

Housing Overview and Scrutiny Committee Supplement



SOUTH
KESTEVEN
DISTRICT
COUNCIL



12. **Corporate Plan Key Performance Indicators 2023/24 Mid-Year (Q2) Report** (Pages 3 - 14)

This Mid-Year update report outlines South Kesteven District Councils performance against the Corporate Plan Key Performance Indicators (KPIs) from April 2023- October 2023.

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Healthy & Strong Communities

| Priority Number | Action | Responsible Scrutiny Committee | Priority Status | Action Status |
|-----------------|--|--------------------------------|---------------------|----------------------------|
| 1 | Invest in sustainable, high quality leisure facilities across the district. | Finance & Economic | Reported Q2 2023-24 | On Target |
| 2 | Embed the work of the SK Community Hub to support volunteering and the Voluntary & Community Sector. | Rural & Communities | Reported Q2 2023-24 | On Target |
| 3 | Work with partners from all sectors to tackle health, employment, and other inequalities in areas of highest need. | | No Longer Reported | Not Reported |
| 4 | Continue to work in partnership with the police and the community in tackling crime, investing in the CCTV service | Rural & Communities | Reported Q2 2023-24 | On Target |
| 5 | Celebrate and enhance the rich history of the District. | | Replaced with 13 | Not Reported |
| 6 | Adopt a new Cultural Strategy for the District, including the local Arts, Events and Festivals programme. | | Replaced with 13 | Not Reported |
| 7 | Develop and adopt a Sport and Physical Activity Strategy. | | Replaced with 14 | Not Reported |
| 8 | Meet the Mental Health Challenge | Rural & Communities | Reported Q2 2023-24 | On Target |
| 9 | Make best use of different funding sources to support the voluntary and cultural sector within the District. | Rural & Communities | Reported Q2 2023-24 | Below Target |
| 10 | Protect our most vulnerable residents with robust safeguarding processes. | Rural & Communities | Reported Q2 2023-24 | Significantly Below Target |
| 11 | Improve and invest in the local arts & cultural venues across the District. | Culture & Leisure | Reported Q2 2023-24 | On Target |
| 12 | Promote and make progress against the Council's Equality Objectives | Rural & Communities | Reported Q4 2022-23 | Not Reported |
| 13 | Review Arts services within the district with ambition to provide improved, efficient and accessible arts within the district. | Culture & Leisure | Reported Q2 2023-24 | On Target |
| 14 | Develop and adopt a Sport and Physical Activity Strategy. | Culture & Leisure | Reported Q2 2023-24 | On Target |

A Clean & Sustainable Environment

| Priority Number | Action | Responsible Scrutiny Committee | Priority Status | Action Status |
|-----------------|--|--------------------------------|---------------------|---------------|
| 1 | Reduce the Council's carbon footprint by at least 30% by 2030 and endeavour to become net-zero carbon as soon as viable before 2050. | Environment | Reported Q2 2023-24 | On Target |
| 2 | Deliver the 'Big Clean' programme and maintain higher street standards. | | No Longer Reported | Not Reported |
| 3 | Continue to innovate our approach to waste management to build on our strengths and maximise commercial and other opportunities. | Environment | Reported Q2 2023-24 | On Target |
| 4 | Maintain and enhance our green areas across the District, aiming to secure Green Flag status for Queen Elizabeth Park, Dysart Park and other relevant areas. | Environment | Reported Q2 2023-24 | On Target |
| 5 | Work proactively with Environment SK to deliver high quality services and maximise commercial opportunities. | Environment | Reported Q2 2023-24 | On Target |
| 6 | Work with the Lincolnshire Waste Partnership to reduce waste and further improve recycling. | Environment | Reported Q2 2023-24 | Not Reported |
| 7 | Recognise the changes in environmentally friendly modes of transport and seek to work with others to adapt required infrastructure | Environment | Reported Q2 2023-24 | On Target |
| 8 | Explore opportunities to build on the success of the food waste pilot and ensure the service is sustainable. | | No Longer Reported | Not Reported |
| 9 | Build a new, modern depot which is fit for the future. | Environment | Reported Q2 2023-24 | On Target |

