



Folkestone & Hythe District Council

Appendix 2: 2022-23 End of Year Data

01 Positive Community Leadership

Description	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	2021-22 Comparison	2022-23 Summary	Target Met
Number of new priority play areas improved by the Council	3	0	0	0	1 site per year	1	3	✓
	<p><i>No priority play areas were improved by the council during Quarter 4. Earlier in the year during Quarter 1 the following sites were improved:</i></p> <ul style="list-style-type: none"> <i>The installation of a new 10m diameter rope climbing frame, new teen shelter adjacent to the basketball court and a replacement spring rocker at Cheriton Recreation round funded through COMF (Contain Outbreak Management Fund) funding June 2022.</i> <i>The Bounty shipwreck in the Lower Leas Coastal Park replaced with a new larger Ship modelled after The Santa Maria completion in May 2022.</i> <i>Oak Drive in St Mary's Bay which is a SIPA (Strategically Important Play Area) full refurbishment completed in June 2022.</i> 							
Average number of days to process new claims for Housing Benefit from the date complete evidence is received.	4.5	4.9	4.5	3.7	7 Days (Monthly)	3.4	4.4	✓
Average number of days taken to process new claims for Housing Benefit	13.2	12.7	10.8	10.2	17 Days (Monthly)	12.2	11.7	✓
% food premises broadly compliant (equivalent to 3 rating)	97.8%	97.53%	96.6%	96%	95% (Quarterly)	97%* (Average Q3 and Q4 only)	96.98% (Average)	✓
	<p><i>In Quarter 4, 96% of food premises in the business were found to be broadly compliant in the district, the percentage achieved is based on a total of 101 premises being inspected in the period.</i></p>							
Number of community safety events held and projects delivered	3	9	15	8	10 (Annual)	14	35	✓
	<p><i>In Quarter 4, a total of 8 community safety events or projects were delivered by the Community Safety Unit that included:</i></p> <ul style="list-style-type: none"> Local Engagement Meeting January 2023: <i>Folkestone & Hythe Community Safety Partnership held its 'Local Engagement Meeting' at Hawkinge Community Centre. Representatives from Kent Police, Folkestone & Hythe Community Safety Unit, Kent County Council Community Wardens, Neighbourhood Watch, Hawkinge Town Council, and local churches all attended. The event covered neighbourhood updates, general concerns, and Public Spaces Protection Orders.</i> 							

Description	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	2021-22 Comparison	2022-23 Summary	Target Met
							<ul style="list-style-type: none"> • Folkestone Talks: <i>The Community Safety Team attended the event run by the Turner Stone Community Hub in March where all different people from the local community came and spoke to children to give them an understanding of the community and wider society. The overall event was an opportunity to share skills, knowledge and experiences which will enrich the lives of young people across Folkestone.</i> • Foord Road South: <i>Both Community safety and Environmental Enforcement teams along with Mick Cronin, Community Liaison Officer for Kent Police visited Foord Road South. Mick Cronin is spearheading the Foord Road South project with support from the community safety team following issues, regarding litter, anti-social behaviour, and safety problems with the steps. The officers also spoke to residents in the area and offered advice and support where necessary.</i> • Bouverie Place Safe Space Training: <i>The Community Safety Team delivered training alongside the Folkestone Area Partnership Against Crime (FAPAC) to staff of Bouverie Place retail stores on how to use radios and what to do when dealing with someone who needs help.</i> • Bouverie Place Safe Space Stand: <i>Community safety officers and representatives from MIND, The Rainbow Centre and HomeStart Shepway came together to promote the 'Ask Angela' initiative that is being rolled out in the retail outlets at Bouverie shopping centre.</i> • 99 (Folkestone) Squadron Air Cadet talk: <i>On 30 January, the Folkestone & Hythe community safety officers visited the 99 (Folkestone) Squadron RAF Air Cadets at Ship Street in Folkestone. They spoke to the cadets about keeping safe in the community both when out and about on their own and with friends. The officers also spoke about their roles and partner agencies they work with.</i> • National Coast Watch Institution talk: <i>The community safety team met with Robert Wiltshire, Manager of the National Coast Watch Institution. The team were there to provide a talk on community safety that was very positively received that they have been asked to return and provide safeguarding training to all their members.</i> • Community Safety Partnership Roadshow: <i>The event hosted on 17th March provided an opportunity for the partnership to promote all the work undertaken during the year and make plans for the coming year, it gave an opportunity for multi-agency partners to meet. Over 50 people attended.</i> 	

