

# Rural and Communities Overview and Scrutiny Committee



SOUTH  
KESTEVEN  
DISTRICT  
COUNCIL

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Wednesday, 1 July 2026 at 2.00 pm  
Council Chamber - South Kesteven House, St. Peter's Hill,  
Grantham. NG31 6PZ

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**Committee Members:** Councillor Nikki Manterfield (Chairman)  
Councillor Rhea Rayside (Vice-Chairman)

Councillor Kyle Abel, Councillor Pam Bosworth, Councillor James Denniston,  
Councillor Tim Harrison, Councillor Robert Leadenham, Councillor Habib Rahman  
and Councillor Lee Steptoe

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## Agenda

This meeting can be watched as a live stream, or at a later date, [via the SKDC Public-I Channel](#)

- 1. Public Speaking**  
The Council welcomes engagement from members of the public. To speak at this meeting please register no later than 24 hours prior to the date of the meeting via [democracy@southkesteven.gov.uk](mailto:democracy@southkesteven.gov.uk)
- 2. Apologies for absence**
- 3. Disclosure of Interest**  
Members are asked to disclose any interest in matters for consideration at the meeting.
- 4. Minutes from the meeting held 6 May 2026** (Pages 3 - 9)

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☎ 01476 406080

**Karen Bradford, Chief Executive**

[www.southkesteven.gov.uk](http://www.southkesteven.gov.uk)

5. **Updates from the meeting held on 6 May 2026** (Page 11)
6. **Announcements or updates from the Leader of the Council, Cabinet Members or the Head of Paid Service**
7. **South Kesteven Health and Wellbeing Action Plan** (Pages 13 - 76)  
To provide an update on the progress and delivery of the South Kesteven Health and Wellbeing Action Plan, and to provide an update on the progress of the work being undertaken in South Kesteven as part of the UK Network of Age Friendly Communities.
8. **Corporate Plan 2024-27: Key Performance Indicators Report - End-Year (Q4) 2025/26** (Pages 77 - 85)  
To present the Council's performance against the Corporate Plan 2024-27 Key Performance Indicators (KPIs) within the remit of this Committee for Quarter Four 2025/26.
9. **Work Programme 2026 - 2027** (Pages 87 - 92)  
To receive the Work Programme for 2026 – 2027
10. **Any other business which the Chairman, by reason of special circumstances, decides is urgent**

## Meeting of the Rural and Communities Overview and Scrutiny Committee



**SOUTH  
KESTEVEN  
DISTRICT  
COUNCIL**

**Wednesday, 6 May 2026, 2.00 pm**

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### **Committee Members present**

Councillor Nikki Manterfield (Chairman)  
Councillor Rhea Rayside (Vice-Chairman)  
Councillor Tim Harrison  
Councillor Robert Leadenham  
Councillor Habib Rahman  
Councillor Lee Steptoe  
Councillor Sarah Trotter

### **Cabinet Members**

Councillor Richard Cleaver  
Councillor Philip Knowles  
Councillor Virginia Moran

### **Officers**

Karen Whitfield, Assistant Director  
(Leisure, Culture and Place)  
Claire Moses, Head of Service  
(Revenues, Benefits, Customer Services  
and Community)  
Sarah McQueen, Head of Service  
(Housing Options)  
Ayeisha Kirkham, Head of Public  
Protection  
Andrew Beaver, Community Safety  
Manager  
Kati Conway, Senior Neighbourhoods  
Officer  
Nicola Moore, Customer Services  
Manager  
Funmi Reilly, Cost of Living Co-ordinator  
Joshua Mann, Democratic Services  
Officer  
Inspector Mark Hillson [External]

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### **67. Public Speaking**

There was none.

### **68. Apologies for absence**

Apologies for absence were received from Councillors Kyle Abel, Pam Bosworth, and James Denniston.

Councillor Sarah Trotter substituted for Councillor Pam Bosworth.

### **69. Disclosure of Interest**

There were none.

## **70. Minutes from the meeting held on 24 March 2026**

The minutes of the meeting held 24 March 2026 were AGREED as an accurate record.

## **71. Updates from the previous meeting**

The outstanding actions had been completed.

## **72. Announcements or updates from the Leader of the Council, Cabinet Members or the Head of Paid Service**

There were none.

## **73. Crime Disorder and Local Partnership Working update - Presentation**

The Crime Disorder and Local Partnership Working update was presented by:

- Head of Service (Public Protection)
- Senior Neighbourhoods Officer
- Community Safety Manager
- Head of Service (Housing)
- Inspector Mark Hillson.

The presentation encapsulated the following:

- The multi-agency approach taken between SKDC, the Police, and relevant partners. This joint working has included joint patrols, shared use of a case management system, joint-agency meetings, panels, and conferences.
- Enforcement Actions – such as Behaviour Warning Letters, Anti-Social Behaviour Contracts, Community Protection Warnings and Notices, Criminal Behaviour Orders, Notice to Quit, and Closure Orders.
- Making Time Count – the shared case management and intelligence database.
- Relevant legislation – such as the Anti-Social Behaviour Crime and Policing Act 2014.
- Case studies of successful operations and safeguarding.
- Annual crime data overview.
- Measures taken to disrupt county lines and child exploitation.
- Award winning CCTV surveillance and resulting arrest figures.

