Public Document Pack

West Lindsey District Council

Guildhall Gainsborough
Lincolnshire DN21 2NA
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AGENDA

<u>This meeting will be recorded and the video archive published on our website</u>

Prosperous Communities Committee
Tuesday, 2nd December, 2025 at 6.30 pm
Council Chamber - The Guildhall, Marshall's Yard, Gainsborough, DN21 2NA

Members:
Councillor Emma Bailey (Chairman)
Councillor Tom Smith (Vice-Chairman)
Councillor Owen Bierley
Councillor Frazer Brown
Councillor Stephen Bunney
Councillor Christopher Darcel
Councillor Jacob Flear
Councillor Sabastian Hague
Councillor Mrs Angela Lawrence
Councillor Paul Lee
Councillor Mrs Lesley Rollings

1. **Apologies for Absence**

2. **Public Participation**
   Up to 15 minutes are allowed for public participation. Participants are restricted to 3 minutes each.

3. **Minutes of Previous Meeting** (PAGES 3 - 8)
   To confirm and sign as a correct record the Minutes of the Meeting of the Prosperous Communities Committee held on Tuesday, 4 November 2025

4. **Members' Declarations of Interest**
   Members may make any declarations at this point but may also make them at any time during the course of the meeting.

5. **Matters Arising Schedule**
   There are no outstanding matters arising.

Agendas, Reports and Minutes will be provided upon request in the following formats:

Large Clear Print: Braille: Audio: Native Language

6. **Public Reports**

Paul Burkinshaw
Head of Paid Service
The Guildhall
Gainsborough

Monday, 24 November 2025

WEST LINDSEY DISTRICT COUNCIL

MINUTES of the Meeting of the Prosperous Communities Committee held in the Council Chamber - The Guildhall, Marshall's Yard, Gainsborough, DN21 2NA on 4 November 2025 commencing at 6.30 pm.

Present:	Councillor Emma Bailey (Chairman) Councillor Tom Smith (Vice-Chairman) Councillor Owen Bierley Councillor Frazer Brown Councillor Stephen Bunney Councillor Jacob Flear Councillor Paul Lee Councillor Mrs Lesley Rollings Councillor Trevor Young
In Attendance:	
Sally Grindrod-Smith	Director Planning, Regeneration & Communities
Sue Leversedge	Financial Services Manager (Deputy Section 151)
Ele Snow	Senior Democratic and Civic Officer
Apologies:	Councillor Sabastian Hague Councillor Mrs Angela Lawrence
Membership:	Councillor T. Young was appointed substitute for Councillor S. Hague

18 PUBLIC PARTICIPATION

There was no public participation.

19 MINUTES OF PREVIOUS MEETING

RESOLVED that the Minutes of the Meeting of the Prosperous Communities Committee held on 15 July 2025 be confirmed and signed as a correct record.

20 MEMBERS' DECLARATIONS OF INTEREST

There were no declarations of interest.

21 MATTERS ARISING SCHEDULE

Members were advised that the outstanding matter arising regarding the refresh of the parking strategy had now been marked as completed. There had been consultation undertaken and the refreshed strategy had been added to the committee work plan for decision at a future meeting.

With no further comments, questions, or requirement for a vote, the Matters Arising Schedule, setting out the current position of previously agreed actions as at 27 October 2025, was **DULY NOTED**.

Prior to moving onto the public reports, a Member of the Committee enquired as to whether there was a reason the meeting had been called without more business to be consider. He noted that the cost of bringing Councillors and Officers together should be taken into account when considering whether there was sufficient business to warrant a meeting being called.

The Senior Democratic and Civic Officer explained that, owing to the timeframes regarding the paper on proposed fees and charges for financial year 2026/27, it had not been possible to reschedule the planned reports for another meeting.

In response to a question as to whether there was any other business which could have been brought to the Committee at this stage in order to maximise efficiency for Councillors and Officers, it was highlighted that agenda planning was a key consideration for all committees, however there had been no other business for presentation at this stage.

The Vice Chairman highlighted that he had also previously requested the costs involved with holding a meeting, and he advised that Councillor travel expense costs were readily available, and he provided the building costs which had been accurate at his time of asking.

A Member of the Committee commented that all points raised were valid, and agreed that agenda’d business needed to be meaningful for all Council and committee meetings. He proposed the comments be noted and the meeting proceed.

22 PROPOSED FEES AND CHARGES 2026/2027

Members heard from the Financial Services Manager regarding the proposed fees and charges to be implemented from 1 April 2026, for services within the committee. The budget implications reflected both the impact of proposed amendments to fees, and the forecast demand for each service. It was explained that 41% of the charge lines were statutory and were published once they were released by the relevant body. Officer were still awaiting the release of the statutory planning fees, which had been received in late November the previous year. They were based on the September CPI rate which was confirmed recently as being unchanged from August at 3.8%.

The remaining 59% of charge lines were non-statutory and were locally set by the Council. For each service provided, the aim was for total cost recovery where possible however benchmarking data was taken into consideration as well as the budget manager’s knowledge of the market and demand. It was highlighted that the main cost driver for the majority of chargeable services was staff time, therefore the pay award increase of 3.2% had been applied as the inflationary uplift for 26/27. From 27/28 2.5% had been applied each year.

Members were advised that in relation to non-statutory fees, 39% had seen no proposed change, this primarily related to markets and car parks. With regard to car parks (section 4.2 of the report), it was noted that a revised car park strategy was imminent so no amendments to fees were proposed at this time. With regard to Markets (section 4.8 of the report), trader numbers were being maintained and so there were no proposed increases at this stage. There was, however, a proposed fee reduction for Tuesday fees for vans and trailers to encourage more traders. There was no stall erection required for those traders and so it had been deemed appropriate to reduce the fees to be more in line with market stall fees.

The Financial Services Manager explained that, in relation to garden waste fees, there were three options for the 26/27 subscription fee proposed for Member consideration, all of which were based on the current 18 collections per year. The first options was to maintain the annual fee at £46, which forecast a £26,000 shortfall in cost recovery. Option two was to increase the fee to £47, which forecast a £24.7k shortfall, and option three, being the preferred option, was an increase to £48 (which was a £2 or 4.3% increase on the current year), which represented cost recovery for the service. This reflected the increase in staff costs, vehicle costs, and also a risk adjustment for a 2% reduction in subscribers.

Members heard that 60% of the remaining non statutory fees were proposed to increase, the majority of which were based on an increase of 3.2% rounded to the nearest £ or 50p. The total impact on the MTFP had been updated to include the expected increase in planning fees and was an increase in income of £81.5k in 26/27, rising to £126.4k in 30/31.

Members were asked to recommend a preferred option for the garden waste subscription fee to the Corporate Policy and Resources Committee and also consider the remaining proposed fees and charges and make recommendation to Corporate Policy and Resources for approval. Members were also being asked to consider the request for one day of free car parking to support Christmas events in Gainsborough and Market Rasen. It was noted that in 2022 Members had approved a day of free car parking for the period of three years from 2023 to 2025, with the actual dates each year being signed off by delegation to the Chief Executive. As that approval period had ended, Members were being asked to approve free parking for 2025 on the dates provided, and also for the following three years, again delegating authority to the Chief Executive to sign off the exact date each year.

Members welcomed the report and the newly introduced colour coding of the statutory and non-statutory fees. It was requested that through the review of the car parking strategy the free two hours parking in Gainsborough was continued, recognising the benefits of encouraging visitors to stay in town perhaps longer than they had planned, and the support it provided to help local businesses thrive.

With regard to the garden waste subscription fee, the third option, which amounted to cost recovery, was proposed and seconded. A Member of the Committee requested that the future of the fee was fully appraised in relation to whether it reached a point where, due to staffing costs and vehicle costs, cost recovery would price customers out of the subscription. It was recognised that users of the service had previously fully supported a cost recovery subscription fee, however it was highlighted that with the cost of living continuing to rise, it was possible that in future years cost recovery could lead to a subscription cost which was unreasonable for many users. It was noted that the garden waste service was a discretionary service, and whilst there were cost increases involved, budgets and the budget setting process was closely monitored and scrutinised. A Member of the Committee also noted that charges differed across the county and enquired as to the impact of Local Government Reform (LGR). It was explained that there were many council services across the county which were not aligned, and this would require significant cross-authority work as LGR progressed.

With regard to the free parking on Christmas event days, it was requested that the scope be widened to include the winter season, as some events may not be marketed as Christmas events but would be the best day for free parking to take place. The example of ‘small business Saturday’ in Market Rasen was given. Members indicated their agreement to this amendment.

Having been proposed and seconded, each recommendation within the report was voted upon. By majority vote it was

RESOLVED that

a) options for the Garden Waste Subscription fee for 2026/2027 had been considered and Option 3 be **RECOMMENDED** to the Corporate Policy and Resources Committee for approval, option three being: price to increase to £48 per bin for 18 collections (cost recovery); and

b) the remaining proposed fees and charges for 2026/2027 had been considered as detailed and be **RECOMMENDED** to the Corporate Policy and Resources Committee for approval; and

c) the requests for free car parking on Friday 14 November 2025 (Gainsborough) and Saturday 6 December 2025 (Market Rasen) when Christmas Events are to be held had been considered and be **RECOMMENDED** to the Corporate Policy and Resources Committee for approval; and

d) the request for one day of free parking in Gainsborough and Market Rasen during the winter season for the years 2026, 2027 and 2028 had been considered and it be **RECOMMENDED** to the Corporate Policy and Resources Committee for approval. Delegated Authority be granted to the Chief Executive to determine and vary the date on which free parking is held each year up until 2028, in consultation with Event Organisers and the Chairman of the Policy and Resources Committee.

23 PRIDE IN PLACE

Members gave consideration to a report presented by the Director of Planning, Regeneration & Communities, which provided information on the recently announced Pride in Place programme, through which an area in Gainsborough, being referred to as Gainsborough West, had been allocated a funding package of £20 million over ten years.

This funding allocation recognised the hyper local deprivation faced in this area.

It was explained that West Lindsey District Council would be the accountable body for the fund and there was a requirement to establish a neighbourhood board, whose responsibility it would be to create an investment plan and oversee how the funds were spent. The neighbourhood board must have an independent chair and would have representatives from across the community.

A key principle of this programme was engagement with the community within the area of focus. Full details of the programme, the governance requirements and the funding profiling, split, and payment dates were still to be provided. Since the announcement there had been government-provided webinars and the 'prospectus' was due to be published before Christmas. The Council had been allocated a representative from the Ministry of Housing Communities and Local Government delivery unit. It was expected that they would reach out in the next weeks and would visit Gainsborough to learn about the challenges and opportunities as the work developed.

In view of the details being limited, but recognising the desire to start shaping the work, Officers had developed an initial communications plan, with a view to early engagement with communities, partners and stakeholders. Members were asked to note the funding announcement and approve the communications plan.

Members were grateful for the information presented and recognised the awaited detail would be key to making a start on the programme of works. Members made reference to the work already undertaken within Gainsborough and welcomed the opportunity to extend that work. It was also noted that the additional funding for the specific area in Gainsborough could bring more investment to the area and be of benefit to the district by way of greater investment and funding opportunities for communities in other areas.

In response to a question as to how to engage the communities over the full ten year period of funding, it was explained that the neighbourhood board would be key, as would the involvement of the local schools, in order for children to grow up shaping the community through this opportunity. It was acknowledged that the release of further information was needed in order to engage and plan in more detail.

Having been proposed, seconded, and voted upon, it was

RESOLVED that

a) the Pride in Place announcement, associated timescales, and governance be noted; and

b) the initial communications plan be approved to support the development of the programme.

24 WORKPLAN

In response to a question regarding the car parking strategy, it was confirmed consultation work had been undertaken and the reviewed strategy was on the work plan for a future meeting.

With no further comments, questions, or requirement for a vote, the work plan was **DULY NOTED.**

The meeting concluded at 7.20 pm.

Chairman

Prosperous Communities Committee

Tuesday 2 December 2025

Subject: Progress and Delivery Quarter Two (2025/26) including Performance Improvement Plan

Report by:	Director of Change Management, ICT & Regulatory Services
Contact Officer:	Claire Bailey Senior Transformation and Performance Officer claire.bailey@west-lindsey.gov.uk
Purpose / Summary:	To consider the Progress and Delivery report for quarter two 2025/26 (July-September)

RECOMMENDATION(S):

1. To assess the performance of the Council's services through agreed performance measures and indicate areas where improvements should be made, having regard to the remedial measures set out in the report.

IMPLICATIONS

Legal: N/A

Financial : N/A

Staffing : N/A

(N.B.) Where there are staffing implications the report MUST have a HR Ref

Equality and Diversity including Human Rights : N/A

Data Protection Implications : N/A

Climate Related Risks and Opportunities: N/A

Section 17 Crime and Disorder Considerations: N/A

Health Implications: N/A

Title and Location of any Background Papers used in the preparation of this report :

N/A.

Risk Assessment :

Call in and Urgency:

Is the decision one which Rule 14.7 of the Scrutiny Procedure Rules apply?

i.e. is the report exempt from being called in due to urgency (in consultation with C&I chairman)	**Yes**		**No**	**x**

Key Decision:

A matter which affects two or more wards, or has significant financial implications	**Yes**		**No**	**x**

Progress and Delivery Report

Quarter Two 2025/26
July - September

Executive Summary

The quarter two Progress and Delivery report covers the period from July to September 2025. The performance information presented in this report is grouped by portfolio and based on the measures and targets approved by Corporate Policy and Resources Committee in January 2025.

Each section of the report begins with an overall summary of portfolio performance, including measures which have been above or below target for at least two consecutive quarters. This is followed by a performance summary for each service within that portfolio. Performance is reported by exception (above or below target) and a narrative for each service is included to provide additional context.

Following on from the roll out in quarter two 2022/23, the Performance Improvement Plan (PIP) features on page nine and ten of this report, this is a key part of the report where we highlight those measures which report below target for two of more consecutive periods.

Looking ahead…

Work is underway to review the Progress and Delivery measure sets, for the 2026/27 performance framework. The recommendation is to align measures with the refreshed themes of the Corporate Plan and will transition from portfolio/service-based formats to strategic theme-based structures. This review will also consider introducing new indicators where gaps exist and reassess targets for measures that consistently exceed expectations. Those measures not directly aligned to the Corporate Plan themes are proposed to be used to monitor operational service delivery and will form a new operational report.

As part of the review process, approval will be sought from members of the Overview and Scrutiny Committee for the proposed approach, with engagement from Group Leaders to ensure broader member involvement. Following the review, the proposed measures and targets will be presented to the members of Corporate, Policy and Resources Committee for approval in February 2026.

For further information or to discuss the report further please contact either:

Darren Mellors	**Claire Bailey**
Change, Programme and Performance Manager	Senior Transformation and Performance Officer
darren.mellors@west-lindsey.gov.uk	clare.bailey@west-lindsey.gov.uk

Key to KPI Ratings Used

This report includes the Key Performance Indicators (KPIs) set for 2025/26 where progress is assessed against agreed targets. Progress against targets is assessed by RAG (Red/Amber/Green) ratings. Progress is also assessed in terms of direction of travel (DoT) using arrows.

DoT arrows are used to indicate the direction of change for KPIs over time. This provides a visual display to show whether performance has improved/declined/remained the same when compared to the corresponding quarter.