02 A Thriving Environment

Description	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	2021-22 Comparison	2022-23 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)	18	13	2	14	*70 (informal) (Annual)	65 (Total)	47 (Total)	X
	<p><i>The overall number of enforcement notices served has outturned below its annual target at the end of the year for the following reasons:</i></p> <ol style="list-style-type: none"> <i>Targets are informal and where compliance has been achieved at a first stage further action has not been required. An example of this is the relationship between Community Protection Warnings and Community Protection Notices. CPWs (on target) are the first stage and a CPN is only required if compliance is not achieved.</i> <i>Prior to issuing formal notices, the Environmental Protection Team (in line with the Enforcement Policy) will attempt informal action to resolve the complaint. This is common with noise nuisance, odour, smoke etc. Informal action includes: -</i> <ul style="list-style-type: none"> <i>engaging with the subject of the complaint,</i> <i>acting as mediators between two or more parties,</i> <i>helping subjects to minimise any nuisances caused, for example suggesting and facilitating practical solutions and</i> <i>engaging with family members, property owners, other authorities or care/support networks to make a positive impact.</i> <p><i>This approach is often successful but difficult to capture in terms of notices not issued.</i></p> <i>The statutory powers that had been previously given to local authorities in the form of Section 108 notices was removed in 2020. The notices originally required any person believed to be able to give any information relevant to any examination or investigation to answer the questions put to them. These were used regularly and were a good means of investigating the matter. Historically these would be included in the figures and the results now will show a much lower rate. The change in legislation will therefore result in a change in targets for 2023/24.</i> <i>Long-term sickness in the Environmental Enforcement Team and voluntary retirement of one officer has impacted on the number of Fixed Penalty Notices (FPNs) issued. Recruitment has taken place during the year for a new enforcement officer for the team.</i> 							

02 A Thriving Environment

Description	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	2021-22 Comparison	2022-23 Summary	Target Met
Number of Community Protection Warnings (CPWs) issued	15	26	6	23	15 (Annual)	-	70 (Total)	✓
Fixed Penalty Notices issued for Low level Enviro-crime (littering, dog control)	33	52	32	52	*300(informal) (Annual)	-	169 (Total)	X
	<p><i>The target for both low level and high level FPNs has not met target due to the following mitigating factors:</i></p> <ul style="list-style-type: none"> <i>The team have experienced resourcing issues during the year due to two officers being on sick leave, another on a phased return to work following an operation and a voluntary retirement of one officer.</i> <i>The team's time during the year has been focused on other operational matters including;</i> <ul style="list-style-type: none"> <i>Additional time spent on investigating larger fly tipping cases to build cases for prosecution with Council's Legal Services team.</i> <i>Keeping fly tipping hot spot areas tidier, notably Dover Road and Foord Road South in Folkestone. Working to improve education and resident engagement on issues as well as engagement with other teams to tackle Anti-social behaviour.</i> <i>Working with Napier Barracks on educational presentations and site visits – including cleansing of waste such as bottles and cans or cooking paraphernalia and general waste.</i> <i>Additional joint site visits with residents to view areas of concerns in respect of waste or dog fouling around Napier Barracks and open spaces.</i> <i>Undertaking public consultation and implementation of the new Public Spaces Protection Order (PSPO) for dog control.</i> <i>Additional joint working with partners e.g Operation Assist with Kent Police, requiring a day of stopping vans and trucks to check for waste carriers licences to reduce instances of fly-tipping.</i> <i>Changes in behaviours with residents and visitors to the area – whilst this has not eradicated the issues, public opinions are changing around plastic pollution affecting marine life (waste on beaches), clearing up after pets and changes in opinions around disposable BBQs – Supermarkets refusing to sell them in major stores.</i> 							
Fixed Penalty Notices issued for High level Enviro-crime (large Fly-tipping)	5	7	1	7	*25(informal) (Annual)	-	20 (Total)	X
	See comment above							