During discussions, comments were made on the following:

- It was confirmed that the crime statistics presented included rural areas within the district, however the instances tended to be in more urban areas. The Lincolnshire Rural Crime Unit was still operating, however there had been staffing changes.

- It was confirmed that domestic abuse was not included within the crime statistics as this was recorded separately. It was agreed that a presentation would be given on the role of SKDC's Domestic Abuse Officer. **ACTION**
- A Member requested that more comprehensive data be included within future reports about the outcome and effectiveness of enforcement measures. It was confirmed the notices served demonstrated the incremental approach was working as enforcement had not subsequently escalated. Only 12 community protection notices were breached.
- Confirmation was also sought that the customers of fly tipping operations were also being prosecuted. It was confirmed that efforts were made to identify the customers of fly tipping operations as identifying the origin of the waste could be a key step of the investigation. The Council had also undertaken a social media campaign to promote the use of registered waste carriers.
- Inspector Hillson noted the usual fluctuation in crime statistics across the year but stated that South Kesteven's figures were comparable to, or better than, neighbouring districts.
- The Head of Service (Public Protection) noted that she had not noticed a significant impact from the police budget cuts to the PP service, compared to the anticipated impact.
- It was agreed to bring the committee a future report outlining the costs, staffing model, downtime, and geographical hotspots of the CCTV operations. It was also noted that the CCTV downtime was within the key performance indicator target. **ACTION**
- The Chairman thanked the officers involved and Inspector Mark Hillson for his attendance.

The Crime Disorder and Local Partnership Working update presentation was noted by the committee.

#### **74. Crisis and Resilience Fund**

The Crisis and Resilience Fund was introduced by the Cabinet Member for Housing.

The Crisis and Resilience Fund (CRF) covered the period from 1 April 2026 to 31 March 2029 and represented a shift from short term emergency support to a more preventative, needs-based approach.

Funding was to be used to establish a new crisis payment fund scheme and grant funding for resilience services.

The delivery and management of the CRF was to be overseen by the following:

- Rural & Communities Overview and Scrutiny Committee

- Deputy Chief Executive & S151 Officer
- Head of Service (Revenues, Benefits and Customer Service)
- Welfare and Financial Advice Team
- Revenues and Benefits Technical Support Team

The scheme was to be administered by SKDC and across the county would constitute 45% of the total CRF (£9.9m for 2026/27). SKDC had received £625,086 funding for Crisis Payments for 2026/27.

A county-wide working group was undertaking the following:

- Development of an online application form
- Development of a case management system
- Inter authority grant agreements (prepared by LCC legal team)
- Procurement process to commission a partner(s) to administer and issue the payments
- Development and maintenance of a resilience organisation database
- Final district distribution of the resilience funding.

The proposed key dates for delivery were:

- 1 July 2026 – Crisis Payment applications are live
- 1 July 2026 – Resilience Services identified and grant agreement discussions taking place / signed
- During 2026/27 – Community co-ordination gap analysis activity will be throughout Year 1 and will shape any changes to delivery in years 2 and 3.

During discussions, the following comments were made:

- A Member noted concern about agreeing to a delegation before the documentation had been finalised. It was explained that this was due to the co-ordination of gaining approval from all seven involved district authorities prior to the 1 July 2026 deadline.
- It was confirmed that all districts were working to the parameters of the roughly the same eligibility criteria for the scheme.
- Reassurance was sought about safeguards against individuals that struggled to engage with support. It was confirmed that delivery of the service would be tailored to the individual to ensure accessibility.
- Once the rollout of the scheme was confirmed then materials would be circulated for Members to share.
- It was noted there was previously a support desk at the Jubilee Life Centre, Grantham. The Head of Service (Revenue, Benefits, Customer Service, and Community) said that this could be revisited during discussions.
- It was confirmed that funding for the next two years of the scheme had been confirmed.

- It was requested to include the working 'recommend as presented' within the resolution. This was incorporated within the proposal.

Following discussions, it was proposed, seconded, and AGREED to:

1. Recommend as presented to Cabinet the delegation of any operational and financial decisions required in regard to CRF scheme delivery to the Deputy Chief Executive and S151 Officer (as detailed in paragraph 2.7)
2. Recommend as presented to Cabinet that officers within the Welfare and Financial Advice Team deliver the Crisis Resilience Fund (CRF) scheme for 2026/27 and 2027/28 - in line with associated guidance (as detailed in paragraph 2.9).
3. Recommend as presented to Cabinet that officers within the Revenues and Benefits Technical Support Team deliver the Housing Payments (HP) element of CRF – in line with associated guidance (as detailed in paragraph 2.10).
4. Note the recruitment of an additional full time Welfare and Financial Advice Officer for a fixed term contract (31 March 2028) to support the delivery of the scheme (as detailed in paragraph 2.28).

## **75. Welfare and Financial Advice Team update - review of activities 2025/26**

The Welfare and Financial Advice Team update - review of activities 2025/26 was introduced by the Cabinet Member for Housing.

The total amount of funding for SKDC (2025-26) was £458,452 with all funding distributed (£435,530) with £22,922 required for administrative costs.

The delivery plan and funding distribution was detailed within the report.

During 2025/26, a total of 2,601 Household Support Fund vouchers were issued to the value of £372,091.

