

Corporate Plan 2024-27 & Productivity Plan 2024/25 End of Year Review 2024/25 - Appendix A: Corporate Plan 2024-27 2024/25 Delivery Summary

Index	Plan priority	Action	Q4 2024/25 Delivery Status	2024/25 Delivery Summary
COM1	Connecting Communities	Deliver the Local Health and Wellbeing Action Plan	Ongoing - On Target	There has been significant progress of actions being completed or underway. Some actions are considered as being continuously ongoing and therefore will be difficult to show as 'completed' by the end of the plan. There are a total of 92 actions across all the lever areas with 58 being classed as ongoing actions and 34 have timeframes associated. Of the 34 actions, a total of 14 have been completed representing 41% completion rate. In April 2025, the steering group of the UK Network of Age Friendly Committees, approved the application for South Kesteven District Council to become part of the Network.
COM2	Connecting Communities	Deliver the Sport and Physical Activity Strategy and accompanying action plan.	Ongoing - On Target	The Sport and Physical Activity Strategy has been refreshed to align with national outcomes. Good progress continues to be made in delivering the Council's Sport and Physical Activity Strategy 2021/26 with a comprehensive action plan being delivered which identified actions against each theme. Successful applications have been made to the UKSPF providing free access to outdoor table tennis tables in each market town and for the provision of bike marking kits.
COM3	Connecting Communities	Deliver the Cultural Strategy and accompanying action plan	Ongoing - On Target	Good progress continues to be made in delivering the Council's Cultural Strategy. An SK Creatives Network has been established. This will meet regularly allowing artists and practitioners within South Kesteven to share information, knowledge and skills. The Pay it forward scheme continues to be popular with over £10,000 raised in total. The application of this fund helps to support targets around widening audiences and bringing arts and cultural activity to those who may not have been able to access it otherwise. UKSPF funding has been utilised to support the Cultural Strategy in bringing free arts opportunities to Bourne, Stamford and the Deepings with the family show 'The Whale' being hosted in parks across the district. The art project 'Our Place Our Art' has been successful in each market town.
COM4	Connecting Communities	Invest in a sustainable leisure and cultural offer.	Ongoing - On Target	LeisureSK Ltd have continued to review their finances and cashflow. The company is benefitting from a reduction in utility costs which in turn reduces the amount of irrecoverable VAT. A new contract arrangement has been agreed by Cabinet for the future provision of the Council's leisure services with an agency agreement model being introduced from FY25/26. Overall arts centre footfall and tickets purchased continues to increase year on year. Final figures for the financial year show increase in ticket sales and room hire income. Final Subsidy figures for financial year show progress, improvements still to be made through budget setting.

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COM5	Connecting Communities	Ensure that our leisure facilities and arts venues are sustainable and meet future needs.	Ongoing - On Target	All centres have undertaken Quest Entry (external sector quality assessment) and achieved a 'Good' banding following which an action plan has been developed for each centre to ensure an ethos of continuous improvement. Inspections and resulting rectification actions continue to be undertaken to ensure a high level of customer experience and standards of cleanliness. These include any maintenance items on behalf of the Council and LeisureSK Ltd. The overall satisfaction of users for LeisureSK that completed the annual customer experience survey was 80.99%
COM6	Connecting Communities	Enable and support a flourishing and vibrant artistic and cultural scene	Ongoing - On Target	Ticket sales are above target for each venue. Venue Managers are using fees and charges as basis for hire, with discounts offered for bookings in line with Cultural Strategy, or that complement any programming gaps. Total ticket sales: Stamford Arts Centre 41,115 (annual target 37,000), Stamford Arts Centre Film 24,889, Grantham Guildhall 31,456 (annual target 28,000).
COM7	Connecting Communities	Deliver the Community Engagement and Development Strategy and accompanying action plan.	Ongoing - On Target	The effectiveness of Community Engagement relies on interventions, support and projects that are ongoing. The Action Plan covers a four year period and all but 1 of the actions within it have already commenced and will remain ongoing. The team have exceeded expectation in relation to the delivery of the Plan.
COM8	Connecting Communities	Continue to deliver an accredited, effective and legislatively compliant CCTV service in partnership with Lincolnshire Police.	Ongoing - On Target	The target for public realm cameras working for 90% of the time is being achieved and is above the target (average 99%). An audit by the Security Systems and Alarms Inspection Board (SSAIB) was undertaken in December 2024 and SKDC were found to be in compliance and received a certificate of registration. On 11 March 2025, the planned relocation of the Council operated CCTV control centre to Grantham Police station was completed.