DoT	
↑	Performance improving
↓	Fall in Performance
→	No change
RAG	
	Measure exceeding approved target
	Measures within approved tolerances
	Measure below target

Overall Summary of Council Performance

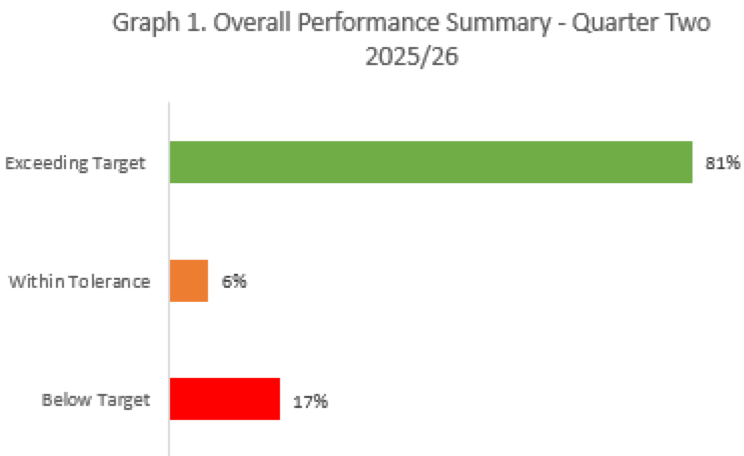

Table 1. identifies a total of 48 KPIs with associated targets, broken down by portfolio, these are measured quarterly and included within this report. Graph 1. shows the percentages based on the figures in table 1.

40 KPIs (excluding the 8 Corporate Health KPIs) which sit within the five portfolios are monitored over consecutive periods within the report and are highlighted when they are either above or below target for two consecutive quarters.

Quarter two reports a total of 27 out of the 40 KPIs exceeding target for two consecutive quarters of more. Of the 40, five KPIs report below target for at least two consecutive quarters, this milestone initiates the development of a **Performance Improvement Plan (PIP).**

Portfolio	No of KPIs	KPIs exceeding target	KPIs within tolerance	KPIs below target
Corporate Health	8	7	1	0
Change Management, ICT and Regulatory Services	12	12	0	0
Finance and Assets	4	3	1	0
People and Democratic	0	0	0	0
Planning, Regeneration and Communities	12	11	0	1
Operational and Commercial Services	12	6	1	5
Total	**48**	**39**	**3**	**6**

Table 1.

Corporate Health

COF03 - As at quarter two, there is a net underspend of £177k, contributing to reserves. Key expenditure variances include savings from the corporate contingency budget (£51k), fuel (£45k), and salaries (£28k), partially offset by an insurance premium pressure of £32k. Income variances include higher net interest on investments (£83k), a government grant for Drainage Board Levy support (£59k), increased commercial waste income (£22k), and additional income from Big Bin Hire and bulky waste collections (£20k). These gains are offset by pressures of £20k for the Legal Services contract and £83k due to lost housing subsidy for supported accommodation placements.

COF06/07 - The 'Value of savings identified' and 'Value of savings delivered' are new measures introduced for 2025/26. The restructure of the Land Based Admin team has resulted in an ongoing cost reduction for the Mid Term Financial Plan, the approved structure was implemented from 1st August 25 with an annual forecast saving of £61.2k per annum, resulting in a quarter two saving of £5,100 being identified and delivered.

GLC01 - This measure prioritises internal visibility and proactive oversight of all reported data breaches through the Council’s established internal processes. In quarter two, one internal data breach was recorded, representing a decrease from the six breaches reported in quarter one. All incidents are monitored and reviewed by the Councils Corporate Information Governance Group to ensure appropriate action and continuous improvement.

GLC02/03 - Quarter two shows continued improvement in the percentage of FOIs and EIRs completed within the statutory timeframe, with 95% completed on time, within the approved tolerance of the 97% target. This reflects progress from quarter one, which reported 93%, and from quarter two of the previous year, which reported at 91%. Notably, this improvement has been achieved alongside a 35% year-on-year increase in the volume of information requests received for quarter two. Ongoing proactive engagement with relevant teams remains central to maintaining and strengthening performance.

GLC04 - This measure supports transparency by tracking formal notifications received directly from the Information Commissioner’s Office (ICO) in relation to FOI, SAR, or EIR requests. In quarter two, one formal notification was received. However, the ICO upheld WLDC’s position regarding the information disclosed, confirming that officer names should not be released to the requester.

CUS03/04 - In quarter two, 27% of complaints were upheld, equating to 14 cases, an increase from the 17% (six complaints) upheld during the same period last year. Of these, eight related to Waste Services, four to Customer Services, one to Revenues (Council Tax), and one to Development Management.

An overall rise in complaints was observed during the quarter, with the most significant increase occurring in July 2025, when ten more complaints were received compared to July of the previous year. The increase was primarily driven by complaints concerning Waste Services.

CUS06-09 - The suite of customer services measures to provide a comprehensive overview of all incoming demand on the Customer Services Team. The new Contact Centre technology, rolled out in quarter three 2024/25, now moving into phase three, continues to be developed, and the team continue to closely monitor both performance and customer satisfaction.

CUS08 - Quarter two reports strong performance in call handling, with the percentage of abandoned calls at 6%, which is an improvement on the service target of 8%. The Customer Contact Centre received 8,176 calls, of which 7,697 were successfully answered. System enhancements introduced in July included upgrades that allow certain call data to be automatically recorded within the system, reducing the need for manual input. Additional ongoing work has continued to improve the routing for calls relating to Council Tax and Home Choices, improving the speed the customer reaches the most appropriate officer.

The team continues to conduct fortnightly reviews of available data, with a focus on identifying and responding to emerging trends to further improve service delivery.

As part of the ongoing Contact Centre Technology project, quarter two saw the launch of the new chatbot – Lindsey, designed to expand access channels and offer customers greater choice in how they engage with the Council. The chatbot is supported by robust monitoring and feedback mechanisms, which will inform continuous improvements based on customer input. To date, 46 chats have been responded to, with common queries relating to Council Tax, Cost of Living, Planning, and Operational Services, work continues to promote the service.

HUM02 - Staff turnover is a key indicator of organisational health, helping to identify retention trends and inform workforce planning and development strategies. It is calculated by comparing the number of leavers to the overall headcount during the reporting period. In quarter two, the staff turnover rate was 0.87%, representing an increase from 0.64% in quarter one.

HUM03 - Health and Safety incidents encompass all staff while undertaking work duties, as well as customers present within Council buildings or attending events. In quarter two, 18 incidents were reported - consistent with the figure from quarter one. However, this represents a notable increase compared to quarter two of the previous year, which recorded only five incidents.

The majority of cases originated from Operational Services, including ten incidents involving vehicles or plant equipment. All reported incidents are reviewed by the Council's Health and Safety Officer, to ensure safe working practices are upheld and appropriate measures are taken to prevent recurrence.

KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
COF02 - % of invoices paid within 30 days of receipt of the invoice	99%	98%	99%	🟢	
COF03 - Overall Council budget forecast outturn	-0.87%	0%	-0.83%	🟢	↑
COF06 - Value of savings identified ***new measure***	N/A	N/A	£5,100	-	-
COF07 - Value of savings delivered ***new measure***	N/A	N/A	£5,100	-	-
CUS01 - Overall customer satisfaction	85%	75%	83%	🟢	↓
CUS02 - Compliments received	394	N/A	380	-	-
CUS03 - Complaints received	39	N/A	51	-	-
CUS04 - % of complaints where the Council is at fault	17%	40%	26%	🟢	↓
CUS05 - Average number of calendar days taken to resolve a complaint	7 days	14 days	6 days	🟢	↑
CUS06 - Volume of face-to-face demands received into the Customer Contact Centre	2,265	N/A	2,209	-	-
CUS07 - Volume of telephone demands received into the Customer Contact Centre	9,923	N/A	8,176	-	-
CUS08 - % of abandoned calls	11%	N/A	6%	-	-
CUS09 - % of on-line demands received	23%	N/A	30%	-	-

KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
GLC01 - Number of data breaches reported internally ***new measure***	N/A	N/A	1	-	-
GLC02 - Number of FOI and EIR requests received	158	N/A	212	-	-
GLC03 - % of FOIs and EIRs completed within the statutory timeframe	91%	97%	95%		↑
GLC04 - Number of formal notifications received from the Information Commissioners Office (ICO) in relation to information requests ***new measure***	N/A	N/A	1	-	-
HUM01 - Staff absenteeism (average days sickness per FTE)	0.82 days	1.5 days	0.51 days		↑
HUM02 - Staff Turnover ***new measure***	N/A	N/A	0.87%	-	-
HUM03 - Health & Safety incidents	5	N/A	18	-	-
ICT05 - Server and system availability	100%	98%	100%		→

Performance Improvement Plan (PIP)

The Performance Improvement Plan forms part of the Progress and Delivery framework here at West Lindsey and supports the on-going maturity of performance management at West Lindsey District Council. The plan includes measures where performance has remained below target for two consecutive quarters or more.

Additional information will be provided as to the reasons relating to the measure reporting below target, the impact this has, the actions in place to improve performance and when we expect to see the improvement following the action.

The Plan adds further context and provides the extra level of assurance Members are seeking and have requested as to why P&D measures within services are reporting as underperforming.

The table overleaf shows a summary of improvement actions identified with associated Team Managers and Management Team. A more detailed plan is managed at service level with oversight by the senior management team including clear linkages to the objectives of both teams and individuals.

The plan will be monitored by the Council's Senior Transformation and Performance Officer and the relevant Team Manager with the quarterly P&D report used to update members on progress.

Portfolio / Service	Measure	Reason	Impact	Actions – what can we do to improve?	When will we see an improvement?
Homes and Communities	**HME07** - % of households spending more than 42 nights in B&B accommodation	• Due to the unsuitability of temporary accommodation in Gainsborough for some cases. • Since the only temporary accommodation is located in the town, if someone cannot be accommodated in Gainsborough, the only alternative is to use B&B accommodation. •The Homelessness Code of Guidance states it is not acceptable for anyone to spend more than 42 nights in B&B accommodation. For this reason, the target for this measure was set at zero.	•Increased use of B&B accommodation. •B&B accommodation is only considered suitable for short-term use, due to the lack of amenities. •Financial impact to the Council for the use of B&B accommodation.	•The temporary accommodation project is underway to ensure the Council are delivering within the code of guidance to have this measure at zero. The project is due to be delivered by March 2026.	•End of financial year 2025/2026
Operational and Commercial Services	**MKT01** - Average number of market stalls on Tuesday **MKT03 -** Average weekly number of Tuesday market traders **MKT04 -** Average weekly number of Saturday market traders	•Reduced number of stalls/traders - lack of town centre offering in terms of shops and change in habits.	•Potential loss of historic market in the town.	•Refurbished market stalls, a coherent brand and marketing plan, the personal touch for our traders and businesses and our quality street cleansing and CCTV offer will ensure we deliver a place that feels safe and inviting. •Short term ongoing action to focus trader retention, sustainment and satisfaction to be coupled with a refresh of marketing materials and communication plan	•Updated stall infrastructure and layout has been delivered, alongside opening of new cinema and leisure scheme.

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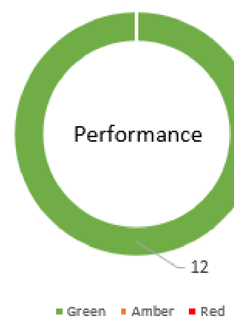
Portfolio / Service	Measure	Reason	Impact	Actions – what can we do to improve?	When will we see an improvement?
				and ongoing delivery of footfall driving events. •The cinema and leisure scheme, townscape heritage investments and public realm improvements will serve as both a footfall driver and backdrop for a regenerated town centre.	
Operational and Commercial Services	**LFC01 -** Services Held	• Reduction in the number of cremations, however the annual death rate is monitored using data from the Office for National Statistics (ONS); figures for 2025/26 will not be published until next year, which make it difficult to use to use.	•Potential underachievement of business plan targets. •42% of the annual target has been met at the half year.	• Targeted awareness campaigns and increased activity on Facebook. •The service has also joined the Federation of Burial and Cremation Authorities (FBCA), strengthening its professional network. •As part of cost-efficiency measures, the Crematorium Manager is actively monitoring gas consumption to optimise operational performance.	•Quarter three and four.

Change Management, ICT and Regulatory Services Performance Summary

Services Included:

- Environmental Protection
- Food Safety
- Housing and Planning Enforcement
- ICT
- Licensing
- Digital (Systems Development)
- Customer Services



Measures where performance is above target for at least two consecutive quarters.

KPI	Q1 (2025/26)	Target	Q2 (2025/26)	Perf
ENV02 - % of environmental protection cases closed within 6 months	100%	75%	100%	
FDS01 - % of Food Standard Agency inspections completed	32%	45% (Q1 22.5%)	60%	
FDS02 - % of registered food premises rated 3 stars or above	98%	96%	98%	
ENF03 - % of planning enforcement cases closed within 6 months	86%	75%	98%	
ENF05 - % of housing enforcement cases closed within 6 months	92%	75%	92%	
ICT04 - % of low priority ICT helpdesk calls closed within 48 working days	100%	90%	100%	
LIC01 - % of licensing applications processed within target time	100%	96%	100%	
SYS01 - Website availability	99.9%	99%	100%	
SYS03 - % of systems development requests completed within 10 working days	99%	85%	98.3%	

Measures where performance is below target for at least two consecutive quarters.

There are no measures within this portfolio that have performed above target for two consecutive quarters.

Environmental Protection

The summer period is typically the busiest for this service area, largely due to the district's rural and agricultural character and the associated challenges of industries such as farming. Officers have worked proactively with partner agencies to ensure appropriate action is taken in response to agricultural complaints - particularly those relating to odour. Additionally, as more residents spend time outdoors during the warmer months, there has been an increase in issues such as noise and other nuisances. These have all been addressed in accordance with the council's policies. Officers have also been progressing work to update the Contaminated Land Strategy, which is scheduled to be presented to Committee in the coming months.

Performance Exceptions

KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
ENV01 - Number of environmental protection requests received	156	N/A	177	-	-
ENV02 - % of environmental protection cases closed within 6 months	100%	75%	100%	●	→

Food Safety

FDS01 - Quarter two reports food inspection performance above target, with 60% of inspections completed by the mid-year point. A total of 213 inspections have been carried out, representing a 56% (120) increase compared to the 93 completed by the same time last year. The addition of permanent resources within the team has supported progress, and current performance indicates we are ahead of schedule to meet the year-end inspection target.

During this quarter, the Council also successfully prosecuted a food business for non-compliance. The outcome was positively received by the public and served to highlight the valuable work undertaken by the team in maintaining food safety standards.

FDS02 - The level of compliance overall remains good across the majority of food businesses and the team continue to report progress and performance regularly to the Food Standard Agency.

Performance Exceptions

KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
FDS01 - % of Food Standard Agency inspections completed	32%	45%	60%	●	↑
FDS02 - % of registered food premises rated 3 stars or above	98%	96%	98%	●	→

Housing and Planning Enforcement

ENF04/05 - The summer period is normally a quieter period for housing enforcement work, and this is shown in the figures. During this period proactive compliance checking takes place across the district and will continue until the winter increase in reporting is felt.

ENF09/10/11 - The proactive efforts of the Community Safety and Enforcement Officers are reflected in the increased activity across recorded performance measures. The team's visibility has been enhanced through hotspot patrols and ongoing community outreach and engagement. During this period, several Fixed Penalty Notices and Community Protection Notices were issued.

During quarter two, West Lindsey District Council hosted the Police Serious Violence Partnership Meeting, reinforcing its commitment to collaborative approaches in tackling serious violence across the district. This work will be known as Operation Climb moving forward and will seek to put in place interventions to tackle this issue across Gainsborough.

Performance Exceptions

KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
ENF01 - Number of planning enforcement requests received	39	N/A	47	-	-
ENF02 - % of planning enforcement cases given an initial response within 20 working days	100%	75%	92%	🟢	↓
ENF03 - % of planning enforcement cases closed within 6 months	88%	75%	98%	🟢	↑
ENF04 - Number of housing enforcement requests received	23	N/A	24	-	-
ENF05 - % of housing enforcement cases closed within 6 months	84%	75%	92%	🟢	↑
ENF09 - Number of new community safety complaints	96	N/A	153	-	-
ENF010 - Number of community safety cases closed following intervention	92	N/A	123	-	-
ENF11 - Number of community safety complaints that result in formal action	117	N/A	138	-	-

Street Cleaning/Enforcement – Fly Tipping

ENF07/08 - Fly-tipping reports involve two teams: Waste Services - Street Cleansing and Enforcement. Initially, the Street Cleansing team receives the reports to ensure prompt clearance of incidents. If evidence identifying the culprit is found, it is passed on to the Enforcement team for further investigation and the issuance of fixed penalty notices when appropriate.