All vouchers requested by third-party organisations were for food, rather than energy or wider household essentials. The same trend was observed by Lincolnshire Community Foundation. SKDC's Welfare and Financial Advice Team issued 1903 food vouchers with 8 energy vouchers and 66 wider household essentials vouchers.

During 2025/26, the team received and processed 2,566 additional wrap around support referrals, with £117,199 of financial support identified and provided.

The action plan for additional activities undertaken by the Welfare and Financial Advice Team during 2025/26 was detailed in Appendix One of the report.

An updated plan was currently being developed for 2026/27 and was linked to the Crisis and Resilience Fund scheme being presented to Cabinet on 2 June 2026.

During discussions, the following comments were made:

- Clarity was sought about support being given to individuals with oil heating. It was confirmed that of the 122 support applications received, 93 were approved.
- It was confirmed that the service was means tested as evidence was required that the total household annual income was under the £36,000 eligibility criteria. It was noted that outgoings were not analysed as this would slow the rollout of support to applicants.
- It was confirmed that the scheme funding was announced on 17 March 2026 prior to the scheme's implementation on 1 April 2026.

The Welfare and Financial Advice Team update was noted by the committee.

## **76. Customer Service update 2025/26**

The Customer Service Update 2025/26 was introduced by the Cabinet Member for Corporate Governance and Licensing.

The Customer Service Team handled customer interactions in various ways for 17 high contact service areas, as well as general public enquiries. The report provided an update regarding customer interactions for these service areas during 2025/26.

It was important for the Council to provide a variety of methods of contact for its customers as it was appreciated one contact method may not be suitable for all.

In comparison to 2024/25, on the whole, contact increased during 2025/26. Telephone and face-to-face contact increased by 9% and digital contact by 15%.

During 2025/26, on average, 92% of calls were answered, with just 8% of calls being 'abandoned' to other service channels. This is a significant improvement from 2024/25, where these figures were 79% and 21% respectively.

During 2025/26, the website contact increased by 352,707, or 19% (compared to 2024/25). During this period, there were a total of 828 individual 'was this page useful' interactions (26% yes, 74% no).

During discussions, comments were made on the following:

- The Cabinet Member and the Chairman expressed admiration for the resilience of Customer Service staff in light of the recent vandalism at

the Customer Service Centre. Appreciation was also noted for the efforts of the teams involved in getting the centre reopened swiftly.

The Customer Service Update 2025/26 was noted by the committee.

**77. Any other business which the Chairman, by reason of special circumstances, decides is urgent**

There was none.

*The meeting concluded at 15.34.*

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**Rural & Communities OSC Actions – 6 May 2026**

<b><i>Item Number</i></b>	<b><i>Action</i></b>	<b><i>Assigned to</i></b>	<b><i>Status</i></b>
73	It was confirmed that domestic abuse was not included within the crime statistics as this was recorded separately. It was agreed that a presentation would be given on the role of SKDC's Domestic Abuse Officer.	Head of Service (Housing) in consultation with Democratic Services	Added to Work Programme
73	It was agreed to bring the committee a future report outlining the costs, staffing model, downtime, and geographical hotspots of the CCTV operations.	Head of Service (Public Protection) in consultation with Democratic Services	Added to Work Programme

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**SOUTH  
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COUNCIL**

## **Rural and Communities Overview and Scrutiny Committee**

Wednesday 1 July 2026

Report of Councillor Richard Cleaver,  
Cabinet Member for Property and  
Public Engagement

## **South Kesteven Health and Wellbeing Action Plan**

### **Report Author**

Bethany Goodman, Physical Activity and Wellbeing Lead

✉ [bethany.goodman@southkesteven.gov.uk](mailto:bethany.goodman@southkesteven.gov.uk)

### **Purpose of Report**

To provide an update on the progress and delivery of the South Kesteven Health and Wellbeing Action Plan along with an update on the progress of the work being undertaken in South Kesteven as part of the UK Network of Age Friendly Communities.

### **Recommendations**

**The Committee is asked to:**

- 1. Note the information provided within this report.**
- 2. Consider the cessation of six-monthly updates on the South Kesteven Health and Wellbeing Action Plan.**
- 3. Agree to receive six-monthly updates on the work being undertaken in South Kesteven as part of the UK Network of Age Friendly Communities which will include an overview of work being undertaken in relation to health and wellbeing.**

## Decision Information

Does the report contain any exempt or confidential information not for publication?	No
What are the relevant corporate priorities?	Connecting Communities
Which wards are impacted?	All Wards

### 1. Implications

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

#### ***Finance and Procurement***

- 1.1 There are no financial implications for the Council in relation to this report. The work completed to date has been undertaken within identified budgets. If any initiatives are identified which require budget or investment, then an appropriate business case will be developed which identifies the cost and the associated benefit to the community.

*Completed by: David Scott – Assistant Director of Finance and Deputy S151 Officer.*

#### ***Legal and Governance***

- 1.2 There are no significant governance implications arising from this report.

*Completed by: James Welbourn, Democratic Services Manager*

#### ***Equalities, Diversity and Inclusion***

- 1.3 The Equality Act 2010 protects people from discrimination based on a range of characteristics, one of which is age.
- 1.4 In addition to the legal duty, there are many advantages to providing an environment in which people can grow old well and feel supported. Feeling disconnected from society can have an adverse effect on people's mental and physical health, which in turn can lead to increased support being required from the Council and community health services.
- 1.5 The ability to grow old well and live an independent life does not only rely on an individual's personal capability but also on the social and physical environments in which they live. Ensuring the district provides a supportive environment can play

an important role in assisting older residents to maintain activity levels and their independence for longer.

