



# Folkestone & Hythe District Council

Appendix 2—Quarter 4 and End of Year Performance 2024-25



# Your Cabinet Members



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



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



**Cllr Rebecca Shoob**  
Cabinet Member for Housing and  
Homelessness



**Cllr Stephen Scoffham**  
Cabinet Member for Climate,  
Environment and Biodiversity



**Cllr Jeremy Speakman**  
Cabinet Member for Assets and  
Operations



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



**Cllr Mike Blakemore**  
Cabinet Member for Community and  
Collaboration



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



**Cllr Gary Fuller**  
Cabinet Member for Resident engagement and  
accountability

# Your District - An Overview

## Population



**111,000** people ► Forecast to increase by **24%**, reaching **135,900** by **2042**, faster than the Kent average

## Location



Folkestone to London in just **53 minutes** via High Speed 1 rail line  
Folkestone to Calais in **35 minutes** via Eurotunnel (Le Shuttle)  
**15 minutes** away from the UK's largest seaport at Dover

## Proportion of businesses in the district economy



**13.4%** in the tourism sector  
**12.3%** in the knowledge economy  
**8.7%** in the creative sector, growing almost **7%** over the last 5 years  
**5.2%** in food and drink production  
**4.8%** in manufacturing



Folkestone & Hythe District



## Visitor economy



**4.7m** visitors = **£269m** spent in the local area  
Supporting **5,045** jobs

## Environment



**68%** agricultural land  
**16%** woodland, open land and water  
Kent Downs National Landscape covering **37%** of the district  
**23 miles** of beaches and cliffs  
Internationally important habitats at Dungeness  
**Potential UNESCO** Global Geopark status for chalk hills, cliffs and the Channel

## Heritage









**913** Listed Buildings  
**65** Scheduled Monuments  
**21** Conservation Areas  
**2** Registered Parks and Gardens  
**1** Protected Wreck Site



**FOLKESTONE AND HYTHE**  
Experience the extraordinary







# 01 Positive Community Leadership

Description	Outturn 2023-24	Q1 Actual 2024-25	Q2 Actual 2024-25	Q3 Actual 2024-25	Q4 Actual 2024-25	Outturn 2024-25	Target	Target met	Performance (Compared to last year)
Number of priority play areas improved by the Council	1	1	0	0	0	1	1 site per year	✓	—
Average days to process new claims for Housing Benefit from the date evidence is received.	3.9	3.75	2.8	2.5	2.7	2.9	7 Days (Monthly)	✓	↑
Average number of days taken to process new claims for Housing Benefit.	12.2	11.1	8.9	8.6	6.9	8.7	17 Days (Monthly)	✓	↑
% food premises broadly compliant (equivalent to 3 rating)	96.85%	100%	96%	99%	98.6%	98.1%	95% (Quarterly)	✓	↑
Number of households in the district receiving support through the UKSPF'	421	61	108	208	170	547	200 (Annual)	✓	↑
Number of Community Safety events held, and projects delivered (Public)	39	12	10	2	4	28	10 (Annual)	✓	↓
Number of Community Safety projects delivered (Behind the Scenes Work)	13	1	3	3	3	10	4 (Annual)	✓	↓
Performance Key	 Improved Performance			 Worsened Performance		 Performance is the same			
RAG Status Key	 Target Met				 Within 5% of target	 Off Target			

Description	Outturn 2023-24	Q1 Actual 2024-25	Q2 Actual 2024-25	Q3 Actual 2024-25	Q4 Actual 2024-25	Outturn 2024-25	Target	Target met	Performance (Compared with last year)
Retain Green Flags for the Coastal Park, Royal Military Canal, Kingsnorth Gardens and Radnor Park sites	4	4	4	4	4	4	4 (Annual)	✓	—
Number of enforcement notices served (e.g. Abatement Notices, Community Protection Notices)	37	10	8	8	8	34	No Target	-	↑
Number of Community Protection Warnings (CPWs) issued	68	27	13	10	12	62	No Target	-	↑
Fixed Penalty Notices issued for Low level Enviro-crime (littering, dog control)	382	35	40	29	22	126	No Target	-	↑
Fixed Penalty Notices issued for High level Enviro-crime (large Fly-tipping)	16	9	13	11	7	40	No Target	-	↓
Number of Breaches issued under the Public Space Protection Order	5	0	0	0	0	0	No Target	-	↑
ASB enforcement action taken (including CPWs and CPNs)	18	5	6	1	4	16	No Target	-	↑
Performance Key	↑ Improved Performance			↓ Worsened Performance		— Performance is the same			
RAG Status Key	✓ On Target			X Within 5% of target		X Off Target			

