

Corporate Plan Key Performance Indicators – Rural and Communities Overview and Scrutiny Committee

Priority	Healthy and Strong COMMUNITIES	No.	2	Status
Action :	Embed the work of the SK Community Hub to support volunteering and the Voluntary & Community Sector.			
Responsible Post	Director of Commercial and Operations	What does Success Look Like:		
Further strengthened relationship with the VCS & increased levels of volunteering				
Measure	Target 2020/21	Achieved	DoT	
Number of community groups supported that provide volunteering opportunities	Establish Baseline for number of groups supported (Baseline to be established yr 1 - current level 55 groups)	93	-	
Commentary : The SK Community Hub was set up in March 2020 as a direct response to the Coronavirus pandemic. A team of officers from across the Authority came together with existing Community Engagement personnel to reach out to third sector organisations and individuals who, at grassroots level, could support the most vulnerable in our community at this time of global crisis. Connections to many were already in place so direct contact could be made. A very effective communications campaign brought other groups, borne out of the need to offer crisis support, to our attention. The Community Hub Team established strong links with the groups that came forward. Throughout the lockdown period and beyond, South Kesteven's Community Hub was able to call on 55 groups containing more than 1,500 volunteers to deliver on-the-ground interventions to those most in need. Embedding the work of the SK Community Hub into everyday engagement and development work not only creates a lasting legacy for the incredible work of the community but further strengthens the Council's connection to its communities and helps identify wider opportunities for collaboration going forward.				
Priority	Healthy and Strong COMMUNITIES	No.	3	Status
Action :	Work with partners from all sectors to tackle health, employment, and other inequalities in areas of highest need.			

Responsible Post	Director of Growth and Culture	What does Success Look Like:		
Improve performance in IMD data for areas in most deprived 20% nationally- Earlesfield and Harrowby.				
Measure	Target 2020/21	Achieved	DoT	Status
Indices of Multiple Deprivation Data	E01026308 - Ranked 3189 (Lowest 10%) E01026312 - Ranked 3417 (Lowest 20%) E01026328 - Ranked 4093 (Lowest 20%) 2019 baseline			
<p>Commentary : The IMD data is not due to be published until 2023, however as a Council we are working with partners, including Lincolnshire County Council, the Health Service and the voluntary sector to identify and develop solutions to address inequalities in the most deprived areas. SKDC are seeking to influence this agenda strongly by securing representation on countywide and District and town specific boards to ensure that resource and initiatives are directed at those that would benefit from them most.</p> <p>As actions and interventions are developed from these boards and direct involvement through SKDCs own programme they will be shared with the committee.</p>				
Priority	Healthy and Strong COMMUNITIES	No.	4	Status
Action :	Continue to work in partnership with the police and the community in tackling crime, investing in the CCTV service			
Responsible Post	Director of Commercial and Operations	What does Success Look Like:		
SKDC is enabled to work proactively with police and other partners to prevent and solve crime in the district				
Measure	Target 2020/21	Achieved	DoT	Status
Number of arrests as a percentage of overall incidents where CCTV has been proactively used.	0.25%	8.8%	-	

Commentary : Although there has been a slight reduction in the assisted arrests this year, incidents in all other areas have risen. This is believed to be due to the Covid19 lockdown periods whereby there were less people in public but the calls to police increased concerning Covid related issues. The arrests are for a variety of offences including theft, serious public order offences, multiple drugs offences including County Lines and murder. In addition to the arrests we are often called upon to assist with a variety of incidents for example, missing person enquiries, closure orders or suspicious incidents. We continue to build upon our strong partnership with Lincolnshire Police, providing assistance where possible in the prevention and detection of crime whilst making our residents feel safe in their Community.

It is without doubt that the CCTV operators provide an excellent service within the constraints of the technology available, however, in order to provide a more resilient service for the future, investment will be required to bring the equipment and software in line with current expected standards for a CCTV provision.