*Completed by:*

## **2. Background to the Report**

2.1. This report is broken down into two key areas as follows for ease of reading:

- A. An overview of South Kesteven's Health and Wellbeing Action Plan and progress made to date, with future recommendations.
- B. An update on the progress of Age Friendly Communities work in South Kesteven.

### **A. An overview of South Kesteven's Health and Wellbeing Action Plan and progress made to date, with future recommendations**

- 2.2. The Council's Corporate Plan (2024-2027) identifies Connecting Communities as a key priority. This includes an ambition to work effectively with partners in the voluntary, private and public sectors to tackle inequalities including those relating to health and unemployment, especially in areas of highest need.
- 2.3. Officers have continued to work collaboratively across service areas to deliver the actions identified, with the Lead Officers for each of the five lever areas providing an update on progress.
- 2.4. Since January 2026, Officers have continued delivering the actions on the Action Plan which can be found at **Appendix One** of this report. Many of the actions are still considered as 'ongoing' as some of these are continuous or span several years.
- 2.5. The seven Lincolnshire Districts continue to work together, with representatives from each district meeting regularly to provide updates and share ideas. The working group has highlighted the need for the South Kesteven Health and Wellbeing Action Plan to be reviewed.
- 2.6. The South Kesteven Health and Wellbeing Action Plan was developed following the adoption of the Lincolnshire District Council's Health and Wellbeing Strategy in February 2023. The intention was to use the Lincolnshire Strategy as a framework to create a bespoke local action plan for the South Kesteven in accordance with identified health and wellbeing priorities, over an initial twelve-month period.
- 2.7. Regular six-monthly updates have since been presented to Members of the Rural and Communities Overview and Scrutiny Committee highlighting the success of the bespoke South Kesteven Health and Wellbeing Action Plan. The initial twelve-month period was extended for another twelve months with a refreshed action plan developed in June 2025. The second twelve-month period has now come to an end,

which has led to further discussions with other district council representatives within Lincolnshire around the direction of this work.

- 2.8. A summary of the work that other district councils in Lincolnshire are undertaking in relation to Health and Wellbeing can be found in **Section 6: Consultation**.
- 2.9. It is evident that whilst great work is being undertaken across South Kesteven, several of the actions are considered as 'ongoing'. In addition a number of these actions are also reported as Key Performance Indicators which are considered by the relevant scrutiny committee and therefore continuing to report on the action plan represents a duplication of work.
- 2.10. Therefore, Members of the Rural and Communities Overview and Scrutiny Committee are asked to consider ceasing the six-monthly South Kesteven Health and Wellbeing Action Plan updates. However, it is proposed that a six-monthly update on the significant work being undertaken for South Kesteven to become an Age Friendly Community continues to be reported and this report includes an update on work being undertaken in relation to health and wellbeing.
- 2.11. South Kesteven continues to be committed to improving health and wellbeing across the district, and working collaboratively with a shared vision and agenda with other district colleagues allows for greater collaboration.

**B. An update on the progress of Age Friendly Communities work in South Kesteven**

- 2.12. Within the Council's Corporate Plan (2024 - 2027) the Council has identified its mission to be 'A thriving District to live in, work and visit'. This is under-pinned by the priority of Connecting Communities which aims to enhance the strength, wellbeing and capacity of communities across the district, and work towards providing a cohesive society that all our residents can be proud to belong to. Particularly pertinent to this report, the Corporate Plan recognises that South Kesteven has an ageing population.
- 2.13. The Council is committed to developing the district as Age Friendly through a four-step programme cycle. Since April 2025, Officers have been undertaking work through Step 1: Engage and Understand. Through this first step, political commitment has been obtained, an officer working group has been created and the work is being led by the Leisure team along with support from other Council service areas.
- 2.14. The final stage in Step 1 is to pull together the local data that has been collected over the last 12 months to create the baseline profile. The baseline profile will in turn move us into Step 2: Plan Strategically. This second step will determine the vision, priorities and an action plan for South Kesteven.

- 2.15. The development of the baseline profile is underway and will be available for consideration at a future meeting of the Rural and Communities Overview and Scrutiny Committee.
- 2.16. The table below shows the work undertaken to date which will feed into the Baseline Profile:

<b>Work undertaken</b>	<b>Detail</b>
Officers completing desk-based research and information collated into dedicated mapping tools	The council officers working group leads have focused on domains relevant to their work areas and provided information around - 'What is already happening?', 'What opportunities are there?', 'How are older people involved in shaping the community?' and 'Who are the relevant stakeholders?'. This provided a basic insight into the current state of play.
Organisation survey	A survey was circulated to organisations who have a role in supporting people over the age of 50. The results will help to underpin the understanding of existing support and services, and a total of 44 responses were received from organisations across South Kesteven.
Resident survey	A survey, 'The Future of Growing Older' was circulated to residents aged 50 and over in South Kesteven to ask how they feel about their local communities and to understand the different issues facing people of this age group. A total of 1029 responses were received, and a detailed breakdown of this information will be presented in the baseline profile.
Engagement with older people	Older adults are a key partner therefore direct conversations and consulting with them is essential. Officers have attended various social groups such as the Dementia Singing Group in Fulbeck, to enable informal conversations with older adults around growing older.
Walking audits	Walking Audits have been completed in Grantham and Bourne to identify the barriers currently faced by older adults in the district. These focused on five key areas; Footpaths, Crossings & Traffic, Safety, Pleasant Environment & Information, and Seating and Toilets. The findings for Grantham and Bourne can be found at <b>Appendix Two</b> . Future walking audits covering Stamford and Market Deeping are scheduled for June and July 2026.

