming through. The Housing Options team have recruited a replacement Housing Options Officer and new Housing Reviews and Service Improvement Officer to drive improvement moving forwards.</i>								
Performance Key	↑ Improved Performance		↓ Worsened Performance		■ Performance is the same			






# 04 Quality Homes and Infrastructure

Description	Q1 2023-24 Comparison	Q1 Actual 2024-25	Q2 Actual 2024-25	Q3 Actual 2024-25	Q4 Actual 2024-25	Target	On Target	Performance (Compared with same quarter last year)
Long-term Empty Homes brought back into use	1	27				50 (Annual)	✓	↑
Council home new builds and acquisitions started on site	2	0				20 (Annual)	✗	↓
<i>Affected by outside developers and there has been slow progress on getting these through. We anticipate some starts on site this year, with progress more likely to be seen towards the end of the year.</i>								
Affordable homes delivered by the Council and its partners	3	4				80 (Annual)	✗	↑
<i>The Council and its partners are focusing more resources into capital programmes, which has an impact on development programme. Progress is also slower during the first part of the year, with more delivery expected towards the end of the year.</i>								
Private sector homes improved as a result of intervention by the Council	125	77				300 (Annual)	✓	↓
Percentage of properties that meet the decent homes standard	91.9%	91.9%				99% (Monthly)	✗	—
<i>Reduction from 389 non-decent properties to 299 at the end of the quarter. We are continuing to reduce the number of non-decent homes through a scheduled of programmed works that will continue during the year.</i>								
Percentage of properties with a known EPC rating of grade C or above.	55.7%	63%				No target	-	↑
Performance Key	↑ Improved Performance		↓ Worsened Performance		— Performance is the same			

# 04 Quality Homes and Infrastructure

Description	Q1 2023-24 Comparison	Q1 Actual 2024-25	Q2 Actual 2024-25	Q3 Actual 2024-25	Q4 Actual 2024-25	Target	On Target	Performance (Compared with same quarter last year)
Properties with a valid Landlord Gas Safety Record (LGSR)	100%	100%				100% (Monthly)	✓	▬
Communal blocks with a valid Fire Risk Assessment	100%	100%				100% (Monthly)	✓	▬
Communal blocks with a valid Legionella Risk Assessment	100%	100%				100% (Monthly)	✓	▬
Communal blocks with valid Electrical Certificate (EICR)	100%	100%				100% (Monthly)	✓	▬
Domestic properties with a valid Electrical Certificate (EICR)	96.94%	99.82%				100% (Monthly)	✗	↑
<p><i>Reduction from 10 non-compliant properties for ECIRs to 6 at the end of the quarter, as a result of access issues. The Council's Legal Services team are continuing to assist in gaining access, where necessary.</i></p>								
Properties Asbestos compliant (Communal)	100%	100%				100% (Monthly)	✓	▬
Insurance visits completed on communal lifts (LOLER)	71.43%	100%				100% (Monthly)	✓	↑
Performance Key	 Improved Performance		 Worsened Performance		 Performance is the same			

# 04 Quality Homes and Infrastructure

Description	Q1 2023-24 Comparison	Q1 Actual 2024-25	Q2 Actual 2024-25	Q3 Actual 2024-25	Q4 Actual 2024-25	Target	On Target	Performance (Compared with same quarter last year)
Major planning applications to be determined within statutory period <i>(including any agreed extension of time)</i>	100%	100%				60% (Quarterly)	✓	▬
Minor applications to be determined within the statutory period <i>(including any agreed extension of time)</i>	86%	96%				70% (Quarterly)	✓	↑
Other planning applications to be determined within statutory period <i>(including any agreed extension of time)</i>	95%	99%				85% (Quarterly)	✓	↑
Performance Key	 Improved Performance		 Worsened Performance		 Performance is the same			

# Transparent, Stable, Accountable and Accessible

Description	Q1 2023-24 Comparison	Q1 Actual 2024-25	Q2 Actual 2024-25	Q3 Actual 2024-25	Q4 Actual 2024-25	Target	On Target	Performance (Compared with same quarter last year)
Council tax collection	28.83% (Cumulative)	28.53% (Cumulative)				97.3% (Annual)	✓	↓
Business Rates collection rate	35.81% (Cumulative)	34.49% (Cumulative)				97.5% (Annual)	✓	↓
Increased take up of My Account and online transactions	1.39%	75.98% (Cumulative)				80% by end of 2024/25	X	↑
<p><i>In Quarter 1, 748 new customers have registered for 'My Account.' Since the launch of the service in August 2020, a total of 39,462 have registered for the service equating to 75.98% take up so far</i></p>								
Lifeline - Number of calls answered within 60 seconds	98.3%	98.27%				97.5% (Monthly)	✓	↓
Lifeline - Number of calls answered within 180 seconds	99.8%	99.73%				99% (Monthly)	✓	↓
Performance Key	↑ Improved Performance		↓ Worsened Performance		▬ Performance is the same			

# Transparent, Stable, Accountable and Accessible

Description	Q1 2023-24 Comparison	Q1 Actual 2024-25	Q2 Actual 2024-25	Q3 Actual 2024-25	Q4 Actual 2024-25	Target	On Target	Performance (Compared with same quarter last year)
Freedom of Information / Environmental information Requests responded to within the statutory 20 working days	87.65%	84%				90% (Monthly)	X	↓
<i>218 Freedom of Information and Environmental Information Requests were received in Quarter 1, of which 182 were responded to within statutory timeframe. The team are down a key resource in this area which has affected performance.</i>								
Subject Access Request responses provided within the statutory period (1 calendar month or lawful extension).	47.62%	80%				90% (Monthly)	X	↑
<i>15 Subject Access Requests were received in Quarter 1, of which 12 were responded to within statutory timeframe. The team are down a key resource in this area which has affected performance. In addition, some of these requests have been particularly complex and lengthy.</i>								
Potential data breaches assessed by the Council within 72 hours	70%	92%				100% (Monthly)	X	↑
<i>12 potential data breaches were processed by the team in Quarter 1, of which 11 were assessed within the 72 hour deadline. Only one was assessed as being reportable to the ICO (which we did, although no further action was required)</i>								
Reportable data breaches submitted to the ICO within 72 hours.	-	100%				100% (Monthly)	✓	↑
Performance Key	↑ Improved Performance		↓ Worsened Performance		▬ Performance is the same			