02 A Thriving Environment

Description	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	2021-22 Comparison	2022-23 Summary	Target Met
Percentage of streets surveyed clear of litter within the district	98.23%	95.25%	94.44%	96.38%	95% (Monthly)	92.2% (Average Q3-Q4 only)	96% (Average)	✓
<p><i>A total of 580 inspection surveys of streets were carried out by monitoring officers in Quarter 4 in locations including: Folkestone, Sandgate, Hawkinge, Brookland, Brenzett, Littlestone, Greatstone.</i></p>								
Number of community environmental volunteer events supported	17	13	11	7	15 (Quarterly)	76 (total)	48 (total)	X
<p><i>The number of environmental events supported was under target during Quarter 4 due to the cancellation of events as result of bad weather and the reprioritizing of resources to focus on completing See it, Own it, Do It interventions raised across the district.</i></p>								
Number of recorded See it, Own it, Do it (SOD It) interventions completed	1,278	1,523	1,160	1,622	1200 (Quarterly)	10,118 (total)	5,583 (total)	✓
Average time for anti-social or offensive graffiti to be removed from the time of being reported	48 hours	48 hours	48 hours	48 hours	48 Hrs (Quarterly)	30 hours (Average)	48 hours (Average)	✓
Number of new electric vehicle charging points installed within district owned car parks	53 (cumulative) <small>(53 now installed out of 94 planned)</small>	73 (cumulative) <small>(73 now installed out of 94 planned)</small>	103 (cumulative)	See note below	2 charging points per car park (Annual)	18 (cumulative)	103 (cumulative)	✓
<p><i>This project was completed in Quarter 3. A total of 103 charging points have now been installed within 26 car parks across the district.</i></p>								
Percentage of street lighting within the district converted to LED	27.9% (cumulative)	30% (cumulative)	30% (cumulative)	43% (cumulative)	100% completion by March 2023	13.26% (cumulative)	43% (cumulative)	X
<p><i>Phase 1 upgrade (321 assets) completed, and an application has been made to KCC to adopt the assets.</i></p> <p><i>Work on Phase 2 commenced in Quarter 4 with 43% of the overall total assets now upgraded. Expected completion is now in June 2023 due to delays in securing the extra funding needed.</i></p>								

02 A Thriving Environment

Description	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	2021-22 Comparison	2022-23 Summary	Target Met
Number of missed bin collections per 100,000	40.77	39.84	33.48	32.97	50 (Monthly)	89.1 (Average)	36.7 (Average)	✓
Percentage of household waste recycled	47.7%	44.6%	43.3%	42.4%	50% (Monthly)	45.3% (Average Q1-Q3 only)	44.6% (Average)	X
	<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 2022/23, the composting rate – which is a significant contributor to the recycling rate – experienced a decrease in tonnages collected (possibly because of the very dry weather in 2022), negatively affecting the overall recycling rate.</i></p>							
Number of days to remove fly-tipped waste on public land once reported	1	1	1	1	1	10 (Average)	1 (Average)	✓
	<p><i>A total of 436 incidents of fly-tipped waste were dealt with on public land within the district during Quarter 4. The breakdown is as follows:</i></p> <ul style="list-style-type: none"> <i>January - 184</i> <i>February – 141</i> <i>March - 111</i> 							
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%	100%	100% (Quarterly)	100% (Average)	100% (Average)	✓
	<p><i>A total of three prosecutions were secured during Quarter 4 for the following:</i></p> <ol style="list-style-type: none"> <i>Littering in August 2022 Proved in absence: Fine £440, Costs £180, Victim Surcharge £176 = Total £796</i> <i>Breach of PSPO (dog fouling) in August 2022 Proved in absence: Fine £440. Costs £180, Victim Surcharge £176 =Total £796</i> <i>Breach of PSPO (dog off lead) in August 2022 Guilty plea: Fine £220, Costs £180, Victim Surcharge £88 =Total £488</i> 							

