

<b>Corporate Plan 2024-27: KPI Summary Report 2025/26 – Housing Overview &amp; Scrutiny Committee</b>							
Index	Priority	Action	Owner	Quarterly Overall Status			
				2025/26			
				Q1	Q2	Q3	Q4
ENVIRO5 & HOUS4	Sustainable South Kesteven & Housing	Review and implement energy efficiency and renewable energy opportunities across the sheltered and social housing properties.  Deliver the £3.3m decarbonisation programme.	Head of Service: Housing Technical Services	On Target	On Target	On Target	On Target
HOUS1	Housing	Review the quality of existing properties across all tenures and seek to reduce the impacts of poor housing on residents and communities.	Head of Service: Housing Technical Services	On Target	On Target	On Target	On Target
HOUS5	Housing	Ensure the Council's housing stock is high quality and suitable for the needs of tenants now and into the future. Seek to dispose of properties which are economically unviable.	Head of Service: Housing Technical Services	On Target	On Target	On Target	On Target
HOUS6	Housing	Continue to improve the turnaround period and standard of properties.	Head of Service: Housing Technical Services	On Target	Above Target	Above Target	Above Target
HOUS7	Housing	Deliver a high quality, planned and responsive repairs service.	Head of Service: Housing Technical Services	Below Target	Above Target	Above Target	Above Target
HOUS8	Housing	Deliver a pipeline of new build housing following a hybrid approach of construction and acquisition when appropriate to maximise funding streams.	Director of Housing	On Target	On Target	On Target	On Target
HOUS9	Housing	Develop a joint approach to bringing Empty Homes back into use.	Head of Public Protection	Under Review	Under Review	Under Review	Under Review
HOUS12	Housing	Deliver an effective Housing Options Service	Head of Service: Housing	Below Target	Below Target	Below Target	Below Target
HOUS13	Housing	Protect our most vulnerable residents with robust safeguarding processes.	Head of Service: Housing	On Target	On Target	On Target	On Target

<b>Corporate Plan 2024-27: KPI Summary Report Q4 2025/26 – Housing Overview &amp; Scrutiny Committee</b>							
<b>Index</b>	<b>Priority</b>	<b>Action</b>	<b>Owner</b>	<b>Target/s</b>	<b>Q4 Value</b>	<b>Q4 Status</b>	<b>Manager Commentary</b>
ENVIRO5 & HOUS4	Sustainable South Kesteven & Housing	Review and implement energy efficiency and renewable energy opportunities across the sheltered and social housing properties.  Deliver the £3.3m decarbonisation programme.	Head of Service: Housing Technical Services	% of owned properties EPC C or above (100% EPC C by 2030)	64.09% of owned properties EPC C or above	On Target	There has been a steady improvement in the number and percentage of properties that meet the energy target of EPC C. 64.09% of owned properties are EPC C or above at the end of Q4 2025/26. This KPI can fluctuate as more EPC energy surveys are undertaken across the portfolio, which improves the accuracy of reporting.  The 2 year WH SHF contract with Equans is running smoothly with programme numbers on track, 114 properties of 127 programmed were completed to ensure spend remained within budget.
				Implementation of energy conservation measures (All properties on programme completed by year end)	127/127 properties completed on Wave 3 SHDF (Social Housing Decarbonisation Fund) programme		
HOUS1	Housing	Review the quality of existing properties across all tenures and seek to reduce the impacts of poor housing on residents and communities.	Head of Service: Housing Technical Services	Number of properties with category 1 or 2 HHSRS(Housing, Health & Safety Rating System) damp & mould hazards (own stock)	3 HHSRS fails (0 category 1)	On Target	The Council has a rolling programme of stock condition surveys which identify Housing Health and Safety Rating System (HHSRS) actions which are passed to the Housing Repairs team to complete. As of Q4 2025/26 95% of properties have a stock condition survey, 93% of which were completed within the last 5 years. 1,004 stock condition surveys were completed in 2025/26. Of the properties with a stock condition survey, 100% of Council owned properties met the Decent Standard up from 94.62% in Q4 2024/25. There were 0 properties with HHSRS fails as of the end of Q4.
				% of own Properties meeting the Decent Homes Standard (100%)	100%		

South Kesteven District Council - Appendix A – Corporate Plan 2024-27 KPI Report: Housing OSC End-of-Year (Q4) 2025/26