- 2.17. The Council also celebrated Age Without Limits Day on Wednesday 10<sup>th</sup> June, with the view in future years to collaborate with local organisations to encourage events across the district.
- 2.18. The Centre for Ageing Better have recently released a 'Age Friendly Quick Guide Collection' which are designed for:

- **Built environment professionals and local council teams** who want to know how to build in age-friendly considerations. Officers will be sharing these with town and parish councils for information and knowledge sharing purposes.
- **Council officers working on ageing and older people's issues** who want to understand how their built environment can become more age-friendly and how to advocate those changes.
- **Older people and community members** who want to champion age-friendly changes in their community.

2.19. A copy of the Age Friendly Quick Guide can be found at **Appendix Three**.

2.20. As part of 'The Future of Growing Older' survey, respondents were asked if they would like to opt in to one of the following three categories:

- Become a Community Champion/part of the South Kesteven Older Persons Forum (*51 responses*).
- Fill in additional questionnaires/surveys (*153 responses*).
- Work with other people to design, deliver or evaluate projects or services in relation with Age Friendly Communities (*86 responses*).

2.21. In support of the Age Friendly Work and interest levels from residents wanting to become a community champion, officers are currently exploring options to launch a Community Champion scheme/Older Persons Forum in South Kesteven.

2.22. Residents from the other two above mentioned categories were contacted to attend the Age Friendly Lincolnshire Over 50's Conversation Event in June which was organised by Lincolnshire County Council and held in Horncastle. The information gathered from this event will help to inform how services are developed in Lincolnshire.

### **3. Key Considerations**

3.1 Continuing to work collaboratively with the other six Lincolnshire district authorities provides the opportunity to identify synergies across Lincolnshire and allows district colleagues to share best practice and learn from each other.

3.2 Becoming an Age Friendly Community allows the Council and its residents to access tools, support and guidance from the Centre for Ageing Better and other networks across the United Kingdom. It also supports the Lincolnshire Health and Wellbeing Board's strategic ambition to coordinate a county wide response to the opportunities and challenges presented by ageing.

- 3.3 Once the position regarding Local Government Reorganisation is clearer, this recommendation can be reviewed, and discussions can commence with the proposed partner authorities to develop a shared direction for health and wellbeing

#### **4. Other Options Considered**

- 4.1 The Council could choose to continue reporting on a six-monthly basis on the Health and Wellbeing Action Plan, but most actions are considered as ‘ongoing’, with several actions also being reported as Key Performance Indicators in other council areas. In line with what is happening across the other district councils, and to prevent a duplication of work, it is recommended to cease this activity and focus on the work towards becoming an Age Friendly Community. These reports will still contain an update on work the Council is doing in terms of improving the health and wellbeing of the district.

#### **5. Reasons for the Recommendations**

- 5.1. Within the established six-monthly reporting framework on the action plan, there is limited change in commentary and updates as most of the actions are classed as ongoing or business as usual. It is evident that the implementation of the bespoke local South Kesteven Health and Wellbeing Action Plan was successful to highlight the importance of collaborative working but could be considered to no longer be required.
- 5.2. Relevant Health and Wellbeing updates will continue to be presented to this Committee through the body of the proposed Age Friendly Community report.

#### **6. Consultation**

- 6.1 Recent discussions with the other districts within Lincolnshire have taken place in relation to work undertaken to support the Lincolnshire Health and Wellbeing Strategy. A summary of the work being undertaken can be found below:

<b>District</b>	<b>Action</b>
South & East Lincolnshire Councils Partnership (SELCP)	The coming together of three council’s superseded any bespoke district Action Plans. SELCP established a ‘Healthy Living Board’ to reduce health inequalities, with a key strand being ‘Healthy Lives’.
North Kesteven District Council (NKDC)	Infographic reporting of NKDC’s Health and Wellbeing KPI’s has been developed but this does not align to the Lincolnshire Districts Health and Wellbeing Strategy.

West Lindsey District Council (WLDC)	WLDC has no specific District Health and Wellbeing Action Plan but reports all activity under a general health and wellbeing umbrella.
City of Lincoln	No response

## 7. Appendices

- 7.1. **Appendix One** – South Kesteven Health and Wellbeing Action Plan – Update as of June 2026
- 7.2. **Appendix Two** – Grantham and Bourne Walking Audit Findings
- 7.3. **Appendix Three** – Age Friendly Quick Guide Collection

Overall objective: Improve the supply, quality and coordination of services to meet housing needs and demands.