A total of 30 fly-tipping cases were investigated during quarter two, resulting in six fixed penalty notices being issued. This is consistent with the number reported in quarter two of the previous year. However, it reflects an increase compared to quarter one of this year, which saw 25 cases investigated and five fixed penalty notices issued.

STR01 - Quarter two reports a 39% reduction in fly-tipping incidents, with 240 cases recorded compared to 393 in the same period last year. This also reflects a 21% decrease from quarter one, which saw 304 incidents reported.

Of the 240 fly incidents reported, 212 were collected and disposed of within the target timeframe, resulting in a collection/removal rate of 88%, which is within the approved tolerance for this measure.

Performance Exceptions

KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
ENF07 - Number of fly-tipping cases attended for investigation	31	N/A	30	-	-
ENF08 - Number of Fixed Penalty Notices (FPN) issued for fly tipping offences	6	N/A	6	-	-
Counts of fly-tipping by waste / incident size					
Single item	113	N/A	33	-	↓
Car boot load or less	70	N/A	86	-	↑
Small van / transit van load	185	N/A	111	-	↓
Tipper lorry load / significant or multiple loads	25	N/A	10	-	↓
Total	**393**	**N/A**	**240**	-	↓

ICT Infrastructure

The ServiceDesk recorded 494 requests during quarter two with a total of 494 closed within their target time, an increase in requests when compared to the previous year's quarter two where a total of 366 was received by the team. All calls received were categorised as low priority with no high or medium requests received during quarter one.

Performance Exceptions

KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
ICT02 - % of high priority ICT helpdesk calls closed within 24 working hours	No high priority calls received	95%	No high priority calls received	●	→
ICT03 - % of medium priority ICT helpdesk calls closed within 74 working hours	No medium priority calls received	90%	No medium priority calls received	●	→
ICT04 - % of low priority ICT helpdesk calls closed within 48 working days	100%	90%	100%	●	→

Licensing

LIC01 - The licensing team continues to process all applications within the target timescales and ensures that the necessary licences are in place for the relevant premises. During this period, compliance checks have been carried out across licensed premises.

Performance Exceptions

KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
LIC01 - % of licensing applications processed within target time	100%	96%	100%	●	→

Digital (Systems Development)

SYS01 - Continued monitoring to ensure website availability and no broken links to guarantee the standard is maintained.

SYS02 - Automated allocation of requests to the correct officer ensures there are no delays in work being reviewed and all work is completed in a timely manner.

Performance Exceptions

KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
SYS01 - Website availability	99.99%	99%	100%	●	↑
SYS02 - % of systems development requests completed within 10 working days	99.7%	85%	98.3%	●	↓

People and Democratic Performance Summary

Services Included:

- Democratic Services

Measures where performance is above target for at least two consecutive quarters.

There are no measures within this portfolio that have performed above target for two consecutive quarters.

Measures where performance is below target for at least two consecutive quarters.

There are no measures within this portfolio that have performed below target for two consecutive quarters.

Democratic Services

The figures provided for quarter two 2025/26 comprise mainly of Council and Committee meetings and their associated briefings. It has continued to be a quieter period for one-off briefings (for matters such as LGR), predominantly because quarter two covers the summer break period. An increase in all Member activity will be seen in figures for quarter three.

In July, Members were provided with a training session aimed at those Councillors appointed to the Planning Committee, however political changes through the summer saw changes to the memberships of all committees, and therefore training requirements have since been revisited.

September shows the increase in activity after the summer break, with several workshops taking place alongside the Committee and briefings. These included a first all-member workshop regarding plans for the West Lindsey Leisure Centre as well as an information session on plans for the site at Scampton.

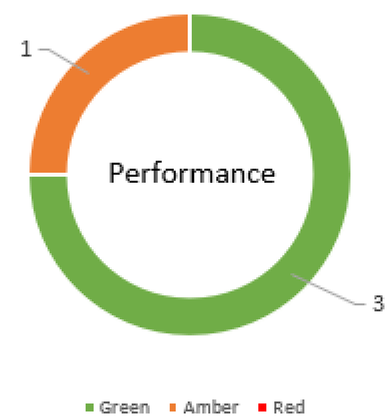
<u>Performance Exceptions</u>

Statistic	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
DEM01 - Number of committee meetings, briefings, workshops, and training events supported by Democratic Services.	35	N/A	28	-	-

Finance and Assets Performance Summary

Services Included:

- Property Services
- Council Tax & NNDR
- Benefits



Measures where performance is above target for at least two consecutive quarters.

KPI	Q1 (2025/26)	Target	Q2 (2025/26)	Perf
BEN01 - End to end processing times	4 days	7 days	4 days	🟢
BEN02 - Claims older than 50 calendar days	4	6	4	🟢
LOT05 - NNDR in-year collection rate	31.94%	56.44% (30.22% Q2)	57.90%	🟢

Measures where performance is below target for at least two consecutive quarters.

There are no measures within this portfolio that have performed below target for two consecutive quarters.

Property Services

PRO01 - The 'Percentage of void property (by rental income)' is a new measure introduced for 2025/26, replacing the previous 'Rental portfolio voids' indicator. During quarter two, rental income lost due to voids totalled £17,491 representing 2.82% of the overall rent roll of £620,469.

PRO02 - The 'Percentage of the planned annual maintenance programme delivered in-year' is a new measure introduced for 2025/26. It is designed to track the Council's effectiveness in delivering scheduled maintenance activities and to provide assurance regarding the completion of statutory and non-statutory building maintenance. This measure enhances visibility of progress and supports the ongoing commitment to maintaining safe and compliant facilities. The percentage reports at 95.9%, which considers data from the calendar year (Jan 25 to Dec 25).

Performance Exceptions

KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
PRO01 - % of void property (by rental income) ***new measure***	N/A	N/A	2.82%	-	-
PRO02 - % of the planned annual maintenance programme delivered in year ***new measure***	N/A	N/A	95.9%	-	-

Council Tax and NNDR

The Council Tax and National Non-Domestic Rate (NNDR) team moved portfolio, moving from Change Management ICT and Regulatory Services to the Finance and Assets portfolio.

LOT02/03 - The council tax collection rate for quarter two stands at 54.86%, a slight reduction of 0.15% from the target of 55.01%, but still within the approved tolerance. The total amount of council tax due for collection in 2025/26 has increased by £3.4 million compared to 2024/25. The actual amount collected so far this year is nearly £3.5 million higher than the same period last year.

Council Tax recovery action continued into quarter two, resulting in the issuance of 5,369 reminder notices to date, 944 fewer than the same period last year. During quarter two, 3,508 summonses were issued, marking a reduction of 288 compared to the same quarter last year. Additionally, 1,845 liability orders have been granted so far, representing a decrease of 291 year-on-year.

The reduction in reminder notices and summonses is largely attributed to the proactive approach taken by the team, including the continued use of pre-reminder SMS messages and emails to council taxpayers who fall into arrears. So far this year, 1,353 SMS messages and 701 emails have been issued, resulting in 793 accounts avoiding the need for formal reminder notices. Feedback from these contacts has generally been positive, with more council taxpayers opting to spread their instalments into March 2026.

Since 1 April 2025, the number of customers choosing to pay their council tax over 12 instalments rather than 10 has increased by 435, bringing the total to over 16,000. While this shift supports more flexible payment options for residents, it does impact the collection rate earlier in the year, as monthly instalments are slightly lower than they would be under the 10 month-instalment plan.

A Single Person Discount review concluded in August, with 2,586 canvass forms issued to individuals who may have had another adult residing at their property. As a result, 154 individuals confirmed the presence of another resident, and 322 failed to respond, leading to the removal of their discount effective from 1 April 2025. Since the review concluded, a further 44 discounts have been reinstated for council taxpayers who responded following the removal of their discount.

<u>Performance Exceptions</u>

KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
LOT01 - Number of properties on the Council Tax Valuation List.	46,533	N/A	46,968	-	-
LOT02 - Amount of Council Tax collected	£19,594,359	N/A	£20,427,519	-	-
LOT04 - Amount of National Non-Domestic Rates collected	£5,280,185	N/A	£5,385,915	-	-
LOT05 - NNDR in-year collection rate	56.44%	56.44%	57.90%		↑
LOT06 - Number of businesses on the Non-Domestic Rating list	3,050	N/A	3,044	-	-

Benefits

The Benefits team moved portfolio, moving from Change Management ICT and Regulatory Services to the Finance and Assets portfolio.

BEN01 - End-to-end processing times averaged four calendar days during quarter two. However, in July, the average rose to five calendar days, primarily due to a seasonal influx of changes to claims from the Department for Work and Pensions (DWP) during May and June. By September, processing times had improved, returning to an average of four calendar days. This reflects a modest improvement compared to quarter two of 2024/25, when the average stood at five days. During the first two quarters of 2025/26, a total of 14,917 changes and new claims were received, slightly fewer (2%) than the 15,228 recorded during the same period last year.

BEN02 - Quarter two reports four claims exceeding 50 calendar days, consistent with the figure reported in quarter one, but representing an increase compared to quarter two of the previous year, which recorded two cases. While a small number of complex claims surpassed the 50-day threshold, primarily due to property valuation requirements and delays in universal credit calculations - proactive case management has ensured that overall performance targets remain on track.

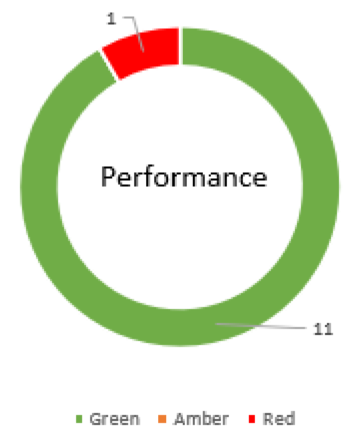
Performance Exceptions

KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
BEN01 - End to end processing times	5 days	7 days	4 days	🟢	↑
BEN02 - Claims older than 50 calendar days	2	6	4	🟢	↓

Planning, Regeneration and Communities Performance Summary

Services Included:

- Home Choices
- Homes, Health and Wellbeing
- Communities
- Development Management
- Local Land Charges



Measures where performance is above target for at least two consecutive quarters.

KPI	Q1 (2025/26)	Target	Q2 (2025/26)	Perf
HHW04 - Long term empty properties as a percentage of all housing stock in the district	1.47%	2%	1.52%	
HME02 - % of homelessness approaches with positive outcomes	82%	75%	85%	
HME05 - % of households spending more than 56 nights in leased accommodation	19%	40%	7%	
DEV03 - % of major planning applications determined within 13 weeks or within agreed timescales	100%	90%	92%	
DEV04 - % of non-major planning applications determined within 8 weeks or within agreed timescales	99%	94%	100%	
DEV05 - % of major development applications, allowed on appeal	0%	8%	8%	
DEV06 - % of non-major development applications, allowed on appeal	0%	8%	0%	
LLC03 - Average number of working days taken to process a search	1 day	10 days	1 day	
HHW01 - The average number of working days from DFG application to completion of works	117 days	120 days	110 days	

Measures where performance is below target for at least two consecutive quarters.

KPI	Q1 (2025/26)	Target	Q2 (2025/26)	Perf
HME07 - % of households spending 42 nights or more in B&B accommodation ****Included in PIP****	17%	0%	12%	

Home Choices

HME01/02 - Positive outcome numbers and percentages remain very high, reporting at 85% for quarter two, which equates to 163 positive approaches. Positive outcomes relate to either the homelessness has been prevented (pro-active action providing people with the ways and means to address their housing and other needs to avoid homelessness), relieved (re-active action taken to help resolve homelessness) or accepted (cases not relieved within the 56 days relief duty stage, move to main duty where the case is ‘accepted’). Negative outcomes include no further response from the customer.

HME04 - The utilisation of the Council’s temporary leased accommodation significantly improved in quarter two, reaching 95% by the end of the period. This marks a substantial increase from quarter one, which fell below target (75%) at 45%, largely due to specific household needs that could not be accommodated within the existing provision. To accelerate placements as spaces become available, the team is now submitting referrals even when the service is at full capacity.

HME05 - During quarter two, only one household remained in temporary leased accommodation for more than 56 nights. The team is actively supporting this household, in collaboration with Change 4 Lincs, to secure additional input from adult social care and help them transition into independent accommodation.

HME07 - The target for the percentage of households spending more than 42 nights in B&B accommodation remains at zero for 2025/26, in line with government guidance. During quarter two, four households remained in bed and breakfast accommodation for over 42 nights. Two of these required wheelchair-accessible properties - one has since moved into permanent housing with a registered provider, while the other is now in more suitable, self-contained temporary accommodation awaiting a permanent offer. Another household was retained in B&B to maintain access to employment and has now transitioned into permanent accommodation with a registered provider. The final household, currently excluded from Gainsborough, is still being supported by the team as they work to secure a suitable outcome.

<u>Performance Exceptions</u>

KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
HME01 - Number of homelessness approaches with positive outcomes	149	N/A	163	-	-
HME02 - % of homelessness approaches with positive outcomes	81%	75%	85%	🟢	↑
HME03 - Total number of households in leased/B&B accommodation	70	N/A	74	-	-
HME04 - % utilisation of temporary leased accommodation	83%	75%	95%	🟢	↑
HME05 - % of households spending 56 nights or more in temporary leased accommodation	20%	40%	7%	🟢	↑
HME06 - Number of households in B&B accommodation	44	N/A	62	-	-
HME07 - % of households spending more than 42 nights in B&B accommodation **Included in PIP**	16%	0%	12%	🔴	↑

Homes, Health and Wellbeing

HHW01/02 - The average number of working days to complete a Disabled Facilities Grant (DFG) has decreased from 166 to 110 when compared to quarter two of the previous year. This trend has continued from quarter one, which reported an average of 117 days, consistently exceeding the target. Additionally, 66% of DFG referrals in quarter two were completed within 120 working days, surpassing the 50% target and showing improvement from the 46% reported in quarter one.

Currently £237k of the DFG budget remains not committed, which continues to be monitored carefully and reviewed appropriately to ensure no overspend on budget but it is meaning there is no requirement to hold cases back currently due to budget constraints.

Performance Exceptions

KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
HHW01 - The average number of working days from DFG application to completion of works	166 days	120 days	110 days	●	↑
HHW02 - % of DFG referrals completed within 120 working days	34%	50%	66%	●	↑
HHW04 - Long term empty properties as a percentage of all housing stock in the district	1.44%	2%	1.52%	●	↓

Communities

COM01/02 - During quarter two, 75 grants were awarded - 71 from the Councillor Initiative Fund totalling £18,330, three from the Community Action Fund totalling £7,000, and one from the Community Facilities Fund totalling £1,230.

COM03 - A total of £63,201 of match funding has been secured by four projects supported with grant funding awards.

Performance Exceptions

KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
COM01 - Total number of grants awarded	34	N/A	75	-	-
COM02 - Total value of grants awarded	£7,310	N/A	£26,560	-	-
COM03 - External community funds levered by WLDC	0	N/A	£63,201	-	-
COM04 - The number of Good Causes registered with West Lindsey Lottery	68	N/A	68	-	-
COM05 - The amount of funds raised for Good Causes registered with the West Lindsey Lottery	£7,350	N/A	£8,914	-	-

Development Management

DEV01 - Planning application fees for quarter two totalled £569,826, representing a 111% increase on quarter two 2024/25, while pre-application enquiries generated £17,312 (up 47%). This growth was driven by several high-fee major applications for residential, agricultural (poultry farms), and renewable energy projects.

DEV02 - A total of 387 planning applications was received during quarter two, compared to the 407 applications received in quarter two of 2024/25. Of these,12 were major planning applications, an increase from eight in the same period last year.

DEV03/04 - A total of 92% of major applications (11 out of 12) have been determined in time; and 100% of non-major applications (167 out of 167) determined in time.

