

Corporate Plan 2024-27 End of Year Review 2025/26 - Appendix A: Corporate Plan 2024-27 2025/26 Delivery Summary

Index	Plan priority	Action	Q4 2025/26 Delivery Status	2025/26 Delivery Summary
COM1	Connecting Communities	Deliver the Local Health and Wellbeing Action Plan	On Target - Ongoing	There has been significant progress of actions being completed or underway. Many actions are considered as being continuously ongoing and therefore will be difficult to show as 'completed' by the end of the plan. The majority of time limited actions are complete. Work has continued throughout the year on the Ageing Better programme. The Age Friendly Communities survey: 'The Future of Growing Older in South Kesteven' was launched in February 2026. The findings will inform the baseline report on the experience of older residents, which will be the foundation for further work.
COM2	Connecting Communities	Deliver the Sport and Physical Activity Strategy and accompanying action plan.	On Target - Ongoing	The Sport and Physical Activity Strategy 2021-2026 came to a close at the end of March 2026. A refreshed Physical Activity Strategy 2026-2031 was adopted in March 2026.
COM3	Connecting Communities	Deliver the Cultural Strategy and accompanying action plan	On Target - Ongoing	<p>Good progress continues to be made in delivering the Council's Cultural Strategy. Events delivered during 2025/26 included 'Bike Night', 'Skate SKillz', 'Spring Skillz', 'Wassail Lantern Making', 'Covid Memorial Tree' sculpture installations and 'Thatcher Fest'. The latter attracted international media attention.</p> <p>A new events programme for 2026/27 was agreed by the Culture and Leisure Overview and Scrutiny Committee in February 2026. The proposed programme has been specifically designed to take cultural opportunities to rural areas, reach audiences that would not usually attend the Council's arts venues, and to engage with Deepings and Bourne residents where consultation has identified there are gaps in provision.</p>

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COM4	Connecting Communities	Invest in a sustainable leisure and cultural offer.	On Target - Ongoing	<p>The ten year agency agreement commenced between the Council and LeisureSK Ltd in Q1 with the aim of providing a sustainable leisure offering. Since the payment of a £150,000 cashflow stabilisation payment in Q1 2025/26, the Council has not provided a subsidy to LeisureSK. The council is now benefiting from the positive performance of the company with a surplus returned at the end of the 2025/26 financial year.</p> <p>All centres continue to benefit from the energy conservation measures introduced over the past 18 months. The SALIX funded decarbonisation project at Grantham Meres was completed in March 2026.</p>
COM5	Connecting Communities	Ensure that our leisure facilities and arts venues are sustainable and meet future needs.	On Target - Ongoing	<p>All centres have been audited by Right Directions for Quest accreditation, the UK quality assessment for sport and leisure. Grantham was assessed as ‘Very Good’ – an improved rating on the 2024/25 audit. Bourne and Stamford were assessed as ‘Good’. The overall satisfaction of users for LeisureSK that completed the annual customer experience survey was 76.49%. A refreshed monitoring visit process was introduced at the start of Q1 with the implementation of the new agency model contract between the Council and LeisureSK Ltd. A £240,000 gym refurbishment project at Grantham Meres was completed in December 2025. A £500k Leisure Investment Reserve has been established to improve the cosmetic appearance of each of the centres and stadium with the changing room areas being identified as the area of focus. Decoration works have been completed at Grantham Meres Leisure Centre, along with external decorations work to the SK Stadium. Procurement of a contract for the £500k leisure investment programme has been completed during Q4 with the contract due to be awarded in Q1 2026/27.</p>
COM6	Connecting Communities	Enable and support a flourishing and vibrant artistic and cultural scene	On Target - Ongoing	<p>Ticket sales are above target for each venue. Venue Managers are using fees and charges as a basis for hire, with discounts offered for bookings in line with the Cultural Strategy, or that complement any programming gaps. Total ticket sales: Stamford total 45,344 (annual target 37,000 – Stamford Arts Centre Events 16,879 & Stamford Arts Centre Film 28,465), Grantham Guildhall 32,150 (annual target 28,000).</p>

