

Page	Priority:	Director	Cabinet Member	Action:	Status:
4	Healthy And Strong Communities 1	Director of Growth and Culture	Leisure	Invest in sustainable, high quality leisure facilities across the district.	Revised
5	A Clean & Sustainable Environment 9	Director of Commercial and Operations	Finance & Waste Services	Build a new, modern depot which is fit for the future.	Revised
6	Delivery of Growth of Our Economy 1	Director of Growth and Culture	Economic Development and Growth	Delivery of the St Martins Park development scheme in Stamford.	Revised
7	Delivery of Growth of Our Economy 2a	Director of Growth and Culture	Economic Development and Growth	Regeneration of Grantham town centre, supported by the Future High Street (FHSF) bid and delivery of the Heritage Action Zone programme (HAZ).	Revised
8	Delivery of Growth of Our Economy 2b	Director of Growth and Culture	Economic Development and Growth	Regeneration of Grantham town centre, supported by the Future High Street (FHSF) bid and delivery of the Heritage Action Zone programme (HAZ).	New
9	Delivery of Growth of Our Economy 3	Director of Growth and Culture	Economic Development and Growth	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.	Revised
10	Delivery of Growth of Our Economy 4	Director of Growth and Culture	Economic Development and Growth	Develop a package of measures to support the recovery of the local economy to safeguard local jobs wherever possible.	Revised
11	Delivery of Growth of Our Economy 5	Director of Growth and Culture	Economic Development and Growth	Review the scope and focus of InvestSK to maximise the support to local businesses and attract inward investment.	Removed Completed

<b>Page</b>	<b>Priority:</b>	<b>Director</b>	<b>Cabinet Member</b>	<b>Action:</b>	<b>Status:</b>
12	Delivery of Growth of Our Economy 6	Director of Growth and Culture	Economic Development and Growth	Continue to attract investment and encourage diverse businesses to the District and ensure appropriate land and property is available	Revised
13	Delivery of Growth of Our Economy 7	Director of Growth and Culture	Economic Development and Growth	Work with the education providers to increase opportunities for local learning and apprenticeships in the District.	Removed
14	Delivery of Growth of Our Economy 8	Director of Growth and Culture	Planning and Planning Policy	In partnership with LCC bring forward housing and employment opportunities linked to the delivery of the Grantham Southern Relief Road.	Removed
15	Delivery of Growth of Our Economy 10	Director of Growth and Culture	Economic Development and Growth	Support the roll out of improved broadband and other key infrastructure to support local businesses and rural areas.	Removed
16	A High Performing Council 1	Assistant Chief Executive	Economic Development and Growth	Implement the Covid-19 Recovery Plan.	Removed Complete
17	A High Performing Council 2	Assistant Director of Finance	Finance & Waste Services	Deliver a balanced, sustainable financial plan over the medium term.	Revised
18	A High Performing Council 3	Deputy Chief Executive	Corporate Governance and Licensing	Constitution fully reviewed and adopted by Council	Revised
19	A High Performing Council 4	Deputy Chief Executive	Corporate Governance and Licensing	Implement the findings of the Governance review across the Councils assets (including companies).	Revised
20	A High Performing Council 5	Deputy Chief Executive	People and Safer Communities	Develop a People Strategy to support the retention and attraction of high quality staff.	Revised

<b>Page</b>	<b>Priority:</b>	<b>Director</b>	<b>Cabinet</b>	<b>Action:</b>	<b>Status:</b>
21	A High Performing Council 6	Deputy Chief Executive	Finance & Waste Services	Develop and implement commercial and transformation strategies to deliver additional net revenue benefit.	Removed
22	A High Performing Council 7	Deputy Chief Executive	People and Safer Communities	Undertake a fundamental review of the organisation to meet current and future needs	Removed Completed
23	A High Performing Council 8	Deputy Chief Executive	Economic Development and Growth	Support the implementation of an IT investment roadmap to align future solutions with the Councils ambitions.	Revised
24	A High Performing Council 9	Deputy Chief Executive	People and Safer Communities	Embed an agile approach to working by building on the cultural and technological changes.	Revised
25	A High Performing Council 10	Director of Commercial and Operations	People and Safer Communities	Deliver the ambitions of the Customer Experience Strategy.	Revised
26	A High Performing Council 11	Assistant Director of Finance	Finance & Waste Services	Maximise the value of the Councils own spend by using local suppliers wherever practical.	Revised
27	A High Performing Council 12	Director of Housing and Property	Housing & Property	Undertake an Asset Management Review.	Revised
28	A High Performing Council NEW	Assistant Director of Finance	Finance & Waste Services	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	New

