



Agenda

Meeting: **Finance and Performance Scrutiny Sub-Committee**
Date: **8 March 2022**
Time: **7.00 pm**
Place: **Council Chamber - Civic Centre, Folkestone**

To: Councillors Gary Fuller, Peter Gane, Connor McConville (Chairman), Patricia Rolfe and Rebecca Shoob

The committee will consider the matters, listed below, at the date, time and place shown above. The meeting will be open to the press and public.

Members of the committee, who wish to have information on any matter arising on the agenda, which is not fully covered in these papers, are requested to give notice, prior to the meeting, to the Chairman or appropriate officer.

Members of the public are encouraged to view the meeting online as this meeting will be streamed live to the internet and can be viewed at: <https://folkestone-hythe.public-i.tv/core/portal/home>.

Although social distancing rules have been relaxed, for the safety of the public, elected members and staff, we will continue to seat members of the public approximately one metre apart. This means that there will be 13 seats available for members of the public, which will be reserved for those speaking or participating at the meeting. The remaining available seats will be given on a first come, first served basis.

All attendees at meetings are kindly asked to wear face coverings, unless they are addressing the meeting.

1. **Apologies for absence**
2. **Declarations of interest (Pages 3 - 4)**

Members of the committee should declare any interests which fall under the following categories:

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Email: committee@folkestone-hythe.gov.uk or download from our website www.folkestone-hythe.gov.uk

- a) disclosable pecuniary interests (DPI);
- b) other significant interests (OSI);
- c) voluntary announcements of other interests.

3. **Quarter 3 Performance Report 2021/22**

Report OS/21/14 provides an update on the Council's performance for Quarter 3 covering 1 October 2021 – 31 December 2021. The report enables the Council to assess progress against the approved key performance indicators arising from the Council's new Corporate Action Plan.

Declarations of Interest

Disclosable Pecuniary Interest (DPI)

Where a Member has a new or registered DPI in a matter under consideration they must disclose that they have an interest and, unless the Monitoring Officer has agreed in advance that the DPI is a 'Sensitive Interest', explain the nature of that interest at the meeting. The Member must withdraw from the meeting at the commencement of the consideration of any matter in which they have declared a DPI and must not participate in any discussion of, or vote taken on, the matter unless they have been granted a dispensation permitting them to do so. If during the consideration of any item a Member becomes aware that they have a DPI in the matter they should declare the interest immediately and, subject to any dispensations, withdraw from the meeting.

Other Significant Interest (OSI)

Where a Member is declaring an OSI they must also disclose the interest and explain the nature of the interest at the meeting. The Member must withdraw from the meeting at the commencement of the consideration of any matter in which they have declared a OSI and must not participate in any discussion of, or vote taken on, the matter unless they have been granted a dispensation to do so or the meeting is one at which members of the public are permitted to speak for the purpose of making representations, answering questions or giving evidence relating to the matter. In the latter case, the Member may only participate on the same basis as a member of the public and cannot participate in any discussion of, or vote taken on, the matter and must withdraw from the meeting in accordance with the Council's procedure rules.

Voluntary Announcement of Other Interests (VAOI)

Where a Member does not have either a DPI or OSI but is of the opinion that for transparency reasons alone s/he should make an announcement in respect of a matter under consideration, they can make a VAOI. A Member declaring a VAOI may still remain at the meeting and vote on the matter under consideration.

Note to the Code:

Situations in which a Member may wish to make a VAOI include membership of outside bodies that have made representations on agenda items; where a Member knows a person involved, but does not have a close association with that person; or where an item would affect the well-being of a Member, relative, close associate, employer, etc. but not his/her financial position. It should be emphasised that an effect on the financial position of a Member, relative, close associate, employer, etc OR an application made by a Member, relative, close associate, employer, etc would both probably constitute either an OSI or in some cases a DPI.

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This Report will be made
public on 28 February
2022

Report Number: **OS/21/14**

To: Finance & Performance Scrutiny Sub committee
Date: 8 March 2022
Status: Non Key Decision
Director: Charlotte Spendley – Director for Corporate Services
Cabinet Member: Councillor David Monk – Leader of the Council

SUBJECT: QUARTER 3 PERFORMANCE REPORT 2021/22

SUMMARY: This report provides an update on the Council's performance for Quarter 3 covering 1 October 2021 – 31 December 2021. The report enables the Council to assess progress against the approved key performance indicators arising from the Council's new Corporate Action Plan.

Key performance indicators will be monitored during 2021-22 and reported to CLT and Members quarterly.

RECOMMENDATIONS:

1. To receive and note report OS/21/14.
2. To note the performance information for Quarter 3 2021/22 in Appendix 1.

1. QUARTER 3 PERFORMANCE REPORT 2020/21

1.1 The Council's new corporate plan 'Creating Tomorrow Together' 2021-30 was adopted by Full Council on 24th February 2021 (Report ref: A/20/10).

1.2 The Corporate Plan is built on 4 key service ambitions and 6 guiding principles. Each service ambition has a number of priority areas identified within it, these priorities will be the focus of Council activity over the coming three years to 2024. The service ambitions are set out below:

Service Ambitions

- Positive Community Leadership
- A Thriving Environment
- A Vibrant Economy
- Quality Homes and Infrastructure

1.3 The Plan also adopted 6 Guiding Principles, which the Corporate Plan states will be at the heart of everything we do and run through all our activities. These principles are: Sustainable Recovery; Locally Distinctive; Greener Folkestone & Hythe; Transparent, Stable, Accountable & Accessible; Working Effectively with Partners and Continuous Improvement.

1.4 To support the council in delivering against its priorities documented in the corporate plan, a detailed action plan covering a three year period to 2024 and supporting KPIs for the current financial year was adopted by Cabinet on 20th October 2021 (Report ref: C/21/40).

1.5 The Quarterly Performance Report (Appendix 1) has been produced to summarise the Council's performance for Quarter 3 (1st October to 31st December 2021).