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COM7	Connecting Communities	Deliver the Community Engagement and Development Strategy and accompanying action plan.	On Target - Ongoing	<p>The effectiveness of Community Engagement relies on interventions, support and projects that are ongoing. The Action Plan covers a four year period, all discrete non-ongoing actions have been completed. The Strategy & Action Plan will be reviewed and updated in 2026/27.</p> <p>A total of £42,583 was awarded by the SK Community Fund in 2025/26. This exceeds the annual target of £37,000 but is substantially down on the 2024/25 figure of £71,933. It recognised that variable volume and value of the projects brought forward will dictate total value of projects delivered through the provision of community funding. During quarters 1-3, the UK Shared Prosperity Fund (UKSPF) provided funding for many projects that would have otherwise sought funding through the SK Community Fund.</p>
COM8	Connecting Communities	Continue to deliver an accredited, effective and legislatively compliant CCTV service in partnership with Lincolnshire Police.	On Target - Ongoing	<p>The target for public realm cameras working for 90% of the time is being achieved and is above the target (average 98.45%). An audit by the Security Systems and Alarms Inspection Board (SSAIB) was undertaken in December 2025 and SKDC were found to be compliant and received a Certificate of Registration.</p> <p>2025/26 is the first full year operating from the state-of-the-art, full-fibre digital CCTV control room in collocated in Grantham Police Station. The partnership is highly regarded by Lincolnshire Police and has enhanced the Districts ability to prevent crime, support high-level police investigations, and drive operational efficiency. In April 2026, the CCTV team was nationally recognised at the National CCTV Conference 2026 winning the CCTV Control Room Award.</p>
COM10	Connecting Communities	Maintain and enhance our green areas across the District.	On Target - Ongoing	<p>All three Grantham parks have retained their Green Flag status and Wyndham Park has retained its Green Heritage accreditation also. Opportunity for the development of a community hub in Dysart Park is being explored with the Inspire+ charity, following Inspire+ receiving a £70,000 grant from UKSPF. A programme of facility improvements has been delivered in Dysart and Wyndham parks:</p> <p>Dysart Park: additional fitness & older children’s play equipment, drainage works, refurbishment of the tennis courts and the installation of multi-use games area (MUGA) court suitable for football, basketball and netball.</p> <p>Wyndham Park: a new biodiversity & dog paddock, and a new skate park funded by a £125,000 UK Shared Prosperity (UKSPF) grant.</p>

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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.	On Target - Ongoing	<p>The Action Plan covers a four year period, all discrete non-ongoing actions have been completed. The Soldiers from the Sky project funded by the UK National Lottery Heritage Fund has shone light on the history and activities of the Airborne Forces of the United Kingdom, United States and Poland, who were based in and flew from South Kesteven during World War II. The 18-month project has included commemorative events, development of a smartphone app and website, visitor-friendly information for Airborne-related sites on a visitor trail of national and international significance, the planting of 2,400 maroon Airborne Tulip Memorial bulbs at sites across the district, including Grantham’s Heroes Commemorative Orchard, Wyndham Park and village churchyards, and new information boards.</p>
ECON1	Enabling Economic Opportunity	Deliver the Economic Development Strategy and accompanying action plan.	Under Review - Ongoing	<p>A new Economic Development and Inward Investment Manager was appointed in September 2026 who undertook a strategic review of the Economic Development Strategy & Action Plan to reflect a reduction in the level of resource the council has available to support economic development and the new operating context following the establishment of the Greater Lincolnshire Combined County Authority (GLCCA). The review focused on aligning the Council’s strategy with the growth strategies of GLCCA. The revised strategy will be presented to Finance & Economic OSC and Cabinet.</p> <p>Whilst the strategic review was undertaken, the team has focused on operational delivery. Key deliverables included:</p> <p>Working with Grantham Museum in the successful application for £243,800 grant from National Heritage Lottery Fund.</p> <p>Supporting Stamford and Grantham in submitting expressions of interest for the UK Town of Culture competition. Facilitating a large skills summit at the Grantham Meres leisure centre on 4 March 2026, attended by over 40 exhibitors and 1,000 Year 10 students from across the District.</p>