<b>KPI ID :</b>	<b>Healthy And Strong Communities 1</b>						
<b>Status :</b>	Prev Q/Year	Prev Q/Year	Prev Q/Year	Current			
<b>Action :</b>	Invest in sustainable, high quality leisure facilities across the district.						
<b>Responsible Post :</b>	The Cabinet Member for Leisure and Director of Growth and Culture				<b>Measured :</b>	6 Monthly	
<b>What does Success Look Like :</b>	Agreement of a programme of new-build and refurbished leisure centres meeting the needs of the district.						
Measure	Target	Target Period	Achieved	Status History			Current Status
				Prev Q/Year	Prev Q/Year	Prev Q/Year	
Decision on leisure programme	Assess the leisure facilities within the district and Identify programme of improvement	End of 2021/22					
<b>Commentary :</b>							
<p>Major changes in the economic landscape have forced a redesign of this measure. It will now reflect the need to undertake work to identify what elements of the districts facilities need to be improved. The year 2022/23 target will be linked to the outcome of this years assessment, and will focus on business case approval for different investments.</p> <p>LeisureSK is now set up and running with regular reports to members through the OSCs. Therefore this element can be removed as complete.</p>							

<b>KPI ID :</b>	<b>A Clean &amp; Sustainable Environment 9</b>						
<b>Status :</b>	Prev Q/Year	Prev Q/Year	Prev Q/Year	Current			
<b>Action :</b>	Build a new, modern depot which is fit for the future.						
<b>Responsible Post :</b>	The Cabinet Member for Finance & Waste Services and Director of Commercial and Operations					<b>Measured :</b>	Quarterly
<b>What does Success Look Like :</b>	Delivery of a new depot.						
<b>Measure</b>	<b>Target</b>	<b>Target Period</b>	<b>Achieved</b>	<b>Status History</b>			<b>Current Status</b>
				Prev Q/Year	Prev Q/Year	Prev Q/Year	
Design and costs approval	Q4 2021/22						
Budget approval	Q4 2021/22						
Planning application submission and approval	Q2 2022/23						
Procurement	Q2 2022/23						
Construction commenced	Q3 2022/23						
Construction Completion	2023/34						
<b>Commentary :</b>							
Adjusted to make use of actual project milestones, thus setting put a clearer plan of delivery.							

<b>KPI ID :</b>	<b>Delivery of Growth of Our Economy 1</b>						
<b>Status :</b>	Prev Q/Year	Prev Q/Year	Prev Q/Year	Current			
<b>Action :</b>	Delivery of the St Martins Park development scheme in Stamford.						
<b>Responsible Post :</b>	The Cabinet Member for Economic Development and Growth and Director of Growth and Culture					<b>Measured :</b>	Quarterly
<b>What does Success Look Like :</b>	Secure the redevelopment of the Cummins site to develop new employment opportunities and much needed for homes for Stamford in a high-quality setting						
Measure	Target	Target Period	Achieved	Status History			Current Status
				Prev Q/Year	Prev Q/Year	Prev Q/Year	
Outline Planning Consent granted	Q3 2021/22						
S106 Agreements in place	Q4 2021/22						
Budget Approval for demolition costs approved	Q3 2021/22						
Demolition complete	Q2 2022/23						
Sale contracts exchanged and completed	End of 2022/23						
<b>Commentary :</b>							
Revision to project milestones—focus on South Kesteven’s controllable outcomes and to reflect our interest in selling the site. While we have an interest in the subsequent use of the site, this will be reflected in house building and employment land use statistics reported under other actions.							