1.6 Quarterly Performance Reports enable Finance & Performance Scrutiny Subcommittee, Cabinet, other Members of the Council and the public to scrutinise the performance of the Council against strategic deliverables and key indicators in accordance with the approved Corporate Action Plan.

1.7 Where the performance indicator is not being met, explanations have been given from the relevant Service leads and noted in the report.

1.8 The performance indicators which have fallen below target are monitored by the Council's Performance & Improvement Specialist who will work with the relevant Service Manager to identify appropriate action that can be taken to resolve the situation.

2. PERFORMANCE – EXCEPTION REPORTING

2.1 Service Ambition 1: Positive Community Leadership

- The average number of days taken to process new claims for Housing Benefit has continued to show an improved position compared with last year, achieving 8.7 days in the quarter. This is helping residents on low income

understand more quickly what support is available to them for their housing costs.

- A total of 12 community safety events and projects were delivered in the quarter by the Community Safety Unit (CSU) and its partners, including the County Line Intensification week, 'Safety in the Night Time Economy' campaign and seasonal community safety events across the district. In addition the CSU has now introduced a new monthly community update that is distributed to residents groups, parish & town councils, schools, Councillors as well as community safety partners.

2.2. Service Ambition 2: A Thriving Environment

- A total of 134 fixed penalty notices were issued by Environmental Enforcement Officers during the quarter for domestic fly-tipping, littering, smoking in commercial vehicles and dogs being walked in restricted areas, including dogs off leads and dogs on beaches.
- 100% of cases brought forward by Environmental Protection team were successfully prosecuted. A total of five cases were taken to court during the quarter relating to incidences of fly tipping within the district resulting in four perpetrators receiving fines and one receiving an 8 week suspended prison sentence for 18 months and 30 hours of rehabilitation activity requirement.
- The Local Area Officer Team have supported a total of 28 community volunteer environmental events working with local community groups and organisations including, The Hythe Environmental group, 99 Squadron Air Cadets and 1st Cheriton Scouts. The volunteers attending these events have collected 200 bags of litter to help keep local areas around the district clean and tidy.
- A total of 2,772 See it, Own it, Do it Interventions have been actioned by the Local Area Officer Team to help ensure the district remains a welcoming and attractive place to live, work and visit. The team have undertaken work including, the removal of graffiti from bus shelters and litter bins along Cheriton High Street, removing anti-covid vaccine stickers posted around Folkestone Town Centre and ensuring the Folkestone Triennial walking routes remained clean and tidy for visitors.
- The 18 air quality monitoring sites across the district continue to be compliant with Department for Environment, Food and Rural Affairs (DEFRA) National Air Quality Objectives during the quarter that helps to ensure air quality remains to a high standard for those who live, work and visit our district.
- A total of 20 electric vehicle charging points are in the process of being installed within district owned car parks at the end of the quarter. The appointed contractor 'Connected Kerb' will be carrying out the necessary electrical works for the new charging points throughout January 2022. The new charging units will be available for public use from 17th and 18th February 2022 in the following car parks: The Paddocks, Hythe, High Knocke, Dymchurch and Church Road, New Romney and then on 11th March 2022 at Tram Road, Folkestone and Wilberforce Road, Sandgate.

To monitor

- The number of missed bin collections per 100,000 in Quarter 3 has seen a significant improvement in performance compared to the previous quarter. This was achieved by a sustained effort by Veolia to recruit additional HGV drivers which has led to steady improvements in completion rates from September onwards. In addition, the Waste Team have also continued to work with Veolia to improve the property data recorded on the ECHO system including presentation points, resolving vehicle access arrangements and resolving repeat misses particularly to communal properties.
- A total of 40.8% of household waste was recycled during Quarter 2. The result was below target largely due to the suspension of the garden waste collection service between July-September 2021 as the result of the HGV driver shortage. This greatly reduced the garden waste component of the overall recycling tonnage for the quarter. Recycling tonnage data for the final month of Quarter 3 (December 21) is currently unavailable as this is provided by Kent County Council. This is always supplied 1-2 months in arrears and therefore the final result of Quarter 3 will be reflected in the end of year KPI report.
- No street lighting was converted to LED in the district during Quarter 3. A series of plans are being drawn up for the rollout of this new lighting with the first phase due to begin at the end of February 2022. Additional design work is required for the lighting within Folkestone Town Centre as the existing street lantern units will need to be recycled from this scheme and as a result could cause delays to future phases of the district wide rollout, whilst these upgrade works are prioritised within the town centre.

2.3 Service Ambition 3: A Vibrant Economy

- The Romney Marsh Business Hub was successfully completed during the quarter and was formally opened on 7th December 2021. The new hub delivers a total 751 square metres of new business accommodation in 13 separate offices. The scheme is now being marketed for occupation alongside the Romney Marsh Business Hub Grant scheme that will support potential businesses moving into the hub.
- A further 3 businesses have been engaged with in the district by the Economic Development team to help support business growth and retention of local jobs. The business engaged with include: Plamil Foods; London Ashford Airport; and BigJig Toys.

To monitor

- No funding has been allocated from the High Streets Fund (HSF) during the quarter. There are applications in progress, however these were not completed in time to bring forwards to a decision panel for consideration during the period. More widely the allocation of the HSF is not likely to hit target by the end of the 2021/22 year and the application deadline will now be extended for external applicants to 31 March 2023. The slow take up is likely to be due to the pandemic. There is also a need to retain some of the

funding to provide match funding for a 'Levelling Up Fund' application for the delivery of some of our priority town centre projects.

- No grant funding has been allocated under The Romney Marsh Business Hub (RMBH) grant scheme. The scheme launched on 9th December 2021 and to date no grant applications have been received. The grant scheme is now being advertised by the council via the Folkestone.works website and the agents responsible for letting space at RMBH have all the information to relay to potential applicants.

