Corporate Plan Key Performance Indicators Q2 2021/22 Rural & Communities Overview & Scrutiny Committee

Priority No:	Action:	Status:
Healthy and Strong Communities 2	Embed the work of the SK Community Hub to support volunteering and the Voluntary & Community Sector.	
Healthy and Strong Communities 4	Continue to work in partnership with the police and the community in tackling crime, investing in the CCTV service	
Healthy and Strong Communities 8	Embrace the national Mental Health Challenge, ensuring that the Council places mental wellbeing at the heart of decision making.	
Healthy and Strong Communities 9a	Make best use of different funding sources to support the voluntary and cultural sector within the District.	
Healthy and Strong Communities 9b	Make best use of different funding sources to support the voluntary and cultural sector within the District.	
Healthy and Strong Communities 10	Protect our most vulnerable residents with robust safeguarding processes.	
Healthy and Strong Communities 12	Promote and make progress against the Council's Equality Objectives.	

Priority: No:	Action:	Status:
Housing that meets the needs of all residents 1	Work in partnership with the housing market to stimulate housing growth.	
Housing that meets the needs of all residents 2	Work to reduce and prevent homelessness in our District.	
Housing that meets the needs of all residents 3	Increase the supply of high quality, sustainable Council houses.	
Housing that meets the needs of all residents 4	Undertake a Planning Review to improve performance and support local sustainable, high quality growth.	
Housing that meets the needs of all residents 5	Undertake a Housing Review to provide the highest quality service possible to our tenants.	
Housing that meets the needs of all residents	Work with housing associations and developers to ensure quality affordable housing is delivered.	
Housing that meets the needs of all residents	Work with Homes England, the Ministry of Defence and other partners to develop holistic masterplans for the delivery of Grantham's Southern Urban Extension.	
Housing that meets the needs of all residents 9	Ensure that major developments in South Kesteven are high quality, with sustainable, good design.	
Housing that meets the needs of all residents 10	Prioritise bringing private sector empty properties back in to use.	

KPI ID :			Healthy And Strong Communities 2							
	Status History :			020/21	Q1 20	21/22	Q2 2021/22			
Action :	Emb	ed the work of	the SK Commun	ity Hub to supp	ort volunteering	and the Volunta	ry & Community Se	ctor.		
Responsi	ble Post :	The Cabine		Member for People and Safer Communities and Director of Commercial and Operations Measured: Qua						
	What does Success Look Like :			nened relationsh	nip with the VCS	& increased lev	rels of volunteering			
Mea	Measure Target		Target Period	Achieved		2020/21	Q1 2021/22	Q2 2021/22		
groups supprovide ve	Number of community groups supported that provide volunteering opportunities		End of 2021/22 81 Status History							

This performance indicator is reflective of the work to support groups from across the broad spectrum of the voluntary and community sector. Officers provide support to groups in the development and implementation of appropriate governance structures to ensure they are fit for purpose and funding ready. Officers also support groups seeking funding – both through internal funding streams and by identifying external funding sources. Groups seeking external funding will also be supported in preparing applications to increase chances of success with regional and national funding bodies.

KPI ID :			Healthy And Strong Communities 4										
	Status History	:	Q4 20	020/21	Q1 20	21/22	Q2 2021/22						
Action :	Continu	Continue to work in partnership with the police and the community in tackling crime, investing in the CCTV service											
Responsi	ible Post :	The Cabine	t Member for Pe Comm	ople and Safer nercial and Ope		d Director of	Measured :	Quarterly					
	What does Success Look Like: SKDC is ena			pactively with po	olice and other pa	artners to preve	nt and solve crime	n the district					
Mea	sure	Target	Target Period	Achieved		2020/21	Q1 2021/22	Q2 2021/22					
percentag Incidents wh	Number of arrests as a percentage of overall Incidents where CCTV has been proactively used.		End of 2021/22 6.26 % Status History										

CCTV control room continue to work positively and proactively with Lincolnshire Police to identify and respond to crime and antisocial behaviour. This includes active support in live incidents as well as gathering evidence bundles to pass to police for investigations in preparation for passing to the crown prosecution service.

