

Corporate Plan 2024-2027: KPI Summary Report 2025/26 – Culture & Leisure Overview & Scrutiny Committee							
Index	Priority	Action	Owner	Quarterly Overall Status			
				2025/26			
				Q1	Q2	Q3	Q4
COM2	Connecting Communities	Deliver the Sport and Physical Activity Strategy and accompanying action plan.	Assistant Director (Leisure, Culture and Place)	On Target	On Target	On Target	On Target
COM3	Connecting Communities	Deliver the Cultural Strategy and accompanying action plan	Assistant Director (Leisure, Culture and Place)	On Target	On Target	On Target	On Target
COM4	Connecting Communities	Invest in a sustainable leisure and cultural offer.	Assistant Director (Leisure, Culture and Place) / Leisure, Parks and Open Spaces Team Leader	On Target	Below Target	Below Target	Below Target
COM5	Connecting Communities	Ensure that our leisure facilities and arts venues are sustainable and meet future needs.	Assistant Director (Leisure, Culture and Place) / Leisure, Parks and Open Spaces Team Leader	On Target	On Target	On Target	Below Target
COM6	Connecting Communities	Enable and support a flourishing and vibrant artistic and cultural scene	Assistant Director (Leisure, Culture and Place) / Arts and Cultural Services Manager	On Target	On Target	On Target	On Target
COM10	Connecting Communities	Maintain and enhance our green areas across the District.	Assistant Director (Leisure, Culture and Place)/ Leisure, Parks and Open Spaces Team Leader	On Target	On Target	On Target	On Target
ECON10	Enabling Economic Opportunity	Continue to promote and develop South Kesteven as an attractive visitor destination, focusing on our cultural and heritage strengths	Economic Development Inward Investment Manager	Below Target	Below Target	Below Target	Below Target
ENVIRO4	Sustainable South Kesteven	Improve the energy efficiency of the leisure estate and review further renewable energy opportunities.	Leisure, Parks and Open Spaces Team Leader	On Target	On Target	On Target	On Target

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Index	Priority	Action	Owner	Target/s	Q4 Value	Q4 Status	Manager Commentary
COM2	Connecting Communities	Deliver the Sport and Physical Activity Strategy and accompanying action plan.	Assistant Director (Leisure, Culture and Place)	Deliver 100% of the Sport and Physical Strategy action plan actions.	See Commentary	On Target	The Sport and Physical Activity Strategy 2021-2026 ended in March 2026, and a refreshed Physical Activity Strategy 2026-2031 was adopted in March 2026. The district's second Health & Wellness Day took place in Bourne in May 2026, building on the success of the Grantham event which was delivered in November 2025.
COM3	Connecting Communities	Deliver the Cultural Strategy and accompanying action plan	Assistant Director (Leisure, Culture and Place)	Deliver 100% of the Cultural Strategy action plan actions completed.	See Commentary	On Target	During Q4, several events were delivered including 'Skate Skillz', 'Spring Skillz', 'Wassail Lantern Making' and 'Covid Memorial Tree' sculpture installations. Newton 300 planning meetings have taken place with stakeholders which include community groups, businesses and freelance producers. A bid writing workshop has taken place to support interested stakeholders to a form a consortium and bid for activity to take place. A new events programme for 2026/27 has been developed and has been specifically designed to take cultural opportunities to rural areas, reach audiences that would not usually attend the Council's arts venues, and to engage with Deepings and Bourne residents where consultation has identified there are gaps in provision.

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Index	Priority	Action	Owner	Target/s	Q4 Value	Q4 Status	Manager Commentary
COM4	Connecting Communities	Invest in a sustainable leisure and cultural offer.	Assistant Director (Leisure, Culture and Place)	Amount of Council subsidy required by Leisure Service	£0	On Target	The new 10-year agency contract commenced between the Council and LeisureSK in Q1 2025/26 with the aim of providing a sustainable leisure offering. LeisureSK Ltd no longer requires a subsidy and the council is now benefiting from the positive performance of the company with a surplus of £149,200 being returned at the end of the 2025/26 financial year. Additional energy improvements, including the replacement pool circulation pumps at Grantham Meres, have been successfully installed during Q4 which will generate electricity consumption savings to the centre. Phase one of the leisure improvements programme to improve the cosmetic appearance of the changing rooms at each of the centres was successfully tendered during Q4 and a programme of works is now being delivered. The refurbishment of the gym at Grantham towards the end of Q3 has had a positive impact on the centre during Q4 with strong membership sales being achieved.
				Amount of Council subsidy required by Arts Service.	Current subsidy: Grantham (GAC) (£) 0 (£74,858.41 credit) Stamford (SAC): (£) 0 (£81,534.87 credit) Bourne Corn Ex: £6,050.06		At the end of the 2025/26 financial year, Grantham and Stamford Arts Centres were in credit.