Delivery of Growth of Our Economy

| Priority Number | Action | Responsible Scrutiny Committee | Priority Status | Action Status |
|-----------------|--|--------------------------------|---------------------|---------------|
| 1 | Delivery of the St Martins Park development scheme in Stamford. | Finance & Economic | Reported Q2 2023-24 | Below Target |
| 2 | Regeneration of Grantham town centre, supported by the Future High Street (FHSF) bid and delivery of the Heritage Action Zone programme (HAZ). | Finance & Economic | Reported Q2 2023-24 | Below Target |
| 2 | Regeneration of Grantham town centre, supported by the Future High Street (FHSF) bid and delivery of the Heritage Action Zone programme (HAZ). | Finance & Economic | Reported Q2 2023-24 | On Target |
| 3 | Identify funding & other opportunities to support the development of the town centres of Bourne, The Deepings and Stamford, and apply lessons learnt from the Future High Street Fund & other initiatives. | Finance & Economic | Reported Q2 2023-24 | On Target |
| 4 | Develop a package of measures to support the recovery of the local economy to safeguard local jobs wherever possible. | Finance & Economic | Reported Q2 2023-24 | On Target |
| 5 | Review the scope and focus of InvestSK to maximise the support to local businesses and attract inward investment. | | Removed as Complete | Not Reported |
| 6 | Continue to attract investment and encourage diverse businesses to the District and ensure appropriate land and property is available | Finance & Economic | Reported Q2 2023-24 | On Target |
| 7 | Work with the education providers to increase opportunities for local learning and apprenticeships in the District. | | No Longer Reported | Not Reported |
| 8 | In partnership with LCC bring forward housing and employment opportunities linked to the delivery of the Grantham Southern Relief Road. | | No Longer Reported | Not Reported |
| 9 | Work with partners and attractions, to promote visitor economy and increase visitor spend in the District, including the adoption of a Tourism Strategic Framework. | Culture & Leisure | Reported Q2 2023-24 | On Target |
| 10 | Support the roll out of improved broadband and other key infrastructure to support local businesses and rural areas. | | No Longer Reported | Not Reported |
| 11 | Work closely with markets across South Kesteven and seek to maintain their viability. | Culture & Leisure | Reported Q4 2022-23 | Not Reported |

Housing That Meets The Needs Of All Residents

| Priority Number | Action | Responsible Scrutiny Committee | Priority Status | Action Status |
|-----------------|--|--------------------------------|---------------------|----------------------------|
| 1 | Work in partnership with the housing market to stimulate housing growth. | Housing | Reported Q2 2023-24 | Below Target |
| 2 | Work to reduce and prevent homelessness in our District. | Housing | Reported Q2 2023-24 | Significantly Below Target |
| 3 | Increase the supply of high quality, sustainable Council houses. | Housing | Reported Q2 2023-24 | Below Target |
| 4 | Undertake a Planning Review to improve performance and support local sustainable, high quality growth. | Housing | Reported Q1 2023-24 | On Target |
| 4 | Undertake a Planning Review to improve performance and support local sustainable, high quality growth. | Housing | Reported Q2 2023-24 | On Target |
| 5 | Undertake a Housing Review to provide the highest quality service possible to our tenants | Housing | Reported Q2 2023-24 | Below Target |
| 6 | Work with housing associations and developers to ensure quality affordable housing is delivered. | Housing | Reported Q2 2023-24 | On Target |
| 7 | Ensure the ambitions of the adopted Local Plan are met and a review framework is developed to deliver sustainable growth in the District. | Housing | Reported Q4 2022-23 | Not Reported |
| 8 | Work with Homes England, the Ministry of Defence and other partners to develop holistic masterplans for the delivery of Grantham's Southern Urban Extension. | | No Longer Reported | Not Reported |
| 9 | Ensure that major developments in South Kesteven are high quality, with sustainable, good design. | Housing | Reported Q2 2023-24 | On Target |
| 10 | Prioritise bringing private sector empty properties back in to use. | Housing | Reported Q4 2022-23 | Not Reported |

Priority



Housing That Meets The Needs Of All Residents 1

Measured

Quarterly

Responsible Director

Growth & Culture

Below Target

Current Status

Responsible Cabinet Member

Planning & Planning Policy

Action

Work in partnership with the housing market to stimulate housing growth.