03 A Vibrant Economy

Description	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	2021-22 Comparison	2022-23 Summary	Target Met
Total Folkestone & Hythe High Streets funds allocated	76.42% <i>(allocated since fund inception)</i> £99,998 <i>allocated in Q1</i>	85.98% <i>(allocated since fund inception)</i> £459,517 <i>allocated in Q2</i>	86.00% <i>(allocated since fund inception)</i> £1,000 <i>allocated in Q3</i>	86.49% <i>(allocated since fund inception)</i> £14,478 <i>allocated in Q4</i>	100% of the funds allocated	57% (total)	86.49% (total)	X
	<p><i>There were no High Street Fund grants approved in Quarter 4 as result of the fund having closed to new applications during November 2022, the last remaining new application was approved during Quarter 4 for £14,478. During the span of the scheme, a total of 49 projects were successfully approved for funding across our district. This amounted to £741,712 of funding being approved. Some projects were not realized or were partially delivered. To date, £554,362 has been paid to successful high street fund grant applicants. The remaining four outstanding projects are currently in the process of being progressed towards a conclusion and grant payment.</i></p> <p><i>Total funds utilised since inception is £2,594,761. The remaining unallocated funds (14%) from the £3 million originally allocated to this scheme sits in the council's earmarked reserves. Aside from approved high street fund grants, funds were also used for a variety of district projects. This also includes £250,000 earmarked towards the levelling up fund projects.</i></p>							
Number of engagements undertaken by the Folkestone & Hythe Place Panel on projects of scale or strategic significance.	4	1	2	1	3 (Annual)	5 (total)	8 (total)	✓
Total funding allocated from the Romney Marsh Business Hub grant support scheme	7.14% <i>(allocated since fund inception)</i> £9,981 <i>allocated in Q1</i>	12.22% <i>(allocated since fund inception)</i> £7,126 <i>allocated in Q2</i>	12.22% <i>(allocated since fund inception)</i> £0 <i>allocated in Q3</i>	27% <i>(allocated since fund inception)</i> £20,599 <i>allocated in Q4</i>	70% of available funds allocated in 2022-23	0% (total)	27% (total)	X

03 A Vibrant Economy

Description	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	2021-22 Comparison	2022-23 Summary	Target Met
	<p><i>During Quarter 4, a further three applications were given grant funding approval, taking the total to five approvals with an allocation to £37,706 so far and representing 27% of the total allocation. The target was not met largely due to only five of the 14 offices having been leased at the business hub. However, all five tenants have applied for and have been approved for grant funding, therefore 100% of tenants at Quarter 4 had been granted funding. It should also be noted that there is no requirement to exhaust the entire £140,000 allocation on this scheme, as remaining funds will be utilised for other initiatives on the Romney Marsh.</i></p>							
Number of Folkestone & Hythe businesses accessing business support and grants from public sector programmes	19	4	8	28	10 (Annual)	52 (total)	59 (total)	✓
	<p><i>During Quarter 4, a total of 28 grants were given approvals. This comprised 21 small and medium-sized enterprise (SME) grants, 1 grant approval for the high street fund, 3 for the Romney Marsh Business hub grant scheme, and 3 grant approvals for the green business grant scheme. The high street fund and Folkestone Community Works grant schemes are now both closed to new applications. Further applications are being progressed for the green business grant scheme, and further applications are anticipated for the Romney Marsh Business Hub grant scheme as additional offices become leased during 2023-24. Also, there were 8 organisations receiving business advice for Folkestone Community Works.</i></p>							
Number of businesses or potential entrepreneurs/ new start-ups signposted to support programmes and events to facilitate growth	65	15	12	9	50 minimum (Annual)	56 (total)	101 (total)	✓
	<p><i>Businesses on our database were encouraged to promote their job vacancies via our presence at Folkestone jobs fair during Quarter 4. Other ad-hoc support was given during Quarter 4 and the year as a whole. This consisted of emails, in person meetings and telephone conversations. Signposting also took place to Folkestone Works business support website.</i></p>							
Number of businesses engaged with in the district to support growth and retention of local people	17	14	18	19	12 (Annual)	15 (total)	68 (total)	✓
	<p><i>During Quarter 4, 19 businesses were engaged with to support growth and the retention of local people. These included Duo Technology, Martello Building Consultancy, LVB Creative, Romney Hythe & Dymchurch Railway, Disruptive Urbanism, Profile Architects, Beresfords Accountants, Motis Estates, Holiday Extras, Oak Creative, Alliance Building, The Workshop, Clifton Hotel, Sai Care Homes, Basepoint Business Centre, Stagecoach, Screen South, Folkestone College.</i></p>							