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ECON2	Enabling Economic Opportunity	Deliver initiatives to expand and deepen engagement with business.	On Target - Ongoing	The Economic Development service have developed 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 an active social media presence.
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.	On Target - Ongoing	UKSPF 25/26 is progressing well with funds fully allocated and projects working to target. MHCLG have extended the deadline for full expenditure of the fund to September 2026 which has allowed officers to offer some discretion in completion timelines to ongoing projects where needed, however the majority of projects were completed by the end of March 2026.
ECON4	Enabling Economic Opportunity	Embed and strengthen the Local Economic Forum (LEF) as a key institution for local stakeholders to shape the district's approach to skills, business support and investment.	Below Target - Ongoing	<p>Following the end of UKSPF 24/25, the LEF has not met given challenges around stakeholder engagement. With the arrival of the GLCCA, new panels and boards exist countywide which include stakeholders from the SKDC LEF. Consideration of the value and interaction between a local strategic stakeholder group and the Greater Lincolnshire agenda will be included in the revised Economic Development Strategy.</p> <p>Regular attendance at business clubs and other networking or business events across the district is maintained and strengthened. The Economic Development team have delivered events for businesses to provide support in line with changing regulations.</p>

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ECON5	Enabling Economic Opportunity	Work with the Lincolnshire Growth Hub to support businesses start, succeed and grow.	On Target - Ongoing	<p>From 1 April 2025, 151 business have been supported by Business Lincolnshire through their programmes and advisers at the Growth Hub and NBV Enterprise Solutions Ltd (a not for profit provider of business support and advice for pre-start individuals and small businesses). Feedback (from quarterly reports and directly received by the Business & Skills Officer) from businesses utilising support from Business Lincolnshire is positive, with South Kesteven business engagement remaining high.</p> <p>Proactive offer of support is delivered through regular networking at business clubs and other events around the district or within Greater Lincolnshire. Testimonials received from local businesses demonstrate the strength of relationships and connections made, though improvements are needed to support the breadth of support.</p>
ECON6	Enabling Economic Opportunity	Strategically leverage the Council's procurement spend to maximise social value.	Below Target – Ongoing	Development of a Social Value policy is progressing now and a draft is expected to be presented in Q2 2026.
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.	Below Target – Ongoing	<p>The Economic Development team has supported the Planning Team in respect of the Local Plan Review to support the inclusion of strategic employment and residential land allocations.</p> <p>Development of an Investment Prospectus is progressing now the Economic Development and Inward Investment Manager is in post.</p>
ECON9	Enabling Economic Opportunity	Develop a long-term approach to regeneration and be prepared for investment and funding opportunities.	Below Target – Ongoing	Development of a Regeneration Plan is now progressing. The revised Economic Development Strategy will align activity with the strategies of the Greater Lincolnshire Combined County Authority (GLCCA).

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ECON10	Enabling Economic Opportunity	Continue to promote and develop South Kesteven as an attractive visitor destination, focusing on our cultural and heritage strengths	Below Target – Ongoing	Development of a Visitor Economy Strategy is now progressing. The revised Economic Development Strategy will align activity with the strategies of the Greater Lincolnshire Combined County Authority (GLCCA).
COUN1	Effective Council	Continue to work in partnership with relevant partners to deliver and support targeted initiatives across the district to help communities.	On Target - Ongoing	Partnership working is prioritised by the Public Protection Service. The service provided a South Kesteven representative for 97% of partnership meetings in 2025/26. This is essential to maintain strong relationships with partners. An example is the continued success of the Lincolnshire Environmental Crime Partnership (ECP), a 25-organisation collaboration chaired by an officer from SKDC delivering an innovative, intelligence-led approach to tackling waste crime. The model is recognised as best practice, was shortlisted for a national award at the LGC Awards 2026, and is being adopted elsewhere.
COUN2	Effective Council	Ensure the administration of licenses and approvals relating to both national legislation and discretionary, are effective, efficient, timely and consistent.	Below Target - Ongoing	Performance is assessed by the percentage of services requests with initial response within five working days. The target is 95%. The Public Protection Service operated at 94.2% over 2025/26.
COUN4	Effective Council	Produce and deliver a Councillor Development Strategy and accompanying programme to achieve accredited Councillor	Below Target - Ongoing	The programme has been on hold since April 2025. The new Monitoring Officer was appointed in January 2026. The Development Charter project is being reviewed by the new Monitoring Officer and Cabinet member.

