

Corporate Plan 2024-27: KPI Summary Report Q2 2024/25 – Housing Overview & Scrutiny Committee							
Index	Priority	Action	Owner	Target/s	Q2 Value	Q2 Status	Manager Commentary
ENVIRO5 & HOUS4	Sustainable South Kesteven & Housing	Review and implement energy efficiency and renewable energy opportunities across the sheltered and social housing properties. Deliver the £3.3m decarbonisation programme.	Head of Service: Housing Technical Services	% of owned properties EPC C or above (100% EPC C by 2030)	56.91% of owned properties EPC C or above	Below Target	Works are currently in progress at 78 properties, however completions are below forecast due to contractor delays and residents refusing air source heat pumps. As a result the Council have submitted a change request to the Department of Energy Security & Net Zero (DESNZ) to increase the number properties where external wall insulation and solar PV panels will be installed and to reduce the number of air source heat pumps installations. EPC – Energy Performance Certificate.
				Implementation of energy conservation measures (All properties on programme completed by year end)	161/367 properties completed on Wave 2 SHDF (Social Housing Decarbonisation Fund) programme		
HOUS1	Housing	Review the quality of existing properties across all tenures and seek to reduce the impacts of poor housing on residents and communities.	Head of Service: Housing Technical Services	Number of properties with category 1 or 2 HHSRS(Housing, Health & Safety Rating System) damp & mould hazards (own stock)	30 HHSRS fails (17 category 1)	Below Target	Positive progress has been made in Q2 to collate HHSRS (Housing, Health & Safety Rating System) data and report performance. The team are focussing on completing HHSRS tasks and there has been a significant improvement in numbers from Q1 (50 HHSRS fails/33 category 1) to Q2 (30 HHSRS fails/17 category 1) in the Council owned housing stock. 88.84% of Council dwellings meet the Decent Homes Standard. The Council has completed 1,244 stock condition surveys to 30 September 2024 with a further 677 planned to be completed by 31 March 2025 which will ensure that up-to-date stock information is held for the Housing Stock.
				% of own Properties meeting the Decent Homes Standard (100%)	88.84%		
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.	Head of Service: Housing Technical Services	Properties with EICR (Electrical Installation Condition Reports) up to 5 yrs. old	92.41%	On Target	EICR (Electrical Installation Condition Reports) compliance data has been maintained at 92%+ throughout the quarter, the compliance and housing teams are reviewing the options available to support improving this position. Gas compliance has improved with 99%+ being maintained throughout the quarter.
				% Dwellings with valid gas safety certificate	99.21%		

Index	Priority	Action	Owner	Target/s	Q2 Value	Q2 Status	Manager Commentary						
HOUS6	Housing	Continue to improve the turnaround period and standard of properties.	Head of Service: Housing Technical Services	Average void times (days) - 100 days year 1 - 80 days year 2 - 60 days year 3	126 calendar days (143 average days YTD)	Below Target	<p>Positive progress is being made to reduce average voids days:</p> <ul style="list-style-type: none"> • Q1 – 159 days <ul style="list-style-type: none"> ◦ Minor voids 88 days ◦ Major voids 256 days • Q2 – 126 days <ul style="list-style-type: none"> ◦ Minor voids 75 days ◦ Major voids 193 days <p>The number of completed void properties has increased:</p> <ul style="list-style-type: none"> • Q1 – 123 days • Q2 – 132 days <p>135 new void properties were received in Q2 and at the end of Q2 106 void properties were work in progress.</p> <p>The Council are in the process of procuring a second major voids contractor which will support the team in achieving 100 days by 31 March 2025.</p>						
HOUS7	Housing	Deliver a high quality, planned and responsive repairs service.	Head of Service: Housing Technical Services	<table border="1"> <tr> <td>Emergency repairs completed on time target 75%</td> <td>97%</td> </tr> <tr> <td>Non-emergency repairs completes on time target 70%</td> <td>64%</td> </tr> <tr> <td>Overall satisfaction with repairs service target 75%</td> <td>88.8%</td> </tr> </table>	Emergency repairs completed on time target 75%	97%	Non-emergency repairs completes on time target 70%	64%	Overall satisfaction with repairs service target 75%	88.8%		On Target	<p>Significant progress has been made to develop the new IT system for repairs (QL) including setting up new reports tools to monitor performance.</p> <p>In Q2 new reports were launched to enable improved performance monitoring and the team have set up processes to record repairs management data on a monthly basis to give a clear understanding of performance and track progress. The data is used to inform the approach to reducing the overdue work in progress and improve performance.</p> <p>In September the Rant and Rave system was relaunched to capture tenant satisfaction, as it had not been used since March 2024. The</p>
Emergency repairs completed on time target 75%	97%												
Non-emergency repairs completes on time target 70%	64%												
Overall satisfaction with repairs service target 75%	88.8%												