Housing and Homelessness: Identified Action	South Kestevens Action Plan	By When	By Whom	Completion Status
Coordinate the effective delivery of homelessness services through a partnership driven and evidence-based homelessness strategy.	Continue to provide the statutory homelessness function which delivers on the priorities as set out in The Lincolnshire Homelessness and Rough Sleeper Strategy	Ongoing	Sarah McQueen	Ongoing
Establish future investment strategies to meet current and emerging needs for care and support.	Focus on support initiatives to increase the number of homelessness preventions	Ongoing	Sarah McQueen	Ongoing
Bring more empty homes into use in order to improve the supply of properties available within the county.	Work collaboratively with colleagues in council tax to identify available empty properties	Ongoing	Tom Amblin-Lightowler	Ongoing
	Build stronger relationships with landlords to offer support and advice to enable properties to be brought back into use	Ongoing	Tom Amblin-Lightowler	Ongoing
	Explore options around bringing those properties back into use.	Ongoing	Tom Amblin-Lightowler	Ongoing
Deliver new housing to meet housing needs and demands, meeting zero carbon targets and recognising all levels of affordability.	Ensure a responsive and robust approach to any reports of properties in poor repair in private sector.	Ongoing	Tom Amblin-Lightowler	Ongoing
Improve the quality of existing properties across all tenures and reduce the cost of poor housing to health, care and society.	Ensure that all Council Homes meet decent Homes standards	Ongoing	Sarah McQueen	Ongoing

Reduce levels of overcrowding as a means of reducing health risks.	Additional priority given to households in overcrowded conditions on the housing register.	Ongoing	Sarah McQueen	Ongoing
Improve services to extend people's housing choices in preparation for later life	Ensure our aids and adaptations process is fit for purpose and applied consistently	Ongoing	Sarah McQueen	Ongoing
Ensure services to support people to remain living in their current home complement each other as a system-wide approach.	Effective management of the DFG application service	Ongoing	Tom Amblin-Lightowler	Ongoing
	Work collaboratively with partner agencies to support and enable people to continue to live in their current home	Ongoing	Tom Amblin-Lightowler	Ongoing

Overall objective: To address inactivity across the county - improving access and opportunity for all residents to be active and participate.

Activity and Wellbeing: Identified Action	South Kestevens Action Plan 2025-2026	By When	By Whom	Completion Status
<b>Active Place:</b> Develop a plan to be able to positively influence the planning system/external decision making in the area	Openly share the SKDC Sport and Physical Activity Strategy with partners to achieve common goals.	Ongoing	Beth Goodman	Ongoing
	Work with the partners in the Playing Pitch Strategy to access funding opportunities for the identified requirements.	Ongoing	Leisure	Ongoing
	Work with partners to review and refresh the current Sport and Physical Activity Strategy ahead of 2026.	Mar-26	Beth Goodman	Completed
<b>Active Place:</b> Make better use of green spaces across Lincolnshire and maximise opportunities for residents and visitors to be active in Lincolnshire	Upskill volunteers to deliver Our Parks sessions to deliver free outdoor fitness classes in SKDC open spaces	Dec-25	Beth Goodman/Parks	Completed
	Promote outdoor gym use working with Active Lincolnshire ensuring the maps in the district are displayed on the outdoor gym finder/Lets Move Lincolnshire.	Ongoing	Alison Lewis	Ongoing
	Promote open spaces and outdoor leisure provision.	Ongoing	Leisure/Planning	Ongoing

	Retain Green Flag status in the parks.	Jul-26	Luke Ingham	Ongoing
	Work closely with local organisations to promote cycling opportunities in the district	Ongoing	Beth Goodman	Ongoing
	Continue to promote green spaces as a positive place to promote mental and physical wellbeing, working with partners	Ongoing	Beth Goodman	Ongoing
<b>Active Place:</b> Widen the focus from commercial leisure offer and asset-based physical activity to activity outside, in the home and in the workplace	Regularly connect with Lincolnshire County Council/Active Travel England to positively influence Active Travel, encouraging the planning team to apply for funding provision and developments of public footpaths and cycleways.	Ongoing	Beth Goodman	Ongoing
	Look at costings and accessibility of leisure centres to break down barriers of accessing health facilities.	Ongoing	Corporate Property	Ongoing
	Work with Lincolnshire County Council to create maps of community assets with the benefits of being active linking the green spaces, community foot and cycle paths alongside displaying the benefits of active travel on climate change.	Mar-26	Beth Goodman/Serena Brown	Ongoing

	Continue to work on the actions identified in the condition surveys and undertake feasibility studies with the UKSPF to ensure facilities remain attractive, accessible, and available to residents.	Ongoing	Leisure/Property	Ongoing
<b>Active People:</b> Provide Opportunities and programmes across communities to enable residents to take part in regular activity	Increase awareness and benefits of physical activity in South Kesteven through networking and marketing, including the use of the Activity Finder on the Let's Move Lincolnshire platform.	Ongoing	Beth Goodman	Ongoing
	Work with stakeholders to provide ample opportunities and programmes within South Kesteven, targeting all ages/abilities by hosting 'Give it a Go' days.	Ongoing	Beth Goodman	Ongoing
	Continue to develop Lincolnshire Co-op Wellbeing Walks to ensure there are opportunities in each market town	Ongoing	Lincs Coop	Completed
	Work with the Centre for Ageing Better and the UK Network of Age Friendly Communities to create a baseline profile	Mar-26	Age Friendly Working Group	Ongoing
	Use the Workforce Wellbeing Plan to deliver a range of initiatives for council employees.	Ongoing	Wellbeing Team	Ongoing