DEV05/06 - During quarter two, seven appeal decisions were issued; six of which were dismissed, including two major appeals, with one major appeal allowed for a battery energy storage system.

<u>Performance Exceptions</u>

KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
DEV01 - Planning and pre-application income	£281,785	N/A	£587,138	-	-
DEV02 - Received planning applications	407	N/A	387	-	-
DEV03 - % of major planning applications determined within 13 weeks or within agreed timescales	75%	90%	92%	🟢	↑
DEV04 - % of non-major planning applications determined within 8 weeks or within agreed timescales	96%	94%	100%	🟢	↑
DEV05 - % of major development applications, allowed on appeal	0%	8%	8%	🟢	↓
DEV06 - % of non-major development applications, allowed on appeal	1%	8%	0%	🟢	↑

Local Land Charges

As part of the restructuring of the Land Based Admin team, the Local Land Charges team moved portfolio, moving from Change Management ICT and Regulatory Services to the Planning, Regeneration and Communities portfolio.

LLC01/03 - Quarter two saw an increase of 55 searches (7%) compared to the same period in 2024/25. The team continues to deliver a high-performing service, consistently completing searches within one working day. This performance has been maintained throughout the year to date, well within the agreed target of 10 working days.

LLC02 - The target for the Local Land Charges Market Share measure has been removed for the 2025/26 reporting year. Although the measure will no longer be performance-targeted, it will continue to be monitored through the Progress and Delivery report to maintain visibility.

<u>Performance Exceptions</u>

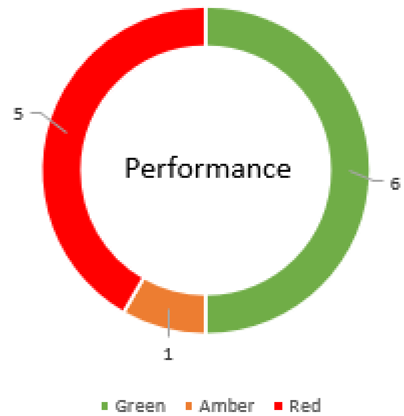
KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
LLC01 - Number of Local Land Charge searches received	741	N/A	796	-	-

KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
LLC02 - Market Share	25%	N/A	19%	-	-
LLC03 - Average number of working days taken to process a search	2 days	10 days	1 day		↑
LLC05 - Income Received	£37,921	N/A	£28,869	-	-

Operational and Commercial Services Performance Summary

Services Included:

- Building Control
- Crematorium
- Markets
- Trinity Arts Centre
- Leisure
- Street Cleansing
- Waste Management



Measures where performance is above target for at least two consecutive quarters.

KPI	Q1 (2025/26)	Target	Q2 (2025/26)	Perf
TAC01 - Total number of performance and screenings held	64	35	43	
TAC02b - Live theatre audience figures as a percentage of capacity	71%	60%	80%	
TAC03 - Total number of engagement activities held	180	100	142	
TAC05 - Average spend per head on secondary sales	£3.36	£3.00	£4.01	
WAS02 - Amount of residual waste collected per household	42kg	45 kg	41kg	
WAS04 - % of missed black, blue, green and purple lidded bins collected within 5 working days	97%	95%	95%	

Measures where performance is below target for at least two consecutive quarters.

KPI	Q1 (2025/26)	Target	Q2 (2025/26)	Perf
MKT01 - Average weekly number of market stalls – Tuesday ****Included in PIP****	21	37	22	
MKT03 - Average weekly number of market traders – Tuesday ****Included in PIP****	9	20	10	

KPI	Q1 (2025/26)	Target	Q2 (2025/26)	Perf
MKT04 - Average weekly number of market traders– Saturday ****Included in PIP****	5	10	6	
LFC01 - Services Held ****Included in PIP****	136	155.5	123	

Building Control

Following the introduction of the new Building Safety Regulations, representing the most significant change to Building Control practices since the 1984 Act, the way the service operates has been fundamentally transformed.

The updated regulations, introduced in response to the public inquiry into the Grenfell Tower fire, have introduced numerous additional steps and checks through the Operating Standards Rules, the introduction of 43 new KPIs and mandatory professional competency requirements.

These changes have had a profound impact on Building Control teams nationwide, further exacerbated by a national shortage of Registered Building Inspectors, which has affected both practices and performance.

What was once a commercially competitive market, where market share was a key indicator of service success, it is now viewed differently. Pursuing market share, particularly for local authority building control services, is no longer encouraged and should not be prioritised.

As such, in light of this change in emphasis for the service it is recommended that market share is no longer reported on and that in the short term the presentation of factual information relating to income and applications received is maintained to provide members with an overview of the service until the annual review of Performance and Delivery measures is completed and options for future reporting on the building control team performance can be reviewed and potentially aligned with the new nationally collated KPIs.

<u>Performance Exceptions</u>

KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
BDG01 - Income Received	£65,368	N/A	£59,582	-	-
BDG02 - Applications Received	135	N/A	143	-	-
BDG03 - Market Share	71%	78%	No data available	-	-

Crematorium

LFC01 - Services held reported below target for quarter two, this is the second quarter the measure has reported below target. As a result, this measure has now been incorporated into the performance improvement plan. At the half-year point, 259 services were delivered out of the 311 planned, leaving a shortfall of 52 services, equating to 42% of the annual (622) target being delivered at the half year as set out in the business plan.

Lea Fields Crematorium successfully applied for Corporate Membership with the Federation of Burial and Cremation Authorities (FBCA). Prior to acceptance, a comprehensive inspection was carried out in September, assessing all operational areas and procedures. This resulted in a detailed report, with the crematorium achieving an overall score of 95.5%.

Quarter two saw Lea Fields Crematorium hosted its annual Funeral Directors and Celebrant meeting, an invaluable opportunity to exchange ideas and gather feedback from key stakeholders.

Performance Exceptions

KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
LFC01 - Services Held ****Included in PIP****	139	155.5	123	🔴	↓
LFC03 - Income received	£115,686	N/A	£110,793	-	-
LFC04 - Secondary sales	£2,499	N/A	£574	-	-
LFC05a - % of services that are full services ***new measure***	N/A	71%	66%	-	-
LFC05b - % of services that are direct	N/A	20%	22%	-	-
LFC05c - % of services that are Farewell (attended direct) services ***new measure***	N/A	4%	3%	-	-
LFC05d - % of services that are early start services ***new measure***	N/A	5%	9%	-	-
LFC05e - % of services that are Saturday services ***new measure***	N/A	0.3%	1%	-	-

Markets

MKT02/04 - The definitions for the measures MKT02 - Average weekly number of market stalls on a Saturday market and MKT04 - Average weekly number of market traders on a Saturday market have been updated. These measures now exclude Farmers' Market and special event stalls, which have been removed and are instead recorded under newly introduced measures. This change ensures that these KPIs reflect only regular market activity, while data related to Farmers' Markets and special events is captured separately. The 2024/25 data is not included within the report due to the data no longer being comparable due to the changes in measure definition.

Table 2. Includes data for measures, MKT01, MKT02, MKT03 and MKT04:

Date	Tuesday Stalls	Tuesday Traders	Date	Saturday Stalls	Saturday Traders
01/07/2025	26	12	05/07/2025	12	5
08/07/2025	24	11	12/07/2025	13	5
15/07/2025	20	10	19/07/2025	8	3
22/07/2025	23	10	26/07/2025	12	5
29/07/2025	18	7	02/08/2025	13	6
05/08/2025	20	9	09/08/2025	13	6
12/08/2025	21	8	16/08/2025	12	6
19/08/2025	24	11	23/08/2025	14	7
26/08/2025	22	9	30/08/2025	13	6
02/09/2025	15	9	06/09/2025	12	4
09/09/2025	21	10	13/09/2025	13	5
16/09/2025	21	11	20/09/2025	12	6
23/09/2025	26	12	27/09/2025	14	8
30/09/2025	29	14	x	x	x
Total Sum Q2	**310**	**143**	**Total Sum Q2**	**161**	**72**
Total Average Q2	**22**	**10**	**Total Average Q2**	**12**	**6**

Table 2.

The programme of supporting events run by the Council alongside the Gainsborough market for quarter two included the following:

- Saturday 12th July: Farmers and Craft Market
- Saturday 9th August: Farmers and Craft Market
- Saturday 13th September: Farmers and Craft Market & Literature Village

MKT01/03 - The average weekly number of market stalls on a Tuesday continued to fall below target in quarter two when compared with the same period last year. However, there was a slight improvement from quarter one, which reported an average of 21 stalls. Similarly, the average weekly number of market traders remained below target, with 10 reported for quarter two compared to 11 in the same quarter last year. This also reflects a slight increase from quarter one, which recorded nine traders. Both measures

MKT02/04 - The average weekly number of market stalls on Saturdays stood at 12.33 in quarter two, which falls within the approved tolerance range for the target. Meanwhile, the average number of market traders was six, below the target of ten, but this reflects a slight improvement from quarter one, which reported five traders.

Performance Exceptions

KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
MKT01 - Average weekly number of market stalls – Tuesday ****Included in PIP****	22	37	22	🔴	→
MKT03 - Average weekly number of market traders – Tuesday ****Included in PIP****	11	20	10	🔴	↓
MKT04 - Average weekly number of market traders– Saturday ****Included in PIP****	N/A	10	6	🔴	-
MKT05 - Average monthly number of farmers market traders – Saturday ***new measure***	N/A	N/A	4	-	-
MKT06 - Total number of special event market traders – Saturday ***new measure***	N/A	N/A	8	-	-
MKT07 - Average monthly number of farmers market stalls – Saturday ***new measure***	N/A	N/A	4	-	-
MKT08 - Total number of special event market stalls – Saturday ***new measure***	N/A	N/A	8	-	-

Trinity Arts Centre

TAC03 - Engagement activities experienced a slight decline over the summer holidays, as many of our regular sessions paused during this period. However, September saw the launch of two new initiatives: one focused on visual arts - marking a fresh direction for Trinity - and another centered on heritage, with the introduction of backstage tours at the venue.

TAC02a - As expected, the mid-July opening of the Savoy Cinema in Gainsborough had a noticeable impact on Trinity Arts Centre's cinema attendance. Quarter Two recorded a decline in audience numbers, with occupancy levels falling to 7%. This in part due to the screening which has been programmed well in advance at Trinty Arts Centre being shows at the Savoy over the same period.

TAC02b - Live theatre audience figures have increased compared to the previous year's quarter two, with 80% capacity reported in the 200-seat auditorium, which is in excess of the 60% target.

TAC05 - In addition to the strong attendance at live events, quarter two also reported an increase in average spend per head, rising to £4.01. This represents an uplift from £3.36 in the previous quarter and the same figure recorded in Quarter Two of the previous year.

Trinity Arts Centre has been named a finalist in the 'Best Service Team: Sports, Leisure & Cultural Service' category at the prestigious APSE (Association for Public Service Excellence) Annual Service Awards 2025. The awards, which celebrate excellence in public services, will take place in September. Although Trinity Arts Centre did not win, it was proudly recognised for its excellence in customer service, high levels of customer satisfaction, increased community engagement, innovative use of technology, and strong commitment to staff development.

Performance Exceptions

KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
TAC01 - Total number of performance and screenings held	41	35	43	🟢	↑
TAC02a - Cinema Screening audience figures as a percentage of capacity	20%	N/A	7%	-	-
TAC02b - Live theatre audience figures as a percentage of capacity	76%	60%	80%	🟢	↑
TAC03 - Total number of engagement activities held	153	100	142	🟢	↓
TAC04 - Income Received	£46,354	N/A	£38,538	-	-
TAC05 - Average spend per head on secondary sales	£3.36	£3.00	£4.01	🟢	↑

Leisure

LEI01 - Quarter two reports an increase in full fee-paying memberships at the Gainsborough site, rising to 2,108 compared to 2,065 in the same period of 2024/25 and 2,073 in quarter one. Market Rasen recorded 635 members in quarter two, up from 616 in the same period last year, but slightly lower than quarter one, which reported 653 members at the end of June.

LEI04 - Everyone Active delivers low-intensity sports sessions such as walking netball and football at both facilities, along with cricket and wheelchair basketball at Market Rasen. In-centre activities include Easy Line, SIT Fitness, and Stretch and Sculpt, all operating at over 90% capacity, with total participation across West Lindsey reaching 1,194 in quarter two. At Market Rasen, active seniors sessions feature zumba gold, pilates gold, and walking sports, with total participation for these activities recorded at 777 in quarter two.

LEI05 - In quarter two, the average number of non-members using both sites increased to 10,276, up from 9,078 in the same period last year and 8,743 in quarter one. Gainsborough accounted for 9,471 visits, while Market Rasen recorded 805. This represents a slight decrease for Market Rasen compared to 934 in quarter two of 2024/25, but an improvement on quarter one, which reported 704 non-member visits.

LEI08 - With the free Exercise on Prescription scheme supported by One You Lincolnshire ending in 2024/25, Everyone Active introduced its own programme offering the same service at a significantly reduced cost for a 12-week period. In quarter two, 25 new participants joined the scheme - 20 at West Lindsey Leisure Centre and five at Market Rasen.

LEI09 - A new performance measure introduced for 2025/26 tracks the cumulative percentage of the contractual annual maintenance plan delivered in-year, providing visibility on Everyone Active's compliance with their agreed maintenance schedule. In quarter two, completed activities included repairing all wet-side lockers by the end of July in preparation for the summer holidays, servicing the Munters wheel to ensure adequate airflow throughout the building, completing the annual health suite service (including the sauna and salt room), servicing sports hall equipment in August, and carrying out all PAT testing.

LEI10 - The number of complaints includes all comments submitted through the Single Customer View (SCV) across both sites. Gainsborough received 44 comments and Market Rasen 17, mainly relating to gym facilities, group exercise sessions, swimming, and swim lessons. In response to the question, *"How would you rate the overall cleanliness of the centre (Gainsborough)?"*, the results show that 61% rated cleanliness as good or very good, an improvement from 47% in quarter one.

Performance Exceptions

KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
LEI01a - Number of individual full fee-paying Gainsborough leisure centre members	2,065	N/A	2,108	-	-
LEI01b - Number of individual full fee-paying Market Rasen leisure centre members	616	N/A	635	-	-
LEI02a - % of members visiting the Gainsborough leisure centre at least once a week	77%	N/A	87%	-	-
LEI02b - % of members visiting the Market Rasen leisure centre at least once a week	57%	N/A	64%	-	-
LEI04a - Number of users of the Seniors Active Programme at Gainsborough Leisure Centre	1,396	N/A	1,194	-	-
LEI04b - Number of users of the Seniors Active Programme at Market Rasen Leisure Centre	633	N/A	777	-	-
LEI05a - Average number of non-members using Gainsborough Leisure Centre per month	8,144	N/A	9,471	-	-

KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
LEI05b - Average number of non-members using Market Rasen Leisure Centre per month	934	N/A	805	-	-
LEI06 - Number of outreach sessions held	6	N/A	6	-	-
LEI07 - Number of outreach users	124	N/A	138	-	-
LEI08 - Number of leisure centre users referred through the Healthy Lifestyle scheme	96	N/A	25	-	-
LEI09 - % of the contractual annual maintenance plan delivered in year ***new measure***	N/A	N/A	50%	-	-
LEI10a - Number of complaints received – Gainsborough leisure centre ***new measure***	N/A	N/A	44	-	-
LEI10b - Number of complaints received – Market Rasen leisure centre ***new measure***	N/A	N/A	17	-	-

Waste Management

WAS02 - Residual waste levels remained at 41kg when compared with the same quarter last year, however, there has been a slight decrease from the 42kg reported in quarter one.

WAS04 - In quarter two, 95% of all missed bins were collected within the service level agreement of five working days. This marks a slight decrease compared to both quarter two of the previous year and the preceding quarter, which reported a 97% collection rate.

