

Corporate Plan 2024-2027: KPI Summary Report 2025/2026 – Rural & Communities Overview & Scrutiny Committee							
Index	Priority	Action	Owner	Quarterly Overall Status			
				2025/26			
				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.	Assistant Director (Leisure, Culture and Place)	Below Target	Below Target	Below 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
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.	Community Engagement Officer	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	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)	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

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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.	100% of task and finish actions	On Target	Most time limited actions are complete within the Action Plan. Some actions were carried across from the previous action plan due to the nature of them being considered as being 'ongoing.' Officers continue to attend the Health and Wellbeing Officer Working Group and the Healthy Weight Operational Partnership Group. The Council's work on Age Friendly Communities continues to be reported alongside the Health and Wellbeing Action Plan. The Age Friendly Communities survey: 'The Future of Growing Older in South Kesteven' was launched in February 2026 and received over 1000 responses. The findings will inform the baseline report on the experience of older residents, which will be the foundation for further work.
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	100%	On Target	The effectiveness of Community Engagement relies on interventions, support and projects that are ongoing. The Action Plan covers a four-year period, all non-ongoing actions have been completed. This indicator provides numbers on events directly delivered by the Community Engagement Team and those attended to promote the service to the voluntary and community sectors. The annual target was achieved.
				Number of Community Engagement events held across the district (15 cumulative)	2 (cumulative total 15)	On Target	
				£ levered by the SK Community Fund (£37,000 cumulative)	£32,100 (cumulative total £42,583)	On Target	

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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)	99.0%	On Target	The target for public realm cameras working for 90% of the time is being achieved and is above the target. 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. The next audit is due in December 2026. In April 2026, the CCTV team was nationally recognised at the National CCTV Conference 2026 winning the CCTV Control Room Award.
				Achievement of successful annual review by Surveillance Camera Commissioner	Audit passed	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)	% of total actions on target/complete (Armed Forces Covenant Action of Community Engagement and Development Strategy)	100%	On Target	The Action Plan covers a four-year period, all non-ongoing actions have been completed. The figures reported for the delivery of engagement and commemoration events shows the target has been significantly exceeded. This is partly due to the commemorations during May 2025 to mark the 80th anniversary of VE Day and D Day in June, VJ Day in August and Arnhem commemorations in September 2025. The team has also concluded the delivery of the 18-month Soldiers from the Sky project funded by the UK National Lottery Heritage Fund. The project 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.
				Number of engagement events delivered annually that raise awareness of the Armed Forces community and bring together business, community and the defence sector (7)	15 (cumulative)	Above Target	
				Number of events delivered within the district that mark national commemorations relating to the Armed Forces community (1)	6 (cumulative)	Above Target	

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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%)	100%	On Target	Partnership working is prioritised by the Public Protection Service. The service provided a South Kesteven representative for 100% of partnership meetings in Q4 (97% attendance for partnership meetings during 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.	Head of Service (Public Protection)	% of Regulatory Services service requests with an initial response within a defined timescale (5 working days) 95%	Service Average: 94.45%	Below Target	Performance is assessed by the percentage of service requests with an initial response within five working days. The target is 95%. Overall the Public Protection Service operated at an average of 94.45% in Q4 2025/26.
					Neighbourhoods Team: 96.9%	On Target	
					Commercial Team: 100%	On Target	
					Licensing Team: 95.8%	On Target	
					Environmental Health, Environmental Protection, Private Sector Housing: 91%	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	Adopted	On Target	The Customer Experience Strategy and Action Plan 2025-2029 (which includes the customer charter and service standard) was adopted in October 2025.
				Volume of calls offered (% handled) 80%	99,169 calls offered (91,235 handled – 95%)	On Target	Totals calls offered to 31 March 2026 for Q4 were 99,169 and of which 95% were handled (91,235). During 2025/26, a total of 366,726 calls were offered, of which 331,989 were handled (90%).

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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	161 (cumulative) 50 were completed in Q4.	On Target	At the end of Q4 2025/26 a cumulative total of 161 adaptations had been completed. The annual target of 100 was exceeded.