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COM9	Connecting Communities	Deliver the Safer Streets programme and seek opportunities to develop a legacy applied districtwide once the funding period ends	Completed	The Home Office funded Safer Streets programme has been successfully delivered. Officers are exploring funding options to continue the safe street patrols and additional CCTV operatives at peak times for a further year. The Lincolnshire Deputy Police & Crime Commissioner (PCC) Sara Munton visited the project in November 2024. The Deputy PCC was impressed by the project and described it as an excellent example of how innovative and effective partnership working can deliver for communities.
COM10	Connecting Communities	Maintain and enhance our green areas across the District.	Ongoing - On Target	All three Grantham parks have retained their Green Flag status and Wyndham Park has retained its Green Heritage accreditation also. Officers have been reviewing the actions from the Green Flag visits and updating the management and maintenance plans. Regular events have taken place in the visitor centre including the annual Halloween event, which was supported by the model boat club, the annual duck race, and the Santa fun run which took part in December 2024. The parks have recovered well from the January 2025 floods and planning is underway for the summer season.
COM11	Connecting 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.	Ongoing - On Target	The Action Plan and all the events/activities remain on target to be delivered well within the lifetime of the Plan (2024-2027).
ECON1	Enabling Economic Opportunity	Deliver the Economic Development Strategy and accompanying action plan.	Ongoing - Below Target	The Strategy was adopted by the Council in October 2024. Progress has been made in delivering the Strategy, however the service has experienced significant disruption in Q4 2024/25, due to staff vacancies. Recruitment for a new Economic Development Manager is underway.

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ECON2	Enabling Economic Opportunity	Deliver initiatives to expand and deepen engagement with business.	Ongoing - On Target	The Economic Development service have developed a CRM system to support business engagement and service work programmes. Relationships with businesses are maintained through attendance of local business clubs and other networking events, as well as social media. Work is still in progress on strengthening the Local Economic Forum relationships and function, and improving the Economic Development website and marketing platforms to deliver clear communication.
ECON3	Enabling Economic Opportunity	Continue to distribute the UK Shared Prosperity Fund (UKSPF) and Rural England Prosperity Fund (REPF) and explore opportunities to develop a legacy beyond the funding period.	Ongoing - On Target	Both the UKSPF and REPF were fully allocated by 31st March 2025.
ECON4	Enabling Economic Opportunity	Embed and strengthen the Local Economic Forum as a key institution for local stakeholders to shape the district's approach to skills, business support and investment.	Ongoing - On Target	Regular attendance at business clubs and other networking or business events across the district is maintained and strengthened. The Economic Development team have delivered events for businesses to provide support in line with changing regulations (Meet the Buyer procurement regulations) and workforce challenges (Skills Summits.) Work is being undertaken to look at further events to offer value and support to businesses.
ECON5	Enabling Economic Opportunity	Work with the Lincolnshire Growth Hub to support businesses start, succeed and grow.	Ongoing - On Target	From April 1st 2024, 114 business have been supported by Business Lincolnshire through their programmes and advisers at the Growth Hub and NBV Enterprise Solutions Ltd (a not for profit provider of business support and advice for pre-start individuals and small businesses). Feedback (from quarterly reports and directly received by the Business & Skills Officer) from businesses utilising support from Business Lincolnshire is positive, with South Kesteven business engagement remaining high.