The team continues preparations for the rollout of the new weekly food waste collection service. From 2026, Lincolnshire will introduce this initiative in line with the legal requirements set out in the Environment Act 2021, with the aim of increasing recycling rates and reducing environmental harm. Coordinated by Lincolnshire County Council and the Lincolnshire Waste Partnership, the rollout will begin in March with West Lindsey, Lincoln City, North Kesteven, and South Kesteven, with specific dates to follow. Each household will receive a 5-litre indoor caddy, a 23-litre outdoor caddy, and a roll of liners, with the option to use other soft plastic bags. These secure, odour-resistant caddies will be emptied weekly using dedicated vehicles, and residents will be provided with full guidance. Collected food waste will be sent to a local anaerobic digestion facility to be converted into biogas and fertiliser, supporting clean energy and agriculture.

<u>Performance Exceptions</u>

KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
WAS02 - Amount of residual waste collected per household	41kg	45kg	41kg	●	→
WAS04 - % of missed bins collected within 5 working days	99%	95%	95%	●	↓

Prosperous Communities Committee	
Tuesday, 02 December 2025	

Subject: Environment and Sustainability Action Plan Annual Progress Report

Report by:	Chief Executive
Contact Officer:	Rachael Hughes Head of Policy and Strategy rachael.hughes@west-lindsey.gov.uk, Steve Leary Policy and Strategy Officer - Climate and Sustainable Environment steve.leary@west-lindsey.gov.uk
Purpose / Summary:	An annual update of activity relating to the implementation of the Council's Environment & Sustainability Strategy.

RECOMMENDATION(S):

1. That members note progress against the ten themes identified in the Environment and Sustainability Action Plan.

2. Members note that as a result of Local Government Reorganisation, changes to the Councils internal governance processes, work on setting future Action Plans and how best to monitor and track progress of future Environment and Sustainability Strategy will be reviewed having regard to these broader changes.

IMPLICATIONS

Legal:

In May 2019, the UK Government declared a non-legally binding Climate Change Emergency declaration and the Committee on Climate Change recommended a new emissions target for the UK: net-zero greenhouse gases by 2050. This was made a statutory target in June through the Climate Change Act (2050 Target Amendment) Order 2019. In April 2021 a new target was enshrined into law to cut national emissions by 78% by 2035.

The Environment Act 2021 was passed in November 2021 with an aim to improve air and water quality, tackle waste, improve biodiversity and make other environmental improvements.

This Environment Act 2021 has two main functions:

1. To give a legal framework for environmental governance in the UK.
2. To bring in measures for improvement of the environment in relation to waste, resource efficiency, air quality, water, nature and biodiversity, and conservation.

The vast majority of this Act does not make any immediate changes for organisations other than regulators. Changes to duties for Local Authorities and others are expected in subsequent legislation made under this Act.

There remain significant implications for a number of areas of this work. Legal implications from this Act and other legislation are accounted for in each of the work themes and service business plans for 2025 onwards.

There are no direct legal implications from the establishment and delivery of the Environment and Sustainability Action Plan.

It should, however, be noted that the adequacy and inaction of both national and local government is under scrutiny by environmental interest groups with the threat of potential legal challenge in some areas.

Financial :FIN/124/26/MT/MK

No financial implications arising as a result of this update report.

The Corporate Policy & Strategy Team have a 1 FTE Environment and Sustainability Officer in post who is responsible for delivery of initiatives, supported by departmental resources identified and agreed to deliver the Environment and Sustainability Strategy.

There is also an agreement in place to use APSE on a consultancy call off contract for specific project work, as required.

£500,000 earmarked reserve was approved at Council on 28 June 2021 to support delivery of the Environment and Sustainability Strategy and action plan, (with a recognition that other funding solutions are needed to support this). Of the £500,000 earmarked in June 2021, £427,000 remains. With £50,000 having been approved to support an Environment and Sustainability focussed projects delivered alongside the UKSPF small grants scheme for communities to access.

There is also £612k of carbon reduction initiative in the capital programme for 2024-25 and 2025-26. This includes £210k for LED streetlight upgrade works and £402k of Swimming Pool support scheme grant funding for Gainsborough Leisure Centre solar project.

All projects brought forward will either be as a result of service business plans or where appropriate, be developed in conjunction with the Climate Change Member Working Group.

These will all be subject to Business Cases and funding strategies and signed off in line with the Council's established Governance framework.

Staffing :

Staffing and skills requirements to deliver the strategy will be continually reviewed and monitored.

There is currently capacity for officers to lead the delivery of the adopted Environment and Sustainability Strategy and associated action plan.

Where specialist support or knowledge is required to develop and deliver projects, this will be procured following the Council's established procurement framework.

Where possible, funding will be secured through successful grant funding applications, alternatively specialist support will be funded through the earmarked reserve.

Equality and Diversity including Human Rights:

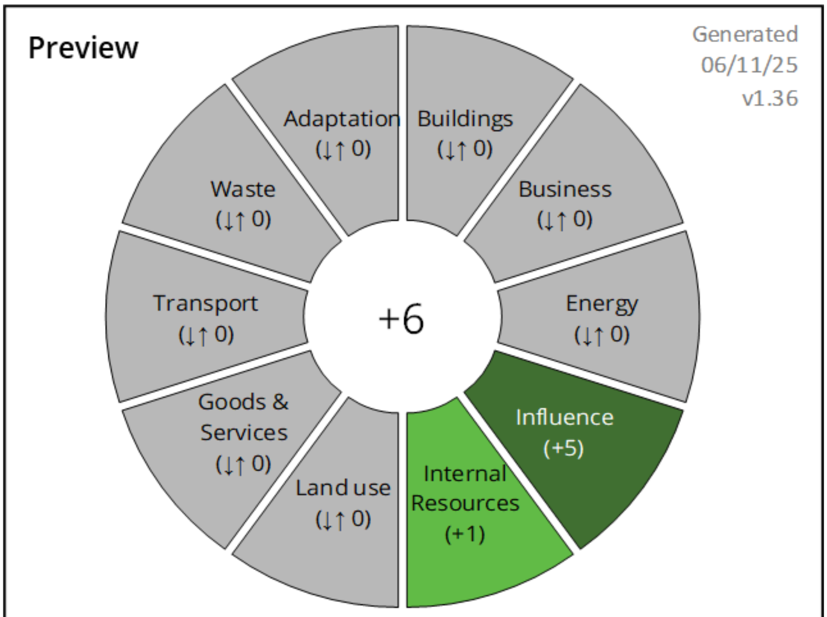
The Council’s ambition is to ensure that neither the effects of climate change, nor the costs of reducing emissions, disproportionately affect any residents of the district.

The action plan will reap many co-benefits that have the potential to increase equality and community cohesion. These include improving health and wellbeing through more active travel, improving air quality with reduced vehicle use, increasing social inclusion through community activities and reducing fuel poverty by insulating homes and installing on-site renewable energy.

In practice the actions are too high-level and long term to undertake a meaningful equality assessment on the Council’s Strategy and Action Plan. Individual equality assessments are undertaken as actions are developed.

Data Protection Implications : None

Climate Related Risks and Opportunities:



West Lindsey District Council will be net zero by 2050 (24 years and 1 months away).

We are looking at the effects of this report (not our past performance, or actions that represent future decisions.) Reporting and associated communication and influencing activities that increase awareness of climate change and our actions to address it are the primary benefits of this report in terms of the CESIA environment and climate environment and sustainability issues. It highlights the urgency of action and backs up what we say with emissions data for the council and district.

The Carbon Management Plan, Environment and Sustainability Strategy and Action Plan contained proposals aimed at reducing the Council's carbon emission to a net-zero position by 2050 and achieve the same across the District of West Lindsey within the same timescale.

As well as the update report against progress against the strategy, this report also includes the greenhouse gas emission updates and details of proposed reporting mechanisms and priority actions.

Section 17 Crime and Disorder Considerations : None

Health Implications:

Health and wellbeing are strongly linked and interwoven into the aims of the strategy as co-benefits of taking positive action to address climate change and enhance the environment and sustainability.

The District Health and Wellbeing Strategy adopted in 2023 clearly demonstrates this, as Environment and Climate is one of the 5 levers identified by the strategy. This strategy, like the Environment and Sustainability Strategy have been developed to align with existing policies, strategies, projects and workstreams in operation across the Council including the Corporate Plan, the Housing Strategy, and the Central Lincolnshire Local Plan.

Such alignment ensures that actions to support delivery of each of the Strategies can be identified and developed through the Council's business planning framework ensuring progress can be monitored through the Environment and Sustainability update report and Corporate Plan measures.

Title and Location of any Background Papers used in the preparation of this report:

PCC - **Adoption of the Environment & Sustainability Strategy**

CPR - **Vehicle Decarbonisation Strategy**

PCC -

Risk Assessment :

WLDC recognised the UK Govt's climate emergency and Members unanimously supported the adoption of the refreshed Environment and Sustainability Strategy earlier this year. Reasserting the Council's commitment to delivering a net zero Council by 2050. The refreshed strategy also includes specific mid-targets in relation to decarbonising the Council's estate and fleet within the next 10yrs.

Actions to support delivery have been identified in last year's annual update and in this year's business planning process. The risks associated with this not undertaking this work include:

1. Risk of exacerbating the problems associated with increased levels of CO2e
2. Risk of a damage to reputation. Having declared WLDC support for urgent action – there is a risk of inaction generating subsequent reputational harm, which could create a relationship breakdown (trust, credibility, and confidence) between the authority and citizens.

Call in and Urgency:

Is the decision one which Rule 14.7 of the Scrutiny Procedure Rules apply?

i.e. is the report exempt from being called in due to urgency (in consultation with C&I chairman)

Yes ☐ **No** ☐

Key Decision:

A matter which affects two or more wards, or has significant financial implications

Yes ☐ **No** ☐

Executive Summary

This annual report provides the third full review of delivery against the Council's Environment & Sustainability Strategy. It summarises progress across all ten themes, presents the latest greenhouse-gas reporting, and explains how oversight will shift as the Council aligns with the refreshed Corporate Plan and prepares for Local Government Reorganisation. The net-zero 2050 ambition is unchanged, but from 2026/27 it is intended that delivery will be routed through the Our Place, Our People and Our Council - Our Future boards (draft forward plan at 16.3).

Despite a difficult transitional year, we maintained momentum. Estate decarbonisation advanced through targeted surveys, Midlands Net Zero Hub validation and Low Carbon Skills Fund options work; costed solar upgrades are now ready for Guildhall, while Gainsborough Leisure Centre's scheme - funded by a £400k+ bid to the Swimming Pool Support Fund has been commissioned and is delivering. Biodiversity Net Gain is embedded in development management. Local energy planning progressed through network-operator data sharing and LAEP+ scenario testing. Fleet electrification groundwork completed with the depot study and district wide EV ChargePoint rollout through countywide LEVI procurement. Waste reform preparations stayed on track: commercial food-waste collections launched ahead of 2026 household rollout, supported by year-round resident communications.

Protecting vulnerable residents remained central as well as ensuring the cost of the green transition is fairly distributed: flood-preparedness guidance was mailed district-wide, while energy-advice and retrofit grants supported households facing high costs. Evidenced outcomes showing real benefits for residents, communities and businesses are detailed through the report with a highlights section at Section 2.11.

Governance, finance and risk remain well understood. There are no direct legal or financial implications arising from this update report and delivery continues to be resourced through the Environment & Sustainability Officer post, with support through corporate business planning, funds in the earmarked reserve and external funds such as the Low Carbon Skills Fund and the Swimming Pool Support Fund and energy efficiency grants that have been levered in. As LGR progresses, mid-term targets will be kept under review to ensure they remain deliverable within changing administrative and asset contexts.

Decisions requested:

(1) that Members note progress against the ten themes of the Environment & Sustainability Action Plan; and

(2) Members note that as a result of Local Government Reorganisation, changes to the Councils internal governance processes, work on setting future Action Plans and how best to monitor and track progress of future Environment and Sustainability Strategy will be reviewed having regard to these broader changes.

Glossary

Acronym	Meaning
BNG	Biodiversity Net Gain
CESIA	Climate & Environmental and Sustainability Impact Assessment
DRS	Deposit Return Scheme
EPR	Extended Producer Responsibility
ETS	UK Emissions Trading Scheme
LAEP / LAEP+	Local Area Energy Plan / DNO planning tool
LEAD	Local Energy Advice Demonstrator
LEVI	Local Electric Vehicle Infrastructure
LCSF	Low Carbon Skills Fund
LGR	Local Government Reorganisation
LWP	Lincolnshire Waste Partnership
MEES	Minimum Energy Efficiency Standards
PSDS	Public Sector Decarbonisation Scheme
SAMP	Strategic Asset Management Plan
SPSF	Swimming Pool Support Fund

1 Introduction

1.1 This report provides the fourth annual review of work undertaken in connection with the delivery of the Environment and Sustainability Strategy (ESS), the first of which was delivered to PCC in Nov 2022.

1.2 The report provides an update of activity undertaken in the last 12 months and a forward view for the coming year, acknowledging the impact of Local Government Reorganisation. The report also draws together a number of documents used to monitor progress in this area of work, including the Greenhouse Gas Report.

1.3 Last year the Council adopted 3 new mid-term targets. These were adopted to provide focus on the long-term target of being carbon net zero by 2050.

1.4 Since the adoption of those targets, the Council was notified through Statutory Invitation that local government in Greater Lincolnshire would be reorganised and that a unitary, single tier of government would be implemented.

1.5 It is important to continue to work towards achieving net zero by 2050 within the district. However, the delivery and approach will need to evolve, particularly as the Council and the current administrative boundaries will no longer exist after 2028. Budgetary decisions, as well as decisions regarding investment - especially those relating to assets and large capital projects - will inevitably be affected by these changes.

1.6 Equally it is important to note the decision taken by Council on 10th November this year in relation to member working groups. It has been acknowledged that the Cross-Party Environment and Sustainability Member Working Group has worked well over the last 4 years, however there is a requirement to reframe and refocus activity.

1.7 Also, in the context of the corporate plan refresh, environment and sustainability remain priorities for the Council, but the way this work is delivered and monitored will change. Internal governance structures are being revised to better reflect members' priorities, and the management and oversight of services, projects, and programmes will be more closely aligned with the corporate plan objectives.

1.8 As a result, the setting of actions for 2026/27 will take place later in the year. As a consequence, the annual Environment and Sustainability update report will not be presented to members in the same manner as it has been for the past four years and work on how best to monitor and track progress will be considered having regard to these broader changes.

1.9 Nevertheless, a summary showcase of interventions and case studies will continue to be provided.

2.0 Summary of Achievements to Date

2.1 Below are a some of the key numbers that represent our delivery over the last 12 months.

• Warm Homes (HUG2): 215 household upgrades completed in 2024/25 (final reconciliation on scheme closure).
• Local Energy Advice (LEAD): 791 residents received bespoke advice to cut energy bills and carbon.
• ECO-Flex: 169 applications processed since January 2024, delivering measures such as insulation, solar PV, efficient heating and battery storage.
• On-street EV charging (LEVI): county procurement concluded to deliver 50+ additional charge points in West Lindsey (site rollout under way).
• Flood resilience: flood-preparedness leaflets mailed to over 42,000 households in the district with joint EA/LRF engagement.
• Gainsborough Leisure Centre solar: scheme delivered using £402k from the Swimming Pool Support Fund. 545 solar panels, cutting 42 tonnes of CO2 per year, which is the equivalent of planting 1,966 tress, and saving of 221 MWh of annual energy production
• Solar Together: 58 households installed solar PV through the council backed, group-buying scheme since September 2025
• Commercial food waste: service launched (March 2025) to support more than 500 businesses using WLDC's trade services ahead of household rollout in 2026.

2.2 A highlights document summarising activity this year across the district, looking at business, community & of course the Council is in production. The current version published in November 2024 can be viewed here).

2.3 As well as these actions, the Council in recognising its important role in providing advice and signposting, continues to update and refresh leaflets and the website to ensure the Council remains, one of a number of trusted sources on environment and sustainability.

2.4 Refreshing and updating our website during 2025 has been an important step in promoting our role as a trusted source of information on environment and sustainability information.