Total CCTV Incidents: 1692

Total arrests where assistance given from CCTV :106

KPI ID :			Healthy And Strong Communities 8							
	Status History :			020/21	Q1 2021/22		Q2 2021/22			
Action :	Embrace th	ne national Ment	l al Health Challe	•	lat the Council paking.	laces mental we	ellbeing at the heart	of decision		
Responsi	Responsible Post : The Cabinet			Member for People and Safer Communities and Deputy Chief Executive				Quarterly		
	uccess Look ke :			Meet th	e Mental Health	Challenge				
Mea	sure	Target	Target Period	Achieved		2020/21	Q1 2021/22	Q2 2021/22		
pos KPI's to be	Establishment of baseline position against KPI's to be developed to support ambitions C		End of 2021/22	Y	Status History					

MHWP is running effectively and various community groups have secured funding via health for investment in community mental health provision and signposting in Bourne (via Arts Pop Up and Don't Lose Hope), Deepings (via Tonic Health) and Grantham. In Stamford the Arts Pop Up and Mindspace collaboration have completed the Stamford Connections project and is an exemplar of positive signposting to community support. A new Community Mental Health Forum has also been established in the Deepings, with the first meeting on 8 October and the second on 10 November.

KPI ID :			Healthy And Strong Communities 9a									
	Status History	:	Q4 20	020/21	Q1 20	021/22	Q2 2021/22					
Action :	tion : Make best use of different funding sources to support the voluntary and cultural sector within the District.							rict.				
Responsi	ble Post :	The Cabine		ople and Safer nercial and Ope	Communities an rations	d Director of	Measured :	Quarterly				
	What does Success Look Like :			SKDC contrib	uting to the activ	vities of the VCS						
Mea	sure	Target	Target Period	Achieved		2020/21	Q1 2021/22	Q2 2021/22				
into the distri support from	Amount of funding brought into the district levered with support from SKDC funding streams		End of 2021/22 £38,505.00 Status History									

The current status of this indicator exceeds the target set for the year however, in assessing this achievement we must consider the external influences that can add or detract from the outcome. Funding awarded by SKDC through its Community Fund is often used as match funding in support of applications to other funding providers. Some small, grass-roots groups require very little funding in order to make a big difference within their community. The impact of our funding is therefore stand alone in its support of local groups. By contrast, large-scale projects that require support from multiple funders often hang on an offer made on condition that all funding is secured before any award is released to the applicant. These are the projects that impact greatly on the outcome in monetary terms on this indicator. The amount of funding brought into the district will, therefore, ebb and flow dependent on the scale of projects being undertaken in the area at any time.

KPI ID :			Healthy And Strong Communities 9b							
	Status Histor	ry:	Q4 2020/21 Q1 2021/22			Q2 2021/22				
Action :	Ma	ke best use of differen	ent funding sour	ces to support	the voluntary and	d cultural sector	within the Distric	t.		
Responsi	Responsible Post : The Cabinet Member for People and Safer Communities and Director of Growth and Culture						Measured :	Quarterly		
What does Success Look Like: SKDC Cultural S			rices working wit	h a range of pa	artners to deliver the district.	a regular series	of projects and	events across		
Mea	sure	Target	Target Period	Achieved		2020/21	Q1 2021/22	Q2 2021/22		
Number of events presented a per year and additional funding secured from other sources through SKDC St		24 events per year and 4 x successful additional funding opportunities. Subject to available programme and budgets	End of 2021/22	0	Status History					

Programme unable to take place due to pandemic restrictions. Rural Touring Programme to commence from October 2021.