Index	Priority	Action	Owner	Target/s	Q4 Value	Q4 Status	Manager Commentary
HOUS5	Housing	Ensure the Council's housing stock is high quality and suitable for the needs of tenants now and into the future. Seek to dispose of properties which are economically unviable.	Head of Service: Housing Technical Services	Properties with EICR (Electrical Installation Condition Reports) up to 5 yrs. Old	97.23%	On Target	EICR (Electrical Installation Condition Reports) compliance data has continued to see a steady rise as access is obtained for completions, as of the end of Q4 EICR coverage stands at 97.23%. Gas compliance has been maintained at +99% throughout the year.
				% Dwellings with valid gas safety certificate	99.35%		
HOUS6	Housing	Continue to improve the turnaround period and standard of properties.	Head of Service: Housing Technical Services	Average void times (days) *100 days year 1 *80 days year 2 *60 days year 3	71 days (average YTD)  61 days (average March 2026)	Above Target	In Q4 2024/25 the average void period was 91 days. In March 2026, the average void time was 61 days. Over the course of 2025/26 the average void time was 71 days, ahead of the set target of 80 days. Major voids have the biggest impact on turnaround time. By the end of Q4 2025/26, the major void turnaround time was 86 days whereas for standard voids the turnaround time was 39 days. The average figures in 2024/25 were 193 and 75 days respectively. A target of 60 days is set for 2026/27.
HOUS7	Housing	Deliver a high quality, planned and responsive repairs service.	Head of Service: Housing Technical Services	Emergency repairs completed on time target 75%	97%	Above Target	Significant progress has been made to improve the repairs service during 2025/26 with the overall work in progress jobs reducing from 4,065 in April 2025 to 2,814 at the end of March 2026. The number of overdue jobs has reduced from 2,337 in April 2025 to 1,208 as of the end of March 2026. The average time taken to complete non-emergency repairs has reduced from 54 days in April 2025 to 34 days in March 2026. The Tenant Satisfaction Measures (TSM) tenant survey shows an improvement from 50% in 24/25 to 70% in 2025/26 further evidencing improvement.
				Non-emergency repairs completed on time target 70%	68%	Below Target	
				Overall satisfaction with repairs service target 75%	85%	Above Target	

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HOUS8	Housing	Deliver a pipeline of new build housing following a hybrid approach of construction and acquisition when appropriate to maximise funding streams.	Director of Housing	Deliver 80 properties over life of Corporate Plan (2024-27) (20 per annum)	Total units delivered since Q1 2024/25: 57(excluding further phase handovers in Corby Glen)  Total units delivered in 2025/26: 23 (20 Swinegate units & 3 Corby Glen units)  Total units in construction pipeline for 2026/27: 35 (excluding Corby Glen see commentary)  Total units in early planning pipeline: 22	Above Target	35 units were progressed (at various stages) during Q4, and are now under construction scheduled for completion during 2026/27:  A pipeline of 22 units in early planning stages has been established to be progressed in 2026/27:  -Kesteven Road, Stamford (13 units) – planning application to be submitted in May/June 2026 -Bourne Road, Colsterworth (9 units) – public consultation to inform planning application to take place in summer 2026.  As of the end of Q4, 7 units have been handed over in the first two phases of the acquisition of 36 units in Corby Glen. Further handovers will take place in 2026/27.
				Delivery of Larch Close, Grantham development (21 properties)	Works Commenced	On Target	Larch Court Grantham (21 units) – contractor on site expected completion December 2026/January 2027
				Delivery of Wellington Way, Market Deeping (11 properties)	Works commenced	On Target	Wellington Way, Market Deeping (11 units) – contractor on site expected completion December 2026
				Delivery of Toller Court, Horbling (3 bungalows)	Works commenced (May 2026)	On Target	Toller Court, Horbling (3 bungalows) – contractor due to start on site in May 2026. Expected completion December 2026.

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HOUS9	Housing	Develop a joint approach to bringing Empty Homes back into use.	Head of Public Protection	Number of Private Sector Homes brought back into use. Target 2025/26: 5 Houses.	See Commentary	Under Review	The team has undertaken work contacting the owners of empty homes. As 2025/26 progressed it became clear that the identified KPI for bringing homes back into use did not align with the practice of delivery, due to challenges in confirming that properties have been brought into use post contact. Therefore, new KPI metrics measuring contacts and enforcement actions are being developed to reflect activity.
HOUS12	Housing	Deliver an effective Housing Options Service	Head of Service: Housing	Number of cases overdue a full homelessness decision (target 0)	4 (119 decisions made)	Below Target	<p>The number of overdue decisions has fallen to 4 out of 119 total decisions (5%).</p> <p>There were 423 new homelessness approaches, up from 345 in the quarter 3. However, over the course of 2025/26, overall approaches have reduced. In 2025/26 the average approaches per quarter was 417, in 2024/25 it was 524.</p> <p>Domestic abuse (DA) cases have increased slightly to 25, compared with 19 last quarter. The volume of this type of case has remained stable over the past two years.</p> <p>The number of households in temporary accommodation (TA) was 50, a continuation on Q3.</p> <p>There were 102 successful homelessness outcomes this quarter, in line with the previous period.</p>
				Number of homelessness approaches (domestic abuse presented separately) For Information only	423 25 Domestic Abuse cases		
				Number in temporary accommodation and temporary accommodation spend. For Information only	50 £411,636 spend on Temporary Accommodation year to date		
				Number of successful homelessness outcomes (for all the duties owed) For Information only	102		

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HOUS13	Housing	Protect our most vulnerable residents with robust safeguarding processes.	Head of Service: Housing	Number of safeguarding referrals (for information only)	7	On Target	The Council has a strong safeguarding team in place, who continue to promote awareness of safeguarding across the organisation. Some safeguarding concerns do not result in a referral to Lincolnshire County Council but are signposted to other support services who are better equipped to provide support and assistance. Many concerns are dealt with internally through referrals to mental health services, visits from housing officers and tenancy support.