3.0 WLDC Greenhouse Gas Emissions Report

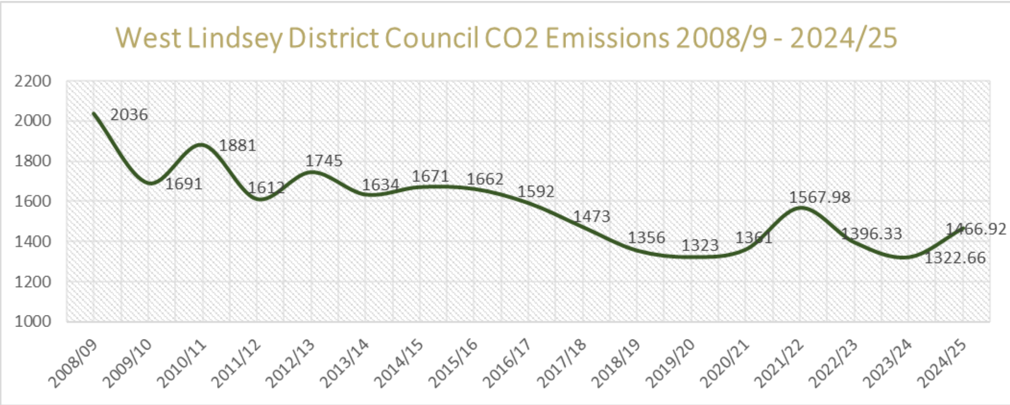
3.1 The Greenhouse Gas Emissions has been collated and published annually by the Council since 2009. The full report can be found at https://www.west-lindsey.gov.uk/environment-climate/sustainability-climate-change-environment/greenhouse-gas-emissions along with a summary, explanatory text and previous report editions.

3.2 Following guidance from the Department for Environment, Food and Rural Affairs (DEFRA), the report provides an update on scope 1 and scope 2 CO2e emissions which are owned or controlled by the Council across its operations. In line with good practice, some scope 3 emissions are also included to account for indirect emissions as a consequence of the Council's operations. These include emissions from business travel and the Council's leisure centres. Methodology has remained broadly consistent since 2009, which allows for benchmarking and comparison.

3.3 CO2e emissions increased from 1350 tonnes in 2023/24 to 1467 tonnes in 2024/25. This increase is mainly due to greater energy and fuel use, higher mileage and increased service demand. However, some of the increase is a result of a change in conversion factors used in the calculations this year. Whilst there has been an increase this year, levels are still lower than that of pre-covid years.

3.4 The Council has also however continued to benefit from its green energy tariff, which resulted in a reduction of 83.56 tonnes CO2e.

Fig 1. WLDC Combined CO2e Emissions over Time (2008/9 – 2024/25)



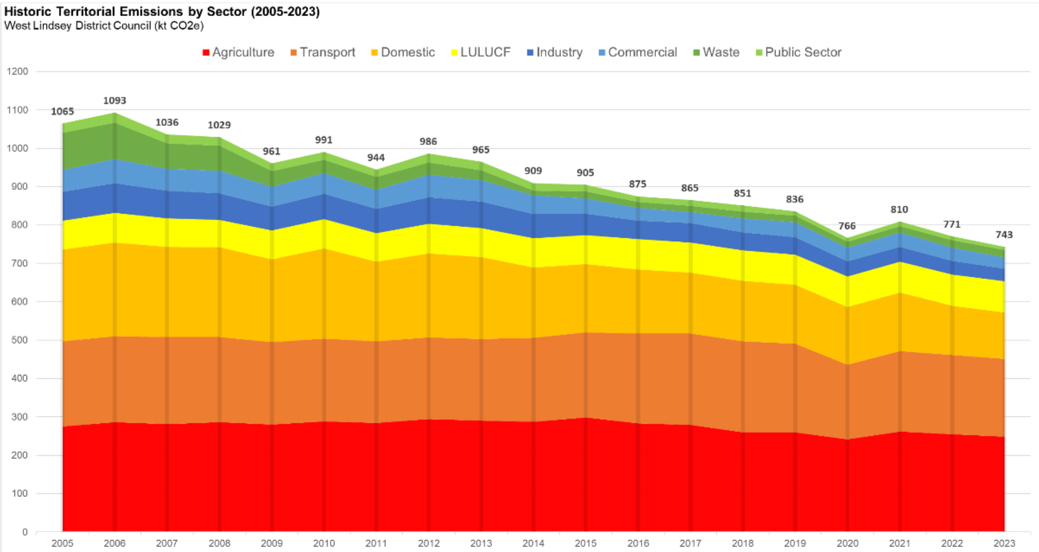
3.4 The Property Service Team continue to work with the Policy and Strategy Team to look at all opportunities to continue to reduce emission and continue the downward trend. This includes continued close working with the leisure centres, demand reduction and energy efficiency measures across the estate through the effective use of the Council's Strategic Asset Management Plan and positive maintenance interventions.

3.5 In relation to scope 1 emissions, as further waste collections, such as food waste are introduced and the district population grows emissions will only increase. Ongoing, positive asset management and the continued application of the Vehicle Decarbonisation Strategy are primary approaches to addressing potential future increases in CO2e.

4.0 District Wide Emissions

4.1 Full emissions estimates for West Lindsey district currently only go to 2023. They rely on publicly available datasets from the Department for Energy Security and Net Zero. Emissions are defined as is the grand total from industry, commercial, public sector, domestic, transport, land use, land use change and forestry (LULUCF), agriculture, and waste management. It measures greenhouse gas emissions, minus any removals (by things like carbon capture) from the atmosphere.

4.2 As shown in the graph below, in 2023, the estimate of total greenhouse gas emission in kilo tonnes of carbon dioxide equivalent (kt CO2e) emissions for all sectors in West Lindsey was 743.0, down from 771.0 in 2022. The data from 2005 shows steady reduction over the last 20 years. The data also shows that the highest contributors to these emissions year on year are unsurprisingly agriculture, transport and domestic, giving a good indication of those priority sectors for change.



*For further information on district wide emissions and other metrics, the Council has developed a new interactive State of the District, including dashboards which are available on the website. The dashboards provide data on a number of key areas, including an Environment and Sustainability theme. These dashboards can be accessed via this link WLDC State of the District Interactive Dashboards. As evidence and data grows around this subject area, further metrics will be added for review.

4.3 It is anticipated that the impact of the Climate Change policies within the Central Lincolnshire Local Plan will over the next decade coupled with greater availability of renewable energy solutions on the market and improved retrofitting will see the domestic figure reduce even further.

4.4 Equally it is considered that the modernisation of agriculture and farming techniques and broader policy support for agricultural growth zones and associated research and development being promoted within West Lindsey and Lincolnshire more broadly will help expedite technological developments to further reduce this sector. Understanding the sectors needs and using or roles and influence in economic development and planning policy effectively is an important aspect to supporting this shift and ensuring West Lindsey and Greater Lincolnshire remain at the forefront of agri-tech and food production.

4.5 As West Lindsey District Council has experienced with its own fleet, decarbonising transport continues to be a challenging issue for large rural areas where sustainable transport options remain limited.

4.6 It is important to understand that these estimates assist us in working with our partners in developing emissions reduction strategies. As acknowledged in the previous paragraphs it is recognised that some elements of our emissions are not solely in our direct control and/or will require additional support to achieve, e.g., the availability of low carbon technology, decarbonisation of the power grid and sustainable transport options. The Council does however continue to advocate for actions in these areas.

4.7 Equally, behavioural change will also be an important factor in significantly reducing emissions in West Lindsey. This means that we cannot rely entirely on low carbon fuels and technologies. The Committee on Climate Change estimate that nearly 60% of the changes needed rely on societal and behavioural changes. Actions under theme 4 ‘Influencing Others’ specifically communications and sign posting will be crucial in supporting this.

5.0 Progress Against Delivery of the ESS Strategy during 2024/25

5.1 Below provides a detailed progress against each of the Strategy’s ten themes along with an update against priority actions last year.

5.3 To support the target of being Carbon Net Zero by 2050, the Council committed to, the following 3 mid-term targets of:

1. Have a fully decarbonised fleet by 2035.
2. By 2028 the Guildhall will be heated using a renewable energy source.
3. By 2030 all other buildings occupied and owned by the Council will have carbon management plans which will include proposals to deliver a fully costed carbon net zero estate.

5.4 As a result of the impacts of LGR it is acknowledged that these mid-term targets may change. Further work on the impacts of LGR and priority setting will be undertaken with members in the coming months.

5.5 Each of the 10 themes within appendix 1 include an update on the actions from the previous year. Progress against each action is rated on a Red, Amber, Green basis. Red being off target, will not be delivered within timescales, Amber being off target, may be delivered within timescales and Green meaning the action is on target to deliver within the timeframes.

6.0 **Next Steps & future Action Plan**

6.1 Despite LGR it remains a priority for the Council to continue to deliver against our target to be a net zero District by 2050. As such the Council will continue to promote strong leadership and enabling and will:

- Take action to reduce carbon emissions across all aspects of the Council's operations to achieve a net zero Council by 2050
- Enable and support residents, businesses and local communities to reduce carbon emissions across the West Lindsey district.
- Deliver positive communications and sign posting, including our 'small steps, big impact' campaign.

6.2 However as a result of LGR, the adoption of a new Corporate Plan and changes to the Councils internal governance processes, the development of the action plan and the way in which this will be monitored and reported going forward will be subject to review.

6.2 The review will be undertaken with the Cross-Party Member Environment and Sustainability Working Group, informed by new internal governance processes and performance monitoring and with regard to findings and recommendations by internal audit.

Appendix 1

R	Off target, will not be delivered within timescales
A	Off target, may be delivered within timescales
G	On target, will deliver within timescales
B	Completed

1.0 Theme one: Buildings and Assets

Strategic Aim	• All buildings and new development across the West Lindsey district are net zero by 2050
Strategic Objectives	• Reduce all Council Building emissions to net zero • Improve housing standards through net zero new build requirements and retrofitting existing buildings
Key Outcomes	• West Lindsey Council buildings and assets are net zero by 2050 • Buildings and development in the district are net zero by 2050

1.1 Update against actions achieved during 2024/25

Corporate Plan Theme	Action	Update	Timeframe	RAG
Our Council	Implement energy audit of WL operational estate to deliver energy efficient design principles for maintaining and retrofitting existing buildings, in summary: 1. Fabric first 2. Optimisation of services 3. Utilisation of renewable technology 4. Off-setting Initial focus on operation building surveys will be: • Lighting & controls • Insulation • Glazing • Solar shading • Energy use monitoring	**The asset portfolio has been mapped** by the service manager and **EPCs updated where required**, identifying priority operational and rental properties for targeted decarbonisation interventions – Levered in resources and worked with Midlands Net Zero Hub for **external validation;** **Options are now being packaged for phased delivery** through the Strategic Asset Management Plan. Delivery sequencing remains aligned to the intervention hierarchy, with final scoping contingent on Government confirming MEES timescales and requirements (WLDC responded to call for evidence.) Consultancy report funded by Low Carbon Skills Fund bid identified fully costed options for Guildhall – including solar panel upgrades	2023 - 2030	RAG rationale: MEES uncertainty; EPCs updated; interventions phased via SAMP. Team restructure underway but no resource yet agreed for energy efficiency work. SAMP not formally approved yet
Our Place	Implement new monitoring framework for the CLLP, including measures for impact of Climate Change Policies	**The first monitoring report covering 2023/24 for the new Central Lincolnshire Local Plan has been completed**, with work underway for 2024/25. The report looks at key themes of the plan as well as monitoring the performance of policies including the new Climate Change policies. Whilst the plan has been	Monitoring Framework 2024/25 Impacts of Policy Mar 25 onwards	RAG rationale: Framework drafted; data flows set; first outputs from Mar 2025.

Corporate Plan Theme	Action	Update	Timeframe	RAG
		adopted since 2023, due to the time it takes for new development to be permitted and developed there is always a lag in terms of true policy impact. However, even in that relative short time, there are **33 permissions approved since the adoption of the Local Plan that are in delivery or have delivered new housing across the district.** These are all subject to the new policies requiring higher energy efficiency standards. As more permissions are delivered, further metrics around efficiency will be available. As a proxy an assessment has been undertaken of EPCs across Central Lincolnshire which has already found an increase in homes rated as 'A' during the period 2023 – 25. Whilst not exact this helps demonstrate a **positive trajectory.**		
Our Place	Delivery of recently announced 3 – 5yr Warm Homes Local Grant scheme	**HUG2 delivery** stands at 215 homes completed to date in 2024/25, with final reconciliations due following scheme closure (Mar 2025). Alongside this, the **LEAD programme** reached 791 residents with bespoke home-energy advice to support uptake and behaviour change. Since Jan 2024 we have processed 169 **ECO-Flex** applications; while this scheme does not capture pre/post EPCs, installed measures include insulation, solar PV, boiler replacements, heat pumps and battery storage and we can use this to estimate a carbon saving of over 50 tonnes per annum.	2025 - 2030	RAG rationale: HUG2 215 completions; LEAD 791 advice; ECO-Flex 169 apps processed.

Corporate Plan Theme	Action	Update	Timeframe	RAG
Our Council	Bid for PSDF to replace the Guildhall gas heating system	Before the **national pause of PSDS funding,** the Council used **Low Carbon Skills Funding (£37k award**) to commission a detailed options study to prepare a PSDS bid. This concluded that a whole-building **ASHP** solution is **not currently value-for-money** (c. **£600k+**), and that carbon/financial returns are stronger via a package of high-efficiency boiler replacement, solar PV and fabric/controls improvements across the estate through the Strategic Asset Management Plan. We have also engaged funded support from the Midlands Net Zero Hub to validate the study and help identify alternative options to reduce CO_2 and energy spend at the Guildhall. A **costed proposal to upgrade the existing roof solar PV, (that cuts energy / revenue costs and carbon output has emerged** and will be put forwards in Q1 of 2026.	2024 - 2026	RAG rationale: LCSF study complete; alternative package progressing after PSDS pause.
Our People	Redevelopment of the West Lindsey Leisure Centre to improve energy efficiency of the site.	**Options appraisals** have been commissioned to inform a pathway to improved energy performance (fabric, plant and on-site renewables). Findings will be presented to Members for consideration of next steps and funding routes.	2025 - 2026	RAG rationale: Options appraisals complete; Member consideration next.

2.0 Theme Two: Campaigning and Lobbying

2.1 **Update against actions achieved during 2024/25**

Strategic Aim	• Policy and Strategy relating to climate change, environment and sustainability and funding is aligned to and meets the needs of West Lindsey District Council and its communities

Strategic Objectives	• Effective campaigning and lobbying strategy which elevates the needs of the district
Key Outcomes	• Appropriate policy and strategy both nationally and locally in place supporting net zero ambitions by 2050

7.1 **Update against actions achieved during 2024/25**

Corporate Plan Theme	Action	Update	Timeframe	RAG
Our Council	Using the Climate Change Member & Officer working groups continue to engage in active campaigning and lobbying in relation to key priorities for West Lindsey Residents Considered as a monthly standing agenda item Implement a targeted lobbying and campaigning strategy	• The E&S Member Group kept **"Consultations & Lobbying" as a standing monthly item, enabling timely submissions and coordinated positions across services.** • In 2024/25 responses included: (i) supported the LGA's "Back Local Climate Action" asks on a national funding framework and a local climate action test and coordinated a Lincolnshire response; (ii)submitted/endorsed responses on MEES proposals (Private Rented Sector and social housing) to press for clear timelines and resourcing; (iii) engaged with Government's community benefits work for low-carbon infrastructure; and (iv) amplified sector positions	Target for 2024 onwards: Number of policy consultations responded to annually (target: at least 5) Number of meetings with regional/national policymakers – including representation at webinars and conferences (target: at least 4 per year) Successful inclusion of West Lindsey's priorities in regional strategies or funding allocations	RAG rationale: Standing monthly item; coordinated submissions/alliances.