<b>KPI ID :</b>	<b>Delivery of Growth of Our Economy 2a</b>						
<b>Status :</b>	Prev Q/Year	Prev Q/Year	Prev Q/Year	Current			
<b>Action :</b>	Regeneration of Grantham town centre, supported by the Future High Street (FHSF) bid and delivery of the Heritage Action Zone programme (HAZ).						
<b>Responsible Post :</b>	The Cabinet Member for Economic Development and Growth and Director of Growth and Culture				<b>Measured :</b>	Quarterly	
<b>What does Success Look Like :</b>	Delivery of approved HAZ scheme in partnership with Historic England; secure Future High Streets Funding						
<b>Measure</b>	<b>Target</b>	<b>Target Period</b>	<b>Achieved</b>	<b>Status History</b>			<b>Current Status</b>
				Prev Q/Year	Prev Q/Year	Prev Q/Year	
HAZ: amount of public sector grant spent	£242,000	Year End					
HAZ: amount of private sector investment leveraged	£65,000	Year End					
HAZ: number of buildings improved	2 'Key building projects	Year End					
HAZ: number of buildings improved	4 'Shopfront ' Grant projects	Year End					
<b>Commentary:</b>							
Split measure in to two elements as HAZ and FHSF are distinct projects with different success criteria. Delivery of each is independent from the other.							

<b>KPI ID :</b>	<b>Delivery of Growth of Our Economy 2b</b>						
<b>Status :</b>	Prev Q/Year	Prev Q/Year	Prev Q/Year	Current			
<b>Action :</b>	Regeneration of Grantham town centre, supported by the Future High Street (FHSF) bid and delivery of the Heritage Action Zone programme (HAZ).						
<b>Responsible Post :</b>	The Cabinet Member for Economic Development and Growth and Director of Growth and Culture				<b>Measured :</b>	Quarterly	
<b>What does Success Look Like :</b>	Delivery of approved HAZ scheme in partnership with Historic England; secure Future High Streets Funding						
<b>Measure</b>	<b>Target</b>	<b>Target Period</b>	<b>Achieved</b>	<b>Status History</b>			<b>Current Status</b>
				Prev Q/Year	Prev Q/Year	Prev Q/Year	
FHSF: amount of FHSF secured	£1.2m	Year End					
FHSF: amount of public realm improved	13,100 sqm	Year End					
FHSF: amount of vacant space converted - Upper Floor Conversions	8	Year End					
<b>Commentary :</b>							
Split measure in to two elements as HAZ and FHSF are distinct projects with different success criteria. Delivery of each is independent from the other.							



<b>KPI ID :</b>	<b>Delivery of Growth of Our Economy 3</b>						
<b>Status :</b>	Prev Q/Year	Prev Q/Year	Prev Q/Year	Current			
<b>Action :</b>	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.						
<b>Responsible Post :</b>	The Cabinet Member for Economic Development and Growth and Director of Growth and Culture				<b>Measured :</b>	6 Monthly	
<b>What does Success Look Like :</b>	An economic development plan is in place						
<b>Measure</b>	<b>Target</b>	<b>Target Period</b>	<b>Achieved</b>	<b>Status History</b>			<b>Current Status</b>
				Prev Q/Year	Prev Q/Year	Prev Q/Year	
Deliver an economic development plan	2021/22	Year End					
<b>Commentary :</b>							
Due to changes in the funding situation following the Covid Pandemic, this measure would be better reframed in relation to a district wide economic development plan. This plan is in development and will act as the target for the current year with additional monitoring for 2022/23 to be determined by that plan.							