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ECON6	Enabling Economic Opportunity	Strategically leverage the Council's procurement spend to maximise social value.	Ongoing - On Target	Meet the Buyer Procurement events to support local businesses to understand new regulations and offer greater transparency over local authority procurement processes have been delivered over 2024/25. Follow-on activity from the events has included meetings with senior officers and local businesses and a greater understanding for local businesses of the support they can access (e.g. Business Lincolnshire advisers.) The service is working closely with the Procurement team to feed into a Social Value policy following recent regulation change.
ECON7	Enabling Economic Opportunity	Consider targeted interventions – planning powers and schemes, to achieve high-quality regeneration across the district and explore options to unlock stalled sites.	Ongoing - On Target	The service has supported the Planning Team with respect of the Local Plan Review to support the inclusion of strategic employment and residential land allocations. UKSPF funding was secured to develop and deliver a Commercial Property Study, which allow intelligence to be gained on the demand / supply of property and any market failure.
ECON9	Enabling Economic Opportunity	Develop a long-term approach to regeneration and be prepared for investment and funding opportunities.	Ongoing - Below Target	A wayfinding report has been completed and meetings have taken place with landowners at key town centre sites. Further work is being planned to create a 'Regeneration Plan' identifying opportunity sites across the district for exploration and prioritisation. Progression on this workstream was paused in Q4, due to staff vacancies. Activities will continue in 2025/26 once the vacancies have been filled.
ECON10	Enabling Economic Opportunity	Continue to promote and develop South Kesteven as an attractive visitor destination, focusing on our cultural and heritage strengths	Ongoing - Below Target	Work has begun on the creation of the Visitor Economy Strategy, with the first business engagement workshops being delivered. A timeline for the project and research was completed in December 2024. Business and consumer surveys were launched at the November Tourism Networking Event. Subsequent stakeholder engagement sessions will be held throughout the winter to conclude the Research Stage. Due to staff vacancies, work has temporarily halted on the strategy until Summer 2025.

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COUN1	Effective Council	Continue to work in partnership with relevant partners to deliver and support targeted initiatives across the district to help communities.	Ongoing - On Target	Partnership working is prioritised by the Public Protection Service. The service provided a South Kesteven representative for 96% of partnership meetings in 2024/25. This essential to maintaining strong relationships with partners.
COUN2	Effective Council	Ensure the administration of licenses and approvals relating to both national legislation and discretionary, are effective, efficient, timely and consistent.	Ongoing - Below Target	Performance is assessed by the percentage of services requests with initial response within five working days. The target is 95%. Over 2024/25, the Licensing Team operated at 99%. The Public Protection Service as a whole operated at 92%. There were operational factors (including staff sickness) that affected meeting the target and these are being looked into to ensure that this target % increases in 2025/26.
COUN4	Effective Council	Produce and deliver a Councillor Development Strategy and accompanying programme to achieve accredited Councillor Development Charter status.	Ongoing - On Target	The Councillor Development Group was established in September 2024. The Councillor Development Strategy was approved by Cabinet in November 2024. Personal Development Plans for Councillors were rolled out from January 2025. The collation of evidence required for the East Midlands Councillor Development Charter accreditation continues to be collated and an action plan has been developed to set out timelines attributed to individual elements of the criteria. Having a Councillor Development Group in place, together with a Councillor Development Strategy, places the Council in a positive position with regard to meeting the accreditation criteria.
COUN5	Effective Council	Deliver the refreshed Customer Experience Strategy and accompanying action plan.	Ongoing - On Target	The new modern Customer Service Centre, which is located below our Council Offices at The Picture House, Grantham opened to customers on 14th October 2024. Work is ongoing to deliver the new Customer Experience Strategy. Public consultation on the Strategy commenced in April. Following a Member workshop in May, it is anticipated that the new Strategy and Action Plan will be presented to Cabinet in July 2025.

