

Appendix C - Approved KPI Suite 2024-27 - Housing OSC

Code	Overview & Scrutiny Committee	Action	Action Summary	Service Area	Owner/s	KPI Measure/s	Targets	Notes
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
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
	Housing				Head of Housing Services	Number of lets per month	For information only	
	Housing				Head of Housing Services	Number of mutual exchanges per month	For information only	
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
	Housing				Head of Housing Services	Properties upgraded	For information only	
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
	Housing				Head of Housing Services	% Dwellings with valid gas safety certificate	100%	N/A
	Housing				Head of Housing Services	Stage 1 complaints per quarter with a resolution & Stage 2 resolution Ombudsman determinations against the LA	For information only	N/A
	Housing				Head of Housing Services	Percentage of complaints responded to within target time	100%	N/A
	Housing				Head of Housing Services	Satisfaction with the overall service provided by the landlord	Year 1 - 75%	N/A
	Housing				Head of Housing Services		Year 2 - 77%	
	Housing				Head of Housing Services		Year 3 - 80%	
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	N/A
	Housing				Head of Housing Services		Year 2 - 80 days	N/A
	Housing				Head of Housing Services		Year 3 - 60 days	N/A
	Housing				Head of Housing Services	Rent loss due to voids	£742k	N/A
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
	Housing				Head of Housing Services	Percentage of non-emergency repairs completed within target timescale	Year 1 - 75%	N/A
	Housing				Head of Housing Services		Year 2 - 77%	
	Housing				Head of Housing Services		Year 3 - 80%	
	Housing				Head of Housing Services	Satisfaction with the repairs service over the last 12 months (perception)	Year 1 - 70%	N/A
	Housing				Head of Housing Services		Year 2 - 75%	
	Housing				Head of Housing Services		Year 3 - 80%	
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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.	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
	Housing				Head of Service (Corporate Projects, Performance and Climate Change)	Delivery of Swinegate, Grantham development	20 properties to project timescales	Dedicated KPIs for specific

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	Housing				Head of Service (Corporate Projects, Performance and Climate Change)	Delivery of Elizabeth Road, Stamford development	4 properties to project timescales	developments will be added as those projects begin construction
	Housing				Head of Service (Corporate Projects, Performance and Climate Change)	Delivery of Larch Close, Grantham development	21 properties to project timescales	
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
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
	Housing				Housing Options Manager	Number of homelessness approaches (domestic abuse presented separately)	For information only	N/A
	Housing				Housing Options Manager	Number in temporary accommodation and temporary accommodation spend (benchmarked to peers)		
	Housing				Housing Options Manager	Number of successful homelessness outcomes (for all the duties owed)		
HOUS14	Housing	Deliver an effective Housing Allocations service (choice based letting)	Performance of Housing Allocations	Housing Options	Housing Options Manager	Number of new applications received (figure within a given time frame)	For information only	N/A
	Housing				Housing Options Manager	Number of people rehoused (figure within a given time frame)	For information only	N/A
	Housing				Housing Options Manager	Time taken to assess housing register applications	Year 1 - 25 days	N/A
	Housing				Housing Options Manager		Year 2 - 20 days	
	Housing				Housing Options Manager		Year 3 - 15 days	