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COM4 (continued)	Connecting Communities	Invest in a sustainable leisure and cultural offer.	Assistant Director (Leisure, Culture and Place)	Attendance at Leisure Centres (presented for each centre)	Grantham: Total of 89,833 (13.20% decrease on Q3, and 20.27% decrease for the same period 2024/25) Bourne: Total of 63,492 (11.79% increase on Q3, and 1.52% decrease for the same period in 2024/25) Stamford: Total of 30,780 (16% increase on Q3 and 11.24% decrease for the same period in 2024/25)	Below Target	Overall attendance across all three leisure centres was 186,814. This is a 1.45% decrease on Q1, and 13.09% decrease on Q4 2024/25. Attendance at Grantham Meres is at the lowest level since Q3 2021/22. The decline is attributed to the closures which the centre experienced to undertake the decarbonisation works.
				Social Value generated at Leisure Centres (presented for each centre)	See commentary	On Target	There has been a change in how social value is calculated with several different methodical and presentational differences, so it is not possible to compare the data to previous iterations or the model. This KPI now displays the proportion of social value directly attributable to activities within the Council's leisure centres in the last 12 months. Total Social Value generated over the last 12 months for each centre is as follows: Grantham £1,730,527 Bourne £1,758,009 Stamford £1,160,780

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COM5	Connecting Communities	Ensure that our leisure facilities and arts venues are sustainable and meet future needs.	Assistant Director (Leisure, Culture and Place) / Leisure, Parks and Open Spaces Team Leader	*Number of rectifications issued for: cleanliness and maintenance (six monthly) (presented for each centre) (For information)	Bourne: 109 cleanliness/62 maintenance Stamford: 71 cleanliness/47 maintenance Grantham Meres: 210 cleanliness/126 maintenance Grantham Stadium: 140 cleanliness/104 maintenance	Information Only	Right Directions Quest accreditation (the UK quality scheme for sport and leisure) launched a new accreditation scheme in 2026. To date, only Bourne has been audited under the revised scheme. The current centre score bandings are: Grantham - Very Good, Bourne - Good, Stamford - Good. Inspections are undertaken to ensure a high level of customer experience and standards of cleanliness. These include any maintenance items on behalf of the Council and LeisureSK Ltd. A total of 12 visits were completed during Q4. There has been a reduction in complaints received by the Council and Officers have seen an improvement in standards during their site visits. Deep cleans continue to be scheduled at Stamford Leisure Pool and decoration works have been completed at Grantham Meres Leisure Centre to improve high foot flow areas.
				Quest Plus accreditation (external sector quality assessment for each centre)	All 3 centres achieved Quest entry level and were rated as 'Good' or 'Very Good'.	On Target	
				Public satisfaction score for leisure centres broken down by overall satisfaction, Net Promoter Score (NPS), in centre activity, Cleanliness (presented for each centre)	Bourne Overall Satisfaction:84.29 Net Promoter Score:16.67 Cleanliness:55.8 Grantham Meres Overall Satisfaction:70.43 Net Promoter Score:-0.91 Cleanliness:51.3	Below Target	The annual public satisfaction score for leisure centres were completed in Q3 2025/26 through the annual Sport England Moving Communities Customer Experience Survey. Compared to the 2024/25 survey by centre: Satisfaction has slightly increased at Bourne, but declined for Grantham and Stamford (82.1%, 80% and 80.88% for 2024/25 respectively).