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COUN6	Effective Council	Ensure the tax collection process is always effective, efficient, timely and fair.	Ongoing - On Target	The amount collected in 2024/25 is compared to the amount collected at the same time in 2023/24. Collection continues to be on target for all 3 areas. Council Tax - 98.33% collected, Business Rates - 98.68% collected, SKDC rental income - 96.02% collected.
COUN7	Effective Council	Deliver a balanced, sustainable financial plan over the medium term.	Ongoing - On Target	The Budget 2025/26 was approved by Council in February with a sustainable medium term forecast. There are likely to be Government funding changes however that put pressure on District Council budgets from moving forward which the Council is closely monitoring
COUN8	Effective Council	Implement and embed the new finance system.	Ongoing - Below Target	The delivery timescale of the project has been extended due to staffing shortages and competing deadlines of year end resulting in a revised Go Live date of 1st July 2025. The project plans and timetable to include the new modules are being revised to reflect a revised delivery timetable. External support will be sourced to add capacity.
COUN9	Effective Council	Deliver the IT Roadmap, ensuring all systems meet the needs of internal and external customers, and explore opportunities for new technologies and innovation.	Ongoing - On Target	The team have successfully exceeded KPI targets for service support, and system availability and security throughout 2024/25.
COUN11	Effective Council	Deliver the Internal Audit Plan and drive continuous organisational improvement.	Ongoing - On Target	Internal Audit plan for 2024/25 has been completed. Audits were undertaken of the Social Housing Decarbonisation Fund, Staffing Capacity & Capability, Homelessness, Income Generation, Business Continuity & Disaster Recovery, Council Tax & NNDR. Moderate or Substantial assurance was achieved for all completed audits. An audit of the Data Protection, FOI, EIR & SAR processes was also undertaken and is currently being finalised.
COUN12	Effective Council	Ensure procurement is always compliant, fair and delivers value for money.	Ongoing - On Target	A refresh of the Contract & Procurement Procedure Rules (CPPR) has been undertaken, which will be presented to Governance & Audit in Q1 2025/26.

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COUN13	Effective Council	Continue to embed the People Strategy and accompanying action plan.	Ongoing - Completed	The 2024 Engagement Survey was conducted in May/June 2024: Engagement index target score for a year on year improvement (70 2023) was achieved with an engagement index of 72 and a response rate of 85%. 100% of actions from the People Strategy 2022/2025 have been delivered. These actions are based around recruitment, development, engagement, EDI, reward and recognition and wellbeing. Officers have commenced work on designing a new People Strategy action plan for 2025 - 2029.
COUN14	Effective Council	Develop and deliver Planned Maintenance Strategy and accompanying action plan.	Ongoing - On Target	The Corporate Property Maintenance Strategy was adopted by Cabinet in September 2024. Condition surveys had been carried out on all corporate assets in accordance with the Action Plan. Completed condition surveys are being uploaded to the Council's electronic asset management system. This is expected to be completed in early Q3. The information will be used to generate a work programme for the buildings concerned.
COUN15	Effective Council	Complaints, Freedom of Information (FOI) and Subject Access Request (SAR) reporting.	Ongoing - On Target	The Council's complaints processing has continued to improve. A dedicated complaints administrator was introduced in Q2. An effective process is in place for Stage 1 and 2 Housing complaints. A complaints review group has been established who review the complaints received and lessons are learnt. The Council has exceeded the goal for the 24/25 calendar year for FOI response times. Service areas are engaging with the information governance team earlier in the process and are providing their responses at a faster rate than before in the majority of cases. The Council has performed very well in the past year with a 100% turnaround of SARs within 1 calendar month. Service areas have also improved their turnaround time for collating information allowing more time to be spent on checking and redacting documents before release.
ENVIRO1	Sustainable South Kesteven	Deliver the Climate Change Action Strategy programme.	Ongoing - On Target	The Climate Action Plan is under development with the focus of the team in 2024/25 on operational delivery. Projects utilising the Climate Reserve Fund in 2024/25 included new solar PV for The Picture House, battery powered grounds maintenance equipment and further energy efficiency projects targeting the leisure centres including upgrade of existing floodlighting to LED and proposals to upgrade pool pumps. Bid development for standalone projects has been ongoing. Several projects have been completed in line with the Climate Action Strategy themes. Online climate training has been developed and added to the learning packages of all new officers that join the Council. The draft Climate Action Plan is expected to be presented to Environment OSC in Autumn 2025.