							system will continue to be developed to monitor tenant satisfaction going forwards.
Index	Priority	Action	Owner	Target/s	Q2 Value	Q2 Status	Manager Commentary
HOUS8	Housing	Deliver a pipeline of new build housing following a hybrid approach of construction and acquisition when appropriate to maximise funding streams.	Head of Corporate Projects, Performance, New Build & Climate Change	Deliver 80 properties over life of Corporate Plan (2024-27) (20 per annum)	8	On Target	All LAHF2 (Local Authority Housing Fund) house acquisitions will be completed by December 2024, the 8 properties are all new builds so no works will be required before occupation.
				Delivery of Swinegate, Grantham development (20 properties)	Works continue on schedule with completion still due in July 2025.		The Council are purchasing 36 affordable units at Corby Glen. Regular site visits are planned to monitor the build programme with the Housing Developer, who are on target to deliver the phases to 2027. The first 4 properties will be delivered in March 2025. The Council is continually reviewing the stock that is being offered as buy backs and opportunities to purchase houses on larger developments.
				Delivery of Elizabeth Road, Stamford development (4 properties)	Delivered on time & budget on 23rd August 2024		Elizabeth Road, Stamford –. All units have been let to applicants on the housing register.
				Delivery of Larch Close, Grantham development (21 properties)	Works to commence in Jan 25.		Larch Close - Works have been delayed due to delays in awarding the contract and the complexities around discharging the conditions. Mercer Building Solutions are working on the detailed designs and discharging the planning conditions.
				The hybrid approach the Council takes to increase the Housing Stock ensures that the use of capital receipts and S106 contributions are maximised.			
HOUS9	Housing	Develop a joint approach to bringing Empty Homes back into use.	Head of Public Protection	A working group is planned to establish a new approach to Empty Homes. The creation of KPI measures will	To be developed	On Target	The Empty Homes (Officer) Working Group formed in March 2024 and since that time have had 3 meetings. The first task was to update the Empty Homes Strategy which was adopted by the Council in July 2024. The Group are currently developing KPI's. The Council is in the process of engaging with another local authority

				be an objective of said group.			with expertise in effectively managing empty homes to explore the potential for working in partnership.
Index	Priority	Action	Owner	Target/s	Q2 Value	Q2 Status	Manager Commentary
HOUS12	Housing	Deliver an effective Housing Options Service	Head of Service: Housing	Number of cases overdue a full homelessness decision	4 out of 111 cases (4%)	On Target	There has been an improvement in the number of overdue full homelessness decisions (6 out of 92 cases (7%) in Q1). A full homelessness decision means the Council has accepted a full homeless duty.
				Number of homelessness approaches (domestic abuse presented separately) For Information only	547 (35 for Domestic Abuse)		Domestic Abuse support cases remain high, a budget request has been submitted to create a permanent Domestic Abuse Officer role which will enable the Council to fulfil its duty to provide support to victims of domestic abuse.
				Number in temporary accommodation and temporary accommodation spend. For Information only	51 households (£251k spend YTD)		There has been an increase in the number of highly complex homeless cases where accommodation alone will not provide a solution as additional support is required to maintain a tenancy. A budget request has been submitted to create a tenancy support officer role which will provide designated support to vulnerable clients in temporary accommodation with the aim of assisting them into more settled accommodation.
				Number of successful homelessness outcomes (for all the duties owed) For Information only	102		
HOUS13	Housing	Protect our most vulnerable residents with robust safeguarding processes.	Head of Service: Housing	Number of safeguarding referrals (for information only)	10	On Target	The Council has a strong safeguarding lead team in place who continue to promote awareness of safeguarding across the organisation. The Council recently completed a Section 11 Children's Safeguarding Audit which was awarded 100% compliance.