Description	Outturn 2023-24	Q1 Actual 2024-25	Q2 Actual 2024-25	Q3 Actual 2024-25	Q4 Actual 2024-25	Outturn 2024-25	Target	Target met	Performance (Compared with last year)
Percentage of street surveyed clear of litter within the district	97.4%	99.41%	99.07%	98.04%	96.06%	98.03%	95% (Monthly)	✓	↑
Number of recorded See it, Own it, Do it (SOD It) interventions completed	4,654	856	794	462	379	2,491	No Target	-	↓
Average time for anti-social or offensive graffiti to be removed from the time of being reported	30 hours	24 hours	24 hours	24 hours	24 hours	24 hours	48 Hrs (Quarterly)	✓	↑
Number of missed bin collections per 100,000	34.2	31.61	32.64	37.14	31.7	33.27	50 (Monthly)	✓	↑
Percentage of household waste recycled	45.6%	47.9%	46.6%	44.8%	43%*	(46%)*	50% (Monthly)	X	↑
Average number of days to remove fly tipped waste on public land once reported	1	1	1	1	1	1	3 Days (Monthly)	✓	—
Percentage of compliant air quality monitoring sites	100%	100%	100%	100%	100%	100%	100% (Quarterly)	✓	—
Enforcement - Percentage of successful prosecutions ( <i>Inc. Fly tipping and Littering</i> )	100%	100%	100%	100%	None reported	100%	100% (Quarterly)	✓	—
Performance Key	↑ Improved Performance			↓ Worsened Performance		— Performance is the same			
RAG Status Key	✓ On Target			X Within 5% of target		X Off Target			







# 03 | A Vibrant Economy

Description	Outturn 2023-24	Q1 Actual 2024-25	Q2 Actual 2024-25	Q3 Actual 2024-25	Q4 Actual 2024-25	2024-25 Outturn	Target	Target met	Performance (Compared with last year)
Number of engagements undertaken by the Folkestone & Hythe Place Panel on projects of scale or strategic significance.	9	2	0	1	0	3	3 (Annual)	✓	↓
Number of pilot events to inform market improvement programme and town centre operating model	-	0	4	2	0	6	4 (Annual)	✓	New KPI for 24/25 year
Number of Folkestone & Hythe businesses accessing business accessing grants from Rural England prosperity fund	-	1	4	9	0	14	10 (Annual)	✓	New KPI for 24/25 year
Number of businesses or potential entrepreneurs/ new start-ups signposted to support programmes and events to facilitate growth	835	29	26	23	16	94	50 minimum (Annual)	✓	↓
Performance Key	 Improved Performance			 Worsened Performance		 Performance is the same			
RAG Status Key	 On Target			 Within 5% of target		 Off Target			

# 04 Quality Homes and Infrastructure

Description	Outturn 2023-24	Q1 Actual 2024-25	Q2 Actual 2024-25	Q3 Actual 2024-25	Q4 Actual 2024-25	Outturn 2024-25	Target	Target met	Performance (Compared with last year)
Numbers of new homes built within the district	365	-	-	-	-	Figure TBC: 2024-25 HIA is to be completed figure available by Oct 2025	622 (Annual)	-	-
Number of homelessness approaches	1,753	338	365	292	361	1,356	No Target	-	↑
Percentage of duties closed as homelessness prevented or relieved	-	46%	49%	43%	36%	42%	40% (Monthly)	✓	New KPI for 24/25 year
Average number of rough sleepers in the period	15	17	22	11	11	15	6	X	▬
Average number of households in Bed and Breakfast Accommodation	10	11	17	14	23	16	0	X	↓
Average number of households in Temporary Accommodation	36	51	57	60	87	64	35	X	↓
Performance Key	↑ Improved Performance			↓ Worsened Performance		▬ Performance is the same			
RAG Status Key	✓ On Target			X Within 5% of target		X Off Target			

# 04 Quality Homes and Infrastructure

Description	Outturn 2023-24	Q1 Actual 2024-25	Q2 Actual 2024-25	Q3 Actual 2024-25	Q4 Actual 2024-25	Outturn 2024-25	Target	Target met	Performance (Compared with last year)
Long-term Empty Homes brought back into use	43	27	16	15	18	76	50 (Annual)	✓	↑
Council home new builds and acquisitions started on site	15	0	0	0	44	44	20 (Annual)	✓	↑
Affordable homes delivered by the Council and its partners	18	4	0	0	19	23	80 (Annual)	X	↑
Private sector homes improved as a result of intervention by the Council	387	77	64	73	103	317	300 (Annual)	✓	↑
Percentage of properties that meet the decent homes standard	97.71%	91.9%	94%	98%	99%	99%	99% (Monthly)	✓	↓
Percentage of properties with a known EPC rating of grade C or above.	62%	63%	68%	72%	74%	74%	No target	—	↑
Performance Key	 Improved Performance			 Worsened Performance		 Performance is the same			
RAG Status Key	 On Target			 Within 5% of target		 Off Target			