2.4 Service Ambition 4: Quality Homes and Infrastructure

- The average number of households in Bed and Breakfast Accommodation has fallen slightly when compared with the same period last year. The Housing Options Team are continuing to work to ensure clients placed in this type of accommodation are moved into suitable long-term accommodation within the district.
- A further 49 private sector homes were improved during the quarter as a result of intervention by the Council and its partner agencies, helping to continually improve the standards and compliance of properties within the sector. The cumulative annual total at the end of quarter 3 stands at 177 homes improved and this is on course to meet the annual target of 200 private sector homes improved during the monitoring year.
- A further 17 long-term empty homes were brought back into use within the district through the 'No use empty scheme', bringing the total to 32 homes completed so far during the year. The Private Sector Housing Team are continuing to work to identify long-term empty homes and work with their owners to return them to use; this will help to boost the supply of much-needed homes for local people.

To monitor

- The number of homelessness approaches to the Council has increased when compared with the previous quarter of the 2021/22 monitoring year and the same period in 2020/21. This is in part due to the ongoing effects of the ending of the embargo on evictions that was originally put in place by the government during the lockdown period and the introduction of the new Domestic Abuse Act that places duties on local authorities to provide safe accommodation to victims of abuse.
- No Council home new builds and acquisitions were started on site in the quarter, however a further 5 properties in Folkestone and Lyminge are due to be completed in Quarter 4. No new units have been delivered as part of the Next Steps Accommodation Programme during the quarter, the Housing Strategy team is actively looking for an additional two units. At the time of writing this report no suitable units have been found on the market, but the team is working to complete any final acquisitions as soon as possible to ensure the annual target is met.
- The percentage of properties that meet the decent homes standard fell below target during the quarter. New stock condition surveys have been carried out on approximately two thirds of the housing stock. 63 failings

have so far been identified out of a total of 3,380 properties. The results of the surveys will inform our Asset Management Strategy moving into 2022-23, with failures added to the planned works programme. All actions and progress associated with the works programme will be monitored monthly.

2.5 Transparent, Stable, Accountable & Accessible

- In Quarter 3 there has been a further 5.8% take up of the My Account Service equating to over 3,000 new customers registering in the period. Since the launch of the service in August 2020, over 27,000 customers have registered, helping residents to access a range of council information and services online.
- Data breaches assessed to decide if they are reportable and breaches submitted to the Information Commissioner’s Office (ICO) within a 72 hour period were both 100% during the quarter. A total three potential breaches were assessed during the period and one of these was deemed severe enough to require reporting to the ICO in line with their guidance. Individual mitigation measures were swiftly put in place in relation to the incidents in order to address any weaknesses.

To monitor

- The number of Freedom of Information (FOI)/ Environmental Information Requests (EIR) and Subject Access requests responded to within statutory timeframes have both shown improvement, but remain below their targets during the quarter. Both Case Management and Information Governance teams have continued to work hard to reduce the overall caseloads with further cross-training of staff continuing to be undertaken to provide greater resilience to this area. In addition, further resource is being secured for the Case Management team in the form of an additional full time case officer who will support this continued progress in reaching target.

3. RISK MANAGEMENT ISSUES

3.1 The follow risk management issues have been considered as part of this report:

| Perceived risk | Seriousness | Likelihood | Preventative action |
|--|-------------|------------|---|
| The Council’s strategic objectives are not met. | High | Medium | Monitor progress against performance indicators and take remedial action for those areas where targets and actions are unlikely to be achieved. |
| The key performance indicators (KPIs) do not link to the objectives of the | High | Medium | Monitor progress against key performance indicators and take remedial action for those areas where targets and actions are |

| | | | |
|--|------|--------|--|
| Council's Corporate Action Plan. | | | unlikely to be achieved. |
| The Council is non-compliant with its statutory key performance indicators (KPIs). | High | Medium | Regular monitoring of statutory key performance indicators with actual or projected non-compliance escalated to Corporate Leadership Team so that prompt remedial action can be taken, and if necessary additional resources allocated, to address poor performance. |

4. LEGAL/FINANCIAL AND OTHER CONTROLS/POLICY MATTERS

- 4.1 **Legal Officer's Comments (NM)** - There are no legal implications or risks arising directly out of this report. The Key Performance Indicators must continue to take account of both existing and new statutory duties and responsibilities that are imposed on the Council by the Government. Failure to do so will put the Council at risk of legal challenge by affected residents and/or businesses. Whilst reporting on performance is not a statutory requirement, it is considered best practice to review the Council's progress against the Corporate Plan and Service Plans on a regular basis.
- 4.2 **Human Resources Comments (RB)** - There are no direct Human Resource implications emanating from this report. The council's People Strategy has been created to support the corporate plan and achievement of associated KPIs.
- 4.3 **Finance Officer's Comments (LW)** - There are no financial implications arising directly from this report.
- 4.4 **Diversities and Equalities Implications (GE)** - Equality Impact Assessments (EIAs) are systematically carried out for any services, projects or other schemes that have the potential to impact on communities and / or staff on the grounds of particular protected characteristics or socio-economic disadvantage. Over the course of the year, performance against some indicators might potentially have equality and social inclusion implications, if performance is not at an acceptable level. These will be highlighted as necessary in the corporate performance reporting, along with details of the steps that will be taken to address these.
- 4.5 **Communications Comments (JW)** - The communications team will use these KPIs as appropriate in their promotion of council services.
- 4.6. **Climate Change Comments (AT)** - No direct implications arising from this report. The report provides an update on the Council's performance covering the period from October to December 2021. The report does not propose new projects, policies or strategies but provides an update on

actions that are already in progress. Some of the environmental projects that the council is currently undertaking are summarised in Appendix 1, Section 02 'A Thriving Environment'.

5. CONTACT OFFICERS AND BACKGROUND DOCUMENTS

Councillors with any questions arising out of this report should contact the following officer prior to the meeting

Gavin Edwards – Performance and Improvement Specialist

Tel: 01303 85 3436

Email: gavin.edwards@folkestone-hythe.gov.uk

The following background documents have been relied upon in the preparation of this report:

Appendices:

Appendix 1: Quarter 3 Key Performance Indicators Report (October-December 2021)



Folkestone & Hythe District Council

Quarter 3 Performance Report (October- December 2021)

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 113,000 of which 57.5% (32,800) of female residents and 59.1% (33,000) of males are of working age.