03 | A Vibrant Economy

Description	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	2021-22 Comparison	2022-23 Summary	Target Met
Total funds allocated from the Folkestone Community Works Programme	90% (cumulative)	85% (cumulative)	75% (cumulative)	97% (cumulative)	100% of the allocated funds spent by end of 2022/23	71% (cumulative)	97% (cumulative)	X
	<p><i>The KPI is an accumulative figure for the programme which has been running since 2018 and the figure represents the amount of European Structural Investment Funding (ESIF) allocated to the funded projects that has been spent. Funded projects must defray allocated funds by 30 June 2023.</i></p> <p><i>By the end of Quarter 4 (Jan - March) 2023, funded projects had claimed total expenditure worth £1,574,422 which represents 60% of the value of the signed grant funding agreements. In this period, the amount of funds under GFA increased from £2,005,967 to £2,627,917 which is reflected in the drop in the percentage of funding claimed under contract when compared to Q3.</i></p> <p><i>During this period, the council took up the opportunity to request an extension to the delivery phase of the programme from 31 March 2023 to 30 June 2023, which subsequently was been granted. This extension has provided the opportunity for grantees including businesses and main projects such as Folca2 to access and defray further funds.</i></p> <p><i>In addition, over 40 local residents participated in sessions to develop their entrepreneurial skills delivered by funded projects lead by Social Enterprise Kent, The Princes Trust, Screen South, and TNB Skilling Ltd.</i></p>							

04 Quality Homes and Infrastructure

Description	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	2021-22 Comparison	2022-23 Summary	Target Met
Numbers of new homes built within the district	-	-	-	-	622 homes (Annual)	454	522**	-
	<p><i>**The Housing Information Audit for 2022/23 is yet to be undertaken so an estimated figure (522) has been taken based on the number of new homes identified as 'under construction' in the Housing Information Audit 2021/22. The final figure will be confirmed following completion of the audit.</i></p>							
Percentage reduction in homelessness	-	-	-	-	5% based on 2020 data	See comment in 2021-22 end of year data.	See comment below	-
	<p><i>Reducing homelessness across the district is a service ambition for the Council. As part of our suite of KPIs below, we measure the number of homelessness approaches to the Council, the number of homelessness preventions we secure, and the number of people sleeping rough in the district. As you will see, the volume of people approaching the service has increased over the past year, as have the number of people sleeping rough. Some of these will be housed in temporary accommodation until we can find a more suitable home for them. However, we have managed to secure alternative long-term accommodation (preventions) in 200 cases, a real-terms improvement of 132 from the previous year (68 preventions).</i></p>							
Number of homelessness approaches (includes Triage, Prevention, Relief & Decision cases)	408	453	421	496	No Target	1,619 (Total)	1,780 (Total)	-
	<p>Information only (no target). We had the highest volume of approaches in quarter four, and the long-term trend is an overall increase in the number of people approaching the service since 2021-22. The increases seen can be attributed to several factors, including the end of Covid and the reinstatement of eviction proceedings within the courts; the ongoing cost-of-living crisis that has seen huge increase in private rents nationally and changes in statutory legislation that have increased the number of households/groups who can apply as homeless to any local authority area.</p>							
Percentage of homelessness approaches closed as 'homelessness prevented'	9.76%	8.61%	17.1%	9.88%	4%	4.20%	11%	✓
	<p>Aim to maximise (on target). This measures the number of preventions as a total of all the approaches made to the Council. Preventions are where accommodation has been secured for 6 months or more. We secured 49 preventions over quarter four and 200 for the year (11%). Performance has improved overall this year, compared to 2021-22.</p>							

04 Quality Homes and Infrastructure

Description	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	2021-22 Comparison	2022-23 Summary	Target Met
Average number of rough sleepers in the period	11	12	10	5	<6	5.63 (Average)	10 (Average)	X
	<p>Aim to minimise (off target). This has been a challenging area for us, as the number of people sleeping rough in the district has increased over the past year. Several new cases have moved into the district this year and a lot of work has been done to reduce rough sleeping from the highest position of 18 in early September 2022. We continue to work with our partners to find suitable long-term accommodation and support services for them.</p>							
Average number of households in Bed and Breakfast Accommodation	2	3	5	12	0	2.3 (Average)	6 (Average)	X
	<p>Aim to minimise (off target). This has increased to an average of 12 at any one time, over the past quarter. The average for the year is 6. Ideally, the council would like to see no households placed in B&B accommodation. However, many rough sleepers are housed in B&B as a temporary measure. The Housing Options team are working to enable these clients to move into suitable long-term accommodation in the district.</p>							
Average number of households in Temporary Accommodation	27	26	27	24	<35	29 (Average)	27 (Average)	✓
	<p>Aim to minimise (on target). This has decreased, on average, by 3 over the past quarter. The average for the year is 27, remaining within target (35 or fewer). The aim is to enable households to move into suitable long-term homes, rather than temporary accommodation, and the Housing Options team continue to work towards this.</p>							
Long-term Empty Homes brought back into use	9	5	15	21	70 (Annual)	49 (Total)	50 (Total)	X
	<p>Aim to maximise (off target). 21 long-term empty homes were brought back into use in the last quarter in Hythe and Folkestone, with 50 completed for the 2022/23 year. The target has not been met but there are over 70 further units in progress, and these will contribute to 2023/24 figures. Progress has been relatively slow again this year, due in part to the cost-of-living crisis, availability of additional finance, increased costs of building materials and low supply of building contractors.</p>							