Corporate Plan Theme	Action	Update	Timeframe	RAG
		via support for LARAC (EPR/DRS) and APSE Energy networks.		
Our Place	Engage proactively with the new Mayoral County Combined Authority (MCCA) on environmental and sustainability issues" for 2025.	• Officers prepared and socialised WLDC priority asks for the MCCA's emerging programmes (place-based retrofit funding, rural transport decarbonisation, grid capacity/community energy, and waste reform readiness) and participated in preparatory discussions/briefings at Lincolnshire Sustainability Officers Group (LSOG) / East Midlands level to ensure a strong rural voice in early scoping. • We will continue to track formal consultations and escalate WLDC positions through member/officer routes as MCCA governance and workstreams are established and confirmed. • Whilst Carbon reduction clearly won't be a priority for the Reform led MCCA, Officers will continue to	Narrative relating to MCCA meetings/consultations participated in Inclusion of West Lindsey's priorities in MCCA environmental strategies	RAG rationale: Engagement underway; governance/workstreams forming.

Corporate Plan Theme	Action	Update	Timeframe	RAG
		engage and look for 'levers' in areas of alignment such as strengthening green economy and climate adaptation and resilience.		
Our People	Expand collaborative work with the Lincolnshire Sustainability Officers Group (LSOG) and other key stakeholders	• Increased knowledge sharing and collaborative working on lobbying and campaigns Joint funding bids developed and submitted (e.g. Home Energy Grant schemes) Unified Lincolnshire voice on key issues facilitated by joint working groups: • The LSOG joint working group remained active, with WLDC contributing to lobbying/briefing lines on MEES and community benefits, and aligning waste policy messages with LARAC (EPR/DRS) for consistency. • WLDC officers also used APSE Energy and Carbon Trust forums to share evidence and amplify local authority positions on energy policy and delivery	Number of joint initiatives or campaigns launched (target: at least 2 per year) Number of successful joint funding bids (target: at least 1 per year) Narrative report on outcomes of collaboration to Member group	RAG rationale: Joint lines and shared lobbying maintained.

Corporate Plan Theme	Action	Update	Timeframe	RAG
		sustainability issues. • LSOG and Greater Lincolnshire Energy Efficiency Network (GLEEN) have been chaired by WLDC Officers. • A summary report will be presented to the E&S Members group before year end for review		

3.0 **Theme Three: Decision-Making**

3.1 It has long been acknowledged that in order for the Council to achieve the identified environment and sustainability related ambitions, it is imperative that such matters are at the forefront of the Council's decision making. This means ensuring priorities are appropriately reflected in all corporate documents and that decision makers are presented with accurate, reliable and up to date information and be sufficiently knowledgeable to effectively scrutinise the information to achieve the best outcomes.

3.2 **Update against actions achieved during 2024/25**

Corporate Plan Theme	Action	Update	Timeframe	RAG
Our Council	Continued roll out of staff training & broader awareness raising across the Council	Climate change outcomes form core part of decision making across the Council. Training Opportunities identified and supported – standing update item at the E&S Member Group. 3 members of staff qualified to deliver carbon literacy training. Energy Efficiency training sessions and 'mythbusting' delivered (internally and externally).	Narrative	RAG rationale: Capacity and awareness strengthened this year.
Our Council	All new and reviewed strategies to include an appropriate approach to mitigating the impacts of Climate Change.	New strategy delivery action plans will include deliverables against Climate Change priorities Growth strategy Climate Change / E&S included in the new corporate plan KPMG Climate Risk Audit completed- Structured risk assessment of council's climate risks and opportunities Examined governance and potential liabilities	Number of new & reviewed strategies with Climate Change priorities & associated actions	RAG rationale: Climate priorities included in strategy refreshes

		Full report presented to Management Team and E&S group.		
Our Council	Continue to monitor the impact of the CESIA tool across all decisions and Governance structures in the Council	Demonstrable outcomes of the use of the CESIA tool in decision making for all Council business. Recent assessments have been refined slightly at suggestion of E&S Members, to include climate optimal suggestions in addition to standard CESIA All tier 1 projects now involve a CESIA at stage 1 or stage 2	Number of decision outcomes impacted as a result of CESIA assessment	RAG rationale: Tool consistently applied in decision-making; examples to be collated.

4.0 **Theme Four: Influencing Others**

Strategic Aim	• West Lindsey residents, businesses and wider stakeholders share the aspiration and are striving for a carbon net zero district by 2050
Strategic Objectives	• West Lindsey District Council have a key role in providing regular, proactive and engaging communication • Clear collaboration on key messaging and project delivery across Greater Lincolnshire
Key Outcomes	• Engaged and proactive residents and businesses striving to deliver net zero across West Lindsey by 2050 • External organisations support and enable the delivery of the Sustainability, Climate Change and Environmental Strategy

4.1 **Update against actions achieved during 2024/25**

Corporate Plan Theme	Action	Update	Timeframe	RAG
Our Council	Increased communications output in line with strategy and campaign 'small steps, big impact' and publishing a summary achievements document (appendix 1)	General promotion of activities led by West Lindsey, including grants that are available and how we as a Council can support community agendas. RAG rationale: Year-round comms with strong reach and targeted campaigns.	Narrative	RAG rationale: Year-round comms with strong reach and targeted campaigns.
		Between Nov 2024 and Nov 2025 we carried environment and sustainability content in every parish newsletter, every business e-brief and every residents' newsletter, supported by 16 press releases. Social reach grew	Number of Climate Change related articles published Audience number achieved	RAG rationale: Year-round comms with strong reach and targeted campaigns.

Corporate Plan Theme	Action	Update	Timeframe	RAG
		strongly: the Council's Facebook page recorded 8.1 million post views and 42,500 interactions (c. 10% up year-on-year). Topics covered included community funding, energy advice, Solar Together, flood preparedness, tree planting, green spaces and the leisure centre solar scheme.		
Our People	Continued improvement of the Climate change & sustainability web pages to raise awareness support our Parish Councils and Community Groups to access information	New climate and sustainability webpages are scheduled to launch in Dec 2025, featuring practical "Small steps / Big strides / Giant leaps" tips tailored for residents, businesses, schools, community groups and parish councils, plus a dedicated funding page for parish councils. Draft pages were tabled for E&S Working Group on 19 Nov for feedback and amendments. [Data needed: total page views of climate/sustainability pages in 2024/25].	Narrative & number of webpage hits annually	RAG rationale: Ongoing staff engagement activities delivered.
Our People	Actively encourage all new Neighbourhood Plan Groups to include specific policies to deliver the strategic aims of the Sustainability,	All new Neighbourhood Plans include policies aimed at supporting the delivery of carbon net zero in 2050 and respond to wider sustainability and climate change issues relevant to their area	Number of Neighbourhood Plans which include specific policies relating to at least 1 of the 10 Climate Change Strategy Themes	RAG rationale: Ongoing support to embed climate policies; count to confirm.

Corporate Plan Theme	Action	Update	Timeframe	RAG
	Climate Change and Environment strategy	Officers continued to signpost exemplar climate and sustainability resources with groups to support policy wording and development Active advice to support plan-making, meaning that 13 NP's (either in development or completed) now have E&S or Biodiversity themes linked to climate strategy. Officers have mapped activity and displayed on the WLDC website.		
Our People	Support particularly small, medium-sized enterprises (SME) to access funds and expertise for reducing carbon pollution – promote resilience support grants.	Low Carbon Lincolnshire programme access fully funded, practical support to cut carbon and save costs, including: masterclasses, Peer learning groups 1:1 consultancy for a Strategic Carbon Reduction Roadmap Updated carbon footprinting and action plans Environment and sustainability content was included in **every business e-brief** during 2024/25 - more than 4000 subscribers per month reached.	Number of Businesses receiving support annually, including cases studies & narrative (NB - Continued delivery of UKSPF business support programmes until March 2025 (CO2 and energy cost savings will continue to accrue)	On going

Corporate Plan Theme	Action	Update	Timeframe	RAG
		Projects developed through the “green growth” UKSPF received circa £450k in grant funding -providing an estimated CO2 Reduction of 65 tonnes of CO2e PA -with significant cost savings to the businesses and safeguarding of jobs.		
Our Place	Working with community groups to support raising awareness of environment and sustainability actions & opportunities	Improved Awareness raising of grant applications opportunities - Residents’ newsletters shared funding opportunities, energy-efficiency tips for community buildings and local sustainability initiatives (e.g., tree planting). Twelve editions of the parish newsletter promoted funding and grant opportunities to parish councils for onward sharing across community groups. Officers regularly attend parish events and meetings. Conducted 7 informal energy audits at village halls and helped commission professional studies to facilitate evidenced grant applications.	Narrative, including number of communities supported & sign posted	RAG rationale: Ongoing staff engagement activities delivered.
Our Place	Mapping exercise to understand pipeline of businesses	• Improved understanding of environmental business operating in West	Narrative	2025 onwards

Corporate Plan Theme	Action	Update	Timeframe	RAG
	investment opportunities which deliver objectives relating to Environment & Sustainability objectives. Examples include STEP, Scampton, Agri-Zone, Waterways Strategy, Gainsborough Masterplan refresh, Agri-Tech Twinning, Eco Settlement, and the circular economy	Lindsey through consultation and subsequent development of the Economic growth strategy • Improved engagement to deliver synergies - contributed to development of GLLEP Circular Economy evidence base and consultancy report. • Improved understanding of inward investment opportunities inwards - Created a repository hub for innovation focused on the environment and sustainability across multi-sectors in the E&S Teams Channel. Member visits undertaken to Riseholme, Hemswell AD plant, Step Café etc. • Contributed to multi-agency development of local area energy plans (LAEP's) Helps to understand and map limitations of grid capacity and areas of opportunity. Taking part in		

Corporate Plan Theme	Action	Update	Timeframe	RAG
		greater Lincolnshire study to help understand and unlock socio-economic potential of LAEP's (£25k funding by Midlands Net Zero Hub)		
Our Place	Develop and implement targeted campaigns on key local environmental issues	Increased public awareness and engagement on local environmental priorities Behavioural changes supporting sustainability goals Enhanced support for Council's environmental initiatives: We applied the 'Small Steps, Big Impact' message across national awareness moments and local priorities to drive behaviour change. Campaigns included Global Recycling Day (1k reach), Great British Spring Clean (1.7k), Walk to Work Day (900), Earth Day (400), World Environment Day (2.1k), Plastic Free July (1.7k), Big Butterfly Count (3.5k), Second-hand September (3.3k), #LowWasteSummer (16k) and Recycle Week (6.3k). Locally, we mailed flood-preparedness leaflets to every household (Dec 2024) and promoted Solar	Number of local campaigns launched (target: at least 3 per year – Waste minimisation, energy efficiency, community energy, flood preparedness already identified Reach and engagement metrics for campaigns (e.g., social media interactions, event attendance) Survey results showing increased public awareness of environmental issues	RAG rationale: Multiple hooks incl. flood preparedness and recycling.

Corporate Plan Theme	Action	Update	Timeframe	RAG
		Together via newsletters and social (>4,000 reach) resulting in 58 households taking up the group buying offer with trusted local contractor and having Solar PV Panels fitted.		
Our Place	Continued support of Lincolnshire Wolds AONB Memorandum of Agreement (MoA) Funding	Continued support of Lincolnshire Wolds Countryside Service. RAG rationale: MoA support continued with signposting in comms.	Narrative	Continued support of Lincolnshire Wolds Countryside Service

5.0 Theme Five: Land Use

Strategic Aim	• Land use across West Lindsey aligns with and supports the objectives of the Sustainability, Climate Change and Environmental Strategy
Strategic Objectives	• Promotion of positive land use creating sustainable and connected places • Enhancement and creation of green spaces and bio-diversity opportunities
Key Outcomes	• Sustainable and resilient communities • Improved health & wellbeing of residents across the district

5.1 Update against actions achieved during 2024/25

Corporate Plan Theme	Actions	Update	Timeframe	RAG
Our Place	Continued implementation of bio-diversity net gain as part of development management process, including	During **2024/25** we begun embedding BNG in casework: officer/Member training delivered;	Narrative with the potential to develop measures in relation to net gain in the future, including links to other	RAG rationale: Baseline reports on track for publication

Corporate Plan Theme	Actions	Update	Timeframe	RAG
	continued training & monitoring	**validation wording and condition/obligation templates** applied on qualifying applications; and a **BNG register** initiated to track habitat units and post-permission management. Data reporting is being aligned to the forthcoming **Local Nature Recovery Strategy (LNRS) draft** and to the **first Biodiversity Duty report** due **March 2026**, so monitoring returns can be compiled consistently across Lincolnshire and on time.	nature-based projects in West Lindsey.	
Our Place	Green Space Management Implement UKSPF: 1.6 Green Space Management and Community Project Development	Improved management and operation of WLDC owned green spaces following appointment of UKSPF funded Green Space Officer. Woodland management plans and green space projects are being targeted, where feasible, in areas identified in the Greater Lincolnshire	Narrative	RAG rationale: UKSPF audits/projects progressing; metrics pending.

Corporate Plan Theme	Actions	Update	Timeframe	RAG
		LNRS as priorities for woodland, hedgerows or urban nature, to maximise contributions to nature recovery and improve access to high-quality green space.		
		Adoption of woodland management plans to improve accessibility biodiversity, and overall management..	Adoption of woodland management plan. Option to measure actions following this.	UPDATE NEEDED. RAG rationale: UKSPF audits/projects progressing; metrics pending

6.0 **Theme Six: Power**

Strategic Aim	• Reduction in energy demand across West Lindsey, with all energy consumed from sustainable and renewable sources
Strategic Objectives	• Actively enable the reduction in the Councils own energy consumption • Understand and influence the energy markets • Support the district to deliver decentralised energy networks for heat and power
Key Outcomes	• A reduction in energy usage across the Councils estate • Sustainable and efficient decentralised energy networks located across West Lindsey

6.1 **Update against actions achieved during 2024/25**

Corporate Plan Theme	Action	Update	Timeframes	RAG
Our Place	Use new mapping exercise with DNO to increase understanding & influence over the energy market, including supply & demand to better support communities deliver community energy solutions Work with other Lincolnshire districts to develop a Local Area Energy Plan (LAEP) to guide the transition to a low-carbon energy system	In 24/25 Officers worked directly LCC and Northern Powergrid to share WLDC datasets and planned development pipelines (including Scampton and Hemswell Food Enterprise Zone, plus sustainable urban extensions) to inform the Local Area Energy Planning (LAEP) process and the regional area strategic planning We secured access to the LAEP+ tool and coordinated officer participation in DNO onboarding/training during 2025 to enable local scenario-testing. This collaboration is improving our visibility of grid constraints/opportunities and positioning WLDC to support community energy proposals and future funding bids. We are able to view energy demand maps and are better informed and able to provide support to those exploring community energy solutions.	Narrative, case studies Progress in completion of the LAEP. Projected carbon emissions reduction from LAEP measures Number of identified renewable energy and energy efficiency projects Amount of external funding secured for energy projects	RAG rationale: Data supplied; LAEP+ access/training; scenarios in use.
Our Place	Switch parish street lighting to well-designed and well directed LED lights	The parish lighting programme continued on an opportunistic replacement basis (upgrade to LED at point of repair), delivering incremental power and CO_2 e reductions while we explore alternative routes to market to accelerate progress.	Narrative including % of total lighting upgraded to LED	RAG rationale: LED upgrades continued; % conversion to confirm status

Corporate Plan Theme	Action	Update	Timeframes	RAG
		[DATA NEEDED: % of parish lights now LED / number upgraded in 2024/25]. RAG rationale: Opportunistic LED upgrades; % conversion to confirm.		

