



‘Thriving People’ Thematic Business Plan

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Introduction

Welcome to the Council’s ‘Thriving People’ Thematic Business Plan for 2026-2027, designed to deliver the priorities articulated within “Our West Lindsey, Our Future,” the Council’s Corporate Plan for 2026-2030.

Each deliverable has been tested against a set of key principles to ensure they meet our commitment to being a well-managed, forward-thinking authority that strives to deliver positive outcomes for our people and our place. Taken together, these principles ensure our Thematic Business Plans:

1. Contribute to delivering a balanced budget through robust business cases that are fully costed and resourced.
2. Reflect and enable delivery of the priorities of the Council via a clear and strategic programme of activity.
3. Meet the Council's statutory and regulatory requirements.
4. Are evidence-based to address the known risks, challenges and opportunities facing the district now and, in the future, as identified through data contained in the Council's [State of the District data dashboards](#).

Monitoring Corporate Plan delivery

The Council's overarching delivery programme has been split into three Thematic Business Plans, one for each theme of the Corporate Plan. These business plans are strategic in nature, designed to allow effective monitoring and management of Corporate Plan delivery through three corresponding Theme Boards which will manage Corporate Plan activity on a day-to-day basis.

The Boards shall provide oversight and co-ordination to ensure effective and efficient delivery of the Corporate Plan. The relevant policy committee will receive quarterly progress reports on key strategic activity contained within the Thematic Business Plans. Annually, a high-level Corporate Plan progress report will also be presented to Full Council to demonstrate overall progress and direction of travel and shall be published on the council's website

This reporting framework will be supported by the Council's usual decision-making, governance and reporting processes that, taken together, presents members with a regular and joined-up picture of service delivery, and delivery of the Corporate Plan.

How to Navigate the Thematic Business Plans

To support members in their decision-making, and to support officers in the day-to-day management of Council activity, each Thematic Business Plan contains the following key information:

- **Key Deliverables** – those projects, strategies, initiatives or interventions that directly influence delivery of the Council's Corporate Plan priorities. Once the Thematic Business Plans have been approved, delivery will be monitored and reported to the relevant Policy committee using a RAG rating to show progress and to flag any issues that may require a decision.
- **Key Performance Indicators** – the Council's Progress and Delivery measures are in the process of being reviewed and aligned to a Corporate Plan theme. This is one way in which members can monitor performance in a more strategic and holistic way, linked to key priorities.
- **Strategic Risk** – each Plan will include the relevant strategic risks and an update on how these are being monitored, managed and mitigated. Please note that the strategic risks are currently in the process of being updated to reflect the new Corporate Plan.

Bringing these key strands of information into one place improves transparency and provides members with greater strategic insight which will enable members to more easily monitor progress against the delivery of key priorities; enhancing decision-making in the process.

The Business Plans will be agile to respond to changing circumstances as they arise but shall be subject to formal review annually.

Thriving People Thematic Business Plan

Deliverables

Corporate Plan Priority: Champion health, wellbeing, culture and active lifestyles
Health Centre Feasibility Study. To address the urgent need for improved healthcare services in Gainsborough by establishing a new General Practitioner (GP) service to cater for the growing population and current demand.
Changing Places. Development of an approved changing places facility in Gainsborough and assessment of opportunities of provision in other areas of the district.
Housing related projects. To strengthen the Council's strategic housing position through two linked workstreams; contributing to the Greater Lincolnshire Housing Pipeline to support regional planning and investment and delivering a robust Local Housing Needs Assessment to inform policy, development decisions, and future housing delivery.
Develop and deliver a Sport and Physical Activity Strategy. To create and implement a district-wide Sport and Physical Activity Strategy that promotes health, wellbeing, participation, and community cohesion.
Leisure Centre Feasibility Study. To evaluate the future of leisure provision in the district, including the feasibility of refurbishing, replacing, or reconfiguring existing leisure centre facilities at Gainsborough Leisure Centre and review of facilities at Market Rasen.
Trinity Arts Centre Feasibility Study. To assess the long-term viability, development potential, and investment requirements for the Trinity Arts Centre, ensuring it remains a vibrant, financially sustainable cultural asset for the district
Refresh Cultural Strategy and Cultural programme. To update the district's Cultural Strategy and develop a refreshed cultural programme that reflects local identity, supports creative industries, and enhances community participation and wellbeing across the district, and develop a strategic approach to lever in funds from sponsors to assist in the delivery of cultural activities
Develop a cultural outreach plan. To design a district-wide cultural outreach plan that expands access to arts and culture, strengthens community participation, and supports cultural inclusion across all localities
Corporate Plan Priority: Supporting communities to thrive
Youth Provision. Conduct a feasibility study for youth provision facilities within the district
Village Halls and Community Facilities – identify a programme of works to ensure the long-term sustainability of village halls and community facilities to be supported through grant funding opportunities
Refresh the Communities at Risk Strategy. Refresh the Strategy to ensure it reflects current needs, emerging risks, and the Council's ambition for prevention, resilience and targeted support.