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

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

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

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

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



The Old High Street, Folkestone



Royal Military Canal, Hythe



Dungeness, Romney Marsh

Introduction

In February 2021, we published our new Corporate Plan ‘**Creating Tomorrow Together**’, a 34-page document setting out our over-arching principles and service ambitions up until 2030 following approval by councillors.

The plan identifies the main priorities and themes of the council, including the key role we will play in leading the district's recovery from the coronavirus pandemic over the next three years.

The name of our corporate plan was inspired by the excellent relationships and networks which the council already has - and will continue to build on for the benefit of residents. It also alludes to the recovery work already being undertaken.

The plan was subject to public consultation in late 2020 and incorporates the key points raised during the consultation period to ensure it reflects the needs and ambitions of our residents, businesses and key stakeholders across the district.
















The plan is focused on four service ambitions which are priority areas of action that relate to the key services that the council plans, delivers and commissions and six guiding principles that guide everything that we do (**see summary image**).

The adopted service priority actions as part of the plan have been further developed into a corporate action plan, with progress against the plan itself monitored annually, and the plan will be comprehensively reviewed in 2024 to ensure it remains appropriate for the district.

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



Creating Tomorrow Together: Corporate Plan 2021-30

| | | | | | | | | | |
|--|---|--|---|---|--|--|---|---|--|
| <p>Service ambition 1: Positive community leadership Priorities in the next three years</p> <ul style="list-style-type: none">  Improve physical and mental health & wellbeing  Safer communities  Supporting & empowering our communities | <p>Service ambition 2: A thriving environment Priorities in the next three years</p> <ul style="list-style-type: none">  Ensure an excellent environment for everyone  Grow the circular economy & reduce waste  Increase our resilience to climate change | <p>Service ambition 3: A vibrant economy Priorities in the next three years</p> <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 | <p>Service ambition 4: Quality homes and infrastructure Priorities in the next three years</p> <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> <table border="0"> <tr> <td style="vertical-align: top;"> <p>Sustainable recovery We will do all we can to ensure a strong recovery for the district from the effects of COVID.</p> </td> <td style="vertical-align: top;"> <p>Locally distinctive We will protect the special distinctive and diverse nature of our district - working with our key partners to enhance it.</p> </td> <td style="vertical-align: top;"> <p>Greener Folkestone & Hythe We will encourage and create a more sustainable district consuming fewer natural resources.</p> </td> <td style="vertical-align: top;"> <p>Transparent, stable, accountable and accessible We will be financially sustainable and communicate effectively with our communities in an accessible way.</p> </td> <td style="vertical-align: top;"> <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> </td> <td style="vertical-align: top;"> <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> </td> </tr> </table> | | | | <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> |
| <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

01 Positive Community Leadership

| Description | Q3 2020-21 Comparison | Q1 Actual 2021-22 | Q2 Actual 2021-22 | Q3 Actual 2021-22 | Q4 Actual 2021-22 | Target | On Target |
|---|---|--------------------|--------------------|-------------------|-------------------|-------------------|-----------|
| Number of new priority play areas improved by the Council | - | 0 | 0 | 1 | - | 1 site per year | ✓ |
| | <p><i>No new priority play areas were improved during Quarters 1 & 2, however the council has now adopted the responsibility for new Shorncliffe play area from Taylor Wimpey during Quarter 1.</i></p> <p><i>In Quarter 3, the repainting of the Multi Use Games Area took place at Canterbury Road Recreation Ground.</i></p> <p><i>The following programme improvement works on priority play areas are scheduled for the 2022/23 year including:</i></p> <ul style="list-style-type: none"> <i>- The installation of a new 10m diameter rope climbing frame at Cherition Recreation Ground to be funded through COMF (Contain Outbreak Management Fund) funding.</i> <i>-Repairs to wooden towers and replacement of the Bounty shipwreck in the Lower Leas Coastal Park.</i> <i>-The introduction of a new destination play area at Le Quesne, Shorncliffe.</i> | | | | | | |
| Average number of days to process new claims for Housing Benefit from the date complete evidence is received. | - | 3.4 | 3.4 | 2.9 | | 7 Days (Monthly) | ✓ |
| Average number of days taken to process new claims for Housing Benefit | 10.2 | 14.7 | 12.2 | 8.7 | | 17 Days (Monthly) | ✓ |
| % food premises broadly compliant (equivalent to 3 rating) | 97% | Figure unavailable | Figure unavailable | 96.6% | | 95% (Quarterly) | ✓ |
| Number of community safety events held and projects delivered | - | 0 | 0 | 12 | | 10 (Annual) | ✓ |

01 Positive Community Leadership

| Description | Q3 2020-21 Comparison | Q1 Actual 2021-22 | Q2 Actual 2021-22 | Q3 Actual 2021-22 | Q4 Actual 2021-22 | Target | On Target |
|-------------|--|-------------------|-------------------|-------------------|-------------------|--------|-----------|
| | | | | | | | |
| | <p><i>In Quarter 3, a total of 12 community safety events or projects were delivered these included:</i></p> <ul style="list-style-type: none"> <i>The Community Safety Unit (CSU) supporting the County Line Intensification week in October with an awareness document created and shared with partners and schools.</i> <i>CSU seasonal community safety engagement events were held in Cheriton, New Romney, Lydd, Hawkinge and Folkestone in October to promote the youth safety campaign and in December with the 12 days of Christmas campaign.</i> <i>Safeguarding Awareness community event and supporting Operation was run in November with over 10 agencies attending both events.</i> <i>The CSU supported the Christmas Lights Switch-On with a seasonal safety campaign- 12 days of Christmas safety messages also went out in the event goodie bags. Purse bells and high-viz items were distributed to support the key safety messages.</i> <i>The CSU supported the Kent Police's Violence against Women and Girls public event on the 3rd November.</i> <i>To support the safety in the Night Time Economy campaign, the CSU developed and ran 2 awareness session for licensed venues and night time economy venues/businesses around harassment, which included:- how to address, prevent and report any type of harassment. This was followed up by a joint evening Operation in November to raise awareness of drink spiking and launch the Beer Mat designed by the CSU to raise awareness and prevent drink spiking.</i> <i>The CSU has also developed a monthly community safety partners - community update. This started in October, this now goes out to residents groups, parish & town councils, schools, Councillors as well as community safety partners.</i> | | | | | | |