Priority	Healthy and Strong COMMUNITIES	No.	8	Status
Action :	Embrace the national Mental Health Challenge, ensuring that the Council places mental wellbeing at the heart of decision making.			
Responsible Post	Deputy Chief Executive	What does Success Look Like:		
Meet the Mental Health Challenge				
Measure	Target 2020/21	Achieved	DoT	
Establishment of baseline position	Sign up to Mental Health Challenge and agree action plan	Y	-	
KPI's to be developed to support ambitions				

Commentary : A motion will be tabled to Full Council in July that proposes that South Kesteven District Council formally sign up to the Local Authority Mental Health Challenge that will set out supporting positive mental wellbeing as being a priority for the Council. However in advance of this the Council has established an Officer/Member cross party mental health working party to oversee and drive the mental health agenda, chaired by the Cabinet Member and focussing on 5 areas led by Members with officer support:

- Support mental wellbeing in neighbourhoods and communities (Cllr Wheeler)
- Support positive mental health in workforce and elected Members (Cllr Dilks)
- Consider Mental Health in decision making and policy (Cllr Trotter)

- Work with local partners including LCC and voluntary sector (Cllr Mason)
- Engage with LCC strategy and activity and the joint Health and Wellbeing Board (Cllr Baxter)

Progress is being made against each of the workstreams, including commissioning training and support for staff and Members, working with the NHS and partners to develop tools and mechanisms to support and equip the voluntary sector and to develop proposals to amend our decision making process to ensure the impact on Mental Health is understood and articulated as part of the decision.

Priority	Healthy and Strong COMMUNITIES	No.	9a	Status
Action :	Make best use of different funding sources to support the voluntary and cultural sector within the District.			
Responsible Post	Director of Commercial and Operations & Director of Growth and Culture	What does Success Look Like:		
SKDC contributing to the activities of the VCS.				
Measure	Target 2020/21	Achieved	DoT	
Amount of funding brought into the district levered with support from SKDC funding streams	Baseline to be identified at April 2021 Subject to available programme and budgets	£35,224.00	-	
<p>Commentary : The Communities Team works closely with voluntary and community groups to identify funding needs and funding opportunities. Funding requirements that are either ineligible for direct funding from an SK funding stream or are more suited to alternative funding sources are assisted through the provision of funding searches. Officers produce reports on behalf of groups/organisations that provide detail of all available funding sources to meet their needs. The figure quoted as the amount of funding brought into the district levered with support from SKDC funding streams relates specifically to projects supported via the SK Community Fund. The Fund underwent a review in 2020 and was only open to two funding rounds within the financial year.</p>				
Priority	Healthy and Strong COMMUNITIES	No.	9b	Status
Action :	Make best use of different funding sources to support the voluntary and cultural sector within the District.			

Responsible Post	Director of Commercial and Operations & Director of Growth and Culture	What does Success Look Like:		
SKDC Cultural Services working with a range of partners to deliver a regular series of projects and events across the district.				
Measure	Target 2020/21	Achieved	DoT	Status
Number of events presented per year and additional funding secured from other sources through SKDC support.	24 events per year and 4 x successful additional funding opportunities. Subject to available programme and budgets			
<p>Commentary : KPI is dependent on available funding sources. There has been disruption to normal service provision due to the covid 19 pandemic and suspension of regular activity.</p> <ul style="list-style-type: none"> • Funding through Arts Council England’s Cultural Recovery Fund and the Lincolnshire One Venues’ National Portfolio Organisation Fund supported the delivery of a series of Arts Around Town and Villages events between 22 May and 6 June 2021 • A selection of artists, musicians and other performers visited Colsterworth, Billingborough, Corby Glen, Ancaster and Long Bennington, delivering a four-hour programme of activities at each location • The programme featured a number of South Kesteven/Lincolnshire-based freelance practitioners • Promotion of the events was relatively low-key due to Covid-19 safety restrictions and to effectively control attendee numbers • Excellent feedback from the village communities and strong legacy connections made with community members and organisations for future delivery • The Service Plan targets at least one visit per Ward across the year – subject to funding and available programming • The service has invested funding into a range of outdoor equipment to support delivery across the year • The service is working with the Live and Local Rural Touring scheme to encourage the return of the programme to village halls across the district • The Arts@Home e-Newsletter promotes activities across South Kesteven and is shared with a significant number of Parish Clerks • The Arts and Cultural Services team has also commissioned an Art Pack project and has delivered packs to SKDC Sheltered Housing Schemes including sites in Caythorpe, Barkston, Ancaster, Thurlby, Long Bennington, Great Gonerby, Great Ponton and Barrowby • Future planning is dependent on further lifting of restrictions but a more regular programme of work is proposed, with the emphasis on partnership working and community ownership 				
Priority	Healthy and Strong COMMUNITIES	No.	10	Status