<b>KPI ID :</b>	<b>Delivery of Growth of Our Economy 4</b>						
<b>Status :</b>	Prev Q/Year	Prev Q/Year	Prev Q/Year	Current			
<b>Action :</b>	Develop a package of measures to support the recovery of the local economy to safeguard local jobs wherever possible.						
<b>Responsible Post :</b>	The Cabinet Member for Economic Development and Growth and Director of Growth and Culture				<b>Measured :</b>	Quarterly	
<b>What does Success Look Like :</b>	One Team approach across the Council, InvestSK and other public and private sector agencies to provide South Kesteven's businesses with accessible and relevant support.						
<b>Measure</b>	<b>Target</b>	<b>Target Period</b>	<b>Achieved</b>	<b>Status History</b>			<b>Current Status</b>
				Prev Q/Year	Prev Q/Year	Prev Q/Year	
Number of businesses supported	60 businesses receiving direct support	Year End					
Safeguard Jobs in South Kesteven through retention of businesses	100 jobs	Year End					
Inward investors directly supported to relocate into the district	2	Year End					
<b>Commentary :</b>  For the LEF to be established and operating as a co-ordinated support unit for all business support needs—this measure to be removed as the local economic forum is no longer a priority.  Inward investor measure brought into this action as it is one of the core activities of invest SK.							

<b>KPI ID :</b>	<b>Delivery of Growth of Our Economy 5</b>						
<b>Status :</b>	Prev Q/Year	Prev Q/Year	Prev Q/Year	Current			
<b>Action :</b>	Review the scope and focus of InvestSK to maximise the support to local businesses and attract inward investment.						
<b>Responsible Post :</b>	The Cabinet Member for Economic Development and Growth and Director of Growth and Culture					<b>Measured :</b>	
<b>What does Success Look Like :</b>	Restructure of InvestSK to focus on economic support. Revised business plan.						
<b>Measure</b>	<b>Target</b>	<b>Target Period</b>	<b>Achieved</b>	<b>Status History</b>			<b>Current Status</b>
				Prev Q/Year	Prev Q/Year	Prev Q/Year	
Proportion of ISK funding allocation focused on business support	Minimum of 50% of funding						
Inward investors directly supported to relocate into the district	2	Year End					
<b>Commentary :</b>							
Removing this as the review of invest SKs business plan seems to be fully complete. The budget is primarily salaries, of which most are dedicated to the eco dev function, where additional resources are funded by the projects on which they work. The inward investment measure sits better with the Growth action 4.							

<b>KPI ID :</b>	<b>Delivery of Growth of Our Economy 6</b>						
<b>Status :</b>	Prev Q/Year	Prev Q/Year	Prev Q/Year	Current			
<b>Action :</b>	Continue to attract investment and encourage diverse businesses to the District and ensure appropriate land and property is available.						
<b>Responsible Post :</b>	The Cabinet Member for Economic Development and Growth and Director of Growth and Culture					<b>Measured :</b>	6 Monthly
<b>What does Success Look Like :</b>	New businesses attracted to the district utilising existing building stock and bringing allocated employment land to market						
Measure	Target	Target Period	Achieved	Status History			Current Status
				Prev Q/Year	Prev Q/Year	Prev Q/Year	
Local Plan Policy E1: Grantham Southern Gateway (118.9ha)	No annual target— committed land and completions will be reported.						
Local Plan Policy E2: Strategic Emp. Sites (40.81ha across 4 sites)							
Local Plan Policy E3: Emp. Allocations (20.2ha across 5 sites)							
<b>Commentary :</b>							
Reframing this measure to focus on the specific allocations of employment land from within the current local plan. GVA is a limited measure and reported 3 years behind the present. Therefore the GVA would not reflect any of the current corporate plan period.							

<b>KPI ID :</b>	<b>Delivery of Growth of Our Economy 7</b>						
<b>Status :</b>	Prev Q/Year	Prev Q/Year	Prev Q/Year	Current			
<b>Action :</b>	Work with the education providers to increase opportunities for local learning and apprenticeships in the District.						
<b>Responsible Post :</b>	The Cabinet Member for Economic Development and Growth and Director of Growth and Culture					<b>Measured :</b>	
<b>What does Success Look Like :</b>	Opening of University Centre in Grantham with strong through-put of learners. Supporting an increase in new learners and apprenticeships in the Council and across the district.						
<b>Measure</b>	<b>Target</b>	<b>Target Period</b>	<b>Achieved</b>	<b>Status History</b>			<b>Current Status</b>
				Prev Q/Year	Prev Q/Year	Prev Q/Year	
Number of training courses (Higher Education (HE), Further Education (FE) and vocational) offered in the district	Targets to be met	Year End					
Number of residents taking new training courses (within and outside the district)	7% increase in learner numbers at L2 and above	Year End					
Number of courses (and students) at new University Centre	80 learners	Year End					
Number of apprenticeships provided by the Council	10	Year End					
<p><b>Commentary :</b> This measure relied heavily on the university centre project. As the economic situation has changed and agreement has not been reached with a university to occupy the centre this can no longer be effectively monitored. Additionally conversation with the Greater Lincolnshire local enterprise partnership as to the future of the funding arrangements that led to the project is ongoing. Finally a decision has yet to be made on the future accommodation arrangements of the council. It is therefore reasonable to remove this action until the projects future can be determined.</p> <p>Number of apprenticeships delivered directly by the council will be moved to the People Strategy Action.</p>							