02 A Thriving Environment

| Description | Q3 2020-21 Comparison | Q1 Actual 2021-22 | Q2 Actual 2021-22 | Q3 Actual 2021-22 | Q4 Actual 2021-22 | Target | On Target |
|---|--|-------------------|-------------------|-------------------|-------------------|--------------------------|-----------|
| Retain Green Flags for the Coastal Park, Royal Military Canal and Radnor Park sites | - | - | - | - | - | 3 (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) | 19 | 14 | 39 | 8 | | *100 (informal) (Annual) | ✓ |
| | <p><i>The 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> <p><i>The informal work undertaken by the Environmental Protection Team has had a positive effect with use of first stage letters and warnings, for example Community Protection Warnings stopping further irresponsible behaviour from escalating that would normally require the next stage of a notice to be enforced, in the form of either a Community Protection Notice or Abatement Notice.</i></p> <p><i>To be under target is to be celebrated as it means the informal work being undertaken by enforcement officers as a first step in enforcement process is helping to stop cases of irresponsible behaviour from escalating further.</i></p> <ul style="list-style-type: none"> <i>Due to covid restrictions, officers were unable to go inside properties to listen to noise nuisance or to witness behaviours/actions, which has resulted in the warning stages being applied. Officers continued to make visits to investigate reports of anti-social behaviour, but stood outside properties rather than going indoors, but have achieved some great results to stop problems developing.</i> <i>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. Statistics show that the following were issued in the last 2.5 years: 2018 – 63, 2019 – 103, 2020 – 22. Historically these would be included in the figures and the results now will show a much lower rate.</i> | | | | | | |

02 A Thriving Environment

| Description | Q3 2020-21 Comparison | Q1 Actual 2021-22 | Q2 Actual 2021-22 | Q3 Actual 2021-22 | Q4 Actual 2021-22 | Target | On Target |
|--|---|--------------------|--------------------|-------------------|-------------------|---|-----------|
| Enforcement - Fixed Penalty Notices issued | 127 | 92 | 105 | 134 | | *300(informal) (Annual) | ✓ |
| Percentage of street surveyed clear of litter within the district | 96% | Figure Unavailable | Figure Unavailable | 92.29% | | 95% (Monthly) | X |
| | <p><i>In a positive development, the new reporting system for surveying street cleansing finally went live in Quarter 3, which allowed survey data to be compiled and directly reported to the contractor.</i></p> <p><i>In this quarter priority was given to removing fallen leaves (which continued to mid-December) in order to reduce the risk of slips and falls. This may have impacted on the quarter target not being met however by the end of quarter streets had returned to the required standard.</i></p> | | | | | | |
| Number of community environmental volunteer events supported | 11 | 17 | 18 | 28 | | 15 (Quarterly) | ✓ |
| Number of recorded See it, Own it, Do it (SOD It) interventions completed | 1,995 | 2,510 | 3,155 | 2,772 | | 1200 (Quarterly) | ✓ |
| Average time for graffiti to be removed from the time of being reported | 48 hours | 24 hours | 24 hours | 48 hours | | 48 Hrs (Quarterly) | ✓ |
| Number of new electric vehicle charging points installed within district owned car parks | - | - | - | - | | 2 charging points per car park (Annual) | ✓ |
| | <p><i>A total of 20 electric vehicle charging points are in the process of being installed within district owned car parks at the end of Quarter 3. The contractor 'Connected Kerb' will be carrying out the necessary electrical works for the new charging points throughout January 2022. The new charging units will be available for public use from 17th and 18th February 2022 in the following car parks: The Paddocks, Hythe, High Knocke, Dymchurch and Church Road, New Romney and then on 11th March 2022 at Tram Road, Folkestone and Wilberforce Road, Sandgate.</i></p> | | | | | | |

02 A Thriving Environment

| Description | Q3 2020-21 Comparison | Q1 Actual 2021-22 | Q2 Actual 2021-22 | Q3 Actual 2021-22 | Q4 Actual 2021-22 | Target | On Target |
|--|--|-------------------|-------------------|-------------------|-------------------|-------------------------------|-----------|
| Percentage of street lighting within the district converted to LED | - | - | - | 0% | | 100% completion by March 2023 | ✓ |
| | <p><i>No street lighting was converted to LED in the district during Quarter 3. A series of plans are being drawn up for the rollout of this new lighting with the first phase due to begin at the end of February 2022. Additional design work is required for the lighting within Folkestone Town Centre as the existing street lantern units will need to be recycled from this scheme and as a result could cause delays to future phases of the district wide rollout, whilst these upgrade works are prioritised within the town centre.</i></p> | | | | | | |
| Number of missed bin collections per 100,000 | 6.48 | 109.2 | 144.5 | 57.23 | | 50 (Monthly) | X |
| | <p><i>Quarter 3 has seen a significant improvement in missed bin performance compared to the previous quarter. This was achieved by a sustained effort by Veolia to recruit additional HGV drivers which has led to steady improvements in completion rates from September onwards.</i></p> <p><i>The Waste Team have also continued to work with Veolia to improve the property data recorded on the ECHO system including presentation points, resolving vehicle access arrangements and resolving repeat misses particularly to communal properties.</i></p> | | | | | | |
| Percentage of household waste recycled | 46% | 50% | 40.8% | TBC | | 50% (Monthly) | X |
| | <p><i>The overall recycling rate for Quarter 2 was below target largely due to the suspension of garden waste collection service between July-September 2021 as the result of the HGV driver shortage. This greatly reduced the garden waste component of the overall recycling tonnage for the quarter.</i></p> <p><i>Recycling tonnage data for the final month of Quarter 3 (December 21) is currently unavailable as this is provided by Kent County Council. This is always supplied 1-2 months in arrears and therefore the final result of Quarter 3 will be reflected in the end of year KPI report.</i></p> | | | | | | |
| Number of days to remove fly tipped waste on public land once reported | 2 | 31.5 | 6 | 1 | | 3 Days (Monthly) | ✓ |

