

Corporate Plan 2024-27: KPI Summary Report 2024/25 – Housing Overview & Scrutiny Committee							
Index	Priority	Action	Owner	2024/25 Quarterly Overall Status			
				Q1	Q2	Q3	Q4
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	On Target	Below Target	Below Target	On Target
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	N/A	Below Target	Below Target	Below Target
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	On Target	On Target	On Target	On Target
HOUS6	Housing	Continue to improve the turnaround period and standard of properties.	Head of Service: Housing Technical Services	Below Target	Below Target	Below Target	On Target
HOUS7	Housing	Deliver a high quality, planned and responsive repairs service.	Head of Service: Housing Technical Services	On Target	On Target	On Target	On Target
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	On Target	On Target	On Target	On Target
HOUS9	Housing	Develop a joint approach to bringing Empty Homes back into use.	Head of Public Protection	Below Target	On Target	On Target	On Target
HOUS12	Housing	Deliver an effective Housing Options Service	Head of Service: Housing	Below Target	Below Target	Below Target	Below Target
HOUS13	Housing	Protect our most vulnerable residents with robust safeguarding processes.	Head of Service: Housing	On Target	On Target	On Target	On Target

Corporate Plan 2024-27: KPI Summary Report Q4 2024/25 – Housing Overview & Scrutiny Committee							
Index	Priority	Action	Owner	Target/s	Q4 Value	Q4 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.	Head of Service: Housing Technical Services	% of owned properties EPC C or above (100% EPC C by 2030)	57.88% of owned properties EPC C or above	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.
		Deliver the £3.3m decarbonisation programme.		Implementation of energy conservation measures (All properties on programme completed by year end)	272/371 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)	26 HHSRS fails (2 category 1)	Below 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, above the rolling target of 1700. 94.62% of Council owned properties met the Decent Standard up from 88.66% in Q1. Therefore 325 properties did not meet the Decent Homes Standard. There were 26 HHSRS fails in Q4 of which 2 were Category 1. A programme of improvement is ongoing using information from the asset database, which has been informed by a robust stock condition survey programme. Properties which are failing to meet the decent homes standard are validated and subject to confirmation will be included in the 2025/26 improvement programme.
				% of own Properties meeting the Decent Homes Standard (100%)	94.62%		

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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.	Head of Service: Housing Technical Services	Properties with EICR (Electrical Installation Condition Reports) up to 5 yrs. old	94.61%	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. As of the end of April 2025 (latest position) 38 properties did not have a valid gas safety certificate so the Council will seek warrants from the Court to gain access. 266 properties did not have a compliant EICR due to access issues, as this is a breach of tenancy the Council will be reviewing the options available to gain access.
				% Dwellings with valid gas safety certificate	99.25%		
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	91 days (quarterly average)	Above 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. A turnaround time of 79 days was achieved for the month of March 2025. 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.	Head of Service: Housing Technical Services	Emergency repairs completed on time target 75%	85%	Above 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%).
				Non-emergency repairs completed on time target 70%	68%	Below Target	
				Overall satisfaction with repairs service target 75%	85%	Above Target	

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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.	Head of Corporate Projects, Performance , New Build & Climate Change	Deliver 80 properties over life of Corporate Plan (2024-27) (20 per annum)	33	On Target	The Swinegate scheme of 20 units will be complete in September 25 due to delays connecting the utilities. 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. 33 properties were delivered over 2024/25: 8 LAHF 2 properties, 4 (Corby Glen New Build), 4 (Elizabeth Road New Build), 5 (Right to Buy buy backs) and 12 (St Peters House, Grantham).
				Delivery of Swinegate, Grantham development (20 properties)	Works are behind schedule with completion due in September 2025.	Below Target	
				Delivery of Larch Close, Grantham development (21 properties)	Works delayed to amend	Below Target	
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 be an objective of said group.	See Commentary	On Target	The Empty Homes (Officer) Working Group has been established and proposed the following KPI: Number of Private Sector Homes brought back into use. Target 2025/26: 5 Houses. Target 2026/2027: 10 Houses.

Index	Priority	Action	Owner	Target/s	Q4 Value	Q4 Status	Manager Commentary
HOUS12	Housing	Deliver an effective Housing Options Service	Head of Service: Housing	Number of cases overdue a full homelessness decision (target 0)	8 (126 decisions made)	Below Target	In 2024/25 the team dealt with 2,093 homelessness approaches which resulted in 241 full homelessness decisions being made in 2024/25, this means the Council has accepted a main homeless duty and therefore must provide accommodation to discharge this duty.
				Number of homelessness approaches (domestic abuse presented separately) For Information only	575 18 Domestic Abuse cases		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.
				Number in temporary accommodation and temporary accommodation spend. For Information only	73 £296k spend on Temporary Accommodation year to date		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.
				Number of successful homelessness outcomes (for all the duties owed) For Information only	81		The team also signed up 364 new tenancy agreements, served 81 notices for breach of tenancy agreements and responded to 147 reports of Anti-social behaviour
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 team in place, who continue to promote awareness of safeguarding across the organisation. Some safeguarding concerns do not result in a referral to Lincolnshire County Council, but are signposted to other support services who are better equipped to provide support and assistance