<b>KPI ID :</b>	<b>Delivery of Growth of Our Economy 8</b>						
<b>Status :</b>	Prev Q/Year	Prev Q/Year	Prev Q/Year	Current			
<b>Action :</b>	In partnership with LCC bring forward housing and employment opportunities linked to the delivery of the Grantham Southern Relief Road.						
<b>Responsible Post :</b>	The Cabinet Member for Planning and Planning Policy and Director of Growth and Culture					<b>Measured :</b>	
<b>What does Success Look Like :</b>	Opening of Grantham Southern Relief Road and considered and comprehensive development of residential and commercial opportunities unlocked by the relief road.						
<b>Measure</b>	<b>Target</b>	<b>Target Period</b>	<b>Achieved</b>	<b>Status History</b>			<b>Current Status</b>
				Prev Q/Year	Prev Q/Year	Prev Q/Year	
Opening of relief road	Phase 2 estimated completion Aug 2021						
Amount of housing and employment land developed	50 dwellings						
<b>Commentary :</b>							
Proposed to remove this measure as it is not entirely within the councils control. The outcomes of delivering the relief road in partnership with other more relevant authorities will be reported in the housing and employment land delivery figures.							

<b>KPI ID :</b>	<b>Delivery of Growth of Our Economy 10</b>						
<b>Status :</b>	Prev Q/Year	Prev Q/Year	Prev Q/Year	Current			
<b>Action :</b>	Support the roll out of improved broadband and other key infrastructure to support local businesses and rural areas.						
<b>Responsible Post :</b>	The Cabinet Member for Economic Development and Growth and Director of Growth and Culture					<b>Measured :</b>	
<b>What does Success Look Like :</b>	Increased broadband coverage across the district						
<b>Measure</b>	<b>Target</b>	<b>Target Period</b>	<b>Achieved</b>	<b>Status History</b>			<b>Current Status</b>
				Prev Q/Year	Prev Q/Year	Prev Q/Year	
Broadband coverage across the district	97%						
Average line speed	25 mbps						
<b>Commentary :</b>							
Proposed to remove, this measure is not an effective gauge of councils activity. Feedback from the committee it is reported to suggested that this was a misleading measure and that the actions should focus on direct deliverables rather than strategic liaison objectives.							

<b>KeyKPI ID :</b>	<b>A High Performing Council 1</b>						
<b>Status :</b>	Prev Q/Year	Prev Q/Year	Prev Q/Year	Current			
<b>Action :</b>	Implement the Covid-19 Recovery Plan.						
<b>Responsible Post :</b>	The Cabinet Member for Economic Development and Growth and Assistant Chief Executive					<b>Measured :</b>	
<b>What does Success Look Like :</b>	Agree Covid recovery plan once 'response' phase is finished						
<b>Measure</b>	<b>Target</b>	<b>Target Period</b>	<b>Achieved</b>	<b>Status History</b>			<b>Current Status</b>
				Prev Q/Year	Prev Q/Year	Prev Q/Year	
Implement actions from recovery plan	Review Lessons Learnt from 2020 recovery plan and develop refreshed recovery plan, with partners - with new milestones.						
<b>Commentary :</b>							
Remove as Complete. Covid recovery is now part of the Councils business as usual.							