04 Quality Homes and Infrastructure

Description	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	2021-22 Comparison	2022-23 Summary	Target Met
Affordable homes delivered by the Council and its partners	33	10	38	22	80 (Annual)	44 (Total)	103 (Total)	✓
	<p>Aim to maximise (on target). 22 affordable homes were delivered across the district in Folkestone, New Romney, Sellindge and Cheriton during the last quarter, bringing the total for the year to 103 (exceeding target). This is an overall improvement on 2021-22 which saw 44 delivered in total, with many projects brought forward into this year.</p>							
Affordable homes for low-cost home ownership delivered by the Council and its partners	17	4	4	1	32 (Annual)	0 (Total)	26 (Total)	X
	<p>Aim to maximise (off target). Of the 103 affordable homes delivered in 2022/23 (see previous KPI,) 26 are designated for 'low-cost homeownership'. This puts us closer to our target of 32. Delivery in this area has significantly improved since 2021-22, which saw no homes delivered at all during the year.</p>							
Private sector homes improved as a result of intervention by the Council	77	110	110	140	200 (Annual)	287 (Total)	437 (Total)	✓
Council home new builds and acquisitions started on site	0	0	0	0	20 (Annual)	30 (Total)	0 (Total)	X
	<p>Aim to maximise (off target). No progress to report on this KPI this year. Key projects (such as Highview), which were due to commence in the 2022/23 financial year, have been delayed. It is unclear when we will see any movement on these projects. Progress has been impacted by contractor availability, landlord finances and rising costs of materials.</p>							
Percentage of properties that meet the decent homes standard	96.51%	96.71%	96.95%	97.02%	99% (Monthly)	97.69%	97.02%	X
	<p>Aim to maximise (within 5% of target). Since April 2022, we have removed 34 properties from the Decent Homes failures list, with 101 total failings reported at year end. We are making a coordinated effort between the planned, compliance and repairs teams to work through the outstanding properties on the list.</p>							
Properties with a valid LGSR	99.93%	99.58%	99.79%	99.62%	100% (Monthly)	-	99.62%	X

04 Quality Homes and Infrastructure

Description	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	2021-22 Comparison	2022-23 Summary	Target Met
	<p>Aim to maximise (within 5% of target). Landlord Gas Safety Record (LGSR). Undertaking annual gas safety checks is a mandatory requirement. At the end of quarter four, 11 properties were outstanding and therefore non-compliant. Fallout from the ending of the Gas Call contract and the mobilisation of the new Swale heating contract has caused some delays completing these inspections.</p>							
Blocks with a valid Fire Risk Assessment	100%	100%	100%	98.31%	100% (Monthly)	-	98.31%	X
	<p>Aim to maximise (within 5% of target). Ensuring all applicable communal housing blocks have a valid Fire Risk Assessment in place is a mandatory requirement. 3 out of 178 were outstanding at the end of the period. These have subsequently been completed and we are reporting 100% at the time of writing.</p>							
Blocks with valid (in date) Electrical Certificate (EICR)	95.17%	97.2%	100%	98.6%	100% (Monthly)	-	98.6%	X
	<p>Aim to maximise (within 5% of target). Electrical Installation Condition Report (EICR). Ensuring all applicable communal housing blocks have a valid, in date, EICR is a mandatory requirement. 2 out of 143 were outstanding at the end of the period. These have subsequently been completed and we were back to 100% at the time of writing</p>							
Domestic properties with a valid (in date) EICR	92.14%	92.96%	94.86%	95.84%	100% (Monthly)	-	95.84%	X
	<p>Aim to maximise (within 5% of target). Electrical Installation Condition Report (EICR). It is a mandatory requirement that social housing landlords complete a new EICR on all applicable domestic (i.e. tenanted) properties at least every 5 years. 3,226/3,366 were in place at the end of the period (140 outstanding).</p>							
Properties Asbestos compliant (Communal)	100%	100%	100%	100%	100% (Monthly)	-	100%	✓
	<p>Aim to maximise (on target). Ensuring all applicable communal housing blocks have a valid Asbestos Assessment in place is a mandatory requirement. 104/104 in place at the end of the quarter.</p>							
Insurance visits completed on communal lifts (LOLER)	100%	100%	100%	92.86%	100% (Monthly)	-	92.86%	X
	<p>Aim to maximise (off 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. 1 of 14 was outstanding at the end of the period.</p>							