Action :	Protect our most vulnerable residents with robust safeguarding processes.			
Responsible Post	Director of Housing and Property	What does Success Look Like:		
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				
Measure	Target 2020/21	Achieved	DoT	Status
Number of relevant staff trained in applying effective safeguarding processes	Review safeguarding procedures and implement improvement, including a review of training programme.	Y	-	
Number of relevant staff trained in applying effective safeguarding processes	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	93%	-	
Meet the requirements placed upon the local authority under the Children Act 2004 and the Care Act 2014	Complete S11 Audit including self assessment and peer moderation.	Y	-	
<p>Commentary : A review of safeguarding processes and staffing has been undertaken to ensure the Council has robust policy and procedures in place relating to the safeguarding of vulnerable individuals. This review has run alongside the Council's self-assessment submission to the S11 Safeguarding Children audit required to fulfil the Authorities duties under the Children Act 2004.</p> <p>Audit completed January 2021. The Council's submission to this audit is currently going through the Lincolnshire Safeguarding Children Partnership assessment process. The final report from the Partnership relating to the outcome will be published in September 2021.</p> <p>Training programme updated to meet the requirements of the Lincolnshire Safeguarding Adults Board/Lincolnshire Safeguarding Children Partnership.</p>				
Priority	Healthy and Strong COMMUNITIES	No.	12	Status

Action :	Promote and make progress against the Council's Equality Objectives.			
Responsible Post	Director of Commercial and Operations	What does Success Look Like:		
SKDC exemplifying equality and diversity principles.				
Measure	Target 2020/21	Achieved	DoT	Status
Delivery of the action plan.	30% of the action plan completed	46%	-	
Creation and publication of an Annual Position Statement to evidence compliance with Public Sector Equality Duty (PSED)	New format incorporating equality objectives action plan to be developed	N/A	-	
Commentary : The report, which is a requirement on the Council as part of the Public Sector Equality Duty (Equality Act 2010), is published annually in the autumn. The 20/21 document is planned to go to Overview and Scrutiny in October 2021 for consideration prior to its publication.				
Priority	HOUSING that meets the needs of all residents	No.	1	Status
Action :	Work in partnership with the housing market to stimulate housing growth.			
Responsible Post	Director of Growth and Culture	What does Success Look Like:		
Achieve the adopted Local Plan target for delivery of homes, with a particular focus on addressing historic under achievement of growth targets within Grantham.				
Measure	Target 2020/21	Achieved	DoT	Status
Number of houses complete in Grantham	300	124	-	
Number of houses complete	650	446	-	

Commentary : There has been some impact on house building numbers from COVID 19 and the result is a level not dissimilar to historic averages for delivery. It is anticipated that the local plan allocations in Grantham will start to deliver the higher level of growth in subsequent years and the Council is working proactively with developers and Homes England to stimulate high quality, sustainable growth.

Priority	HOUSING that meets the needs of all residents	No.	2	Status
Action :	Work to reduce and prevent homelessness in our District.			
Responsible Post	Director of Housing and Property	What does Success Look Like:		
Work to reduce the number of homeless persons in the district				
Measure	Target 2020/21	Achieved	DoT	Status
Number of successful preventions	130	60	-	
Number of accepted homeless cases	239	95	-	

Commentary :
60 Preventions

The main reason for this is the effect of COVID and the fact that notices could not be enforced during this period due to an embargo on possession proceedings. As a consequence, and in common with most local authorities, there was a huge drop in the number of applicants approaching at Prevention stage.. The majority of the cases approached at Relief Stage with little or no options prevent homelessness. There were 163 successful Relief outcomes which is positive.

95 Main Duties accepted.

This figure has dropped from 113 in the previous year. This could be seen to be a result of improved relationships with local landlords and the Council being able to assist a high number of applicants at relief stage before getting to the Main duty stage.