<b>KPI ID :</b>	<b>A High Performing Council 2</b>						
<b>Status :</b>	Prev Q/Year	Prev Q/Year	Prev Q/Year	Current			
<b>Action :</b>	Deliver a balanced, sustainable financial plan over the medium term.						
<b>Responsible Post :</b>	The Cabinet Member for Finance & Waste Services and Assistant Director of Finance				<b>Measured :</b>	Annually	
<b>What does Success Look Like :</b>	Development of a medium term balanced financial plan						
Measure	Target	Target Period	Achieved	Status History			Current Status
				Prev Q/Year	Prev Q/Year	Prev Q/Year	
Collection Rate (Council		Annual					
Collection Rate (NNDR)		Annual					
Savings Achieved		Annual					
Additional Revenue Generated		Annual					
General Fund Balance		Annual					
Outstanding Debt Balance		Annual					
<b>Commentary :</b>							
This would see the balanced medium term financial plan action delve into additional detail emphasising 5 key areas of financial planning—collection of income, debt, working balance on the general fund as well as items merged from High Performing Council action 6 covering revenue generation and transformation savings achieved.							

<b>KPI ID :</b>	<b>A HIGH performing Council 3</b>						
<b>Status :</b>	Prev Q/Year	Prev Q/Year	Prev Q/Year	Prev Q/Year			Current
<b>Action :</b>	Undertake a Constitution review and implement outcomes.						
<b>Responsible Post :</b>	The Cabinet Member for Corporate Governance and Licensing and Deputy Chief Executive					<b>Measured :</b>	Quarterly
<b>What does Success Look Like :</b>	Constitution fully reviewed and adopted by Council						
<b>Measure</b>	<b>Target</b>	<b>Target Period</b>	<b>Achieved</b>	<b>Status History</b>			<b>Current Status</b>
				Prev Q/Year	Prev Q/Year	Prev Q/Year	
Constitution reviewed and adopted	Q1 2022/23	Quarterly					
<b>Commentary :</b>							
Slight reframe of this target to accommodate changes in process. Also report measure to FEDCS committee.							

<b>KPI ID :</b>	<b>A HIGH performing Council 4</b>						
<b>Status :</b>	Prev Q/Year	Prev Q/Year	Prev Q/Year	Current			
<b>Action :</b>	Implement the findings of the Governance review across the Councils assets (including companies).						
<b>Responsible Post :</b>	The Cabinet Member for Corporate Governance and Licensing and Deputy Chief Executive				<b>Measured :</b>	Quarterly	
<b>What does Success Look Like :</b>	Governance Review action plan and milestones in place and complete						
<b>Measure</b>	<b>Target</b>	<b>Target Period</b>	<b>Achieved</b>	<b>Status History</b>			<b>Current Status</b>
				Prev Q/Year	Prev Q/Year	Prev Q/Year	
Governance Review action plan Completion	TBC						
<b>Commentary :</b>							
Reframe this measure to be the proportion of the action plan complete. Also ensure this is presented to FEDCS Scrutiny Committee							

<b>KPI ID :</b>	<b>A HIGH performing Council 5</b>						
<b>Status :</b>	Prev Q/Year	Prev Q/Year	Prev Q/Year	Prev Q/Year			Current
<b>Action :</b>	Develop a People Strategy (including a pay review) to support the retention and attraction of high quality staff.						
<b>Responsible Post :</b>	The Cabinet Member for People and Safer Communities and Deputy Chief Executive				<b>Measured :</b>	Quarterly	
<b>What does Success Look Like :</b>	To have adopted People Strategy, with an agreed action plan, with SMART targets and progress being made against them, ensuring the right skills are available to support the ambitions of the Council						
<b>Measure</b>	<b>Target</b>	<b>Target Period</b>	<b>Achieved</b>	<b>Status History</b>			<b>Current Status</b>
				Prev Q/Year	Prev Q/Year	Prev Q/Year	
Deliver a new People Strate-	2021/22	Year End					
Number of apprenticeships provided by the Council	10	Year End					
<b>Commentary :</b>							
Amended to focus on delivering a people strategy and report progress against this to FEDSC OSC							
Additionally add in the Councils apprenticeship delivery targets from the university centre action (Delivery of Growth of Our Economy 7).							