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ENVIRO2	Sustainable South Kesteven	Continue to reduce operational emissions to achieve the target of a 30% reduction on 2019 by 2030 and develop modelling to set a target of achieving Net Zero operations as soon as viable.	Ongoing - On Target	A downward trend in emissions can be observed since the carbon baseline of 2018/19. SKDC is on track to meet the target of reduction of at least 30% by 2030. This is due to a number of carbon savings and initiatives in our leisure centres such as LED light upgrades and the installation of pool covers on all pools. SKDC is currently projected to achieve this emissions target during the 2026/27 financial year based on the latest information. The SALIX funding for Grantham Meres Leisure Centre, which replaces the gas boilers and CHP unit in underway and via separate funding additional solar PV panels have now been installed on the centre.
ENVIRO3	Sustainable South Kesteven	Review and implement energy efficiency and renewable energy opportunities across the corporate estate, such as solar panels and EV chargers.	Ongoing - On Target	Usage of chargers is steadily increasing, particularly in Stamford. As part of the new Cattlemarket car park project, the inclusion of new electric vehicle (EV) chargers is being investigated. This will increase the number in Stamford - the Councils most popular area for people with EVs.
ENVIRO4	Sustainable South Kesteven	Improve the energy efficiency of the leisure estate and review further renewable energy opportunities.	Ongoing - On Target	Work has continued to progress the 2 major energy efficiency projects at Grantham Meres with contracts awarded for both projects. Contracts were awarded to Leisure Energy through the UK Leisure Framework managed by Alliance Leisure for the Public Sector Decarbonisation Scheme (PSDS) project. The PSDS project to remove the gas heating boilers and replace with Air Source Heat Pumps is currently in the design phase with this expected to be completed during early Q4. Solar PV install works completed in Q3. Gas boiler replacement completed at SK Stadium East Stand in September which will bring improved efficiencies to the heating system. LED floodlight upgrade for SK Stadium procurement completed for install in Q1 2025/26.

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ENVIRO7	Sustainable South Kesteven	Adopt a Tree and Woodland Strategy and deliver the accompanying action plan.	Ongoing - On Target	The Tree Projects Officer is now in post who will review and deliver the Tree and Woodlands Action Plan. Short term workstreams include reviewing the SKDC [tree management] guidelines, introducing a new tree record management system, obtaining baseline data for tree canopy cover and species diversity, assessing planting opportunities on SKDC land, expanding the planting programme, and establishing an SKDC tree board. A tree planting guide has been developed by the Tree Project Officer, for distribution to all town and parish councils. A Tree and Woodland Strategy work programme was presented to Environment OSC in December 2024.
ENVIRO8	Sustainable South Kesteven	Ensure that biodiversity net gain is embedded through corporate projects and operations	Ongoing - On Target	Several projects to increase wildlife habitat in the district are being progressed. A proposal for rewilding areas maintained by the Council was reviewed by Environment OSC in October 2024. Funding was allocated from the UK Shared Prosperity Fund (UKSPF) to allow town/parish councils to develop biodiversity improvements which are fully funded. A 'Rewilding Menu' was distributed to all town and parish councils to provide a guide to different biodiversity measures that would be supported by the UKSPF 'Make Space for Nature' fund. The scheme for town/parish councils funded nine new biodiversity projects, as well as an additional project at Wyndham Park to establish a biodiversity dog paddock. Consultation is planned for summer 2025 to gauge public feedback on current and potential future projects.
ENVIRO9	Sustainable South Kesteven	Continue to tackle waste related crimes, including fly tipping with support from the Environmental Crime Partnership	Ongoing - On Target	A new environmental crime process and mechanism for data capture has been developed and is being implemented. In Q3 2024/25 the data was reported for the first time and identifies that 14.3% of identified cases in Q3 have had an enforcement outcome, this increased to 33% in Q4. While evidence is obtained from fly tips it does not always lead to the perpetrator which would mean the case would not have a positive outcome in terms of enforcement action. Open investigations are continuing and some cases are being prepared for prosecution.
ENVIRO10	Sustainable South Kesteven	Manage a smooth implementation of twin stream recycling to improve the recycling rate and reduce contamination.	Ongoing - Completed	The twin stream recycling scheme is now fully implemented and has been very successful. The implementation process throughout the summer of 2024/25 has yielded success and fewer bins have been rejected. In addition, the proportion of paper and card collected has increased and the quality is high. The scheme has had a clear positive impact on the contamination rate. In Q4 2024/25, the contamination rate was 3.17%. For reference the contamination rate in 2022/23 was 16.2%.