KPI ID :			Healthy And Strong Communities 10								
	Status Histor	v ·	Q4 20	20/21	Q1 20	21/22	Q2 2021/22				
otatas motory .		у.									
Action :		Protec	t our most vulne	rable residents	with robust safe	guarding proces	ses.				
Responsi	ble Post :	The Cabinet Mem		nd Safer Comm and Property	nunities and Dire	ctor of Housing	Measured :	Annual			
What does Success Look Like: Provision of dire						secure a reduct neglect in the di		er of vulnerable			
Meas	sure	Target	Target Period	Achieved		2020/21	Q1 2021/22	Q2 2021/22			
trained in app	relevant staff olying effective ng processes	Incorporate any other measures or KPIs from review	End of 2021/22	-							
trained in app	relevant staff plying effective ng processes	80%	End of 2021/22	93%	Status History						
placed upo authority unde Act 2004 and	equirements on the local er the Children d the Care Act 014	Outstanding rating in s11 audit	End of 2021/22	Υ							

Commentary: Relevant staff denotes those who have regular contact or periods of intense but irregular contact with children, young people, and vulnerable adults who may be in a position to identify concerns regarding abuse, neglect or maltreatment. Those who represent the Council at multi-agency meetings dealing with the safeguarding and protection of vulnerable individuals. This includes but is not restricted to staff from housing, neighbourhoods, environmental health and revenues and benefits,

Section 11 of the Children Act 2004 places duties on the Council to ensure its functions and any services it contracts to others are discharged having regard to the need to safeguard and promote the welfare of children. Every three years the Council is statutorily required to undertake an assessment through the Lincolnshire Safeguarding Children Partnership (LSCP) to provide evidence of compliance of its responsibilities towards the safeguarding of children and young people. In its latest assessment audit, SKDC achieved green (excellent) status across the ten categories (35 questions) as agreed by the Strategic Management Board of the LSCP on 16th September 2021.

KPI ID :			Н	ealthy And Stro	ong Communition	es 12		
	Status History :			Q4 2020/21 Q1 2021/22			Q2 2021/22	
Action :			romote and mak	re progress agai	nst the Council's	Fauality Object	tives	
	ble Post :	I	t Member for Pe		Communities an		Measured :	Quarterly & Annual
	What does Success Look Like :			SKDC exemplifying equality and diversity principles.				
Mea	sure	Target	Target Period	Achieved		2020/21	Q1 2021/22	Q2 2021/22
Delivery of the	ne action plan.	50% of the action plan completed.	End of 2021/22	42.0%				
an Annual Position Statement to evidence compliance with Public		New format statement to be published in Sept 2021	End of 2021/22	Υ	Status History			

Commentary: The target for 2021 was to complete 50% of the action plan. The status is currently ahead of target however, the percentage status includes actions that are in progress but have long-term completion dates. Therefore, the reported performance indicator is reflective of project outputs/milestones as well as complete outcomes.

The Council is required, under Section 149 of the Equality Act 2010 to publish information on an annual basis showing its compliance with the Public Sector Equality Duty. The new format document was presented to Rural and Communities Overview and Scrutiny Committee in October 2021 prior to its publication on the Council's website. The document contains information relating to demographics of the district, our tenants and our workforce and contains the Council's Equality Objectives and supporting Action Plan.

KPI ID :		Housing That Meets The Needs Of All Residents 1								
;	Status History :			20/21	Q1 20	21/22	Q2 202	1/22		
Action :		W	ork in partnership	with the housi	ng market to stin	nulate housing g	growth.			
Responsi	ble Post :	The Cabinet	Member for Hou	sing and Prope Culture	Measured :	Quarterly				
	uccess Look e :	Achieve the a	dopted Local Pla	n target for deli achievement o	ocus on addressing n.	historic under				
Mea	Measure Ta		Target Period	Achieved		2020/21	Q1 2021/22	Q2 2021/22		
Number of ho	Number of houses complete		End of 2021/22	188	Status History					
Number of houses complete In Grantham		300	End of 2021/22	94						

The Local Plan was adopted on 30th January 2020. The Plan's annual target for housing completions is 650 dwellings.