Total homeless applications:
1445 (20/21) – 812 advice only
1458 (19/20) – 691 advice only

Due to Covid, we saw an increase in the number of people being given general advice about their notices/landlord/living situation without any actual risk of homelessness. Therefore more cases have been assisted at an early advice stage, meaning fewer applicants moving to prevention, relief for final duty stages.

Priority	HOUSING that meets the needs of all residents	No.	3	Status
Action :	Increase the supply of high quality, sustainable Council houses.			
Responsible Post	Director of Housing and Property	What does Success Look Like:		
The delivery of new Council Homes that meet the relevant (Code for Sustainable Homes), and reduce overall Co2 emissions				
Measure	Target 2020/21	Achieved	DoT	Status
Number of new Council Homes provided	16	14	-	
Number of Council Homes provided that meet the relevant eco standard	16	14	-	
Number of Council Homes that have solid fuel heating replaced	80	5	-	

Commentary : Assisted by the award of a Green Homes Grant, the Council will be proceeding with a programme of 160 heating upgrades in off-gas locations, including solid fuel and older storage heater systems, by December 2021.

The new build programme is dependent on drawdown from the Council's HRA capital programme. The ongoing stock condition survey will provide a clear picture of the needed investment into the existing stock, and future development ambitions will need to be balanced with improvement programmes that are needed to meet the required standards.

Priority	HOUSING that meets the needs of all residents	No.	4	Status
Action :	Undertake a Planning Review to improve performance and support local sustainable, high quality growth.			

Responsible Post	Director of Growth and Culture	What does Success Look Like:		
Completion of Planning Review and implementation of recommendations				
Measure	Target 2020/21	Achieved	DoT	
Improvement in planning application performance	Planning review complete and implementation plan signed off	Y	-	
Commentary : Planning review completed in September 2020, 29 actions agreed as a result 7 of which are complete with the remainder (where relevant) in progress. A report will be taken to Governance and Audit committee in July, which will include an action plan, timescales, success criteria and person accountable for delivering the plan and next steps for engaging with Members.				
Priority	HOUSING that meets the needs of all residents	No.	5	Status
Action :	Undertake a Housing Review to provide the highest quality service possible to our tenants.			
Responsible Post	Director of Housing and Property	What does Success Look Like:		
Completion of Housing Audit recommendations through an approved Improvement Plan				
Measure	Target 2020/21	Achieved	DoT	Status
Legionella % of Council Houses that meet relevant compliance legislation and testing regime.	100%	100%	-	
Gas % of Council Houses that meet relevant compliance legislation and testing regime.	100%	99.04%	-	
Electrical % of Council Houses that meet relevant compliance legislation and testing regime.	100%	56.47%	-	

Asbestos (re-inspections) % of Council Houses that meet relevant compliance legislation and testing regime.	100%	100%	-	
Fire Risk Assessments % Council Houses that meet relevant compliance legislation and testing regime.	100%	11.56%	-	
Lift Inspections % Council Houses that meet relevant compliance legislation and testing regime.	100%	100%	-	
Time taken for responsive repairs (Category i)	100%	N/A	-	
Time taken for responsive repairs (Category ii)	100%	N/A	-	
Time taken for responsive repairs (Category iii)	98%	N/A	-	
Time taken for responsive repairs (Category iv)	96%	N/A	-	
Time taken for responsive repairs (Category v)	100%	N/A	-	
Number of complaints received from tenants	Baseline & in year target to be determined through interrogation of Customer services system data	Y	-	

Commentary :

Gas % of Council Houses that meet relevant compliance legislation and testing regime. Court injunction applications have been submitted for all overdue safety checks in order to gain access. Due to the impact of Covid, Courts have only recently recommenced hearing injunction applications so progress is slower than usual. However, we now have injunctions granted or received confirmed court hearing dates. In the meantime, we continue to liaise with those tenants to gain access.

Electrical % of Council Houses that meet relevant compliance legislation and testing regime. A new 5 yearly electrical testing programme was procured with UK Gas appointed. The programme commenced in March 2021 and we remain on target to complete the testing programme by March 2022.

Fire Risk Assessments % Council Houses that meet relevant compliance legislation and testing regime. A new annual Fire Risk Assessment programme was procured with Pennington Choices appointed. The programme commenced in Feb 21 and we remain on target to complete the testing programme by end of June 2021.