Measure



1. Number of houses complete

Target

Achieved

650

293

2. Number of houses complete In Grantham

300

55

Measure History



1. Number of houses complete

Q2 2022-23

Q3 2022-23

Q4 2022-23

Q1 2023-24

Q2 2023-24

244

380

642

143

293

2. Number of houses complete In Grantham

28

38

95

33

55

Commentary



The Local Plan was adopted on 30th January 2020. The Plan's annual target for housing completions is 650 dwellings. A total of 293 net additional dwellings were completed in Q1 and Q2 of the 2023/2024 monitoring year. The Local Plan identifies land to provided 53% of housing in Grantham, 18% in Stamford, 7% in Bourne, 8% in the Deepings, and 14% in the villages across the plan period (2011-2036). Completions in the four main towns in Q1 and Q2 accounted for 71% of the completions, with 55 dwellings completed in Grantham.

A dwelling is counted as a completion when it is substantially complete; this means that it has working facilities (kitchens and bathrooms) and is ready for occupying (it does not need to be furnished).

*(Please note these are provisional figures and will be confirmed at the end of the year through the publication of the Annual Position Statement or the 5-Year Housing Land Supply Statement).

Priority



Housing That Meets The Needs Of All Residents 2

Measured

Quarterly

Responsible Director



Housing & Property

Significantly Below Target

Current Status

Responsible Cabinet Member



Housing & Property

Action

Work to reduce and prevent homelessness in our District.

Measure



| Measure | Target | Achieved |
|---|--------|-------------------|
| 1. Proportion of prevention cases successfully resolved | >50% | 34.5% (19 of 55) |
| 2. Proportion of relief cases successfully resolved | >40% | 29.5% (36 of 122) |
| 3. Number of homelessness duty cases accepted in year | <95 | 205 |
| 4. Proportion of homeless cases accepted as final duty | >60% | 23% |

Measure History



| Measure History | Q2 2022-23 | Q3 2022-23 | Q4 2022-23 | Q1 2023-24 | Q2 2023-24 |
|---|------------|--------------------|--------------------|------------------|-------------------|
| 1. Proportion of prevention cases successfully resolved | 39.06% | 30.77% (24 of 78) | 29.79% (14 of 47) | Data Unavailable | 34.5% (19 of 55) |
| 2. Proportion of relief cases successfully resolved | 40.85% | 37.31% (50 of 134) | 34.62% (45 of 130) | Data Unavailable | 29.5% (36 of 122) |
| 3. Number of homelessness duty cases accepted in year | 104 | 146 | 210 | Data Unavailable | 205 |
| 4. Proportion of homeless cases accepted as final duty | 78.2% | 78.07% | 79.85% | Data Unavailable | 23% |

Commentary



Our Housing Options team continues to provide the district's response to homelessness and homelessness prevention. However, with the prevailing housing market, access into the private sector continues to be a huge challenge. We are still facing pressures on the service which we predict will increase with the ongoing resettlement of those housed in the Stoke Rochford Asylum hotel and the national dispersal model. In addition, the cost of living crisis with further increase the number of households approaching as they are struggling financially to sustain their existing accommodation.

The demand for affordable social housing continues to far outweigh the supply so its essential that our policies and procedures support prioritising those in the most need of affordable housing and our newly implemented allocations policy is in line with this

Priority



Housing That Meets The Needs Of All Residents 3

Measured

Quarterly

Responsible Director

Housing & Property

Below Target

Current Status

Responsible Cabinet Member

Housing & Property

Action

Increase the supply of high quality, sustainable Council houses.

Measure



1. Number of new Council Homes provided

Target

15

Achieved

0

Measure History



1. Number of new Council Homes provided

Q2 2022-23

0

Q3 2022-23

0

Q4 2022-23

0

Q1 2023-24

0

Q2 2023-24

0

Commentary



The following sites for new council homes are progressing as detailed below;

Swinegate, new housing development comprising up to 20 units, works have begun on site. There has been a delay to the start due to moving some utilities and expanding the entrance to Watergate car park (which will be done in November). The costs for the scheme have increased to £4m but the budget is approved and committed.

Elizabeth Road, development of 4 homes in Stamford, works are commencing in November 23.

Larch Close, development of 21 homes, planning application has been submitted and expecting determination at the November planning committee. procurement of the scheme can then commence, aiming for a contractor to commence in summer 2024.

Other sites being progressed including Wellington Way, Market Deeping and Kesteven Rd, Stamford.

Discussions with developers to purchase affordable units on larger schemes progressing well which will increase the pipeline.

Priority



Housing That Meets The Needs Of All Residents 4

Measured

Quarterly

Responsible Director

Growth & Culture

On Target

Current Status

Responsible Cabinet Member

Planning & Planning Policy

Action

Undertake a Planning Review to improve performance and support local sustainable, high quality growth.