188* dwellings have been completed in Q2 2021.

The Local Plan identifies land to provide 53% of housing in Grantham, 18% in Stamford, 7% in Bourne, 8% in the Deepings, and 14% in the villages.

Overall, completions in the 4 main towns accounted for 86% of Q2 completions, with 94 dwellings completed in Grantham.

Covid 19 has impacted on housing delivery due to a number of contributing factors including labour shortages, safety concerns, supply chain issues and prolonged uncertainty. Consequently, whilst South Kesteven's housing land supply includes a good proportion of sites under construction, completions are down. The contractors are likely playing 'catch up' and we may therefore see an increase in completions towards the end of the year. The Policy team are actively monitoring the situation.

*Please note that housing figures, including completions are indicative and will be finalised through publication of an Annual Position Statement or 5 Year Supply Statement at year end.

KPI ID :			Housing That Meets The Needs Of All Residents 2								
	Status History	:	Q4 20	Q4 2020/21 Q1 2021/22			Q2 2021/22				
Action :	Work to reduce and prevent homelessness in our District.										
Respons	ible Post :	The Cabinet	Member for Hous	sing and Proper Property	Measured :	Quarterly					
	What does Success Look Like :			Work to reduce the number of homeless persons in the district							
Mea	asure	Target	Target Period	Achieved		2020/21	Q1 2021/22	Q2 2021/22			
	Number of successful preventions		End of 2021/22	28	Status History						
	Number of accepted homeless cases 299		End of 2021/22	58							

Successful Preventions: 28

This is very similar to last year, with 31 successful preventions within the same time scale. Prevention options are still limited with little access into the private sector due to LHA rates and affordability issues. However there have been 89 successful relief cases which is a positive.

Accepted homeless: 58

This figure has increased from 47 in the same period in the previous year. This could be seen to be a result of fewer prevention or relief options available at an earlier stage as well as an overall slight increase in presentations since the lifting of the eviction ban.

There have been 779 new homeless approaches, compared to 737 in the same period the previous year.

KPI ID :			Housing That Meets The Needs Of All Residents 3								
	Status History	:	Q4 20	20/21	Q1 20	21/22	Q2 2021/22				
Action :			Increase the s	upply of high q	uality, sustainable	e Council house	S.				
Respons	ible Post :	The Cabinet N	Member for Hous	sing and Prope Property	rty and Director o	f Housing and	Measured :	Quarterly			
	What does Success Look Like:			of new Council Homes that meet the relevant (Code for Sustainat CO2 emissions				educe overall			
Mea	sure	Target	Target Period	Achieved		2020/21	Q1 2021/22	Q2 2021/22			
	new Council provided	95	End of 2021/22	0							
Number of Council Homes provided that meet the 95 relevant eco standard		End of 2021/22	0	Status History							
that have so rep	Number of Council Homes that have solid fuel heating replaced			0							

Commentary: No completions are expected until March 2022, at which point 15 new Council homes are expected to be ready for occupation. Solid Fuel Heating - 100 of 252 total solid fuel heating systems are expected to be replaced by the end of the year.

KPI ID :		Housing That Meets The Needs Of All Residents 4									
Status History : Action : Undertake a Planni			Q4 20	020/21	Q1 2021/22		Q2 2021/22				
			ing Review to im	prove performa	nce and support	t local sustainab	le, high quality grov	vth.			
Respons	Responsible Post :		The Cabinet Member for Planning & Planning Policy and Director of Growth and Culture					Quarterly			
	What does Success Look Like :		Completion of Planning Review and implementation of recommendations								
Mea	asure	Target	Target Period	Achieved		2020/21	Q1 2021/22	Q2 2021/22			
Improvement in planning application performance		To be determined through the planning review	End of 2021/22	N	Status History						

