

Appendix C - Approved KPI Suite 2024-27 – Rural & Communities OSC

Code	Overview & Scrutiny Committee	Action	Action Summary	Service Area	Owner/s	KPI Measure/s	Targets	Notes
COM1	Rural & Communities	Deliver the Local Health and Wellbeing Action Plan	Monitor progress of delivering document contents	Leisure, Culture & Place	Assistant Director (Leisure, Culture & Place)	% of total actions in action plan on target/complete	100% complete by end of the Plan (actions delivered in accordance with the timelines set out in the action plan.)	N/A
COM7	Rural & Communities	Deliver the Community Engagement and Development Strategy and accompanying action plan.	Delivery of document and performance of community engagement team	Community Engagement	Head of Service (Revenues, Benefits, Customer Service and Community)	% of total actions on target/complete	100% complete by end of the Plan (actions delivered in accordance with the timelines set out in the action plan.)	N/A
						Number of Community Engagement events held across the district for the benefit of residents and the voluntary and community sector	15	
						£ levered by the SK Community Fund	£37,000.00 Subject to available programme and budgets	
COM8	Rural & Communities	Continue to deliver an accredited, effective and legislatively compliant CCTV service in partnership with Lincolnshire Police.	Performance of CCTV service.	Public Protection	Head of Service (Public Protection)	% Public Realm CCTV cameras working at all times (Monthly)	90% (presented as an average for quarterly reports).	N/A
						Achievement of successful annual review by Surveillance Camera Commissioner	Success - issuing of a certificate	N/A
COM9	Rural & Communities	Deliver the Safer Streets programme and seek opportunities to develop a legacy applied districtwide once the funding period ends	Delivery of Safer Streets programme.	Public Protection	Head of Service (Public Protection)	% of total actions on target/complete	100% complete by end of the Plan (actions delivered in accordance with the timelines set out in the action plan.)	N/A
						% of funding spent	100% by March 2025	N/A
HOUS2	Rural & Communities	Ensure services to support residents to remain living in their community with as much independence as possible, ideally within their own home, with the right support.	To monitor the effectiveness of supported living & adaptions	Public Protection – Private Sector Housing	Head of Service (Public Protection)	Number of Adoptions Completed	100 completed adaptions per year	N/A
COM11	Rural & Communities	Continue to support our Armed Forces Community and, as a Defence Employer Recognition Scheme (DERS) Gold Award holder, advocate for the Armed Forces Community Covenant.	Armed Forces Community Covenant	Community Engagement	Head of Service (Revenues, Benefits, Customer Service and Community)	% of total actions on target/complete (Armed Forces Covenant Action of Community Engagement and Development Strategy)	100% complete by end of the Plan (actions delivered in accordance with the timelines set out in the action plan.)	N/A
						Number of engagement events delivered annually that raise awareness of the Armed Forces community and bring together business, community and the defence sector to explore opportunities for collaboration	7	
						Number of events delivered within the district that mark national commemorations relating to the Armed Forces community	1	

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COUN1	Rural & Communities	Continue to work in partnership with relevant partners to deliver and support targeted initiatives across the district to help communities.	Participation in and effectiveness of partnership arrangements	Public Protection	Head of Service (Public Protection)	Attendance at partnership meetings	Ensure attendance at partnership meetings- (75%)	(A list of Partnership meetings will be logged and attendance will be monitored).
COUN2	Rural & Communities	Ensure the administration of licenses and approvals relating to both national legislation and discretionary, are effective, efficient, timely and consistent.	Performance of licensing team	Public Protection – Licensing	Head of Service (Public Protection)	% of Regulatory Services service requests with an initial response within a defined timescale (5 working days)	95%	N/A
COUN5	Rural & Communities	Deliver the refreshed Customer Experience Strategy and accompanying action plan.	Customer Services performance	Customer Services	Head of Service (Revenues, Benefits, Customer Service and Community)	Approval of refreshed Customer Experience Strategy	Successful Adoption by end of 2024.	N/A
						% of total actions on target/complete	100% complete by end of the Plan (actions delivered in accordance with the timelines set out in the action plan.)	
						Volume of calls offered (% handled)	85%	
HOUS13	Rural & Communities	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	N/A
						% of referrals actioned within defined timescale	TBC	N/A
						Number of FOIs (% dealt with within defined timescales)	90%	N/A
						Number SARs (% dealt with within defined timescales)	85%	N/A