<b>KPI ID :</b>	<b>A High Performing Council 6</b>						
<b>Status :</b>	Prev Q/Year	Prev Q/Year	Prev Q/Year	Current			
<b>Action :</b>	Develop and implement commercial and transformation strategies to deliver additional net revenue benefit.						
<b>Responsible Post :</b>	The Cabinet Member for Finance & Waste Services and Deputy Chief Executive					<b>Measured :</b>	
<b>What does Success Look Like :</b>	Agreed strategies and action plans for Commercial and Transformation activities, delivering a net revenue benefit.						
<b>Measure</b>	<b>Target</b>	<b>Target Period</b>	<b>Achieved</b>	<b>Status History</b>			<b>Current Status</b>
				Prev Q/Year	Prev Q/Year	Prev Q/Year	
% of actual income vs budget for income generating services	£6.805m (£2.835m Q1)						
% of transformation savings achieved	To be developed by Q2 21/22 as part of budget process						
<b>Commentary :</b> To be removed as part of merge with High Performing Council Action 2							

<b>KPI ID :</b>	<b>A HIGH performing Council 7</b>						
<b>Status :</b>	Prev Q/Year	Prev Q/Year	Prev Q/Year	Current			
<b>Action :</b>	Undertake a fundamental review of the organisation to meet current and future needs.						
<b>Responsible Post :</b>	The Cabinet Member for People and Safer Communities and Deputy Chief Executive				<b>Measured :</b>	Quarterly	
<b>What does Success Look Like :</b>	Agree new structure at full Council						
<b>Measure</b>	<b>Target</b>	<b>Target Period</b>	<b>Achieved</b>	<b>Status History</b>			<b>Current Status</b>
				Prev Q/Year	Prev Q/Year	Prev Q/Year	
New structure approved by Council	Q3 2020/21						
<b>Commentary :</b>							
To be removed from the KPI list as completed October 2020.							

<b>KPI ID :</b>	<b>A High Performing Council 8</b>						
<b>Status :</b>	Prev Q/Year	Prev Q/Year	Prev Q/Year	Current			
<b>Action :</b>	Support the implementation of an IT investment roadmap to align future solutions with the Councils ambitions.						
<b>Responsible Post :</b>	The Cabinet Member for Economic Development and Growth and Deputy Chief Executive				<b>Measured :</b>	Quarterly	
<b>What does Success Look Like :</b>	Agreed roadmap in place outlining the process for achieving modern, sustainable and reliable IT provision						
<b>Measure</b>	<b>Target</b>	<b>Target Period</b>	<b>Achieved</b>	<b>Status History</b>			<b>Current Status</b>
				Prev Q/Year	Prev Q/Year	Prev Q/Year	
IT Road map	Approved	2021/22	Year End				
<b>Commentary :</b>							
The IT Strategy is in the process of being reviewed in line with service needs and the corporate plan. The road map is to be produced in conjunction with this and further KPIs to be put forward as part of that process if required.							

<b>KPI ID :</b>	<b>A HIGH performing Council 9</b>						
<b>Status :</b>	Prev Q/Year	Prev Q/Year	Prev Q/Year	Current			
<b>Action :</b>	Embed an agile approach to working by building on the cultural and technological changes.						
<b>Responsible Post :</b>	The Cabinet Member for People and Safer Communities and Deputy Chief Executive				<b>Measured :</b>	Quarterly	
<b>What does Success Look Like :</b>	Workforce operating in a hybrid model (home and office based), utilising cutting edge technologies to support new ways of working.						
<b>Measure</b>	<b>Target</b>	<b>Target Period</b>	<b>Achieved</b>	<b>Status History</b>			<b>Current Status</b>
				Prev Q/Year	Prev Q/Year	Prev Q/Year	
Deliver a Hybrid Working Strategy	Q4 2021/22	Year End					
<b>Commentary :</b>							
Following the covid pandemic flexible working has become norm with projects implemented at pace to support this. Action has become business as usual , to support this a formal hybrid working strategy is to be drafted.							