The Planning review touches upon a suite of potential outputs due to the wide ranging improvements being developed in tandem across the service. The main improvement affects the flow of applications through the service by providing sufficient reinforcement and clarity in determination at various levels (Officer / Committee). The proposed protocols will aid members in performing their duties as elected officials in the planning arena, delegate applications to officers where appropriate, ensure strategic applications are brought before committee for a decision and provide the members a robust schedule of planning related training. This would improve the speed of decision making, give local members clarity during the application process, provide an environment for cohesive working across the service and ensure planning deliver appropriate reports to committee outlining ongoing items such as Section 106 / enforcement.

KPI ID :		Housing That Meets The Needs Of All Residents 5									
Status History :			Q4 2020/21		Q1 2021/22		Q2 2021/22				
	,										
Action :		Undertake a	Housing Revie	w to provide the	highest quality	service possible	to our tenants.				
Responsi	Responsible Post : The Cabinet N		Member for Hous	sing and Propert Property	ty and Director c	of Housing and	Measured :	Quarterly			
	What does Success Look Like :		mpletion of Hou	ısing Audit recor	mmendations th	ough an approv	ed Improvement Pl	an			
Mea	Measure		Target Period	Achieved		2020/21	Q1 2021/22	Q2 2021/22			
_	Legionella % Compliance/ Testing		End of 2021/22	100%							
Gas % of 0	Compliance/	100%	End of 2021/22	99.16%							
	Compliance/ sting	100%	End of 2021/22	48.68%							
,	e-inspections) nce/Testing	100%	End of 2021/22	100%	Status History						
	Fire Risk Assessments Compliance/Testing		End of 2021/22	100%							
Lift Inspections Compliance/ Testing		100%	End of 2021/22	100%							
	Time taken for responsive repairs		End of 2021/22	N/A							
	complaints re- om tenants	Less than 5% of jobs	End of 2021/22	24 Complaints							

Complaints & Compliments:

We had 24 complaints and 2 compliments for the period July to September.

Average time to resolve was 9.5 days.

These were broken down into: 8 re tenancy issues, 8 re gardens/trees, 7 re homelessness/lettings/allocations, 1 miscellaneous

The compliments were re lettings.

Gas: There are still delays in the Court system due to workload and we are waiting for further dates. Of the 39 non-compliant properties, 12 have warrants to be served and 2 are now void properties. We have continued to try and gain access during the time we have been waiting for Court dates.

Electrical: We aim to have completed all EICR's by the end of March 2022.

Repairs categories are as follows:

i) Emergency 2 hours, ii) Urgent 1 day, iii) Routine 3 days, iv) Routine 7 days, v) Planned repair 60 days

Because of the disjointed software systems in use across the housing service -3 in total, which do not interface, we are unable to provide any accurate data on repairs performance. Options around a single integrated housing management system are being progressed,

KPI ID :		Housing That Meets The Needs Of All Residents 6									
Status History :			Q4 20	Q4 2020/21 Q1 2021/22			Q2 2021/22				
Action :		Work with housing associations and developers to ensure quality affordable housing is delivered.									
Responsi	Responsible Post :		The Cabinet Member for Housing and Property and Director of Growth and Culture / Director of Housing and Property					Quarterly			
	What does Success Look Like :		Increase in the number of Affordable new homes delivered in the district								
Measure		Target	Target Period	Achieved		2020/21	Q1 2021/22	Q2 2021/22			
Number of affordable homes delivered in South Kesteven		100 affordable homes deliv- ered	End of 2021/22	51	Status History						

Of the 177 dwellings completed in Q2 2021, **51*** dwellings are affordable housing (34 dwellings delivering in Grantham, 6 in Market Deeping, and 11 in Larger Villages).

