

Corporate Plan 2024-27: KPI Summary Report 2024/25 – Finance & Economic Overview & Scrutiny Committee							
Index	Priority	Action	Owner	2024/25 Quarterly Overall Status			
				Q1	Q2	Q3	Q4
ECON1	Enabling Economic Opportunity	Deliver the Economic Development Strategy and accompanying action plan.	Head of Economic Development	On Target	On Target	On Target	On Target
ECON2	Enabling Economic Opportunity	Deliver initiatives to expand and deepen engagement with business.	Head of Economic Development	On Target	On Target	Below Target	On Target
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.	Head of Economic Development	On Target	On Target	On Target	On Target
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.	Head of Economic Development	On Target	On Target	On Target	On Target
ECON5	Enabling Economic Opportunity	Work with the Lincolnshire Growth Hub to support businesses start, succeed and grow.	Head of Economic Development	On Target	On Target	On Target	On Target
ECON6	Enabling Economic Opportunity	Strategically leverage the Council's procurement spend to maximise social value.	Head of Economic Development	On Target	On Target	On Target	On Target
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.	Head of Economic Development	On Target	On Target	On Target	On Target
ECON8	Enabling Economic Opportunity	Bring forward a step change in the way Council-run Street markets are presented, operated, marketed and promoted.	Head of Waste Management & Market Services	N/A	N/A	On Target	On Target
ECON9	Enabling Economic Opportunity	Develop a long-term approach to regeneration and be prepared for investment and funding opportunities.	Head of Economic Development	On Target	On Target	Below Target	Below Target
COUN6	Effective Council	Ensure the tax collection process is always effective, efficient, timely and fair.	Head of Service (Revenues, Benefits & Community Engagement)	On Target	On Target	On Target	Below Target
COUN7	Effective Council	Deliver a balanced, sustainable financial plan over the medium term.	Assistant Director of Finance	On Target	On Target	On Target	On Target

Index	Priority	Action	Owner	2024/25 Quarterly Overall Status			
				Q1	Q2	Q3	Q4
COUN8	Effective Council	Implement and embed the new finance system.	Assistant Director of Finance	Below Target	Below Target	Behind Target	Behind Target
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.	IT Manager	On Target	On Target	On Target	On Target
COUN12	Effective Council	Ensure procurement is always compliant, fair and delivers value for money.	Procurement Lead	Below Target	Below Target	Below Target	On Target
COUN14	Effective Council	Develop and deliver Planned Maintenance Strategy and accompanying action plan.	Head of Service (Property & IT)	Below Target	On Target	On Target	Completed

Corporate Plan 2024-27: KPI Summary Report Q4 2024/25 – Finance & Economic Overview & Scrutiny Committee							
Index	Priority	Action	Owner	Target/s	Q4 Value	Q4 Status	Manager Commentary
ECON1	Enabling Economic Opportunity	Deliver the Economic Development Strategy and accompanying action plan.	Head of Economic Development	Deliver 100% of the Economic Development action plan.	See commentary	On Target	The service experienced disruption in Q4 2024/25, due to staff vacancies, however good progress has been maintained in delivering the Economic Development Strategy. Recruitment for a new Economic Development Manager has been completed. The new officer will start in September 2025.
ECON2	Enabling Economic Opportunity	Deliver initiatives to expand and deepen engagement with business.	Head of Economic Development	Following the introduction of a customer relationship management system (CRM), introduce a 'call and care programme' for local business (targeting support for twenty businesses annually, five quarterly)	See commentary	On Target	The Economic Development service has been developing 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.
				Increase business participation in the Local Economic Forum (LEF).			