02 A Thriving Environment

| Description | Q3 2020-21 Comparison | Q1 Actual 2021-22 | Q2 Actual 2021-22 | Q3 Actual 2021-22 | Q4 Actual 2021-22 | Target | On Target |
|--|---|-------------------|-------------------|-------------------|-------------------|------------------|-----------|
| Percentage of compliant air quality monitoring sites | - | 100% | 100% | 100% | | 100% (Quarterly) | ✓ |
| | <p><i>A total of 18 air quality monitoring sites across the district are currently in line with the Department for Environment, Food and Rural Affairs (DEFRA) National Air Quality Objectives. Air quality monitoring is undertaken during the year and final calculations will be carried out at the end of the year to determine whether the air quality objectives are being met in full.</i></p> | | | | | | |
| Enforcement - Percentage of successful prosecutions (Incl Fly tipping and Littering) | - | 100% | 100% | 100% | | 100% (Quarterly) | ✓ |
| | <p><i>In Quarter 3, a total of 5 cases were taken to court in November for fly tipping within the district and were all successfully prosecuted with four perpetrators receiving fines and one receiving an 8 week suspended prison sentence for 18 months and 30 hours of rehabilitation activity.</i></p> | | | | | | |

03 A Vibrant Economy

| Description | Q3 2020-21 Comparison | Q1 Actual 2021-22 | Q2 Actual 2021-22 | Q3 Actual 2021-22 | Q4 Actual 2021-22 | Target | On Target |
|---|---|--|---|--|-------------------|---|------------|
| Total Folkestone & Hythe High Streets funds allocated | - | (51% - allocated since fund inception) £151,446 allocated in Q1 | (59% - allocated since fund inception) £56,687 allocated in Q2 | (59% - allocated since fund inception) £0 allocated in Q3 | | 100% of the funds allocated | X |
| Page 23 | <p><i>During Quarter 3 no funding has been allocated from the High Streets fund (HSF). There are applications in progress, but these were not completed in order to bring to a decision panel during the Quarter 3 period. Also no funding was allocated from council-led projects delivered by Folkestone District Council during Quarter 3 period.</i></p> <p><i>More widely the allocation of the HSF is not likely to hit target by the end of the 2021/22 year and the application deadline will be extended for external applicants to 31 March 2023 through a Leader's Individual Report. The main reason for slow take up of opportunity is due to the pandemic. In terms of internal projects funded through the HSF, we have been allocated the 'Welcome Back Fund' by government, so we have used this funding (rather than HSF) to bring forward some of the proposed projects. This has also been affected by the work of the Place Plan last year and the potential need to retain some HSF funding to provide match funding for a 'Levelling Up Fund' application for the delivery of some of our priority town centre projects.</i></p> | | | | | | |
| | Number of engagements undertaken by the Folkestone & Hythe Place Panel on projects aimed at improving the public realm. | - | 2 | 1 | 0 | | 3 (Annual) |
| Total funding allocated from the Romney Marsh Business Hub grant support scheme | - | - | - | 0% | | 50% of available funds allocated in 2021-22 | X |
| | <p><i>No grant funding has been allocated under 'The Romney Marsh Business Hub grant scheme'. The scheme launched on 9th December 2021 and to date no grant applications have been received. The grant scheme is now being advertised by the council via the Folkestone.works website and the agents responsible for letting space at RMBH have all the information to relay to potential applicants.</i></p> | | | | | | |

03 A Vibrant Economy

| Description | Q3 2020-21 Comparison | Q1 Actual 2021-22 | Q2 Actual 2021-22 | Q3 Actual 2021-22 | Q4 Actual 2021-22 | Target | On Target |
|---|---|-------------------|-------------------|-------------------|-------------------|-------------------------|-----------|
| Total Amount of business space created at Mountfield Road | - | - | - | 751sqm | | 751sqm created (Annual) | ✓ |
| | <p><i>The Romney Marsh Business Hub was completed in December 2021 and the launch event took place on 7th December. This provides 751 sqm of business accommodation in 13 separate offices. The scheme is being marketed currently alongside the RMBH Grant scheme.</i></p> | | | | | | |
| Number of Folkestone & Hythe businesses accessing business support and grants from public sector programmes | - | 32 | 7 | 6 | | 10 (Annual) | ✓ |
| Page 24 | <p><i>The Kent & Medway Growth Hub reported a total of 22 F&H businesses seeking advice in this period, there were 5 businesses awarded small and medium sized (SME) business grants through the Folkestone Community Works (FCW) Community Led Local Development (CLLD) programme, 4 businesses supported through the FCW Enterprise Opportunities project and a further person supported to be enterprise ready.</i></p> <p><i>Quarter 2: The numbers in Q2 come from 3 FCW CLLD SME business grant awards and 4 businesses receiving support via the FCW CLLD Enterprising Opportunities programme. The businesses included, the Leas Lift Community Interest Company (CIC), Alliance Building Company and Buckle Up Films.</i></p> <p><i>A total of 6 businesses within the district accessed support during Quarter 3 from the Kent & Medway Business Hub where advisors provided 1-2-1 telephone advice and support to businesses that were in direct contact on a range of topics, including re-exporting as a result of Brexit and coronavirus/ business grants or loans currently available to support growth and other types of business support.</i></p> | | | | | | |
| Number of businesses or potential entrepreneurs/ new start-ups signposted to support programmes and events to facilitate growth | - | 4 | 13 | 6 | | 50 minimum (Annual) | X |
| | <p><i>Through the business engagement programme and direct contact from businesses, three businesses within the district (Plamil Foods, London Ashford Airport and BigJigs Toys) were signposted to funding opportunities and potential sites to support expansion plans. Also over 800 businesses were sent email bulletins on three occasions during the monitoring period, outlining funding and business support opportunities.</i></p> | | | | | | |
| Number of businesses engaged with in the district to support growth and retention of local people | - | 8 | 2 | 3 | | 12 (Annual) | ✓ |
| | <p><i>In Quarter 3, a total of 3 Businesses were directly engaged with to support growth and retention of local people: Plamil Foods, London Ashford Airport and BigJigs Toys.</i></p> | | | | | | |