7.0 **Theme Seven: Protecting the Vulnerable**

Strategic Aim	• All residents of West Lindsey have the resilience and ability to adapt to the impacts of Climate Change
Strategic Objectives	• Ensure all vulnerable communities are equipped to deal with the impacts of climate change
Key Outcomes	• Impact of Climate Change on vulnerable residents is reduced through greater resilience

7.1 **Update against actions achieved during 2024/25**

Corporate Plan Theme	Action	Update	Timescales	RAG
Our Place	Develop and adopt a Communities Strategy	Update needed on progress of communities strategy with climate-related vulnerability embedded (linking flood, heat and health) following publication of the LNRS in 2026. The Council will use LNRS mapping of habitats that help reduce flood risk and improve water quality, alongside Environment Agency data, to help target community resilience and engagement work in those settlements most exposed to climate-related flooding. Officer and Member Flood Working Groups continue to meet regularly. Practical delivery was strengthened by district-wide flood-preparedness	Adoption of Communities Strategy & associated action plan	RAG rationale: Drafting progressed; flood WG inputs embedded.

Corporate Plan Theme	Action	Update	Timescales	RAG
		leaflets to every household (with waste calendars Dec 2025) and joint communications and events with the Environment Agency to build community readiness; this aligns with the county adaptation plan's emphasis on governance, data and parish engagement.		
Our People	Develop resources to support communities vulnerable to the impacts of climate change	Resources were expanded around flood preparedness: Officers designed and printed leaflets (with help of LCC funding) and all homes in district received one (Dec 2025); web content was refreshed to signpost how to prepare, who to contact and Floodline; and we supported EA's "Flood Ready Eddie" engagement locally (Market Rasen event/coverage). Messaging also linked to national preparedness guidance and campaigns to encourage household plans and simple resilience steps.	Narrative & numbers	RAG rationale: District-wide leaflets and EA joint comms delivered.
Our People	Engage with the new LRF Resilient Communities project designed to provide tailored support to communities at risk	Officers coordinated with the Local Resilience Forum, contributing to joint comms and EA activation of "Flood Ready Eddie" in West Lindsey, and continued to attend officer and member flood groups. This supports the adaptation plan's high-priority actions: parish engagement on emergency planning, improved early warning and community data capture, and prioritising vulnerable communities..	Narrative & numbers	RAG rationale: Joint comms/events with LRF and EA continued

Corporate Plan Theme	Action	Update	Timescales	RAG
Our People	Implement and delivery LEAD project on behalf of Central and South Lincolnshire consortium	The LEAD programme provided bespoke home-energy advice to 791 residents in 2024/25, targeting hard-to-reach cohorts and signposting to relevant grants and winter/heat preparedness information.	Target number of 500 hard-to-reach cohorts across consortium	RAG rationale: 791 residents advised in-year.
		Delivery of HUG2 and ECO-Flex continued to reduce energy vulnerability in harder-to-treat homes (HUG2 completions: 215; ECO-Flex applications processed since Jan 2024: 169). In parallel with the adaptation plan's property-level resilience recommendations, we promoted household-level preparedness (e.g., flood plans, safe electrics, insurance checks) through web and leaflet signposting.	Installation target of energy efficient measures across over 162 homes	RAG rationale: Residents advised in-year and measures undertaken above target

8.0 Theme Eight: Resources and Finance

Strategic Aim	• To be a financially sustainable Council through ethical investment in both goods and services
Strategic Objectives	• Create a sustainable Medium-Term Financial Plan which supports climate change initiatives • Council finances and resources are used to support initiatives which promote ethical investment & enable communities & business to support the delivery of a net zero District by 2050
Key Outcomes	• The council achieves a financially viable approach to delivering carbon net zero, including ethical investments • Communities & business has access to support to enable delivery of net zero initiative

8.1 **Update against actions achieved during 2024/25**

Corporate Plan Theme	Action	Update	Timescales	RAG
Our Council	Preparedness for future funding bids	We maintained a bid-ready pipeline aligned to service business plans and the E&S Strategy, using the climate reserve to enable early project development and assurance. We used money that we'd secured from a funding bid in 2024 and, following extensive procurement, appointed VEV consultancy. They delivered a (staged) depot electrification study and plan, which positions us well for funding depot infrastructure bids. Likewise money bid in from the Govt's low carbon skills fund last year delivered a Guildhall decarbonisation study in 2025, as well as an investment grade audit that has given us a greater understanding of costs and carbon savings. Unexpected Govt closure of PSDS fund has halted the project, but the learning will be used in	Number of bids submitted & outcomes	RAG rationale: Bid pipeline maintained; SPSF £402k confirmed and delivered with new solar PV

Corporate Plan Theme	Action	Update	Timescales	RAG
		bringing a heating proposal in Q1 2026. Unfortunately a bid that would have cut carbon and running costs in a similar way at Trinity Arts Centre was successful in September, but preparatory work was undertaken and free energy audit support was levered in from Notts CC via Midlands Net Zero Hub. Delivery of work associated with successful funding bids continued in 2025 with the commissioning and completion of leisure centre solar scheme, with £402,000 of Swimming Pool Support Fund money. Governance and horizon-scanning were strengthened through the Members' Group and annual audit enquiries (KPMG), improving our evidence base for future bids.		
Our Council	Continue to refresh Treasury Management Strategy to	Fin Officers continued to evaluate and place surplus cash in ESG-	Narrative which includes a new Treasury Management Strategy which	RAG rationale: ESG approach maintained

Corporate Plan Theme	Action	Update	Timescales	RAG
	ensure the Council invests a proportion of funding into ethical & sustainable investments. It is anticipated that as ethical and environmental investment becomes more mainstream that a greater choice of investment opportunities will be available.	screened products where suitable. Officers have committed to monitor market availability as ethical instruments broaden. This balanced approach supports the Strategy and aims to balance security, liquidity and yield while factoring ESG considerations into investment decisions; KPMG audit enquiries response confirms this approach and informed disclosures and controls for 2024/25. Substantial assurance was received.	delivers opportunities for green and ethical financing	with advisory support
Our Council	Develop an employee benefit scheme which includes promotion of active travel, sustainable travel options & opportunities to deliver positive environmental outcomes to the broader district.	Articles promoting the benefits of walk to work and 'walk the last mile' were published on Minerva to coincide with national campaigns. Promotion of WLDC's existing cycle to work scheme. Proposal made to increase to spend limit submitted to HR for consideration and options being investigated for	Narrative, & take up numbers	RAG rationale: Options scoped; approvals pending for 25/26.

Corporate Plan Theme	Action	Update	Timescales	RAG
		safe cycle storage to increase take up. A cross-service options review has scoped potential benefits for renewed cycle scheme launch in 2025/26 Proposals will align with staff wellbeing and travel demand management to support emissions reduction and cost-of-living resilience.		
Our Council	To reduce our carbon footprint through use of digital technology	Work in 2024/25 focused on service digitalisation and smarter meeting practices: projects progressed to expand hybrid meeting capability and to enhance Benefits self-serve, targeting fewer site visits, lower printing/postage and reduced staff travel emissions. Impact measures (usage, avoided trips and paper) are being baselined for reporting in 2025/26.	Narrative on specific projects identified for 2024, including but not exhaustively: • Improved hybrid options for meetings • Digital technology to allow Benefits customers to self-serve	RAG rationale: Hybrid/self-serve expanded; metrics baselining.

9.0 **Theme Nine: Transport and Connectivity**

Strategic Aim	• To reduce carbon transport emissions across the District of West Lindsey

Strategic Objectives	• Move towards a fleet replacement programme which is net zero • Enable and support modal shift across the district
Key Outcomes	• Reduction in Council fleet emissions • Improvement in sustainable travel options across West Lindsey • Reduction in District wide transport emissions

9.1 **Update against actions achieved during 2024/25**

Corporate Plan Theme	Action	Update	Timescales	RAG
Our Council	Implement the new de-carbonisation vehicle replacement strategy	We moved from strategy to preparing the grounds for decisions on implementation in 2025. A depot-electrification options appraisal for the Caenby Corner waste depot was commissioned and completed (funded via the Midlands Net Zero Hub competition). The study validated the ~400 kVA grid-capacity need, assessed smart charging, PV and battery storage, and set out a phased implementation plan with costs, risks and operational impacts; the draft VEV depot electrification report was delivered to the delivered to the Commercial Board any E&S Member group. Further progress has been slow due to	Reduction in CO2e emissions from the fleet. Metrics for reduction to be established as part of the recommendations in the strategy.	RAG rationale: Depot electrification study to Board; LEVI 50+ charge points successfully procured

Corporate Plan Theme	Action	Update	Timescales	RAG
		absence and departure of key operational staff but the project now needs to be properly examined to inform capital planning and fleet transition sequencing. In parallel, with Lincolnshire County Council acting as lead for the Local Electric Vehicle Infrastructure (LEVI) programme, a joint procurement was published in April 2025; following contractor appointment in summer 2025, the programme will deliver 50+ additional on-street charge points in West Lindsey (subject to final site selection), improving resident access for those without off-street parking. WLDC is now working with LCC to map priority streets/car parks and coordinate delivery windows.		
Our Place	Improve connectivity & access to Broadband across the District	Improved digital access to support a reduction in travel where services can be accessed digitally. Improvements ongoing; data pending for 24/25.	Narrative which includes the number of communities that have received improved broadband speed	RAG rationale: data pending for 24/25
Our Place	Undertake review community	• Improved community access to digital services	Narrative and number of communities receiving WiFi hot	2022 - 2028

Corporate Plan Theme	Action	Update	Timescales	RAG
	'Wi-Fi' hotspots		spots and or reviews to support technological improvements.	

10.0 Theme Ten: Waste

Strategic Aim	• Reduce waste arisings from residents and businesses across the district • Accelerate the transition towards a circular economy
Strategic Objectives	• Continue to support the direction of the Lincolnshire Waste Partnership and delivery of the high-level action plan
Key Outcomes	• Residents and businesses across the district are more aware of the impacts of their waste and are working to reduce, reuse and recycle. • Measurable improvements are made in the levels and quality of household and commercial waste recycled and reused across the district; and • Established circular economy involving key industry across the district

10.1 Update against actions achieved during 2024/25

Corporate Plan Theme	Action	Update	Timescales	RAG
Our Council	Prepare for and implement separate weekly food waste collections	During 2024/25, we moved from planning into delivery readiness: LWP confirmed the county approach and treatment route, and Lincolnshire County Council secured a 5-year contract with BioteCH4 at Hemswell Cliff. WLDC aligned procurement and comms to the	Percentage of households with food waste collections; tonnage of food waste collected to be recorded in 2026	RAG rationale: Readiness progressed; commercial service live; 2026 start in comms.

Corporate Plan Theme	Action	Update	Timescales	RAG
		county timeline, purchasing food caddies and designing / fitting branding to the newly arrived vehicles. Officers promoted the county-wide weekly household food waste collections starting in 2026. We also launched a commercial food-waste collection service (from March 2025) to help local businesses comply with new requirements and to build operational experience ahead of household roll-out.		
Our Council	Improve Recycling Quality and Quantity by Continuing to promote and expand the "Right Thing, Right Bin" campaign	Through the Lincolnshire Waste Partnership, 'Right Thing, Right Bin' was promoted year-round via social media, residents' newsletters and press. 2024/25 activity covered recycling basics, safe disposal of electricals/batteries, reducing food waste, and household food-waste collections starting April 2026. Campaign reach included a Christmas recycling push (Dec 2024) >10,000, Easter campaign ~8,000, and a September 2025 Facebook post showing a waste-truck fire that exceeded 300,000 views, reinforcing	Recycling contamination rates; overall recycling percentage	RAG rationale: Strong reach including >300k battery-safety post; quality contamination trend data still TBC.

Corporate Plan Theme	Action	Update	Timescales	RAG
		battery-safety messaging. Twin-stream collections became more embedded in 2024/25, with continued contamination-reduction messaging through resident, parish and business channels (including Recycle Week) resulting in a reduction in contamination of XX%(Wastedataflow published December but 23/24 at 6.94% overall) Operational and comms activity focus on maintaining the high paper/card quality achieved since roll-out and preparing residents for Simpler Recycling changes signalled nationally.		
Our Council	Adapt to Emissions Trading Scheme (ETS) Changes: [Action] Develop strategies to minimize residual waste sent to Energy from Waste facilities	Following the UK ETS interim authority response (July 2025), we worked through the LWP and sector networks to understand likely impacts on Lincolnshire's EfW and modelled local tonnage/financial exposure to inform forward planning (mitigation via waste prevention, recycling and service design). We will continue aligning positions via LARAC as	Tonnage of residual waste; estimated carbon emissions from waste	RAG rationale: Scenario work via LWP; awaiting national detail.

Corporate Plan Theme	Action	Update	Timescales	RAG
		national detail evolves.		
Our Council	Enhance Waste Prevention and Reuse Initiatives: [Action] Develop and implement a comprehensive waste prevention and reuse program	In 2024/25 we scoped a wider reuse and waste-prevention work programme for implementation from 2025/26, identifying potential local partners, venues and priority material streams, and linking with comms strands. This has not progressed as hoped due to key staff absences and turnover. A community reuse paint scheme was launched in the Market Rasen Household Waste Recycling Centre, and we have continued to promote charitable donations, community swap events and other local initiatives through all of our media channels. Audited Residual waste per household not published until January 2026. Internal figures will be prepared for report.	Total waste per household; participation in reuse schemes	RAG rationale: Programme scoped; pilots to follow.
Our Council	Prepare for Extended Producer Responsibility: Develop systems to accurately measure packaging	We used indicative EPR payment notifications (Nov 2024) and subsequent DEFRA guidance updates (Mar 2025) to plan indicative budgeting. Data/process changes are being	Accuracy of waste data reporting; EPR payments received	RAG rationale: Data/process planning started with LWP.

Corporate Plan Theme	Action	Update	Timescales	RAG
	waste for EPR payments	looked at through LWP. Internal workstreams on data quality, reporting and financial tracking need to be established and embedded so we are ready for the payments service go-live and year-one reconciliation.		
Our Council	Prepare for Deposit Return Scheme (DRS) Impact: [Action] Assess and plan for the impact of DRS on waste collections and recycling rates	Through 2024/25 we tracked national policy and prepared to align communications, so residents understand how DRS interacts with kerbside services. We will coordinate with LARAC on messaging and planning assumptions following confirmation of the DRS start date (Oct 2027), to minimise disruption to recycling performance.	Changes in recycling composition; overall recycling rates	RAG rationale: National Policy delays, but planning aligned to Oct 2027 implementation.

Agenda Item 6c

Prosperous Communities Committee Work Plan (as at 24 November 2025)

Purpose:
This report provides a summary of items of business due at upcoming meetings.

Recommendation:
1. That Members note the contents of this report.

Date	Title	Lead Officer	Purpose of the report	Date First Published
2 DECEMBER 2025				
2 Dec 2025	Progress and Delivery Quarter Two (2025/26)	Claire Bailey, Senior Change, Projects and Performance Officer, Darren Mellors, Performance & Programme Manager	Progress and Delivery Quarter Two (2025/26)	07 July 2025
2 Dec 2025	Environment and Sustainability Action Plan Annual Progress Report	Rachael Hughes, Head of Policy and Strategy, Steve Leary, Policy and Strategy Officer - Climate and Sustainable Environment	An annual update of activity relating to the implementation of the Council's Environment & Sustainability Strategy.	27 October 2025
27 JANUARY 2026				
27 Jan 2026	Prosperous Communities Committee Draft Budget 2026/2027 and estimates to 2030/2031	Sue Leversedge, Financial Services Manager (Deputy Section 151)	The report sets out details of the Committee's draft revenue budget for the period of 2026/2027 and estimates to 2030/2031	07 July 2025
27 Jan 2026	West Lindsey Homelessness Approach 2026-2028	Sarah Elvin, Homes, Health & Wellbeing Team Manager	A paper which sets out West Lindsey Homelessness Approach for the financial years 2026/2027 and 2027/2028	
27 Jan 2026	Voluntary & Community Sector Funding 2026/27	Grant White, Communities Manager	To present recommendations and approve future core funding awards.	

17 MARCH 2026				
17 Mar 2026	Sport & Physical Activity Strategy	Grant White, Communities Manager	To present the draft Sport & Physical Activity Strategy for approval.	
28 APRIL 2026				
28 Apr 2026	Car Parking Strategy 2026-2031	Luke Matthews, Senior Building and Projects Officer	To present the draft Parking Strategy and Action Plan for approval.	27 October 2025