

APPENDIX 2

Proposed KEY PERFORMANCE INDICATORS 2021-22 (DRAFT)	Time Period	TARGET	Service Area	Notes
POSITIVE COMMUNITY LEADERSHIP				
Number of new priority play areas improved by the Council	Annual	1 site per year	Estates and Assets	
Average number of days to process new claims for Housing Benefit from the date complete evidence is received.	Monthly	7	Revenue and Benefits	
Average number of days taken to process new claims for Housing Benefit	Monthly	17	Revenue and Benefits	Statutory KPI - The New claim and feeds into the national st
% food premises broadly compliant (equivalent to 3 rating)	Quarterly	95%	Environmental Health and Licensing	Statutory KPI - A measur Standards Agency use to effective Local Authorities a regulation
A THRIVING ENVIRONMENT				
Retain Green Flags for the Coastal Park, Royal Military Canal and Radnor Park sites	Annual	3	Estates and Assets	
Increase the number of Green Flags to four within the plan period.	Annual	4 over the action plan period	Estates and Assets	
Number of enforcement notices served (e.g. Abatement Notices, Community Protection Notices)	Annual	*100 (informal)	Environmental Protection	
Fixed Penalty Notices issued	Annual	*300(informal)	Environmental Protection	
Percentage of street surveyed clear of litter within in the district	Monthly	95%	Waste Services	
Number of community environmental volunteer events supported	Quarterly	15	Local Area Officers	
Number of recorded SOD It interventions completed	Quarterly	1200	Local Area Officers	
Average time for graffiti to be removed from the time of being reported	Quarterly	48 Hrs	Local Area Officers	
Number of new electric vehicle charging points installed within district owned car parks	Annual	2	Transportation	
Percentage of street lighting within the district converted to LED	Annual	100% completion by March 2023	Estates and Assets	
Number of missed bin collections per 100,000	Monthly	50	Waste Services	
Percentage of household waste recycled	Monthly	50%	Waste Services	
Compliant air quality monitoring sites	Quarterly	18 sites	Environmental Protection	Statutory KPI
A VIBRANT ECONOMY				
Total Folkestone & Hythe High Streets funds allocated	Annual	100% of the funds allocated	Economic Development	
Number of engagements undertaken by the Folkestone & Hythe Place Panel on projects aimed at improving the public realm.	Annual	3	Planning	
Total funding allocated from the Romney Marsh Business Hub grant support scheme	Annual	50% of available funds allocated in 2021-22	Economic Development	
Total Amount of business space created at Mountfield Road	Annual	751sqm created	Economic Development	
Number of Folkestone & Hythe businesses accessing business support and grants from public sector programmes	Annual	10	Economic Development	
Number of businesses or potential entrepreneurs/ new start-ups signposted to support programmes and events to facilitate growth	Annual	50 minimum	Economic Development	
Total funds allocated from the Folkestone Community works Programme	Annual	70% of the allocated funds spent by end of 2021/22	Economic Development	
Number of businesses engaged with in the district to support growth and retention of local people	Annual	12	Economic Development	
QUALITY HOMES AND INFRASTRUCTURE				
Numbers of new homes built within the district	Annual	738 homes - See notes	Strategy, Policy and Performance	Annual average of 738 homes 2019/20 to 2036/37 (Stepped phases will come into operation the Core Strategy Review)
Percentage reduction in homelessness	Annual	5% based on 2020 data	Housing Service	
Number of homelessness approaches (includes Triage, Prevention, Relief & Decision cases)	Monthly	No Target	Housing Service	
Percentage of homelessness approaches closed as 'homelessness prevented'	Monthly	4%	Housing Service	
Average number of rough sleepers in the period	Monthly	<6	Housing Service	
Long-term Empty Homes brought back into use	Annual	70	Housing Service	
Affordable homes delivered by the Council and its partners	Annual	80	Housing Service	
Affordable homes for low cost home ownership delivered by the Council and its partners	Annual	30	Housing Service	
Private sector homes improved as a result of intervention by the Council	Annual	200	Housing Service	
Council home new builds and acquisitions started on site	Annual	20	Housing Service	
% of major planning applications to be determined within statutory period including any agreed extension of time	Quarterly	60%	Development Management	Statutory KPI - Reporte

% of minor applications to be determined within the statutory period including any agreed extension of time	Quarterly	70%	Development Management	Statutory KPI - Report
% of other planning applications to be determined within statutory period including any agreed extension of time	Quarterly	85%	Development Management	Statutory KPI - Report
TRANSPARENT, STABLE, ACCOUNTABLE & ACCESSIBLE				
Council tax collection	Annual	97.3%	Revenue and Benefits	
Business Rates collection rate	Annual	97.5%	Corporate Debt	Statutory KPI
Increase take up of MyAccount and online transactions	Annually	15%	Customer Services	
All Freedom of Information / Environmental information Requests to be responded to within the statutory period of (20 working days or lawful extension).	Monthly	90%	Democratic Services and Information Governance	
All Subject Access Request responses to be provided within the statutory period (1 calendar month or lawful extension).	Monthly	90%	Democratic Services and Information Governance	