

## HOUSING that meets the needs of all residents

	Action	Cabinet Member	Director	What does success look like?	Key Performance Indicator (s)	Indicator type	Target April 2021	Target April 2022	Target April 2023
1	Work in partnership with the housing market to stimulate housing growth.	Cabinet Member for Housing and Planning	Director of Housing and Property	Achieve the adopted Local Plan target for delivery of homes, with a particular focus on addressing historic under achievement of growth targets within Grantham.	Number of houses complete	KPIs and monitoring improvement	650	650	650
					Number of houses complete in Grantham	KPIs and monitoring improvement	300	300	300
2	Work to reduce and prevent homelessness in our District.	Cabinet Member for Housing and Planning	Director of Housing and Property	Work to reduce the number of homeless persons in the district	Number of successful preventions	KPIs and monitoring improvement	130	163	204
					Number of accepted homeless cases	KPIs and monitoring improvement	239	299	374
3	Increase the supply of high quality, sustainable Council houses.	Cabinet Member for Housing and Planning	Director of Housing and Property	The delivery of new Council Homes that meet the relevant (Code for Sustainable Homes), and reduce overall Co2 emissions	Number of new Council Homes provided	KPIs and monitoring improvement	16	95	142
					Number of Council Homes provided that meet the relevant eco standard	KPIs and monitoring improvement	16	95	142
					Number of Council Homes that have solid fuel heating replaced	KPIs and monitoring improvement	80	190	250
4	Undertake a Planning Review to improve performance and support local sustainable, high quality growth.	Cabinet Member for Housing and Planning	Director of Growth and Culture	Completion of Planning Review and implementation of recommendations	Improvement in planning application performance	KPIs and monitoring improvement	Planning review complete and implementation plan signed off	To be determined through the planning review	To be determined through the planning review
5	Undertake a Housing Review to provide the highest quality service possible to our tenants.	Cabinet Member for Housing and Planning	Director of Housing and Property	Completion of Housing Audit recommendations through an approved Improvement Plan	Number of Council Houses that meet relevant compliance (fire, asbestos, legionella, gas etc) legislation and testing regime.	KPIs and monitoring improvement	100% compliance for all Health & Safety categories.	100% compliance for all Health & Safety categories.	100% compliance for all Health & Safety categories.
					Time taken for responsive repairs: i) Emergency 2 hours, ii) urgent 1 day, iii) routine 3 days, iv) routine 7 days, v) planned repair 60 days	KPIs and monitoring improvement	i) 100%, ii) 100%, iii) 98%, iv) 96%, v) 100%	i) 100%, ii) 100%, iii) 98%, iv) 96%, v) 100%	i) 100%, ii) 100%, iii) 98%, iv) 96%, v) 100%
					Number of complaints received from tenants	KPIs and monitoring improvement	Baseline & in year target to be determined through interrogation of Customer services system data	Less than 5% of jobs completed	Less than 1% of jobs completed
6	Work with housing associations and developers to ensure quality affordable housing is delivered.	Cabinet Member for Housing and Planning	Director of Growth and Culture	Increase in the number of Affordable new homes delivered in the district	Number of affordable homes delivered in South Kesteven	KPIs and monitoring improvement	100 affordable homes delivered	100 affordable homes delivered	100 affordable homes delivered

7	Ensure the ambitions of the adopted Local Plan are met and a review framework is developed to deliver sustainable growth in the District.	Cabinet Member for Housing and Planning	Director of Growth and Culture	- Meeting or exceeding housing delivery targets - Determination of planning applications in line with Local Plan - Implementation of programme to review and refresh the Local Plan	Maintaining a 5-year housing supply	Annual KPI	Maintain a 5 year housing land supply, including any appropriate buffer.	Maintain a 5 year housing land supply, including any appropriate buffer.	Maintain a 5 year housing land supply, including any appropriate buffer.
					Adherence to review programme - consultation on draft pre-submission (reg 19) by Spring 2023.	Milestones – series of project milestones	Agree project milestones for review of Local Plan.	Initial Consultation Draft Local Plan review prepared for internal	Statutory (Regulation 19) consultation on Pre-Submission Local Plan
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.	Cabinet Member for Housing and Planning	Director of Growth and Culture	Development of a masterplan for the Prince William of Gloucester Barracks site that supports the delivery of new homes in accordance with the trajectory set out in the local plan.	Agreement of masterplan	Milestone - annual	Masterplan to be agreed as part of pre-app and submitted with an outline planning application	Outline Planning application to have been determined	First Reserved Matters applications to have been determined and construction to have started
9	Ensure that major developments in South Kesteven are high quality, with sustainable, good design.	Cabinet Member for Housing and Planning	Director of Growth and Culture	Developments that satisfy the requirements of the emerging district-wide design guidance and which meet the latest standards for carbon-reducing housing design.	50% of residential developments of 10 dwellings or more should perform positively when assessed against Building for a Healthy Life	KPIs and monitoring improvement	50% - to be fully reviewed as part of annual review	50% - to be fully reviewed as part of annual review	50% - to be fully reviewed as part of annual review
					Number of planning decisions upheld at appeal	KPIs and monitoring improvement	100%	100%	100%
10	Prioritise bringing private sector empty properties back in to use.	Cabinet Member for Housing and Planning	Director of Housing and Property	Increase in the number of empty properties brought back into use as high-quality new homes	Number of empty properties registered on council tax register.	KPIs and monitoring improvement	Reduction of empty homes by 1%	Reduction of empty homes by 2%	Reduction of empty homes by 3%