<b>KPI ID :</b>	<b>A High Performing Council 10</b>						
<b>Status :</b>	Prev Q/Year	Prev Q/Year	Prev Q/Year	Current			
<b>Action :</b>	Deliver the ambitions of the Customer Experience Strategy.						
<b>Responsible Post :</b>	The Cabinet Member for People and Safer Communities and Director of Commercial and Operations					<b>Measured :</b>	6 Monthly
<b>What does Success Look Like :</b>	Improvement of customer experience and regular refreshment of the customer experience strategy to incorporate technology, accommodation and customer behaviour.						
Measure	Target	Target Period	Achieved	Status History			Current Status
				Prev Q/Year	Prev Q/Year	Prev Q/Year	
% Action Plan completed	TBC	Year End					
<b>Commentary :</b>							
The customer experience strategy includes some actions to improve customer experience. The focus of this measure is better suited to actions specifically taken rather than the general act of delivering an internal process.							

<b>KPI ID :</b>	<b>A High Performing Council 11</b>						
<b>Status :</b>	Prev Q/Year	Prev Q/Year	Prev Q/Year	Current			
<b>Action :</b>	Maximise the value of the Councils own spend by using local suppliers wherever practical.						
<b>Responsible Post :</b>	The Cabinet Member for Finance & Waste Services and Assistant Director of Finance				<b>Measured :</b>	6 Monthly	
<b>What does Success Look Like :</b>	Procurement activity incorporating the Council's approved contract procedure rules requirement of utilising local supply chains where possible						
<b>Measure</b>	<b>Target</b>	<b>Target Period</b>	<b>Achieved</b>	<b>Status History</b>			<b>Current Status</b>
				Prev Q/Year	Prev Q/Year	Prev Q/Year	
% number of contracts awarded to local providers	TBC	Annual					
% total annual spend awarded to local providers	TBC	Annual					
% number of contracts <£10,000 awarded to local providers	TBC	Annual					
<b>Commentary :</b>							
Measure amended to reflect updated definition and understanding of measurement methodology							
Definition of local provider is considered to be as follows							
“Any organisation that operates principally within South Kesteven boundary and ownership resides principally in the South Kesteven boundary.”							

<b>KPI ID :</b>	<b>A High Performing Council 12</b>						
<b>Status :</b>	Prev Q/Year	Prev Q/Year	Prev Q/Year	Current			
<b>Action :</b>	Undertake an Asset Management Review.						
<b>Responsible Post :</b>	The Cabinet Member for Housing & Property and Director of Housing and Property				<b>Measured :</b>	Quarterly	
<b>What does Success Look Like :</b>	Review of all of the Council's non-HRA assets in order to assist on a considered programme of disposal, investment and acquisition						
Measure	Target	Target Period	Achieved	Status History			Current Status
				Prev Q/Year	Prev Q/Year	Prev Q/Year	
Adopt a new asset management strategy	Q1 2022/23	Quarterly					
<b>Commentary :</b>							
<p>This action has been delayed due to significant changes in the councils structure and pressures that have required reprioritisation of resources to other areas of activity. In the short term the aim is to ensure an effective asset management strategy is drafted and approved by members. This will include measures for future performance monitoring to be picked up in the next review.</p>							

<b>KPI ID :</b>	<b>A High Performing Council</b>						
<b>Status :</b>	Prev Q/Year	Prev Q/Year	Prev Q/Year	Current			
<b>Action :</b>	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.						
<b>Responsible Post :</b>	The Cabinet Member for Finance & Waste Services and Assistant Director of Finance				<b>Measured :</b>	Quarterly	
<b>What does Success Look Like :</b>	SKDC taking proactive action to support our most vulnerable residents						
<b>Measure</b>	<b>Target</b>	<b>Target Period</b>	<b>Achieved</b>	<b>Status History</b>			<b>Current Status</b>
				Prev Q/Year	Prev Q/Year	Prev Q/Year	
Discretionary payments awarded	TBC	Quarterly					
Discretionary Housing Payments awarded	TBC	Quarterly					
Business Rates Retail Relief awarded	TBC	Quarterly					
<b>Commentary :</b>	New measure to represent the Councils role in supporting vulnerable members of the community and small businesses through grants, support payments, reliefs and other financial mechanisms.						