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		Development Charter status.		
COUN5	Effective Council	Deliver the refreshed Customer Experience Strategy and accompanying action plan.	On Target - Ongoing	The new Customer Experience Strategy 2025-29 and Action Plan was adopted in October 2025.
COUN6	Effective Council	Ensure the tax collection process is always effective, efficient, timely and fair.	On Target - Ongoing	The amount collected in 2025/26 is compared to the amount collected at the same time in 2024/25. Collection continues to be on target for all 3 areas. Council Tax - 98.31% collected, Business Rates - 98.74% collected, SKDC rental income - 97.30% collected. SKDC continue to have the highest collectable debt for Council Tax in the county, with the second highest for Business Rates.
COUN7	Effective Council	Deliver a balanced, sustainable financial plan over the medium term.	On Target - Ongoing	The Budget for 2025/26 was approved by Council in February 2025 with a sustainable medium term forecast. The Government have concluded their Fair Funding Review alongside the Business Rates Reset. The adopted budget for 2026/27 is balanced, before falling into potential deficits from 2027/28.
COUN8	Effective Council	Implement and embed the new finance system.	COMPLETED	Unit 4 went live in August 2025. The system has been embedded to Business as Usual (BAU). Focus has shifted to further development and consideration of Phase 2 enhancements. Overall the new system has been well received.
COUN9	Effective Council	Deliver the IT Roadmap, ensuring all systems meet the needs of internal and external customers, and explore opportunities for new	On Target - Ongoing	The team have successfully exceeded KPI targets for service support, and system availability and security throughout 2025/26. An updated ICT Strategy 2025 – 2028 and a new Cyber Security Strategy 2025 – 2028 were adopted in October 2025.

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		technologies and innovation.		
COUN11	Effective Council	Deliver the Internal Audit Plan and drive continuous organisational improvement.	On Target - Ongoing	Internal Audit plan for 2025/26 has been completed. Audits were undertaken of the Climate Plan, Payroll, Voids Management, Performance Management, Treasury Management, ICT Strategy, Building Control, Accounts Payable, Main Financial Systems and Market Services. An audit of the Stock Control processes was also undertaken and is currently being finalised.
COUN12	Effective Council	Ensure procurement is always compliant, fair and delivers value for money.	On Target - Ongoing	The new finance system (Unit 4) has been successfully embedded to enable reporting around procurement spend. Compliance and SME spend remains strong. 97% compliance for awards over £25k and 54% of spend is with SME/Micro sized companies.
COUN13	Effective Council	Continue to embed the People Strategy and accompanying action plan.	On Target - Ongoing	The 2025 Engagement Survey was conducted in May/June 2025: Engagement Index target score for a year-on-year improvement was achieved with an engagement index of 75 (2024 72) and a response rate of 87%. A new People Strategy 2025-2028 was adopted in July 2025.
COUN14	Effective Council	Develop and deliver Planned Maintenance Strategy and accompanying action plan.	On Target - Ongoing	For the financial year 2025/26, a varied programme of maintenance works for the corporate property estate was deployed to deliver the Maintenance Strategy Action Plan. Completed items include: roof and clock tower repairs to the Guildhall Arts Centre, extension to the Stamford Cattlemarket Car Park and resurfacing across the other operated car parks with additional structural works at Wharf Road, refurbishments to the Deepings Community Centre, SK House, the Grantham, Bourne and Stamford leisure centres, Stamford Arts Centre, Langtoft Pavilion and SK Stadium. An updated Corporate Asset Management Strategy 2025-2030 was adopted in October 2025.

