

# Action Sheet

Rural and Communities Overview and Scrutiny Committee – Actions from meeting of **27 January 2026**.

<b>Min no</b>	<b>Agenda item</b>	<b>Action</b>	<b>Assigned to</b>	<b>Comments/Status</b>	<b>Deadline</b>
50	South Kesteven Health and Wellbeing Action Plan	Clarity was sought about the World Health Organization’s (WHO) four-step programme. The Physical Activity & Wellbeing lead confirmed SKDC were approaching the end of step one, which had successfully seen SKDC gain Age Friendly Community status. The baseline profile that had been established by the research undertaken during step-one would inform the action plan for step-two, following April 2026. The request was made for the findings of the research undertaken to be presented to the committee at a future date. ACTION	Physical Activity & Wellbeing Lead	Added to Work Programme with Chairman’s approval	
51	Customer Service Update - Quarter 3 (2025/26)	Some Members suggested that the website was difficult to navigate, the search engine was inaccurate, and the server of the Planning Portal was temperamental. The Head of Service (Revenues, Benefits, Customer Service and Community) noted that SKDC had not received many complaints	Head of Service (Revenues, Benefits, Customer Service and Community)	COMPLETED	

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		<p>about the website, however, encouraged feedback and pledged to act on feedback received. She also offered to hold a workshop for Members to discuss their experiences with the website.</p> <p>There was support for this amongst Members. ACTION</p>			