03 A Vibrant Economy

| Description | Q3 2020-21 Comparison | Q1 Actual 2021-22 | Q2 Actual 2021-22 | Q3 Actual 2021-22 | Q4 Actual 2021-22 | Target | On Target |
|---|---|---------------------|---------------------|---------------------|-------------------|--|-----------|
| Total funds allocated from the Folkestone Community works Programme | - | 71% (cumulative) | 74% (cumulative) | 83% (cumulative) | | 70% of the allocated funds spent by end of 2021/22 | ✓ |
| | <p><i>The KPI is a cumulative figure for the programme which has been running since 2018.</i></p> <p><i>In Quarter 3, £733,031 of European Structural Investment Fund (ESIF) monies have been allocated to projects and £607,011 (83%) has been defrayed by the end of this quarter. The Social Enterprise Kent Enterprising Opportunities project has continued to be delivered and grants for new equipment or upgrading of premises were paid to a number of local SMEs, including to the Hops Project, Custom Food Lab, Leas Lift CIC and Buckle Up Film Ltd.</i></p> | | | | | | |

04 Quality Homes and Infrastructure

| Description | Q3 2020-21 Comparison | Q1 Actual 2021-22 | Q2 Actual 2021-22 | Q3 Actual 2021-22 | Q4 Actual 2021-22 | Target | On Target |
|--|--|-------------------|-------------------|-------------------|-------------------|-----------------------|-----------|
| Numbers of new homes built within the district | - | - | - | - | - | 738 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) | 320 | 373 | 369 | 396 | | No Target | - |
| Page 26 | <i>Homelessness approaches to the Council are up on this time last year. This is in part due to the ending of the embargo on evictions that was put in place during the lockdown period and also due to the impacts of the Domestic Abuse Act that places duties on local authorities to provide safe accommodation to victims of abuse who present themselves to the Council as homeless. Although the numbers of approaches levelled off in Quarter 2, there has been a further increase in Quarter 3 as a result.</i> | | | | | | |
| Percentage of homelessness approaches closed as 'homelessness prevented' | - | 3.59% | 3.72% | 4.80% | | 4% (Monthly) | ✓ |
| | <i>This represents the number of 'preventions' against the total number of people that approached the council shown as a percentage. We prevented homelessness in 19 cases in quarter 3 (an increase of 6 from quarter 2). In 2020-21, we prevented homelessness in approx. 4% of all approaches for the year. Meeting this target becomes a challenge when the numbers increase. If the percentage is higher it means we are either able to prevent a greater proportion, or that the need has increased (compare to the 'number of homeless approaches...' above). These outcomes are also determined in most cases by the stage at which clients approach the service. If the homeless circumstances are already advanced, prevention may not be an option.</i> | | | | | | |

04 Quality Homes and Infrastructure

| Description | Q3 2020-21 Comparison | Q1 Actual 2021-22 | Q2 Actual 2021-22 | Q3 Actual 2021-22 | Q4 Actual 2021-22 | Target | On Target |
|--|--|-------------------|-------------------|-------------------|-------------------|------------------|-----------|
| Average number of rough sleepers in the period | - | 4.2 | 7.4 | 8.9 | | <6 (Monthly) | X |
| | <p><i>The average number of rough sleepers increased between quarters 1 and 2, which may be as a result of the UK opening itself up again following the pandemic. In any case, the general trend of rough sleep is increasing. The official annual street count from 23/24 November was 8. However, following the opening of the winter shelter and the completion of intensive work by the Outreach Service, by the start of Q4, the number of people sleeping rough in the district has reduced down to 1 person.</i></p> | | | | | | |
| Average number of households in Bed and Breakfast Accommodation | 7 | 2.3 | 1 | 3 | | 0 (Monthly) | X |
| Page 27 | <p><i>The number of households in B & B was particularly high during 2020/21 due to the significant number of single people placed in temporary accommodation during the lockdown period. The Housing Options Team are continuing to work to enable these clients to move into suitable long-term accommodation in the district.</i></p> | | | | | | |
| Average number of households in Temporary Accommodation | 43 | 29.3 | 26 | 27 | | <35 (Monthly) | ✓ |
| | <p><i>The number of households in temporary accommodation was particularly high during 2020/21 due to the significant number of single people placed in this type of accommodation during the Lockdown period. The Housing Options Team are continuing to work to enable more clients to move into suitable long-term accommodation in the district. They are also working to prevent homelessness wherever possible and enable households to move into alternative long-term homes rather than move into temporary accommodation.</i></p> | | | | | | |
| Number of units delivered under the Next Steps Accommodation Programme | - | 0 | 4 | 0 | | 6 (Annual) | ✓ |
| | <p><i>No new units have been delivered as part of the Next Steps Accommodation Programme during the quarter, the Housing Strategy team is actively looking for an additional two units. At the time of writing this report no suitable units have been found on the market, but the team is working to complete any final acquisitions as soon as possible to ensure the annual target is met.</i></p> | | | | | | |