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,

The number of complaints received from tenants in 2020/21 are as follows :

Housing related complaints about service standards not being met, decisions or officer conduct: 77

Cllr/MP queries related to representing complainant, banding and allocation reviews: 33

Priority	HOUSING that meets the needs of all residents	No.	6	Status
Action :	Work with housing associations and developers to ensure quality affordable housing is delivered.			
Responsible Post	Director of Growth and Culture / Director of Housing and Property	What does Success Look Like:		
Increase in the number of Affordable new homes delivered in the district				
Measure	Target 2020/21	Achieved	DoT	
Number of affordable homes delivered in South Kesteven	100	49	-	
Commentary : The delivery of affordable housing across the District was impacted in 2020/21 due delayed site starts related to Covid. However there is anticipated to be a correction reflected in completions for 2021/22 with an outturn above 100 this financial year.				
Priority	HOUSING that meets the needs of all residents	No.	7	Status
Action :	Ensure the ambitions of the adopted Local Plan are met and a review framework is developed to deliver sustainable growth in the District.			
Responsible Post	Director of Growth and Culture	What does Success Look Like:		

<ul style="list-style-type: none"> - 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 				
Measure	Target 2020/21	Achieved	DoT	Status
Maintaining a 5-year housing supply	Maintain a 5 year housing land supply, including any appropriate buffer.	Y	-	
Adherence to review programme - consultation on draft pre-submission (reg 19) by Spring 2023.	Agree project milestones for review of Local Plan.	Y	-	
<p>Commentary : 5 year land supply confirmed through the Annual Position Statement – only one of three local planning authorities in the country to have this in place - until the end of October 2021 and Annual Position Statement submission due by end of July 2021 seeking to confirm with the Planning Inspectorate until Autumn 2022. Project milestones agreed through Local Development Scheme reported to Cabinet in August 2020.</p>				
Priority	HOUSING that meets the needs of all residents	No.	8	Status
Action :	Work with Homes England, the Ministry of Defence and other partners to develop holistic masterplans for the delivery of Grantham’s Southern Urban Extension.			
Responsible Post	Director of Growth and Culture	What does Success Look Like:		
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.				
Measure	Target 2020/21	Achieved	DoT	Status
Agreement of masterplan	Masterplan to be agreed as part of pre-app and submitted with an outline planning application	N	-	
<p>Commentary : Masterplan being progressed through pre-application process which is currently ongoing and anticipated to be in place before application submission in Autumn 2021.</p>				

Priority	HOUSING that meets the needs of all residents	No.	9	Status
Action :	Ensure that major developments in South Kesteven are high quality, with sustainable, good design.			
Responsible Post	Director of Growth and Culture	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.				
Measure	Target 2020/21	Achieved	DoT	Status
Number of planning decisions upheld at appeal	1	0	-	
50% of residential developments of 10 dwellings or more should perform positively when assessed against Building for a Healthy Life	50% - to be fully reviewed as part of annual review	Y - 57%	-	
<p>Commentary : No appeal decisions on majors refused on design grounds during the period due in part to pre-application and negotiation processes in place to achieve good design. An experimental threshold of more than half of criteria being green and no reds as part of BHL assessment resulted in a positive outcome against target.</p> <p>Rated Amber because there is a desire to develop a robust metric to measure the translation of good design in to practice when schemes are delivered.</p>				
Priority	HOUSING that meets the needs of all residents	No.	10	Status
Action :	Prioritise bringing private sector empty properties back in to use.			
Responsible Post	Director of Housing and Property	What does Success Look Like:		
Increase in the number of empty properties brought back into use as high-quality new homes				

Measure	Target 2020/21	Achieved	DoT	Status
Net position of number of long term empty properties registered on council tax register (i.e. % reduction).	Year on year reduction of 1%	18.67%	-	
<p>Commentary : The number of empty homes in South Kesteven reduced from 1,578 in March 2020 to 1,234 in March 2021, vastly exceeding the target of a 1% year on year reduction or 1.88% of all properties in South Kesteven.</p> <p>An Officer working party has commenced scoping options for an Empty Homes Strategy to provide a framework for continued work in this area.</p>				