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COUN15	Effective Council	Complaints, Freedom of Information (FOI) and Subject Access Request (SAR) reporting.	Below Target - Ongoing	The Council has continued to achieve an acceptable response rate to FOIs in the 2025/26. An influx in Subject Access Requests resulted in a dip in performance in Q1 and Q2. 23.08% of SAR's were dealt with within the target time in Q2 2025/26, a decrease from 100% in Q4 2024/25. This has been acknowledged by the team and work has been undertaken in Q3 to complete all outstanding SAR's and improve the turnaround time for those received. In Q4 response times have returned to an acceptable level of 81.82%.
ENVIRO1	Sustainable South Kesteven	Deliver the Climate Change Action Strategy programme.	On Target - Ongoing	The Climate Action Plan was presented to Environment OSC in November 2025 and adopted by Cabinet in March 2026.
ENVIRO2	Sustainable South Kesteven	Continue to reduce operational emissions to achieve the target of a 30% reduction on 2019 by 2030 and develop modelling to set a target of achieving Net Zero operations as soon as viable.	On Target - Ongoing	A downward trend in emissions can be observed since the carbon baseline of 2018/19. SKDC is on track to meet the target of reduction of at least 30% by 2030. Emission reporting has a one year lag. 2024/25 saw a reduction of 29.24% that was reported in 2025/26. It is anticipated that the 2030 emissions target will have been achieved in 2025/26, to be confirmed and reported in 2026/27. This is due in part to the reduction in energy use from specific projects, including the upgrade of SKDC owned streetlights to LED and investment in leisure centres including LED lighting upgrades, installation of pool covers, and installation of additional solar PV on key buildings. The SALIX funded decarbonisation project at Grantham Meres leisure centre was completed in March 2026 and will deliver a significant carbon reduction for the 2026/27 year onwards.
ENVIRO3	Sustainable South Kesteven	Review and implement energy efficiency and renewable energy opportunities across the corporate estate,	On Target - Ongoing	Usage of chargers is steadily increasing, particularly in Stamford. As part of the new Stamford, Cattlemarket car park project four new chargers were installed in Q2 2025/26.

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		such as solar panels and EV chargers.		
ENVIRO4	Sustainable South Kesteven	Improve the energy efficiency of the leisure estate and review further renewable energy opportunities.	On Target - Ongoing	<p>The decarbonisation project at Grantham Meres was successfully completed during Q4 2025/26 ahead of the deadline set by Salix finance. It has now been fully commissioned and is operational with adjustments being made to settings where necessary during the early stages of operation. As part of this project not only were the gas boilers and the Combined Heat and Power unit CHP removed from site, being replaced with Air Source Heat Pumps, but improvements also included replacement pool air handling units, heating valves, air handling coils, calorifier, reception heating , pool circulation pumps, pool heat exchangers, high voltage transformer, and a new substation.</p> <p>During the initial 12 months of the additional Solar PV being installed a total of 237,568 kWh of solar electricity has been generated providing a grid electricity saving of £36,492.</p> <p>The floodlights at the SK Stadium were upgraded to LED lighting in Q1 2025/26.</p>
ENVIRO7	Sustainable South Kesteven	Adopt a Tree and Woodland Strategy and deliver the accompanying action plan.	On Target - Ongoing	A number of Tree Management Policies, outlining how the Council will manage trees under our management, were approved by Cabinet in January 2026. 139 trees were planted in the winter 2025/26 planting season, including a number provided via Lincolnshire County Council, as well as 30 metres of new hedging.

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ENVIRO8	Sustainable South Kesteven	Ensure that biodiversity net gain is embedded through corporate projects and operations	On Target - Ongoing	The Biodiversity Action Plan was presented to Environment OSC in November 2025 and adopted by Cabinet in March 2026.
ENVIRO9	Sustainable South Kesteven	Continue to tackle waste related crimes, including fly tipping with support from the Environmental Crime Partnership	On Target - Ongoing	A new environmental crime process and mechanism for data capture has been embedded. In 2025/26, the cumulative number of fly tipping incidents where evidence has been found is 90. Over that period there have been 47 positive enforcement outcomes. Open investigations are continuing and some cases are being prepared for prosecution. It is important to note that an investigation can take a considerable amount of time. Further while evidence is obtained from fly tips it does not always lead to the perpetrator, which would mean the case would not have a positive outcome in terms of enforcement action.
ENVIRO11	Sustainable South Kesteven	Develop and implement an effective process for the collection of food waste. (Food waste collection mandatory from 31st March 2026)	COMPLETED	Mandatory weekly food waste collections commenced on 13 April 2026. Over the first five weeks of collection a total of 452,333 kg of food waste has been collected. Average presentation across the first five weeks is 65.2%. Presentation has steadily risen from 57.2% in the first week of the scheme, to 67.9% in the week commencing 11 May 2026.
ENVIRO12	Sustainable South Kesteven	Deliver a range of schemes to improve the recycling rate.	COMPLETED	The introduction of twin stream recycling in February 2024 and the contamination reduction campaign have resulted in improved recycling quality across the district. The Department for Environment, Food & Rural Affairs (DEFRA) released local authority waste statistics for 2024/25 on 31 March 2026. The contamination rate for South Kesteven DC in 2024/25 was 8.94%, in line with the Lincolnshire median of 8.32% and below the Lincolnshire average of 10.05%.