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ENVIRO11	Sustainable South Kesteven	Develop and implement an effective process for the collection of food waste. (Food waste collection mandatory from 31st March 2026)	Ongoing - On Target	Mandatory weekly food waste collections are due to start in April 2026. SKDC is currently working with the Lincolnshire Waste Partnership to develop a service delivery plan. Indicative funding estimates from government are due in November 2024 and this will enable the Council to understand the potential unfounded costs and progress the plan.
ENVIRO12	Sustainable South Kesteven	Deliver a range of schemes to improve the recycling rate.	Ongoing - On Target	The introduction of twin stream recycling and the contamination reduction campaign have resulted in improved recycling quality across the district. The contamination figures are now in-line and better than some other Lincolnshire local authorities who have introduced the twin stream system.
ENVIRO13	Sustainable South Kesteven	Manage the construction and transition to a new depot, that is fit for purpose, and explore options for the old depot	Ongoing - On Target	Works to deliver the new waste depot site at Turnpike Close are still ongoing. The project is currently around halfway through construction with construction completion scheduled for 7 October 2025. This will be followed by a 4 week mobilisation period with the view to go live in November 2025. The new depot will provide the Council with a fit for purpose site and allow the future expansion of the site should it ever be required as demands grow on its waste service. The project is anticipated to be delivered on time and within the Councils approved budget envelope of £8.8m. The site will deliver on the Councils need for a secondary site to act as a centre for emergency planning and disaster recovery and will include backup generation on site to enable continuation of essential services.
ENVIRO14	Sustainable South Kesteven	Develop and deliver the Fleet Management strategy and accompanying action plan.	Ongoing - On Target	The Green Fleet Strategy 2025-28 was adopted by Cabinet in January 2025. The Strategy will commence from 1st April 2025.

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ENVIRO15	Sustainable South Kesteven	Review and implement energy efficiency and renewable energy opportunities within private properties in the district.	Ongoing - On Target	As of the end of December 2024, 292 homes had signed up to the Home Upgrade Grant 2 (HUG2) energy efficiency funding scheme across the Lincolnshire partnership. New referrals to the scheme have now been paused, in order to approve and allocate all installations by 31 March 2025. Despite a challenging start, the scheme funded 123 property upgrades ,90 measures were fully complete in South Kesteven.
HOUS1	Housing	Review the quality of existing properties across all tenures and seek to reduce the impacts of poor housing on residents and communities.	Ongoing - On Target	The Council has a rolling programme of stock condition surveys which identify Housing Health and Safety Rating System (HHSRS) actions which are passed to the Housing Repairs team to complete. As of Q4 2024/25 1,868 stock condition surveys had been completed, 94.62% of Council owned properties met the Decent Standard up from 88.66% in Q1. There were 26 HHSRS fails in Q4 of which 2 were Category 1.
HOUS2	Housing	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.	Ongoing - On Target	The Housing service aims to complete 100 adaptations annually which was achieved. The cumulative number of adaptations for 2024/25 is 112 adaptations. 150 grants were completed in 2024/25.
HOUS4	Housing	Deliver the £3.3 million decarbonisation programme.	Ongoing - On Target	272 out of 371 properties on the Social Housing Decarbonisation Fund programme have been completed and handed over with trustmark certificates required for grant funding, there are further completed installs awaiting the handover trustmark certificates. The project has been extended to the end of April 2025, when all properties are due to be completed on site. The Council expects to receive the final completions certificates by the end of May 2025. Resources will then move to mobilising the new Warm Homes Social Housing Fund (Wave 3) project.

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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.	Ongoing - On Target	EICR (Electrical Installation Condition Reports) compliance data has been maintained at 92%+ throughout 2024/25, 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 year.
HOUS6	Housing	Continue to improve the turnaround period and standard of properties.	Ongoing - On Target	Void relet time has been significantly improved over the course of 2024/25. In Q4 2024/25 the average void period was 91 days. Ahead of the 100 days end of year target. At the start of 2024/25 the average turnaround was 159 days. This reflects the increased monitoring of void performance including weekly and monthly reporting and the procurement of new contractors to carry out work quicker in empty properties. A target of 80 days is set for 2025/26.
HOUS7	Housing	Deliver a high quality, planned and responsive repairs service.	Ongoing - On Target	Significant work has taken place during 2024/25 to improve the quality of repairs data to provide more accurate reporting. This work is still ongoing and includes removing duplications and ensuring that jobs which are completed are updated on the system. An improvement plan is in place which sets out a series of tasks to ensure sustained progress. As of Q4 2024/25, 85% of emergency repairs were completed on time (target 75%), 68% of non-emergency repairs were completed on time (target 70%), satisfaction with the repairs service was 85% (target 75%).

