

Corporate Plan 2024-27: KPI Summary Report 2025/26 – Housing Overview & Scrutiny Committee							
Index	Priority	Action	Owner	Quarterly Overall Status			
				2024/25		2025/26	
				Q3	Q4	Q1	Q2
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	Below Target	On Target	On 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	Below Target	Below Target	On Target	On 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	On Target	On Target	Above Target
HOUS7	Housing	Deliver a high quality, planned and responsive repairs service.	Head of Service: Housing Technical Services	On Target	On Target	Below Target	Above 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	On Target	On Target	Under Review	Under Review
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 Q2 2025/26 – 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.	Head of Service: Housing Technical Services	% of owned properties EPC C or above (100% EPC C by 2030)	61.10% of owned properties EPC C or above	On Target	There has been a steady improvement in the number and percentage of properties that meet the energy target of EPC C. 61.1% (3,594) of owned properties are EPC C or above at the end of Q2 2025/26. This KPI can fluctuate as more EPC energy surveys are undertaken across the portfolio, which improves the accuracy of reporting. A survey is planned in 2025/26 to identify energy savings measures required for three of the poorest performing sheltered housing properties.
		Deliver the £3.3m decarbonisation programme.		Implementation of energy conservation measures (All properties on programme completed by year end)	18/128 properties completed on Wave 3 SHDF (Social Housing Decarbonisation Fund) programme		A two-year Wave 3 SHDF contract has been mobilised with Equans. 128 properties are to be completed in Year 1. Works began in August 2025, as of the end of Q2 2025/26, eighteen properties have been completed. All properties programmed in for completion by end of 2025/26.
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)	11 HHSRS fails (0 category 1)	On Target	All properties without a stock condition survey are programmed in for a survey in 25/26, there are 681 to complete. 92% (5,389) properties have a stock condition survey. Of which 88% (5152) have been completed within the last 5 years. At the end of Q2 there were no cat 1 HHSRS actions outstanding. The number of non-decent homes continues to reduce as works are delivered through the planned works programme and more stock condition surveys are completed to accurately report the number of non-decent properties.
				% of own Properties meeting the Decent Homes Standard (100%)	98.8%		As of Q2 2025/26 98.8% of own properties meet the Decent Homes Standard. In Q2 2024/25, the figure stood at 88.84%.

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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	96.30%	On Target	EICR (Electrical Installation Condition Reports) compliance data has been maintained at 95%+ throughout the quarter, the compliance and housing teams are reviewing the options available to support improving this position.
				% Dwellings with valid gas safety certificate	99.52%		Gas compliance has improved with 99%+ being maintained throughout the quarter.
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	80 days (average YTD) 56 days (average September 2025)	Above Target	Strong progress is being made to reduce void relet times in 2025/26 and at the end of Q2 the average void time YTD was 80 days which is the 2025/26 target. The team are working hard to reduce the average void times at SKDC and for the month of September alone the average void relet time was 56 days. Major voids have the biggest impact on turnaround time and for September major void turnaround time was 90 days whereas for standard voids the turnaround time was 37 days.
HOUS7	Housing	Deliver a high quality, planned and responsive repairs service.	Head of Service: Housing Technical Services	Emergency repairs completed on time target 75%	96%	Above Target	Significant work took 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. This work together with closer monitoring of contractor performance has seen overdue jobs numbers reduce from 2,965 in April 2024 to 1,705 at the end of September 2025.
				Non-emergency repairs completed on time target 70%	76%	Above Target	
				Overall satisfaction with repairs service target 75%	90%	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	Delivery of the pipeline is on track with one scheme completing (20 units) and another starting (21 units). The Elizabeth Rd scheme in Stamford which completed in August 2024 has had its end of year one defects inspection by D Browns and was a regional winner at the LABC Category of Best Small Social Housing category. The scheme will go forward for the LABC Awards in January 2026. The contract has been awarded for 11 units at Wellington Way in Market Deeping to Lindums, the team are reviewing the pre-commencement planning conditions and aiming to start on site in January 2026.
				Delivery of Swinegate, Grantham development (20 properties)	Works Completed	Complete	Swinegate was completed in September 2025 and the 20 apartments handed back to the Council. The car park at Watergate was resurfaced and white lined post-handover by Lindums and is fully open. The scheme has been shortlisted for Best Development under £5m by Inside Housing.
				Delivery of Larch Close, Grantham development (21 properties)	Works Commenced	On Target	The works for the 21 units at Larch Close commenced in September 2025 with Mercer Building Solutions on site now, completion of the scheme is December 2026, the scheme includes a mix of apartments, houses and bungalows.
HOUS9	Housing	Develop a joint approach to bringing Empty Homes back into use.	Head of Public Protection	Number of Private Sector Homes brought back into use. Target 2025/26: 5 Houses.	See Commentary	N/A	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. The target will be reported on at the end of the financial year.

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HOUS12	Housing	Deliver an effective Housing Options Service	Head of Service: Housing	Number of cases overdue a full homelessness decision (target 0)	10 (116 decisions made)	Below Target	The number of overdue decisions remains the same at 10 out of 116 total decisions (9%) however the team have seen a small increase in the overall number of decisions made. Despite experiencing resourcing shortages over the summer, performance in this area has remained consistent.
				Number of homelessness approaches (domestic abuse presented separately) For Information only	458 19 Domestic Abuse cases		There were 458 new homelessness approaches, up from 442 in the previous quarter, showing a steady rise in demand. Domestic abuse (DA) cases have decreased slightly to 19, compared with 22 last quarter.
				Number in temporary accommodation and temporary accommodation spend. For Information only	73 £168k spend on Temporary Accommodation year to date		The number of households in temporary accommodation (TA) has increased to 73, up from 64 in Q1. Despite this rise, the service is within the projected budget on TA (£168k YTD). A budget request was approved as part of the 2025/26 budget setting process to create a tenancy support officer role which has been recruited into and provides 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	152		There were 152 successful homelessness outcomes this quarter, compared with 129 in the previous period, showing a large improvement on positive outcomes for customers.
HOUS13	Housing	Protect our most vulnerable residents with robust safeguarding processes.	Head of Service: Housing	Number of safeguarding referrals (for information only)	7	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. Many concerns are dealt with internally through referrals to mental health services, visits from housing officers and tenancy support.