04 Quality Homes and Infrastructure

Description	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	2021-22 Comparison	2022-23 Summary	Target Met
% of major planning applications to be determined within statutory period (including any agreed extension of time)	83.33%	100%	100%	83%	60% (Quarterly)	86%* (Average)	92% (Average)	✓
<p><i>Major' Applications in Q4: Total Decisions: 6; Determined in agreed time: 5</i></p> <p><i>The percentage figures (Major, Minor, Other) represent all decisions which have been made either within the original target time period specified by statute or an extended time period agreed/requested by an applicant.</i></p> <p><i>In some cases the agreed time period is requested for a number of reasons such as:</i></p> <ul style="list-style-type: none"> <i>to manage workloads caused by a need to seek further information</i> <i>delays caused by awaiting consultee responses</i> <i>seeking amendments to improve the scheme to make it acceptable and/or raise the quality of the built environment</i> <p><i>In some instances, applicants ask for an extension of time to allow them an opportunity to amend a proposal to overcome officer and consultee concerns.</i></p> <p><i>*Outturn Figure for 2021-22 year has been adjusted when preparing this report to reflect the average of the 12-month period as opposed to the four quarters. (Previous figure: 87.2%) The 2022-23 Outturn figure reflects average of the 12-month period.</i></p>								
% of minor applications to be determined within the statutory period (including any agreed extension of time)	84%	85%	88%	90%	70% (Quarterly)	80%* (Average)	86% (Average)	✓
<p><i>Please see comment above</i></p> <p><i>'Minor' Applications in Q4: Total Decisions: 50; Determined in agreed time: 45</i></p> <p><i>*Outturn Figure for 2021-22 year has been adjusted when preparing this report to reflect the average of the 12-month period as opposed to the four quarters. (Previous figure: 82.4%) The 2022-23 Outturn figure reflects average of 12-month period.</i></p>								
% of other planning applications to be determined within statutory period (including any agreed extension of time)	88.45%	87%	93%	93%	85% (Quarterly)	93%* (Average)	91% (Average)	✓

Transparent, Stable, Accountable and Accessible

Description	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	2021-22 Comparison	2022-23 Summary	Target Met
	<p><i>Please see comment under major planning applications KPI.</i></p> <p><i>'Other' Applications in Q4: Total Decisions: 149; Determined in agreed time:138</i></p> <p><i>Outturn Figure for 2021-22 year has been adjusted when preparing this report to reflect the average of the 12-month period as opposed to the four quarters. (Previous figure: 91.2%) The 2022-23 Outturn figure reflects average of 12-month period.</i></p>							
Council tax collection	28.39% (Cumulative)	56.01% (Cumulative)	82.49% (Cumulative)	97.12% (Cumulative)	97.3% (Annual)	96.3% (Cumulative)	97.12% (Cumulative)	X
	<p><i>The ongoing cost of living crisis hitting all households has made the collection of council tax more difficult during the 2022/23 year.</i></p>							
Business Rates collection rate	36.65% (Cumulative)	63.33% (Cumulative)	86.65% (Cumulative)	98.26% (Cumulative)	97.5% (Annual)	96.81% (Cumulative)	98.26% (Cumulative)	✓
Increased take-up of My Account and online transactions	6.69%	2.92%	1.18%	1.54%	10% (Annual)	32.56% (Cumulative)	12.33% (Cumulative)	✓
	<p><i>In Quarter 4 a total of 752 customers have registered for My Account an increase of 1.54%. Since the launch of the service in August 2020, a total of 35,909 customers have registered for the service equating to 69.14% take up so far.</i></p>							
Lifeline - Number of calls answered within 60 seconds	98.4%	98.4%	97.9%	98.6%	97.5% (Monthly)	-	98.3% (Average)	✓
Lifeline - Number of calls answered within 180 seconds	99.8%	99.7%	99.8%	99.8%	99% (Monthly)	-	99.7% (Average)	✓