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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.	Ongoing - On Target	The Council delivered 4 affordable homes in Elizabeth Road, Stamford which were handed over in Aug 24 and are fully occupied. Construction commenced on the development of 20 units at Swinegate in Grantham, which will be completed in July 2025 and the Council acquired a further 12 one-bedroom flats. The first phase (4 units) of the affordable housing units purchased from a developer in Corby Glen were handed over to the Council in December 2024 and 8 properties were acquired via the Local Authority Housing Fund round 2 grant. The Council are purchasing 36 affordable units at Corby Glen in total. Commencement of works at Larch Close, Grantham development (21 properties) has been delayed due to an amendment to the scheme to replace two four bedroomed houses with two adapted bungalows to meet resident needs
HOUS9	Housing	Develop a joint approach to bringing Empty Homes back into use.	Ongoing - On Target	The Empty Homes (Officer) Working Group formed in March 2024. The updated Empty Homes Strategy was adopted by the Council in July 2024.
HOUS10	Housing	Ensure the Local Plan continues to facilitate sustainable growth across the district and the Local Plan Review is successfully completed in 2026.	Ongoing - On Target	A Regulation 18 Draft Local Plan was published for consultation in April 2024, in line with the published Local Development Scheme, and the Council was on track to submit a Regulation 19 Local Plan in winter 2024. However, a new National Planning Policy Framework was published in December 2025, the implications of which has hindered progression to Regulation 19 and has triggered a review of the Local Plan timetable. Consequently, a revised local Development Scheme was taken to Cabinet in February 2025 which included a revised timetable. The timetable is realistic and achievable and meets the new government imposed deadline for submission of the Local Plan to the Secretary of State by December 2026. The Council's five year housing land supply statement was published in March 2025, demonstrating that the Council cannot demonstrate a 5 year housing land supply. Consequently, the National Planning Policy Framework's 'Presumption in favour of sustainable development' and the 'tilted balance' now apply.

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HOUS11	Housing	Ensure the planning process is effective, efficient, high quality and timely.	Ongoing - Below Target	Over the year, the service has determined 45 major planning applications, of which 36 were in time (80%). This achieves the KPI target for majors (80%). A total of 716 non-major applications were determined within the full year and overall 76% were on time. This falls below the KPI target of 80%, although it is above national performance indicators that are set by MHCLG. Performance will be monitored over the next year and measures put in place to ensure that the Council's own performance indicator is met. Enforcement initial site visits remain consistently at 97% within the initial 10 working days (target 90%).
HOUS12	Housing	Deliver an effective Housing Options Service	Ongoing - On Target	<p>In 2024/25 the team dealt with 2,093 homelessness approaches which resulted in 241 full homelessness decisions being made in 2024/25 which means the Council has accepted a main homeless duty and therefore must provide accommodation to discharge this duty.</p> <p>The team signed up 364 new tenancy agreements, serviced 81 notices for breach of tenancy agreements and responded to 147 reports of Anti-social behaviour</p> <p>The domestic abuse officer role was approved as a during budget setting which means the team can continue to provide support for victims of domestic abuse.</p> <p>A new Tenancy Support Officer role was approved as part of budget setting which will provide designated support to vulnerable clients in temporary accommodation with the aim of assisting them into more settled accommodation.</p>
HOUS13	Housing	Protect our most vulnerable residents with robust safeguarding processes.	Ongoing - On Target	The Council has a strong safeguarding team in place, who continue to promote awareness of safeguarding across the organisation. Last year the Council completed a Section 11 Children's Safeguarding Audit which was awarded 100% compliance.