

| Corporate Plan 2024-27: KPI Summary Report 2024/25 – Rural & Communities Overview & Scrutiny Committee | | | | | | | |
|---|------------------------|--|---|---|--------------|--------------|--------------|
| Index | Priority | Action | Owner | 2024/25 Quarterly Overall Status | | | |
| | | | | Q1 | Q2 | Q3 | Q4 |
| COM1 | Connecting Communities | Deliver the Local Health and Wellbeing Action Plan | Assistant Director (Leisure, Culture and Place) | On Target | On Target | On Target | On Target |
| COM7 | Connecting Communities | Deliver the Community Engagement and Development Strategy and accompanying action plan. | Head of Service (Revenues, Benefits, Customer Service & Community) / Community Engagement Manager | On Target | On Target | On Target | On Target |
| COM8 | Connecting Communities | Continue to deliver an accredited, effective and legislatively compliant CCTV service in partnership with Lincolnshire Police. | Head of Service (Public Protection) | On Target | On Target | On Target | On Target |
| COM9 | Connecting Communities | Deliver the Safer Streets programme and seek opportunities to develop a legacy applied districtwide once the funding period ends | Head of Service (Public Protection) | On Target | Below Target | Below Target | Completed |
| 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. | Head of Service (Revenues, Benefits, Customer Service & Community) / Armed Forces Covenant | On Target | On Target | On Target | On Target |
| COUN1 | Effective Council | Continue to work in partnership with relevant partners to deliver and support targeted initiatives across the district to help communities. | Head of Service (Public Protection) | On Target | On Target | On Target | On Target |
| COUN2 | Effective Council | Ensure the administration of licenses and approvals relating to both national legislation and discretionary, are effective, efficient, timely and consistent. | Head of Service (Public Protection) | N/A | On Target | Below Target | Below Target |
| COUN5 | Effective Council | Deliver the refreshed Customer Experience Strategy and accompanying action plan. | Head of Service (Revenues, Benefits, Customer Service & Community) | Below Target | On Target | On Target | On Target |
| 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. | Head of Service (Public Protection) | Below Target | Below Target | On Target | On Target |

| Corporate Plan 2024-27: KPI Summary Report Q4 2024/25 – Rural & Communities Overview & Scrutiny Committee | | | | | | | |
|--|------------------------|---|---|--|-----------------------------------|------------------|--|
| Index | Priority | Action | Owner | Target/s | Q4 Value | Q4 Status | Manager Commentary |
| COM1 | Connecting Communities | Deliver the Local Health and Wellbeing Action Plan | Assistant Director (Leisure, Culture and Place) | Deliver 100% of the Local Health and Wellbeing action plan actions. | 41% | On Target | Officers continue to work on the actions within the Action Plan, as many are considered as 'ongoing'. Officers also continue to take an active role in the Countywide Health and Wellbeing Officer Working Group and Healthy Weight Operational Partnership Group. 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. |
| COM7 | Connecting Communities | Deliver the Community Engagement and Development Strategy and accompanying action plan. | Head of Service (Revenues, Benefits, Customer Service & Community) / Community Engagement Manager | % of total actions on target/complete | 96% | 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 nature of Community Engagement work means that very few actions reach a cut-off point as the support and activity offered is needed on an on-going basis by the voluntary and community sector with whom the team works. The Team has achieved its target to successfully deliver against the agreed number of events during this year. |
| | | | | Number of Community Engagement events held across the district (15 cumulative) | 4 (cumulative total 16) | On Target | |
| | | | | £ levered by the SK Community Fund (£37,000 cumulative) | £1,480 (cumulative total £71,934) | On Target | |

South Kesteven District Council - Appendix A – Corporate Plan 2024-27 KPI Report: Rural & Communities Overview & Scrutiny Committee End-Year (Q4) 2024/25

