

Corporate Plan 2024-27 – Draft Provisional KPI Suite – Housing OSC									
Priority	Code	Overview & Scrutiny Committee	Provisional Action	Action Summary	Service Area	Provisional Owner/s	Proposed KPI Measure/s	Provisional Targets	Notes
Housing	HOUS1	Housing	Review the quality of existing properties across all tenures and seek to reduce the impacts of poor housing on residents and communities.	Housing quality	Public Protection	Head of Service (Public Protection)	Number of category 1 or 2 HHSRS hazards eradicated within the Private Rented Sector.	For information only	N/A
Housing	HOUS3	Housing	Review and rationalise the Council's assets portfolio to ensure an optimal return for the Council.	Condition of portfolio	Housing Services	Head of Housing Services	Availability of EPC and Stock Condition Data	100%	N/A
							Number of lets per month	For information only	
							Number of mutual exchanges per month	For information only	
Housing	HOUS4	Housing	Deliver the £3.3 million decarbonisation programme.	Delivery of decarbonisation programme	Housing Services	Head of Housing Services	% of programme delivered	% completion based on length of programme	N/A
							Properties upgraded	For information only	
Housing	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.	Quality of stock and service provided to tenants	Housing Services	Head of Housing Services	Properties with EICR up to 5 yrs old	The target on EICR is 10 Years	N/A
							% Dwellings with valid gas safety certificate	100%	N/A
							Stage 1 complaints per quarter with a resolution & Stage 2 resolution Ombudsman determinations against the LA	For information only	N/A
							Percentage of complaints responded to within target time	100%	N/A
							Satisfaction with the overall service provided by the landlord	80%	N/A
Housing	HOUS6	Housing	Continue to improve the turnaround period and standard of properties.	Voids and turnaround times	Housing Services	Head of Housing Services	Average void time (days)	Year 1- 100 days Year 2 - 60 days (TBC)	N/A
							Rent loss due to voids	TBC	N/A
Housing	HOUS7	Housing	Deliver a high quality, planned and responsive repairs service.	Performance of housing repairs service	Housing Repairs	Head of Housing Services	Percentage of emergency repairs completed within target timescale	100%	N/A
							Percentage of non-emergency repairs completed within target timescale	90%	
							Satisfaction with the repairs service over the last 12 months (perception)	90%	

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Housing	HOUS8	Housing	Deliver a pipeline of new build housing following a hybrid approach of construction and acquisition when appropriate to maximise funding streams.	New Build Pipeline	Projects, Performance & Climate Change	Head of Service (Corporate Projects, Performance and Climate Change)	Deliver 80 properties over life of Corporate Plan (2024-27)	20 per annum	N/A
							Delivery of Swinegate, Grantham development	20 properties to project timescales	Dedicated KPIs for specific developments will be added as those projects begin construction
							Delivery of Elizabeth Road, Stamford development	4 properties to project timescales	
							Delivery of Larch Close, Grantham development	21 properties to project timescales	
Housing	HOUS9	Housing	Develop a joint approach to bringing Empty Homes back into use.	Empty Homes	Public Protection	Head of Service (Public Protection)	A working group is planned to establish a new approach to Empty Homes. The creation of KPI measures will be an objective of said group.	TBC once working group established	N/A
Housing	HOUS12	Housing	Deliver an effective Housing Options Service	Performance of Housing Options	Housing Options	Housing Options Manager	Number of cases overdue a full homelessness decision	0	N/A
							Number of homelessness approaches (domestic abuse presented separately)	For information only	
							Number in temporary accommodation and temporary accommodation spend (benchmarked to peers)		
							Number of successful homelessness outcomes (for all the duties owed)		
Housing	HOUS13	Housing	Protect our most vulnerable residents with robust safeguarding processes.	Safeguarding Processes	Housing Services	Housing Options Manager	Number of 3rd party support referrals	For information only	N/A
							Number of safeguarding referrals (by demographic)	For information only	
							% of referrals actioned within defined timescale	TBC	
							Number of FOIs (% dealt with within defined timescales)	90%	
							Number SARs (% dealt with within defined timescales)	85%	