Measure



| Measure | Target | Achieved |
|--|---------|----------------------|
| 1. Review and Adopt New Planning Committee Protocols | Adopted | Completed March 2023 |
| 2. Adopt new Code of Practice for Planning Matters | Adopted | Completed March 2023 |
| 3. % Major Applications Determined in Time | >60% | 79% |
| 4. % Non-Major Applications Determined in Time | >70% | 75% |

Measure History



| Measure History | Q2 2022-23 | Q3 2022-23 | Q4 2022-23 | Q1 2023-24 | Q2 2023-24 |
|--|-------------------|-------------------|----------------------|-------------------|-------------------|
| 1. Review and Adopt New Planning Committee Protocols | Reported Annually | Reported Annually | Completed March 2023 | Reported Annually | Reported Annually |
| 2. Adopt new Code of Practice for Planning Matters | Reported Annually | Reported Annually | Completed March 2023 | Reported Annually | Reported Annually |
| 3. % Major Applications Determined in Time | 100% | 90% | 100% | 48% | 79% |
| 4. % Non-Major Applications Determined in Time | 88.6% | 80% | 80% | 78% | 75% |

Commentary



The Planning Team was carrying some vacancies in the first part of the year (2023) although it is now fully staffed (from September 2023). However, there is has been a backlog of applications that has built up and officers are working to clear these cases. Performance remains above both internal KPIs and those that are set nationally however the dip in performance is being monitored closely. 14 Major Applications were live in the system over the examined period. 11 were determined in time. For Q3: 100% of Majors were determined in time (7/7). 76% of non-majors were determined in time.

Priority



Housing That Meets The Needs Of All Residents 5

Measured

Quarterly

Responsible Director

Housing & Property

Below Target

Current Status

Responsible Cabinet Member

Housing & Property

Action

Undertake a Housing Review to provide the highest quality service possible to our tenants

Measure



| Measure | Target | Achieved |
|---|--------|------------------|
| 1. Rent Collection (inc. arrears) | 48.67% | 48.52% |
| 2. % Properties with a valid gas certificate | 100% | 99.03% |
| 3. Average Void Relet Time (Calendar Days) | TBC | 159.86 |
| 4. Percentage of responsive repairs resolved on first visit | TBC | unable to report |
| 5. Percentage of Properties meeting the Decent Homes Standard | 100% | 91.2% |

Measure History



| | Q2 2022-23 | Q3 2022-23 | Q4 2022-23 | Q1 2023-24 | Q2 2023-24 |
|---|------------|------------------|------------------|------------------|------------------|
| 1. Rent Collection (inc. arrears) | 48.45% | 72.03% | 97.66% | 23.19% | 48.52% |
| 2. % Properties with a valid gas certificate | 99.16% | 99.29% | 99.2% | 99.44% | 99.03% |
| 3. Average Void Relet Time (Calendar Days) | 80.97 | 97 | 106.74 | 156.58 | 159.86 |
| 4. Percentage of responsive repairs resolved on first visit | - | Unable to report | Unable to report | Unable to report | unable to report |
| 5. Percentage of Properties meeting the Decent Homes Standard | 94.49% | 94.61% | 94.77% | 91.2% | 91.2% |

Commentary



£13,665,669 collected against a debit of £28,165,396. Rent Collection is 0.15% or £42,429 below target. There is always a reduction at this time of year due to changes in Housing Benefits and universal Credit as a result of child benefit / tax credit reviews.

Discretionary Payments: 20.64% of total fund has now been awarded. The awarding of support has been reduced due to government support announced for the same cohort for 2023/24. Discretionary Housing Payments: 42.82% of total fund has now been awarded. It is expected the full funding will be awarded. Business Rates Relief Award: This has been awarded to 400 (this applies a 75% retail relief reduction to business rates for those eligible). Household Support Fund: The scheme opened on 21 August 2023. Within the 5 weeks of Q2 the scheme was open, HSF was awarded to 138 residents. The regulator has formally lifted the notice. Reports around compliance and voids will continue to be reported to OSC. There are ongoing contractual issues that are being monitored via the voids contractor. Decent homes standards are improving with the decarbonisation funding award.