## Healthy and Strong COMMUNITIES

	Action	Cabinet Member	Director	What does success look like?	Key Performance Indicator (s)	Indicator type	Target April 2021	Target April 2022	Target April 2023
2	Embed the work of the SK Community Hub to support volunteering and the Voluntary & Community Sector.	Cabinet Member for Communities	Director of Commercial and Operations	Further strengthend relationship with the VCS & increased levels of volunteering	Number of community groups supported that provide volunteering opportunities	KPIs and monitoring improvement	Total number of groups supported (Baseline to be established yr 1 - current level 55 groups)	Baseline + 5%	2022 outturn + 5%
3	Work with partners from all sectors to tackle health, employment and other inequalities in areas of highest need.	Cabinet Member for Communities	Director of Growth and Culture	Improve performance in IMD data for areas in most deprvied 20% nationally- Earlesfield and Harrowby.	Indices of Multiple Deprivation Data	KPI	E01026309 - Ranked 3189 (Lowest 10%) E01026312 - Ranked 3417 (Lowest 20%) E01026328 - Ranked 4093 (Lowest 20%)  2019 baseline	Update of activity and partnership working to improve outcomes.	Improved rankings across 3 highlighted areas
4	Continue to work in partnership with the police and the community in tackling crime, investing in the CCTV service	Cabinet Member for Communities & Cabinet Member for Commercial and Operations	Director of Commercial and Operations	SKDC is enabled to work proactively with police and other partners to prevent and solve crime in the District	Number of arrests as a percentage of overall incidents where CCTV has been proactively used.	KPI	25%	27%	29%
8	Embrace the national Mental Health Challenge, ensuring that the Council places mental wellbeing at the heart of decision making.	Cabinet Member for Communities	Deputy Chief Executive	Meet the Mental Health Challenge	Establishment of baseline position  KPI's to be developed to support ambitions	Milestones followed by KPI	Sign up to Mental Health Challenge and agree action plan	Delivery against agreed plan as part of Challenge	Delivery against agreed plan as part of Challenge
9	Make best use of different funding sources to support the voluntary and cultural sector within the District.	Cabinet Member for Communities & Cabinet Member for Culture and Visitor Economy	Director of Commercial and Operations & Director of Culture and Growth	SKDC contributing to the activities of the VCS.	Amount of funding brought into the district levered with support from SKDC funding streams	Milestones – series of project milestones	Baseline to be identified at April 2021	Baseline + 5%	2022 outturn + 5%
				SKDC Cultural Services working with a range of partners to deliver a regular series of projects and events across the district.	Number of events presented per year and additional funding secured from other sources through SKDC support.	KPI's, project milestones, evaluations and reviews	Baseline to be identified at April 2021  Subject to available programme and budgets	Review baseline assumptions. Reset as required.	2022 outturn + 5%

10	Protect our most vulnerable residents with robust safeguarding processes.	Cabinet Member for Communities	Director of Housing and Property	Provision of direct support, and through partners and agencies, to secure a reduction in the number of vulnerable adults and children that suffer abuse or neglect in the district	Number of relevant staff trained in applying effective safeguarding processes	KPIs and monitoring improvement	Review safeguarding procedures and implement improvement, including a review of training programme.  All staff in relevant service areas to have an appropriate level of training and 70% of all staff trained to identify and report safeguarding concerns	Incorporate any other measures or KPIs from review All staff in relevant service areas to have an appropriate level of training and 80% of all staff trained to identify and report safeguarding concerns	All staff in relevant service areas to have an appropriate level of training and 90% of all staff trained to identify and report safeguarding concerns
					Meet the requirements placed upon the local authority under the Children Act 2004 and the Care Act 2014	KPIs and monitoring improvement	Complete S11 Audit including self assessment and peer moderation.	Achieve outstanding standard under the S11 Audit for the safeguarding of children and young people	Achieve excellent standard under the LAAF - safeguarding audit for adults
12	Promote and make progress against the Council's Equality Objectives.	Cabinet Member for Communities	Director of Commercial and Operations	SKDC exemplifying equality and diversity principles.	Delivery of the action plan.	Milestones – series of project milestones	30% of the action plan completed	50% of the action plan completed.	75% of the action plan completed.
					Creation and publication of an Annual Position Statement to evidence compliance with Public Sector Equality Duty (PSED)	Milestones – series of project milestones	New format incorporating equality objectives action plan to be developed	New format statement to be published in Sept 2021	Embed published outcome of Census 2021 into Statement to be published Sept 2022