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

Index	Priority	Action	Owner	Target/s	Q4 Value	Q4 Status	Manager Commentary
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.	Head of Economic Development	Total - £4,283,101 UKSPF - £3,742,641 REPF – £540,460	Both the UKSPF and REPF were fully allocated by 31st March 2025.	On Target	The Council successfully allocated all of the UK Shared Prosperity and Rural Fund monies before the end of the programme (March 31 st 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.	Head of Economic Development	Attend 12 events (annually) with Town Councils and local business clubs. Attend 3 events quarterly	Total business events attended YTD – 31 Events attended in Q4 - 23	On Target	The Business & Skills Officer attended 11 events including 2 x Meet the Buyer SKDC events, 2 x Skills Summits, 1 Drop-in business surgery The Visitor Economy Officer attended 4 events including 2 town councils The Grantham Town Engagement Manager (GTEM) attended 8 events
ECON5	Enabling Economic Opportunity	Work with the Lincolnshire Growth Hub to support businesses start, succeed and grow.	Head of Economic Development	To support 60 businesses, create 100 jobs and attract 2 inward investment projects.	18 businesses and 4 individuals were supported in Q4 throughout South Kesteven.	On Target	A total of 18 businesses were supported by the Growth Hub in Q4 and 4 individuals were supported by NBV Enterprise Solutions Ltd throughout South Kesteven. For 2024/25, 114 businesses have been supported by Business Lincolnshire through their programmes and advisers at the Growth Hub and NBV. Feedback (from quarterly reports and directly received by the B&S 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.	Head of Economic Development	Introduce an SKDC Procurement Charter to exploit local employment and supply change opportunities.	See Commentary	On Target	Two "Meet the Buyer" Procurement events to support local businesses were held in January 2025. These events were designed to engage with our local business community and to improve their understanding of new regulations and offer greater transparency over local authority procurement processes. At the Stamford event (held on 30/01/25) 60% of those organisations that had signed up for the event attended. The Grantham event receiving an attendance rate of 47%. Follow-on activity from the events has included meetings with senior officers and local businesses to further boost understanding for local businesses of the support they can access (e.g. Business Lincolnshire advisers.)
				Introduce a statement of principles and publish guidance for suppliers on how to do business with Council			
				Provide the opportunity for contracts frame work and supply chain opportunities by delivering 2 procurement events.	See Commentary		
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.	Head of Economic Development	Identify site constraints and opportunities to unlock sites and Develop an investment prospectus to promote the district regionally and nationally.	See Commentary	On Target	The Commercial Property study has been finished. Officers will consider its contents and what follow-on action is required to support industry.
ECON8	Enabling Economic Opportunity	Bring forward a step change in the way Council-run Street markets are presented, operated, marketed and promoted.	Head of Waste Management & Market Services	Deliver 100% of the Operational Delivery Plan actions.	See Commentary	On Target	The Council-led markets Action Plan was presented to the Finance & Economic Committee in February 2025.

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

Index	Priority	Action	Owner	Target/s	Q4 Value	Q4 Status	Manager Commentary
ECON9	Enabling Economic Opportunity	Develop a long-term approach to regeneration and be prepared for investment and funding opportunities.	Head of Economic Development	Develop a regeneration plan and portfolio of sites for project opportunities	See Commentary	Below	Due to vacant posts there has been no further progression on these actions during Quarter 4. Activities will continue in 2025/26 once the vacancies have been filled.
COUN6	Effective Council	Ensure the tax collection process is always effective, efficient, timely and fair.	Head of Service (Revenues, Benefits & Community Engagement)	% Council Tax collected (Monthly)	98.33%	Below Target	<p>The amount collected in 2024/25 is compared to the amount collected at the same time in 2023/24.</p> <ul style="list-style-type: none"> % Council Tax collected (Monthly) - 98.33%, this is 0.04% below target or £42,270 % Business Rates collected (Monthly) - 98.68% this is 0.38% below target or £163,129. % SKDC Rental Income collected (Monthly) - 96.02%, therefore collection is 1.33% or £398,191 below target.
				*% Business Rates collected (Monthly)	98.68%	Below Target	
				% SKDC Rental Income collected (Monthly)	96.02%	Below Target	
COUN7	Effective Council	Deliver a balanced, sustainable financial plan over the medium term.	Assistant Director of Finance	Successful management of approved budget.	See Commentary	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.	Assistant Director of Finance	% of users accessing the system.	See Commentary	Behind 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 August 2025.
				% reports generated from the system within 5 working days of the months end.			

Index	Priority	Action	Owner	Target/s	Q4 Value	Q4 Status	Manager Commentary
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.	IT Manager	% of service desk tickets resolved within 1 day. (80% - Standard SLA is 5 working days)	96.44%	On Target	The team have successfully exceeded KPI targets for service support, and system availability and security throughout 2024/25.
				Availability of main corporate systems (council tax, housing, planning) during primary working hours. (99%)	99.9%	On Target	
				To monitor system security and ensure data is not compromised (100% availability of security software)	100%	On Target	
COUN12	Effective Council	Ensure procurement is always compliant, fair and delivers value for money.	Procurement Lead	% of compliant contracts awarded with the value >25k	100%	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.
				% of spend with registered SMEs	39%	For information only	
COUN14	Effective Council	Develop and deliver Planned Maintenance Strategy and accompanying action plan.	Head of Service (Property & IT)	Develop and adopt the strategy and action plan.	See Commentary	Completed	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. The information will be used to generate a work programme for the buildings concerned.