# 04 Quality Homes and Infrastructure

Description	Outturn 2023-24	Q1 Actual 2024-25	Q2 Actual 2024-25	Q3 Actual 2024-25	Q4 Actual 2024-25	Outturn 2024-25	Target	Target met	Performance (Compared with last year)
Properties with a valid Landlord Gas Safety Record (LGSR)	100%	100%	100%	99.96%	99.89%	99.89%	100% (Monthly)	X	↓
Communal blocks with a valid Fire Risk Assessment	100%	100%	100%	100%	100%	100%	100% (Monthly)	✓	—
Communal blocks with a valid Legionella Risk Assessment	100%	100%	100%	100%	100%	100%	100% (Monthly)	✓	—
Communal blocks with valid Electrical Certificate (EICR)	100%	100%	99.30%	97.86%	98.57%	98.57%	100% (Monthly)	X	↑
Domestic properties with a valid Electrical Certificate (EICR)	99.5%	99.82%	100%	99.94%	100%	100%	100% (Monthly)	✓	↑
Properties Asbestos compliant (Communal)	100%	100%	100%	100%	100%	100%	100% (Monthly)	✓	—
Performance Key	↑ Improved Performance			↓ Worsened Performance		— Performance is the same			
RAG Status Key	✓ On Target			X Within 5% of target		X Off Target			







# 04 Quality Homes and Infrastructure

Description	Outturn 2023-24	Q1 Actual 2024-25	Q2 Actual 2024-25	Q3 Actual 2024-25	Q4 Actual 2024-25	Outturn 2024-25	Target	On Target	Performance (Compared with last year)
Insurance visits completed on communal lifts (LOLER)	100%	100%	100%	100%	100%	100%	100% (Monthly)	✓	▬
Major planning applications to be determined within statutory period <i>(including any agreed extension of time)</i>	95%	100%	85.71%	100%	100%	96.3%	60% (Quarterly)	✓	▬
Minor applications to be determined within statutory period <i>(including any agreed extension of time)</i>	88%	96%	93.75%	100%	96.5%	96.95%	70% (Quarterly)	✓	↑
Other planning applications to be determined within statutory period <i>(including any agreed extension of time)</i>	95%	99%	99.12%	95.08%	100%	98.35%	85% (Quarterly)	✓	↑
Performance Key	↑ Improved Performance			↓ Worsened Performance		▬ Performance is the same			
RAG Status Key	✓ On Target			X Within 5% of target		X Off Target			

# Transparent, Stable, Accountable and Accessible

Description	Outturn 2023-24	Q1 Actual 2024-25	Q2 Actual 2024-25	Q3 Actual 2024-25	Q4 Actual 2024-25	Outturn 2024-25	Target	Target met	Performance (Compared with last year)
Council tax collection	96.8%	28.53% (Cumulative)	55.36% (Cumulative)	81.56% (Cumulative)	96.45% (Cumulative)	96.45%	97.3% (Annual)	X	↓
Business Rates collection rate	98.3%	34.49% (Cumulative)	61.11% (Cumulative)	84.07% (Cumulative)	99.23% (Cumulative)	99.23%	97.5% (Annual)	✓	↑
Increased take up of My Account and online transactions	5.4%	75.98% (Cumulative)	77.53% (Cumulative)	79.2% (Cumulative)	81.36% (Cumulative)	81.36%	80% by end of 2024/25	✓	↑
Lifeline - Number of calls answered within 60 seconds	98%	98.27%	98.39%	98.32%	98.03%	98.38%	97.5% (Monthly)	✓	↑
Lifeline - Number of calls answered within 180 seconds	99.7%	99.73%	99.75%	99.86%	99.86%	99.8%	99% (Monthly)	✓	↑
Performance Key	 Improved Performance			 Worsened Performance		 Performance is the same			
RAG Status Key	 On Target			 Within 5% of target		 Off Target			

# Transparent, Stable, Accountable and Accessible

Description	Outturn 2023-24	Q1 Actual 2024-25	Q2 Actual 2024-25	Q3 Actual 2024-25	Q4 Actual 2024-25	Outturn 2024-25	Target	Target met	Performance (Compared with last year)
Freedom of Information / Environmental information Requests responded to within the statutory 20 working days	86.2%	84%	77%	89%	95%	87%	90% (Monthly)	X	↑
Subject Access Request responses provided within the statutory period(1 calendar month or lawful extension).	79.3%	80%	87%	87%	97%	88%	90% (Monthly)	X	↑
Potential data breaches assessed by the Council within 72 hours	75.23%	92%	100%	88%	100%	93%	100% (Monthly)	X	↑
Reportable data breaches submitted to the ICO within 72 hours	50%	100%	None Reported	None Reported	None Reported	100%	100% (Monthly)	✓	↑
Performance Key	 Improved Performance			 Worsened Performance		 Performance is the same			
RAG Status Key	 On Target			 Within 5% of target		 Off Target			