<p><b>Active System:</b> Creating leadership, governance and partnerships, and workforce capabilities across sectors to use resources in a more coordinated way to reduce inactivity.</p>	<p>Work with local leisure providers to deliver rehabilitation programmes for those living with long term health conditions and older adults.</p>	<p>Ongoing</p>	<p>Beth Goodman</p>	<p>Ongoing</p>
<p><b>Active System:</b> Each district council to develop opportunities to positively influence internal/corporate decision making in their local area and embed in governance processes</p>	<p>Regularly meet with the First Aiders for Mental Health</p>	<p>Ongoing</p>	<p>Wellbeing Team</p>	<p>Ongoing</p>
<p><b>Active System:</b> Proactive and inclusive approach to sharing learning, best practice and opportunities for collaboration.</p>	<p>Join the wellbeing network groups with local connectors to cover the district.</p>	<p>Ongoing</p>	<p>Beth Goodman</p>	<p>Ongoing</p>
<p><b>Active System:</b> Proactivity engage across the NHS to encourage innovation and creativity to enable health, wellbeing and physical activity within planning consultations.</p>	<p>Work with PCNs, Neighborhood leads and social prescribers to create successful partnerships to share best practice and opportunities.</p>	<p>Ongoing</p>	<p>Beth Goodman</p>	<p>Ongoing</p>
	<p>Research and develop a plan for place-based partnerships and opportunities with partners.</p>	<p>Mar-26</p>	<p>Beth Goodman/Active Lincolnshire</p>	<p>Completed</p>
	<p>All activities planned through all organisations should deliver on the five ways to wellbeing; be active, connect, take notice, keep learning, and give.</p>	<p>Ongoing</p>	<p>Beth Goodman/All</p>	<p>Ongoing</p>

Overall objective: Improve understanding of the links between environment and health and maximise opportunities to deliver on both.

<b>Environment and Climate: Identified Action</b>	<b>South Kestevens Action Plan</b>	<b>By When</b>	<b>By Whom</b>	<b>Completion Status</b>
Improve air quality, particularly in designated management areas.	To regularly review the annual air quality statement and track progress on South Kesteven monitoring sites.	Ongoing	Ayeisha Kirkham	Ongoing
Accelerate transition towards active travel	Continue to work with LCC. This action also links in with the Activity and Wellbeing Lever	Ongoing	Serena Brown	Ongoing
Promote and increase uptake of electric vehicles	New EVCPs to be installed in reinstated Cattlemarket car park in Stamford	Aug-25	Serena Brown	Ongoing
Mobility: provision and uptake of public transport services	Continue to work with local transport boards	Ongoing	Planning	Ongoing
Improve domestic energy efficiency and reduce carbon emissions	40 properties upgraded in South Kesteven under Home Upgrade Grant phase 2 (HUG2) funding. 318 SKDC owned properties upgraded using Social Housing Decarbonisation Fund. New scheme to be launched in 2025	Ongoing	Serena Brown	Ongoing
Joint work to reduce carbon emissions from all Councils (Lincolnshire County Council and districts)	Carbon emissions report for 2023/24 reported a 25% reduction against baseline, target is 30% by 2030.	Mar-26	Climate Team	Ongoing
Reduce Carbon Emissions across all services to meet national carbon reduction targets	Climate Action Strategy published and Climate Action Plan underway which is due to be presented in November 2025	Ongoing	Climate Team	Completed

Understand the local impacts of a changing climate to improve community resilience.	Actions in Climate Action Plan to understand need for climate adaptation for SKDC operations and community resilience	Ongoing	Climate Team	Ongoing
Reduce waste output across the county and tackle key issues	To roll out new food waste caddies	Mar-26	Waste Services	Ongoing
Improve open space provision that recognises the role of improved biodiversity, carbon storage and wellbeing benefits	Biodiversity Action Plan under development and due to be presented in Nov 2025	Nov-25	Serena Brown	Completed
Influence provision of healthy and sustainable food options	Continue to work with the Healthy Weight Partnership Board	Ongoing	Beth Goodman	Ongoing
Maximise opportunity of Local Plan Reviews	Regulation 19 for next Local Plan targeted for late 2025 and submitted for examination for Winter 2026	Mar-26	Emma Whittaker	Ongoing

Overall objective: Reducing economic inequality and alleviating poverty as a fundamental driver for improving mental and physical health and wellbeing

Economic Inclusion: Identified Action	South Kestevens Action Plan 2025-2026	By When	By Whom	Completion Status
Embed strong strategic narrative/understanding to promote economic inclusion and health inequality linkages that deliver better outcomes	Ensure projects/interventions to test whether appropriate health/economic inequality outcome and outputs have/can be captured or weaved into the initiative.	Ongoing	Economic Development	Ongoing
<b>People in Employment:</b> Work with Lincolnshire employers to improve working conditions/environment particularly within low paid and insecure employment to improve their health and wellbeing and prevent health issues developing – whilst improving business productivity.	Lead by example, through partnership working - set out how organisations can improve working conditions	Ongoing	Economic Development/HR	Ongoing
<b>People in Employment:</b> Improve skills for those currently in work, enabling career progression, greater wage levels, better job security, greater productivity development – good for people and business – part of tackling in-work poverty.	Support the Federation of Small Business in its implementation of the Local Skills Improvement Plan.	Ongoing	Economic Development	Ongoing
<b>People in Employment:</b> Increase volunteering to support the community and increase well-being for the volunteers themselves.	Fully implement the Volunteering in South Kesteven Policy, ensuring that volunteers are supported in their roles and receive appropriate training and leadership. Identify increased opportunities for volunteers to be involved in Council facilities and initiatives.	Ongoing	Economic Development	Ongoing