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COM5 (continued)					Stamford Overall Satisfaction:74.75 Net Promoter Score:-12.12 Cleanliness:37.37	Below Target	The Net Promoter Score has increased for Bourne but has sharply decreased for Grantham and Stamford. Both centres now have negative Net Promoter Scores (30.85, 9.09 and -1.51 for 2024/25 respectively). Perception of cleanliness has decreased for Bourne and Stamford and increased at Grantham. The figures for Bourne and Stamford in 2024/25 were 65.59% and 42.65%. The Grantham figure was 37.37%.
COM6	Connecting Communities	Enable and support a flourishing and vibrant artistic and cultural scene	Assistant Director (Leisure, Culture and Place) / Arts and Cultural Services Manager	Attendance numbers at venues (presented by venue and by whether the attendee is a resident of SKDC)	Grantham 32,150 tickets sold in 2025/26 (cumulative) (annual target 28,000) Stamford 45,344 tickets sold in 2025/26 (cumulative) (16,879 performances, 28,465 film) (annual target 37,000)	On Target	Ticket sales are tracking above target for each venue. Venue Managers are using fees and charges as a basis for hire, with discounts offered for bookings in line with the Cultural Strategy, or those that complement any programming gaps. Total ticket sales for 2025/26: Stamford Arts Centre (SAC) 45,344 (annual target 37,000) of which Stamford Arts Centre film programme sold 28,465 tickets. Grantham Guildhall 32,150 (annual target 28,000). 79.3% of tickets for the Grantham Guildhall were sold to residents of South Kesteven. In Stamford 61.8% of theatre tickets were sold to South Kesteven residents and 84% of film tickets.
				Take up of Rural Touring programme across the district.	See Commentary	On Target	A review has taken place with the Rural Touring programme managers which was positive and highlighted that South Kesteven is one of the areas with the most participating venues. 14 events were delivered across the district.

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COM6 (continued)	Connecting Communities	Enable and support a flourishing and vibrant artistic and cultural scene	Assistant Director (Leisure, Culture and Place) / Arts and Cultural Services Manager	Utilise outreach budget so organise one activity/event with SKDC in the financial year.	See Commentary		The creation of an Events budget enabled several outreach events to take place towards the end of the financial year. This included 'Skate Skillz' days, 'Spring Skillz' days, Covid Memorial Tree ceremonies and the beginning of the SKDC Walking festival. All three artistic venues are used by a variety of hirers including youth drama groups, adult dance lessons, parties, meetings and other events. Where hirers provide a cultural activity on an ongoing basis that fits the aims of the Council's Cultural Strategy and artistic programme, it may be possible to offer a discounted rate.

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COM10	Connecting Communities	Maintain and enhance our green areas across the District.	Assistant Director (Leisure, Culture and Place)/ Leisure, Parks and Open Spaces Team Leader	*Public satisfaction score from annual surveys for: Wyndham Park, Queen Elizabeth and Dysart Park	See Commentary	On Target	All three Grantham parks have retained their Green Flag status, and Wyndham Park has also retained its Green Heritage accreditation. An opportunity for the development of a community hub in Dysart Park is being explored with the Inspire+ charity, utilising a £70,000 grant from UKSPF. The 'Our Parks' low impact exercise classes have continued to run each week in Wyndham Park. These are led by a volunteer and attract 7 participants each week on average. The Skate Park in Wyndham Park was successfully completed in January 2026 and a launch event held in February 2026. Due to weather during February 2026 half term the Skate Skills workshop had to be postponed and was then subsequently held in April 2026 across the Easter weekend. Tennis court refurbishment works have also been completed in Dysart Park with the final court painting being completed in May 2026. A multi-use games area was successfully installed in Dysart Park during Q4 and has seen a large number of users take advantage of this new facility which is being used for football, basketball and netball.
ECON10	Enabling Economic Opportunity	Continue to promote and develop South Kesteven as an attractive visitor destination, focusing on our cultural and heritage strengths	Head of Economic Development	Adoption of a tourism strategic framework	Drafting Stage	Below Target	The development of a Visitor Economy Strategy is now progressing. The revised Economic Development Strategy will align activity with the strategies of the Greater Lincolnshire Combined County Authority (GLCCA).

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ENVIRO4	Sustainable South Kesteven	Improve the energy efficiency of the leisure estate and review further renewable energy opportunities.	Leisure, Parks and Open Spaces Team Leader	Delivery of Projects	See Commentary	On Target	Decarbonisation works were completed at Grantham Meres Leisure Centre in Q4. The Council's contractors, Leisure Energy and Alliance Leisure have started to deliver the social value elements of the project across Q3 and Q4. The net zero pod and building management system have now been fully commissioned and is operational. The project included the installation of Air Source Heat Pumps, and other improvements included replacement pool air handling units, heating valves, air handling coils, calorifier, reception heating , pool circulation pumps, pool heat exchangers, high voltage transformer, and a new substation. During the initial 12 months of the additional Solar PV being installed a total of 237,568 kWh of solar electricity has been generated providing a grid electricity saving of £36,492.