Access to high-speed broadband. To improve digital connectivity across the district by supporting the expansion of high-speed broadband infrastructure, reducing digital exclusion, and enabling residents and businesses to benefit from modern digital services. This is dependent on the extension of current fixed-term contract.
Supporting the Armed Forces community. Support the delivery of the Armed Forces Community Covenant.
Corporate Plan Priority: Enable independent living, improve housing conditions & support vulnerable residents
Review the approach to homelessness services. Review the allocation of funding and work with partners to understand how homelessness services will be funded in the future.
Deliver Communities at Risk Action Plans. Develop and deliver targeted action plans that respond to identified communities at risk.
Develop and deliver the councils response to the Renters' Rights Act 2025. To ensure the Council is fully prepared for, compliant with, and proactive in implementing the Renters' Rights Act 2025.
Corporate Plan Priority: Boosting skills and pathways into employment
Review the Employment and Skills Strategy and action plan. To ensure the strategy is relevant and effective, local needs are identified and stay aligned with the changing skills and employment landscape.
Start Small Dream Big - raising aspirations for young people. To connect young learners with the world of work in a cost-effective and meaningful way through aspirational assemblies.

Performance Metrics

Corporate Plan Priority: Champion health, wellbeing, culture and active lifestyles			
Service	Measure	2025/26 Target	2026/27 Target
Trinity Arts Centre	PPL-M01 Cinema audience figures as a % of capacity. % of TAC capacity (200 seats) that has been filled during cinema screening as an average during the reporting period. Target to be set	Baseline year	tbc
	PPL-M02 Live theatre audience figures as a % of capacity. % of TAC capacity (200 seats) that has been filled during live theatre as an average during the reporting period No Change	60%	60%
Culture	PPL-M03 Audience satisfaction score from legacy events. Average satisfaction score reported by attendees of legacy cultural events (Go-Festival, Illuminate, Christmas Lights and Word Fest) during the reporting period. New	N/A	Baseline year

Corporate Plan Priority: Champion health, wellbeing, culture and active lifestyles			
Service	Measure	2025/26 Target	2026/27 Target
	PPL-M04 Number of visitors to legacy events. Number of attendees at legacy cultural events (Go-Festival, Illuminate, Christmas Lights and Word Fest) during the reporting period. New	N/A	Baseline year

Corporate Plan Priority: Supporting communities to thrive			
Service	Measure	2025/26 Target	2026/27 Target
Communities	PPL-M05 % of identified communities that have their own emergency plan. The % of identified communities within the district that have a formally documented and locally owned emergency plan in place during the reporting period. New	N/A	Baseline year
Housing Benefit and Local Council Tax Support	PPL-M06 End to end processing times. The average number of calendar days taken to process a benefit claim or change of circumstances during the reporting period. Target stretched	7	5
	PPL-M07 Claims older than 50 calendar days. The number of new benefit (Housing Benefit and Council Tax Support) claims that have been open for more than 50 calendar days during the reporting period. No Change	6	6

Corporate Plan Priority: Enable independent living, improve housing conditions & support vulnerable residents			
Service	Measure	2025/26 Target	2026/27 Target
Home Choices	PPL-M08 % of homelessness approaches with positive outcomes. The percentage of homelessness approaches to the service that result in a positive outcome. This could be that the homelessness has prevented, relieved, or accepted. Negative outcomes include no further response from the customer. No Change	75%	75%
	PPL-M09 % utilisation of temporary leased accommodation. The percentage of time the Council temporary leased accommodation is fully utilised. No Change	75%	75%

Corporate Plan Priority: Enable independent living, improve housing conditions & support vulnerable residents			
Service	Measure	2025/26 Target	2026/27 Target
	PPL-M10 % of households spending more than 56 nights in temporary leased accommodation. % of households that spend 56 nights or more in temporary leased accommodation. 56 nights is the relief duty of the homelessness service as set by Government legislation. No Change	40%	40%
	PPL-11 Total number of households in temporary leased/B&B accommodation. The number of households that are residing in temporary or B&B accommodation. There is a statutory obligation to provide temporary accommodation, and this measure allows the Council to monitor the severity of received homelessness cases. No Change	N/A Statistic	
	PPL-M12 % of households spending 42 nights or more in B&B accommodation. % of households that spend 42 nights or more in bed and breakfast accommodation. 42 nights is the maximum number of nights a household should stay in B&B accommodation based on best practice/government advice. No Change	0%	0%
Homes, Health, and Wellbeing	PPL-M13 The average number of working days from DFG referral to completion of works. The average number of DFG referrals days to complete a DFG works from referral date (not including complex cases - any grant that is not procured through existing contractor Framework or Obam contract). No Change	120	120
	PPL-M14 % of DFG referrals completed within 120 working days. % of DFG referrals completed where the work is completed within 120 working days (not including complex cases). No Change	50%	50%
Communities	PPL-M15 Number of completed target hardening referrals complete. The number of domestic abuse cases where target hardening measures (e.g. security upgrades, locks, alarms) were completed by the council, enabling the victim to remain safely in their property following intervention. New	N/A	Baseline year

Corporate Plan Priority: Boosting skills and pathways into employment			
Service	Measure	2025/26 Target	2026/27 Target
-	No P&D related measures	-	-