

| <b>Corporate Plan 2024-27: KPI Summary Report 2025/26 – Rural &amp; Communities Overview &amp; Scrutiny Committee</b> |                        |  |  |                          |              |              |              |
|---|------------------------|--|--|--------------------------|--------------|--------------|--------------|
| Index   | Priority               | Action   | Owner  | Quarterly Overall Status |              |              |              |
|   |                        |  |  | 2024/25                  |              | 2025/26      |              |
|   |                        |  |  | Q3                       | Q4           | Q1           | Q2           |
| 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.  | Assistant Director (Leisure, Culture and Place)                    | On Target                | On Target    | Below Target | Below 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    |
| 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. | Assistant Director (Leisure, Culture and Place)                    | 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)                                | Below Target             | Below Target | Below Target | On Target    |
| COUN5   | Effective Council      | Deliver the refreshed Customer Experience Strategy and accompanying action plan.   | Head of Service (Revenues, Benefits, Customer Service & Community) | On 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)                                | On Target                | On Target    | On Target    | On Target    |

| <b>Corporate Plan 2024-27: KPI Summary Report Q2 2025/26 – Rural &amp; Communities Overview &amp; Scrutiny Committee</b> |                        |   |   |  |                                 |                  |   |
|--|------------------------|---|---|--|---------------------------------|------------------|---|
| <b>Index</b>   | <b>Priority</b>        | <b>Action</b>   | <b>Owner</b>                                    | <b>Target/s</b>  | <b>Q2 Value</b>                 | <b>Q2 Status</b> | <b>Manager Commentary</b>   |
| 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.            | 100% of task and finish actions | On Target        | Ongoing work remains with the refreshed actions. Some were carried across from the previous set of actions due to the nature of them being considered as 'ongoing.' Officers continue to attend the Health and Wellbeing Officer Working Group and the Healthy Weight Operational Partnership Group. The Councils work on Age Friendly Communities continues to be reported alongside the Health and Wellbeing Action Plan. A survey to all older adults (considered as 50+) will be circulated towards the end of 2025. The refreshed actions are currently being reviewed within each of the lever areas and an update will be provided at the next update report to Rural and Communities OSC in early 2026. |
| COM7   | Connecting Communities | Deliver the Community Engagement and Development Strategy and accompanying action plan. | Assistant Director (Leisure, Culture and Place) | % of total actions on target/complete  | 96%                             | On Target        | All of the 22 Community Engagement actions listed within the Community Engagement and Development Action Plan are either complete or active. The Strategy and Action Plan will now be reviewed and updated. This indicator provides numbers on events directly delivered by the Community Engagement Team and those it attends to promote the service to the voluntary and community sectors. The figure reported is down on previous years, but the Team has been operating with reduced capacity since February 2025, which has impacted the amount of engagement events attended. The Team are now fully resourced and back up to capacity.  |
|  |                        |   |   | Number of Community Engagement events held across the district (15 cumulative) | 2 (cumulative total 6)          | On Target        |   |
|  |                        |   |   | £ levered by the SK Community Fund (£37,000 cumulative)                        | £569 (cumulative total £2,595)  | Below Target     | This indicator remains low compared with this time last year, however, it relies on community project values when using the Council's community funding to support larger bids. As larger bids, which can be for 100% of funding requirements, have been made to UKSPF from groups within the district the request for smaller, supporting grants have reduced. It is anticipated that this could rise within Q3 and Q4 as UKSPF is now closed to applications. Applicants who were unsuccessful for UKSPF funding are being encouraged to apply for the Community Fund should they meet the criteria.  |

| Index | Priority               | Action   | Owner   | Target/s  | Q2 Value               | Q2 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)  | 99.8%                  | On Target | The target for public realm cameras working for 90% of the time is being achieved and is above the target. The audit was undertaken in December 2024 and SKDC were found to be compliant and received a certificate of registration, the next audit is due in December 2025.   |
|       |                        |  |   | Achievement of successful annual review by Surveillance Camera Commissioner   | Due December 2025 (Q3) | N/A       |  |
| 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. | Assistant Director (Leisure, Culture and Place) | % of total actions on target/complete (Armed Forces Covenant Action of Community Engagement and Development Strategy)   | 87%                    | On Target | Two actions remain outstanding on the Action Plan which is reflected in the reported percentage. All other actions are in progress or complete<br><br>The figure reported for this indicator shows the target has been exceeded. This is, in part, due to commemorations during May to mark the 80th anniversary of VE Day and D Day in June, VJ Day in August and Arnhem commemorations in September. |
|       |                        |  |   | Number of engagement events delivered annually that raise awareness of the Armed Forces community and bring together business, community and the defence sector (7) | 2 (cumulative)         | On Target |  |
|       |                        |  |   | Number of events delivered within the district that mark national commemorations relating to the Armed Forces community (1)   | 5 (cumulative)         | On Target |  |

| Index | Priority          | Action  | Owner  | Target/s   | Q2 Value  | Q2 Status    | Manager Commentary  |
|-------|-------------------|---|--|--|---|--------------|---|
| 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%)   | 93%   | On Target    | Partnership working is prioritised by the Public Protection Service. This is 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. | Head of Service (Public Protection)                                | % of Regulatory Services service requests with an initial response within a defined timescale (5 working days) 95% | Service Average: 97.6%  | On Target    | Performance is assessed by the percentage of services requests with an initial response within five working days. The target is 95%.  |
|       |                   |   |  |  | Neighbourhoods Team: 98%  | On Target    |   |
|       |                   |   |  |  | Commercial Team: 100%   | On Target    | Overall the Public Protection Service operated at an average of 97.6% in Q2 2025/26.  |
|       |                   |   |  |  | Licensing Team: 99.7%   | On Target    |   |
|       |                   |   |  |  | Environmental Health, Environmental Protection, Private Sector Housing: 93% | 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    | The Customer Experience Strategy 2025-2029 (which includes the customer charter and service standard) has been finalised and was presented to Cabinet on 7 October 2025. The action plan was presented to Rural and Communities Committee on 16 October 2025, and 6 monthly thereafter. |
|       |                   |   |  | Volume of calls offered (% handled) 80%  | 54,281 calls offered (43,148 handled – 93%)                                 | On Target    | Totals calls offered to 30 September 2025 for Q2 were 54,281 and of which 93% were handled (50,481)   |

| <b>Index</b> | <b>Priority</b> | <b>Action</b>  | <b>Owner</b>                        | <b>Target/s</b>        | <b>Q2 Value</b>                          | <b>Q2 Status</b> | <b>Manager Commentary</b>  |
|--------------|-----------------|--|-------------------------------------|------------------------|--|------------------|--|
| 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 | 81 (cumulative) 49 were completed in Q2. | On Target        | For Q1 and Q2 the number of adoptions completed is 81 (which is 81%) and on target for the final target of 100 at the end of the financial year. |