04 Quality Homes and Infrastructure

| Description | Q3 2020-21 Comparison | Q1 Actual 2021-22 | Q2 Actual 2021-22 | Q3 Actual 2021-22 | Q4 Actual 2021-22 | Target | On Target |
|--|---|-------------------|-------------------|-------------------|-------------------|-----------------|-----------|
| Long-term Empty Homes brought back into use | 3 | 8 | 7 | 17 | | 70 (Annual) | ✓ |
| | <p><i>Works are on site to return a further, approximately 23 long-term empty homes back into use in the district through the No Use Empty initiative in partnership with KCC. The properties are located in Folkestone and Hythe. The Council's Private Sector Housing Team are also working to identify long-term empty homes and to work with the owners to return them to use. The Schemes currently on site are due to complete toward the end of 2021/22, however any potential material or labour shortages could impact on their ability to complete projects ahead of 31 March 2022.</i></p> | | | | | | |
| Affordable homes delivered by the Council and its partners | 5 | 27 | 0 | 11 | | 80 (Annual) | ✓ |
| | <p><i>A further 50+ affordable homes are currently started on site in the district. The homes which are being delivered by the Council's registered provider partners, will help provide more homes for affordable rent and low cost home ownership on sites in Cheriton and Sellindge. The homes are due to be completed towards the end of 2021/22 year.</i></p> | | | | | | |
| Affordable homes for low cost home ownership delivered by the Council and its partners | 0 | 0 | 0 | 0 | | 32 (Annual) | ✓ |
| | <p><i>See comment above</i></p> | | | | | | |
| Private sector homes improved as a result of intervention by the Council | 76 | 54 | 74 | 49 | | 200 (Annual) | ✓ |
| Council home new builds and acquisitions started on site | 5 | 15 | 0 | 0 | | 20 (Annual) | ✓ |
| | <p><i>The starts on site so far in 2021/22, will provide additional Council homes for rent in Folkestone. The acquisition of 5 further properties in Folkestone and Lyminge is due to be completed in Quarter 4.</i></p> | | | | | | |
| Percentage of properties that meet the decent homes standard | - | 99.97% | 99.97% | 98.14% | | 99% (Annual) | X |
| | <p><i>The Decent Homes position is now reported to be at 98.14%, with 63 failings reported out of a total of 3,380 properties identified through new stock condition surveys. We have currently surveyed approx. two thirds of our total housing stock, so this position is subject to change. Failures identified from 'real' (as opposed to 'cloned') data. Prior to this, our decent homes figures were based on a sample of surveyed properties only. Results of the surveys will inform our Asset Management Strategy moving into 2022-23, with failures added to the planned works programme. Actions and progress are monitored monthly.</i></p> | | | | | | |

04 Quality Homes and Infrastructure

| Description | Q3 2020-21 Comparison | Q1 Actual 2021-22 | Q2 Actual 2021-22 | Q3 Actual 2021-22 | Q4 Actual 2021-22 | Target | On Target |
|---|-----------------------|-------------------|-------------------|-------------------|-------------------|-----------------|-----------|
| % of major planning applications to be determined within statutory period <i>(including any agreed extension of time)</i> | 100% | 100% | 85.7% | 83.33% | | 60% (Quarterly) | ✓ |
| % of minor applications to be determined within the statutory period <i>(including any agreed extension of time)</i> | 94.3% | 81.94% | 89.71% | 73.21% | | 70% (Quarterly) | ✓ |
| % of other planning applications to be determined within statutory period <i>(including any agreed extension of time)</i> | 96.6% | 89.88% | 91.92% | 88.07% | | 85% (Quarterly) | ✓ |

Transparent, Stable, Accountable and Accessible

| Description | Q3 2020-21 Comparison | Q1 Actual 2021-22 | Q2 Actual 2021-22 | Q3 Actual 2021-22 | Q4 Actual 2021-22 | Target | On Target |
|--|---|------------------------|------------------------|------------------------|-------------------|-------------------|-----------|
| Council tax collection | 82.34% (Cumulative) | 28.55% (Cumulative) | 54.81% (Cumulative) | 81.98% (Cumulative) | | 97.3% (Annual) | ✓ |
| Business Rates collection rate | 79.17% (Cumulative) | 23.82% (Cumulative) | 52.03% (Cumulative) | 80.68% (Cumulative) | | 97.5% (Annual) | ✓ |
| Increase take up of My Account and online transactions | - | 14.16% | 7.09% | 5.8% | | 15% (Annual) | ✓ |
| | <p><i>Since the launch of My Account in August 2020 a total of 27,281 customers overall have so far registered for the service. In Quarter 3, a total of 3,012 customers have registered, a take up of 5.8%.</i></p> | | | | | | |
| All Freedom of Information / Environmental information Requests to be responded to within the statutory period of (20 working days or lawful extension). | 83.9% | 82.38% | 70.56% | 84% | | 90% (Monthly) | X |
| | <p><i>Performance has shown further improvement in Quarter 3 when compared with the previous quarter as both Case Management and Information Governance teams have continued to work hard to reduce the overall caseload. Further cross training of staff continues to be undertaken to provide greater resilience to this area. In addition, further resource is being secured for the Case Management team in the form of an additional full time case officer who will support this continued progress in reaching target.</i></p> | | | | | | |
| All Subject Access Request responses to be provided within the statutory period (1 calendar month or lawful extension). | 61.1% | 0% | 0% | 43.75% | | 90% (Monthly) | X |
| | <p><i>The number of subject access requests (SARs) responded to has shown significant improvement compared with the first half of the year and all historic SARs have now been responded to by the team. The cross training of staff continues to provide greater resilience and the Case Management team is looking to secure an additional full time case officer that will support the continuation of progress in working towards achieving target.</i></p> | | | | | | |
| Percentage of data breaches assessed within 72 hours to decide if it is reportable to the ICO. | - | 100% | 100% | 100% | | 100% (Monthly) | ✓ |
| Percentage of reportable data breaches that were submitted to the ICO within 72 hours. | - | 100% | 100% | 100% | | 100% (Monthly) | ✓ |

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