*Please note that housing figures, including completions are indicative and will be finalised through publication of an Annual Position Statement or 5 Year Supply Statement at year end.

KPI ID :		Housing That Meets The Needs Of All Residents 8								
Status History : Action : Work with Homes England, the			Q4 2020/21		Q1 2021/22		Q2 2021/22			
					r partners to dev n Urban Extensi		sterplans for the d	elivery of		
Responsible Post : The Cabinet Mer				Measured :	Quarterly					
What does S Lik	uccess Look se :	Development of a	•			r Barracks site tl set out in the loc	nat supports the de al plan.	elivery of new		
Mea	sure	Target	Target Period	Achieved		2020/21	Q1 2021/22	Q2 2021/22		
Agreement of masterplan		Outline Planning application to have been determined	End of 2021/22	-	Status History					

Commentary: A planning Performance Agreement has been agreed with Homes England/Defence Infrastructure Organisation to cover preapplication advice and an outline application. The pre-app includes working with the promoters and other stakeholders to work up a draft masterplan. Initial pre-app advice has been issued although it is an iterative process. The promoters are now working on revisions to the masterplan and an outline application is now expected early to mid 2022. Determination of the outline application likely to be late 2022 – early 2023

KPI ID :		Housing That Meets The Needs Of All Residents 9									
Status History :			Q4 20	20/21	Q1 2021/22		Q2 2021/22				
Action :	Ensure that ma	ijor developmen	s in South Kesteven are high quality, with sustainable, good design.								
Respons	Responsible Post : The Cabinet N		Member for Plan	ning & Planning and Culture	Policy and Dire	ctor of Growth	Measured :	Quarterly			
	What does Success Look Like :		Developments that satisfy the requirements of the emerging district-wide design guidance and which meet the latest standards for carbon-reducing housing design.								
Mea	sure	Target	Target Period	Achieved		2020/21	Q1 2021/22	Q2 2021/22			
	of planning held at appeal	1	End of 2021/22	1							
50% of residential developments of 10 dwellings or more should perform positively when assessed against the Building for a Healthy Life standard		50% - to be fully reviewed as part of annual review	End of 2021/22	50%	Status History						

Commentary: Two schemes assessed – one scored above and one below the threshold (6 greens and no reds) – so 50% is the percentage of schemes that 'performed positively' in this last quarter.

Building for a Healthy Life (BfHL) is used throughout the development management process as a tool to aid discussions and raise the design quality of new developments. Training has been given to Officers, with further training planned, and the Principal Design Officer completes a BfHL assessment sheet that forms part of the development proposal comments. Further work to champion BfHL is planned alongside the new Design Guide Supplementary Planning Document that shares many similar aims.

KPI ID :	Housing That Meets The Needs Of All Residents 10									
Status History :			Q4 20)20/21	Q1 20)21/22	Q2 2021/22			
Action :		Prioritise bringing private sector empty properties back in to use.								
Responsi	Responsible Post :		The Cabinet Member for Housing and Property and Director of Housing and Property					Quarterly		
	Success Look Ke :	Incre	Increase in the number of empty properties brought back into use as high-quality new homes					omes		
Mea	sure	Target	Target Period	Achieved		2020/21	Q1 2021/22	Q2 2021/22		
Net position of number of long term empty properties registered on council tax register (i.e. % reduction).		Reduction of empty homes by 2%	End of 2021/22	0.75%	Status History					

- a) Total properties in the council tax base = 65,625
- b) Total empty on 1 April 2021 = 1,198
- c) Total empty on 30 September 2021 = 1,189
- d) Reduction in number of empty properties = 9
- e) Empty Properties as a proportion of the tax base = 0.01%
- f) Reduction in the number of empty properties as % = 0.75%

We have seen an increase in the total properties on the tax base of 111 since the last update on 30 June 2021 (65,514)
We are seeing a significant amount of moves within the District and as such, the short term empty figures have increased (100% for 1 month)