Transparent, Stable, Accountable and Accessible

Description	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	2021-22 Comparison	2022-23 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).	85.54%	91.79%	84.67%	89.54%	90% (Monthly)	73.1% (Average)	87.89% (Average)	X
	<p><i>Performance has shown an improvement this year when compared 2021-2022. A new Case Officer was appointed at the end of November 2022 which has been a positive factor for this improvement and further development and training will support the team aim to achieve target. We have identified additional resource to support the team during periods of absence and high workloads.</i></p>							
All Subject Access Request responses to be provided within the statutory period (1 calendar month or lawful extension).	70.59%	100%	77.78%	61.54%	90% (Monthly)	25.9% (Average)	77.48% (Average)	X
	<p><i>The number of subject access requests (SARs) responded to has shown significant improvement when compared with last year. A new Case Officer was appointed at the end of November 2022 which has been a positive factor for this improvement and further development and training will support the team aim to achieve target. We have identified additional resource to support the team during periods of absence and high workloads.</i></p>							
Percentage of data breaches assessed within 72 hours to decide if it is reportable to the ICO.	88.89%	83.3%	53.8%	66.66%	100% (Monthly)	100% (Average)	73.16% (Average)	X
	<p><i>The percentage of data breaches assessed in time was under target during Quarter 4 because of some cases not being reported to the IG Specialist through the correct channels and the reporter/officers not assisting investigations within the required timeframe. These are the same issues that the Information Governance team have been faced with throughout the year.</i></p> <p><i>The Specialist has found that most breaches happen when officers accidentally enter and select the incorrect email address or postal address when sending correspondence to a resident. The issues have continued to be raised with managers, and council-wide emails sent out to reiterate that all Council officers hold responsibility for assisting the Information Governance Team with investigating data breaches. It is our aim to make breach identifying and reporting second nature to officers, and not something to feel concerned about. Breaches will happen for as long as humans are there to make human errors, and it's important that we log the instances internally when it does occur. In the odd event where a breach occurs through other means, these are used to fine tune the general training provided and to streamline processes; to try to prevent them occurring again.</i></p>							

Transparent, Stable, Accountable and Accessible

Description	Q1 Actual 2022-23	Q2 Actual 2022-23	Q3 Actual 2022-23	Q4 Actual 2022-23	Target	2021-22 Comparison	2022-23 Summary	Target Met
	<p><i>Although there has been an increase in the amount of data breaches being reported, we don't believe that that means there has been an increase in breaches occurring. We believe that many breaches have previously been unreported. We have worked hard to bring awareness to Council employees, and to give them the tools needed to recognize and report breaches to the InfGov Team. Although this has led to breach reporting increasing, there is still some work to be done with staff so that they recognize the urgency of this, so that they can be assessed within the 72 hours. The Specialist has started to arrange additional training that will be supplied to teams during their monthly meetings. Further to this, we are looking to include additional education during a segment of a future staff briefing meeting.</i></p> <p><i>During this financial year, a new Specialist has been appointed from the Case Management team. They have been providing training to help with improving overall resilience in the assessment breaches moving forwards. Furthermore, general InfGov training is ongoing with several members of Case Management (Corporate Services) involved, which will enable the Specialist to focus on work within their own queue, as they are currently providing ongoing resilience to the Case Management team whilst a new member is learning.</i></p> <p><i>The Specialist has also begun working on several report features within the Salesforce CRM system used for cases – this should enable us to be able to run instant reports that will flag any areas and directorates within the Council who are frequently responsible for late breach reports or not recognizing breaches when they should be. Focused training can then be offered to these teams. We are also starting to record 'near misses' where there was the potential for a breach to occur, so that they can be used to learn from.</i></p>							
Percentage of reportable data breaches that were submitted to the ICO within 72 hours.	-	50%	0%	0%	100% (Monthly)	100% (Average)	16.67% (Average)	X
	<p><i>In Quarter 4, just like Quarter 3, there was only one case that was required to be submitted to the Information Commissioner's Office (ICO). The Data Protection Officer made the decision to ask the IT Systems team if they were able to monitor how many times a webpage with a breach was viewed before it was taken down, which delayed the final breach report to the ICO. The ICO decided that no further action was required for this breach. It's unfortunate that the percentage can be so drastically affected by the outcome of a single case, but this is unfortunately the nature of dealing with such low quantities.</i></p>							

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