| Index | Priority | Action | Owner | Target/s | Q4 Value | Q4 Status | Manager Commentary |
|-------|------------------------|--|-------------------------------------|---|----------|-----------|---|
| COM8 | Connecting Communities | Continue to deliver an accredited, effective and legislatively compliant CCTV service in partnership with Lincolnshire Police. | Head of Service (Public Protection) | % Public Realm CCTV cameras working at all times (Monthly) | N/A | N/A | During Q4 the CCTV upgrade and relocation project was in full progression therefore certain cameras were off for a period of time to allow for the upgrade work and this ranged from 2 hours to 24 hours, therefore accurate data is difficult to obtain over this time period. Operators are confident that the 90% target was maintained during this disruption. An average of 99% was achieved in 2024/25. 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. |
| | | | | Achievement of successful annual review by Surveillance Camera Commissioner | Achieved | On Target | |
| COM9 | Connecting Communities | Deliver the Safer Streets programme and seek opportunities to develop a legacy applied districtwide once the funding period ends | Head of Service (Public Protection) | % of funding spent (cumulative) | 95.8% | Completed | <p>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.</p> <p>Total spend at the programme conclusion was £96,051.27. 95.8% of the £100,203 funding from the Office of Police and Crime Commissioner has been spent. The £4k underspend relates to a small underspend on the Safer Streets Coordinator salary, increased night time and weekend patrols, CCTV operative cover. The Home Safe Tokens element of the project (£1000) was not spent due to limitations regarding the availability of taxis in the night time economy and the practical distribution of the tokens.</p> |

South Kesteven District Council - Appendix A – Corporate Plan 2024-27 KPI Report: Rural & Communities Overview & Scrutiny Committee End-Year (Q4) 2024/25

| Index | Priority | Action | Owner | Target/s | Q4 Value | Q4 Status | Manager Commentary |
|-------|------------------------|--|--|--|----------------|-----------|--|
| 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. | Head of Service (Revenues, Benefits, Customer Service & Community) / Armed Forces Covenant | % of total actions on target/complete (Armed Forces Covenant Action of Community Engagement and Development Strategy | 87% | On Target | The Action Plan remains on target to meet requirements. The actions are contained within the Community Engagement and Development Strategy's Action Plan which runs from 2024-2027. The number of events coordinated and delivered by the Armed Forces Officer has achieved the target set. The number of commemorative events delivered across the district have exceeded the set target. |
| | | | | 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) | 7 (cumulative) | On Target | |
| | | | | Number of events delivered within the district that mark national commemorations relating to the Armed Forces community (1) | 3 (cumulative) | On Target | |
| COUN1 | Effective Council | Continue to work in partnership with relevant partners to deliver and support targeted initiatives across the district to help communities. | Head of Service (Public Protection) | Attendance at partnership meetings (75%) | 94% | On Target | Partnership working is prioritised by the Public Protection Service. This is essential to maintaining strong relationships with partners. There were 17 partnership meetings in Q4 and a representative from the South Kesteven DC Public Protection service attended 16 of those meetings. |

South Kesteven District Council - Appendix A – Corporate Plan 2024-27 KPI Report: Rural & Communities Overview & Scrutiny Committee End-Year (Q4) 2024/25

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|-------|-------------------|--|--|--|--|--------------|---|
| COUN2 | Effective Council | Ensure the administration of licenses and approvals relating to both national legislation and discretionary, are effective, efficient, timely and consistent. | Head of Service (Public Protection) | % of Regulatory Services service requests with an initial response within a defined timescale (5 working days) 95% | Service Average: 93% | Below Target | Performance is assessed by the percentage of services requests with an initial response within five working days. The target is 95%. Overall the Public Protection Service operated at an average of 93% in Q4 2024/25. There were operational factors (including staff sickness) that affected meeting the target and these are being reviewed to ensure that this target % increases in 2025/26. |
| | | | | | Neighbourhoods Team: 88% | Below Target | |
| | | | | | Commercial Team: 99% | On Target | |
| | | | | | Licensing Team: 99% | Below Target | |
| | | | | | Environmental Health, Environmental Protection, Private Sector Housing:85% | Below Target | |
| COUN5 | Effective Council | Deliver the refreshed Customer Experience Strategy and accompanying action plan. | Head of Service (Revenues, Benefits, Customer Service & Community) | Approval of refreshed Customer Experience Strategy | Post-Consultation | On Target | Public consultation started on 10 March 2025 for 4 weeks to 7 April 2025. A total of 540 responses were received. Responses have been analysed. A Member workshop is taking place on 21 May 2025, and the new strategy & action plan will be presented to Cabinet on 1 July 2025. |
| | | | | Volume of calls offered (% handled) 80% | 53,935 calls offered (43,148 handled – 80%) | On Target | Total calls offered to 31 March 2025 for Q4 were 53,935 (205,558 cumulative for 2024/25), of which 84% were handled (43,148). The cumulative handling rate for 2024/25 was 79%. |
| 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. | Head of Service (Public Protection) | 100 completed per year | 151 (cumulative) 32 were completed in Q4. | On Target | Final paperwork for 2024/25 identified that a total of 151 adaption grants were completed in 2024/25. |