Priority



Housing That Meets The Needs Of All Residents 6

Measured

Quarterly

Responsible Director

Growth & Culture

On Target

Current Status

Responsible Cabinet Member

Planning & Planning Policy

Action

Work with housing associations and developers to ensure quality affordable housing is delivered.

Measure



1. Number of affordable homes delivered in South Kesteven

Target

100 Annually

Achieved

74

Measure History



1. Number of affordable homes delivered in South Kesteven

Q2 2022-23

66

Q3 2022-23

76

Q4 2022-23

151

Q1 2023-24

39

Q2 2023-24

74

Commentary



Of the 293* dwellings completed in Q1 and Q2. 74 dwellings were affordable houses.

39 dwellings were delivered in the four main towns (Grantham (34) and Market Deeping (5)) and 35 were delivered in the Larger Villages (Corby Glen (16), Morton (7), and Langtoft (12)).

The Council has been working with developers and Registered Providers to deliver quality affordable housing in the District. The Council continues to work closely with developers to deliver housing schemes both through planning applications and through the Local Plan Review to ensure that the Council continues to meet the needs of local residents.

*(Please note these are provisional figures and will be confirmed at the end of the year through the publication of the Annual Position Statement or the 5-Year Housing Land Supply Statement).

Priority



Housing That Meets The Needs Of All Residents 9

Measured

Biannually

Responsible Director

Growth & Culture

On Target

Current Status

Responsible Cabinet Member

Planning & Planning Policy

Action

Ensure that major developments in South Kesteven are high quality, with sustainable, good design.

Measure



1. Residential developments of 10 dwellings or more should perform positively when assessed against Building for a Healthy Life

Target

50%

Achieved

100%

Measure History



1. Residential developments of 10 dwellings or more should perform positively when assessed against Building for a Healthy Life

Q4 2021-22

63%

Q2 2022-23

50%

Q4 2022-23

100%

Q2 2023-24

100%

Commentary



The Planning team operates a pre-application advice service which includes Design PAD. Design PAD is a monthly meeting that brings together different disciplines to provide feedback on development proposals. The aim is to improve design quality and bringing people together is an efficient and effective way of achieving the desired results. Collaboration between the key disciplines such as planning, highways, local lead flood authority, the drainage board, urban design, conservation and landscape. The Design PAD is also used in relation to planning applications.

In the period July-September 2023, one scheme was approved at Committee, Phase 10b Elsea Park (S22/1240). We used Building for a Healthy Life (BfHL) as a negotian tool over a period of 12 months, with many improvements made to the scheme over this time. The BfHL score was increased fom being predominantly reds and ambers to the final scheme being scored as 6 greens and 6 ambers (subject to Conditions).

A High Performing Council

| Priority Number | Action | Responsible Scrutiny Committee | Priority Status | Action Status |
|-----------------|--|--------------------------------|---------------------|---------------|
| 1 | Implement the Covid-19 Recovery Plan. | | Removed as Complete | Not Reported |
| 2 | Deliver a balanced, sustainable financial plan over the medium term. | Finance & Economic | Reported Q4 2022-23 | On Target |
| 3 | Undertake a Constitution review and implement outcomes. | | Removed as Complete | Not Reported |
| 4 | Implement the findings of the Governance review across the Councils assets (including companies). | | Removed as Complete | Not Reported |
| 5 | Develop a People Strategy (including a pay review) to support the retention and attraction of high quality staff. | Finance & Economic | Reported Q2 2023-24 | On Target |
| 6 | Develop and implement commercial and transformation strategies to deliver additional net revenue benefit. | | Removed as Complete | Not Reported |
| 7 | Undertake a fundamental review of the organisation to meet current and future needs. | | Removed as Complete | Not Reported |
| 8 | Support the implementation of an IT investment roadmap to align future solutions with the Councils ambitions. | | Removed as Complete | Not Reported |
| 9 | Embed an agile approach to working by building on the cultural and technological changes. | | Removed as Complete | Not Reported |
| 10 | Deliver the ambitions of the Customer Experience Strategy. | | No Longer Reported | Not Reported |
| 11 | Maximise the value of the Councils own spend by using local suppliers wherever practical. | Finance & Economic | Reported Q4 2022-23 | Not Reported |
| 12 | Undertake an Asset Management Review. | | Removed as Complete | Not Reported |
| 13 | Ensure that support packages are in place for ensuring the welfare of the districts most vulnerable residents and to enable small businesses to flourish in the district | Finance & Economic | Reported Q2 2023-24 | On Target |