

Appendix 3 - Corporate Action Plan - KEY PERFORMANCE INDICATORS Changes 2021-22 vs 2022-23				Time Period	TARGET	Service Area	Notes	Colour Key
POSITIVE COMMUNITY LEADERSHIP								Green - Same as Last Year (2021-22)
Number of new priority play areas improved by the Council	Annual	1 site per year	Estates and Assets					Revision to existing CKPI
Average number of days to process new claims for Housing Benefit from the date complete evidence is received.	Monthly	7	Revenue and Benefits					New CKPI
Average number of days taken to process new claims for Housing Benefit	Monthly	17	Revenue and Benefits				Statutory KPI - The New claims figure for DWP and feeds into the national statistics and targets	Removed for 2022-23
% food premises broadly compliant (equivalent to 3 rating)	Quarterly	95%	Environmental Health and Licensing				Statutory KPI - A measure that the Food Standards Agency use to determine how effective Local Authorities are at food safety regulation	
Number of community safety events held and projects delivered	Annual	10	Community Safety					
A THRIVING ENVIRONMENT								
Retain Green Flags for the Coastal Park, Royal Military Canal, Kingsnorth Gardens and Radnor Park sites	Annual	4	Grounds Maintenance				Amended Target and description to include Kingsnorth Gardens - Total of four green flags.	
Number of enforcement notices served (e.g. Abatement Notices, Community Protection Notices)	Annual	*70 (informal)	Environmental Protection				Change of Target - Legislation rules have changed around enforcement notices resulting in the use of Section 108 no longer being used (known as the request to provide information) As a result, the numbers of enforcement notices served has continued to reduce for two consecutive years, therefore the target has been revised from 100 to 70. The Environmental Protection Officers are trained to educate and inform members of the public to prevent irresponsible behaviour from escalating in the first instance and the use of Community Protection Warnings (CPWs) as an available tool in the first stage of the enforcement process have been responded to well. Details on the number of CPWs issued (see indicator below) are proposed to be included for monitoring in 2022/23 as well to show a breakdown of what is being issued.	
Number of Community Protection Warnings (CPWs) issued	Annual	15	Environmental Protection					
Fixed Penalty Notices issued	Annual	*300 (informal)	Environmental Protection				To be Removed for 2022-23: The proposed new KPIs set out in the two lines below would provide a clearer breakdown on the numbers of fixed penalty notices (FPNs) being issued for high level environmental offences charged at the £300 rate as opposed to low level environmental offences at £100 only. This highlights the additional efforts undertaken to catch high level offenders such as large scale fly-tippers or those who dispose of waste cheaply and do not consider the damage their waste could do to the environment.	
Fixed Penalty Notices issued for Low level Enviro-crime (littering, dog control)	Annual	*300 (informal)	Environmental Protection					
Fixed Penalty Notices issued for High level Enviro-crime (large fly-tipping)	Annual	*25 (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 II interventions completed	Quarterly	1200	Local Area Officers					
Average time for graffiti to be removed from the time of being reported Average time for anti-social or offensive graffiti to be removed from the time of being reported	Quarterly	48 Hrs	Local Area Officers				Revised wording for this KPI. Previous wording in 2021-22 - "Average time for graffiti to be removed from the time of being reported". New wording reflects the priority of the Local Area Officer team to deal with anti social or offensive graffiti .	
Number of new electric vehicle charging points installed within district owned car parks	Annual	2 charging points per car park*	Transportation				*Minimum 2 charging points per car park. The rollout of new EV charging points has commenced in 2021-22 and will continue into the the 2022-23 year.	
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					
Number of days to remove fly tipped waste on public land once reported	Monthly	3 Days	Waste Services					
Percentage of compliant air quality monitoring sites	Quarterly	100%	Environmental Protection					
Percentage of successful prosecutions (including fly tipping and Littering)	Quarterly	100%	Environmental Protection					
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 of scale or strategic significance.	Annual	3	Planning				Amendment to description fully reflects wording of action plan under the high level section of 'Promote a high quality public realm and built environment.'	
Total funding allocated from the Romney Marsh Business Hub grant support scheme	Annual	70% of available funds allocated in 2022-23	Economic Development				Amended Target - Previously - 50% of available funds allocated in 2021-22.	
Total Amount of business space created at Mountfield Road	Annual	751sqm created	Economic Development				To be Removed for 2022-23 New business space equating to 751sqm has now been successfully delivered.	
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	100% of the allocated funds spent by end of 2022/23	Economic Development				Amended Target - Previously 70% of the allocated funds spent by end of 2021/22	
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	622 homes - See notes	Strategy, Policy and Performance				Amended target: Annual average of 738 homes over the period 2019/20 to 2036/37 (Stepped target in four phases that has now come into operation following adoption of the Core Strategy Review) The first five years from 2019/20 the target will be 622	
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					
Average number of households in Bed and Breakfast Accommodation	Monthly	0	Housing Service					
Average number of households in Temporary Accommodation	Monthly	<35	Housing Service					
Number of units delivered under the Next Steps Accommodation Programme	Annual	6	Housing Service				To be Removed for 2022-23: This KPI relates to a project that was due to run for one year only and complete during 2021/22. It was intended to secure 6 units of accommodation and support for 6 people with a long-term history of rough sleeping. Due to market conditions and the availability of suitable accommodation, it was only possible to secure 4 units of accommodation. Work will continue in 2022/23 to secure 2 further units of accommodation, but this is reliant on suitable accommodation being available for purchase in the district.	
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	32	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					
Percentage of properties that meet the decent homes standard	Annual	99%	Housing Service					
% of major planning applications to be determined within statutory period including any agreed extension of time	Quarterly	60%	Development Management					
% of minor applications to be determined within the statutory period including any agreed extension of time	Quarterly	70%	Development Management					
% of other planning applications to be determined within statutory period including any agreed extension of time	Quarterly	85%	Development Management					
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					
Percentage of data breaches assessed within 72 hours to decide if it is reportable to the ICO.	Monthly	100%	Democratic Services and Information Governance					Statutory ICO Timeframe for reporting
Percentage of reportable data breaches that were submitted to the ICO within 72 hours.	Monthly	100%	Democratic Services and Information Governance					Statutory ICO Timeframe for reporting