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ENVIRO13	Sustainable South Kesteven	Manage the construction and transition to a new depot, that is fit for purpose, and explore options for the old depot	COMPLETED	The new waste depot at Turnpike Close went live in December 2025. More than 200 council staff involved in waste collections, health & safety, street cleaning, park maintenance and housing repair are based at the site. The former Turnpike repairs building has been assigned to a new tenant and the former Mowbeck Way buildings are currently being marketed for lease.
ENVIRO14	Sustainable South Kesteven	Develop and deliver the Fleet Management strategy and accompanying action plan.	Below Target - Ongoing	The Green Fleet Strategy 2025-28 Action Plan was adopted in November 2025.
ENVIRO15	Sustainable South Kesteven	Review and implement energy efficiency and renewable energy opportunities within private properties in the district.	On Target - Ongoing	Overall, 214 properties were upgraded using HUG2 funding across the Lincolnshire partnership, including 40 from South Kesteven. In total, 496 energy efficiency measures were installed in properties, resulting in a total annual carbon emissions saving of 1,721 tonnes, and an annual energy saving for residents of £854.33. Mobilisation has commenced for the follow on scheme, Warm Homes Local Grant, with 2 properties upgraded in SKDC for Year 1 of the scheme. 15 properties were upgraded across the Lincolnshire consortium. Delivery is expected to significantly ramp up in Year 2. Across the consortium of 4 districts, over 500 properties have applied to the scheme, compared to expected delivery of 330 properties for Year 2 and Year 3 of the scheme.
HOUS1	Housing	Review the quality of existing properties across all tenures and seek to reduce the	On Target - Ongoing	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 2025/26 95% of properties had a stock condition survey, 93% of which were completed within the last 5 years

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		impacts of poor housing on residents and communities.		1,868 stock condition surveys had been completed, Of the properties with a stock condition survey, 100% of Council owned properties met the Decent Standard up from 94.62% in Q4 2024/25. There were 0 properties with HHSRS fails as of the end of Q4.
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.	On Target - Ongoing	The Housing service aims to complete 100 adaptations annually which was achieved, the cumulative number of adaptations for 2025/26 is 161 adaptations.
HOUS4	Housing	Deliver the Warm Homes Social Housing Fund (Wave 3) project	On Target - Ongoing	The Social Housing Decarbonisation Fund programme was completed in May 2025. Delivery of the Warm Homes Social Housing Fund (Wave 3) has mobilised. 114 of the 127 properties programmed for year 1 were delivered by the end of Q4. Programme numbers and spend are on track. Expected all 127 properties to be completed by Q1 2026/27.
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.	On Target- Ongoing	EICR (Electrical Installation Condition Reports) compliance data has maintained at 95%+ throughout the year. Access and completion rates continue to see steady rises, as of the end of Q4 EICR coverage stands at 97.23%. Gas compliance has been maintained at 99%+ throughout the year, peaking at 99.52% in Q2 2025/26.

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HOUS6	Housing	Continue to improve the turnaround period and standard of properties.	On Target-Ongoing	Void relet time continued to significantly improve during 2025/26. In Q4 2024/25 the average void period was 91 days. In March 2026, the average void time was 61 days. Over the course of 2025/26 the average void time was 71 days, ahead of the set target of 80 days. Major voids have the biggest impact on turnaround time. By the end of Q4 2025/26, the major void turnaround time was 86 days whereas for standard voids the turnaround time was 39 days. The average figures in 2024/25 were 193 and 75 days respectively. A target of 60 days is set for 2026/27.
HOUS7	Housing	Deliver a high quality, planned and responsive repairs service.	On Target-Ongoing	Significant progress has been made to improve the repairs service during 2025/26 with the overall work in progress jobs reducing from 4,065 in April 2025 to 2,814 at the end of March 2026. The number of overdue jobs has reduced from 2,337 in April 2025 to 1,208 March 2026. The average time taken to complete non-emergency repairs has reduced from 54 days in April 2025 to 34 days in March 2026. The Tenant Satisfaction Measures (TSM) tenant survey shows an improvement from 50% in 2024/25 to 70% in 2025/26. As of Q4 2024/25, 97% 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%). 86% of planned works programme against the backlog is complete.

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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.	On Target - Ongoing	<p>Over the life of the Corporate Plan 2024-27 so far, the Council has delivered (built and acquired) 57 properties (excluding the 29 units yet to be handed over in Corby Glen).</p> <p>The Council delivered 23 units in 2025/26:</p> <ul style="list-style-type: none"> -Swinegate, Grantham (20 units) – completed in September 2025. The scheme won the Best Development – up to £5m award at the Inside Housing Development Awards 2025. -3 units have been handed over in the second phase of the acquisition of 36 units in Corby Glen. Further handovers will take place in 2026/27. <p>35 units were progressed and are now under construction scheduled for completion during 2026/27:</p> <ul style="list-style-type: none"> -Larch Court Grantham (21 units) – contractor on site expected completion December 2026/January 2027 -Wellington Way, Market Deeping (11 units) – contractor on site expected completion December 2026 -Toller Court, Horbling (3 bungalows) – contractor due to start on site in May 2026. Expected completion December 2026. <p>There is a pipeline of 22 units in early planning stages to be progressed in 2026/27:</p> <ul style="list-style-type: none"> -Kesteven Road, Stamford (13 units) – planning application to be submitted in May/June 2026 -Bourne Road, Colsterworth (9 units) – public consultation to inform planning application to take place in summer 2026. - 29 units are under construction in Corby Glen. Further handovers will take place in 2026/27.
HOUS9	Housing	Develop a joint approach to bringing Empty Homes back into use.	On Target- Ongoing	<p>The team has undertaken work contacting the owners of empty homes throughout 2025/26. As the year progressed it became clear that the identified KPI for bringing homes back into use has not aligned with the practice of delivery, due to challenges in confirming that properties have been brought into use post contact. Therefore, new KPI metrics measuring contacts and enforcement actions are proposed for the consideration of Housing OSC in June 2026.</p>

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HOUS10	Housing	Ensure the Local Plan continues to facilitate sustainable growth across the district and the Local Plan Review is successfully completed in 2026.	Below Target - Ongoing	<p>The Local Development Strategy (LDS) was last updated in January 2026. The Government has moved the final deadline for submission of the Local Plan from 12th December to 31st December 2026 and it is unlikely that this deadline will move again. The Council has adopted a detailed project management approach to the evidence commissions and Local Plan following the advice of the Planning Advisory Service. Work has been progressing towards the Regulation 19 Consultation Draft Local Plan, which is planned for the Summer 2026.</p> <p>The 5 year housing land supply was published in March 2026, which concluded that the Council cannot demonstrate a five year housing land supply. Consequently, the National Planning Policy Framework's 'presumption in favour of sustainable development' and the tilted balance now apply. The five year housing land supply will be reviewed by the end of the year. The new housing need for South Kesteven per annum is 886, however the need is set to increase again in May, when MHCLG releases the updated dwelling stock data. The Council has adopted a detailed project management approach to the evidence commissions and Local Plan following the advice of the Planning Advisory Service. Local Plan timetable with consultation on a further Regulation 19 Local Plan in Summer 2026.</p>
HOUS11	Housing	Ensure the planning process is effective, efficient, high quality and timely.	On Target- Ongoing	<p>Over the year, the service has determined 38 major planning applications, of which 100% were determined in time. This achieves the KPI target for majors (80%) and is a significant improvement on 2024/25, which achieved a timeliness rate of 80%. Overall volume fell slightly from 45 major applications in 2024/25. 86% of non-major applications were determined on time throughout the year, an improvement on the figure of 76% for 2024/25, and achieving the KPI target of 80%. Performance on both metrics are above national performance indicators that are set by MHCLG.</p>
HOUS12	Housing	Deliver an effective Housing Options Service	On Target- Ongoing	<p>In 2025/26 the team dealt with 1,668 homelessness approaches, which resulted in 487 full homelessness decisions, which means the Council has accepted a main homeless duty and therefore must provide accommodation to discharge this duty. The total homelessness approaches decreased from 2024/25 (2,098 approaches).</p>

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HOUS13	Housing	Protect our most vulnerable residents with robust safeguarding processes.	On Target - Ongoing	The Council has a strong safeguarding team in place, who continue to promote awareness of safeguarding across the organisation. Safeguarding training is delivered to employees and elected members. Contractors are required to comply with the Council safeguarding policy and work with the council to report observed concerns. Reminders are issued in relation to the processes for escalating concerns.