<p><b>Supporting those most susceptible to economic change and transition:</b> Increase core sector resilience in Lincolnshire by supporting employers to adapt and respond to economic transitions caused by the pandemic, through addressing skills gaps with employees.</p>	<p>Support the Federation of Small Business in its implementation of the Local Skills Improvement Plan.</p>	<p>Ongoing</p>	<p>Economic Development</p>	<p>Ongoing</p>
<p><b>Supporting those most susceptible to economic change and transition:</b> Employee upskilling and retaining programmes for those in industries exposed to long-term change and decline.</p>	<p>Working with LEP, partners, review Lincolnshire and national landscape ahead of developing an approach to key industries</p>	<p>Ongoing</p>	<p>Economic Development</p>	<p>Ongoing</p>
<p><b>Digital skills programme:</b> Residents have the digital skills to access health services, everyday services and employment opportunities.</p>	<p>Support stakeholders to build on the successfully delivered Skills Bootcamp (part of the Government's Lifetime Skill Guarantee), helping people gain skills for life.</p>	<p>Mar-26</p>	<p>Economic Development</p>	<p>Ongoing</p>

<p><b>Digital skills programme:</b> Fully enabled digital FFTP (fixed fibre premises) infrastructure across the county using place appropriate technologies.</p>	<p>Support the telecommunications industry with an 'open for business' approach to rolling out fibre broadband across the district</p>	<p>Ongoing</p>	<p>Economic Development/Planning</p>	<p>Ongoing</p>
<p><b>Eliminate poor health from being a barrier to employment:</b> Create an intervention programme that supports residents with ill-health into employment.</p>	<p>Support DWP in the endeavours to help residents with ill-health towards employment</p>	<p>Ongoing</p>	<p>Economic Development &amp; Community Engagement</p>	<p>Ongoing</p>
<p>Creating an environment to support development of the health and care sector to improve health related service provision (wide scale health attraction interventions).</p>	<p>Develop interventions with partners (including FE and college providers) to support recruitment/retention of employees within the health and care sector</p>	<p>Ongoing</p>	<p>Economic Development &amp; Community Engagement</p>	<p>Ongoing</p>

Overall objectives: Leverage unique links at place level to engage with communities

Working with Communities: Identified Action	South Kestevens Action Plan	By When	By Whom	Completion Status
<p><b>Capture and build on district community engagement knowledge and expertise:</b> Combine and codify the District's knowledge and approach to community engagement and empowerment, building on success and experience gained during the pandemic.</p>	<p>Series of funding and bid writing workshops to support project development and delivery by VCS across the district</p>	<p>Ongoing</p>	<p>Carol Drury</p>	<p>Ongoing</p>
	<p>Work with Harlaxton Manor on the Impact Booster programme which supports V&amp;C sector organisations, charities and CICs to realise their goals</p>	<p>Feb-26</p>	<p>Carol Drury</p>	<p>Ongoing</p>
	<p>Council in the Community initiative to engage with residents face-to-face</p>	<p>Ongoing</p>	<p>Carol Drury</p>	<p>Ongoing</p>
	<p>Work with Armed Forces Families to help identify and provide support where needed to serving and veteran members of the military and their families</p>	<p>Oct-25</p>	<p>Paul Drury</p>	<p>Ongoing</p>
<p>Expand district participation in current sector discussions across the wider system.</p>	<p>Ring-fenced financial support for Foodbanks and other food support agencies across the district</p>	<p>Mar-26</p>	<p>Carol Drury</p>	<p>Ongoing</p>
	<p>Attendance at mental health groups, district health and wellbeing groups, food support groups</p>	<p>Ongoing</p>	<p>Carol Drury</p>	<p>Ongoing</p>

	Attendance at meetings and information sessions relating to Armed Forces Veterans	Ongoing	Debbie Nicholls/Paul Drury	Ongoing
<b>Strengthen sector oversight and assurance:</b> Work with partners (Sector representative groups and County) to develop an agreed approach to sector oversight and assurance, harnessing community potential in a safe, effective way.	Work in collaboration with LCVS and other agencies to provide health checks and assurance relating to VCS	Ongoing	Carol Drury	Ongoing
<b>Enhance and sustain voluntary sector engagement and contribution:</b> Building on success during the pandemic, develop and formalize mechanisms to draw on volunteer capacity quickly and efficiently in response to emerging community needs e.g., flooding, pandemic.	Improve links with Parish and Town Councils	Ongoing	Carol Drury	Ongoing

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# Grantham & Bourne Walking Audits

# Purpose of the walking audits

- Identify physical and environmental barriers currently being faced by older residents
- Recognise areas that are doing well and areas for improvement
- Evaluate infrastructure, promote social connection and empower residents by giving them an active voice
- Additional data for the baseline assessment to understand our place





# Five consideration areas

1. **Footpaths** – Surface quality, width of footpaths, accessibility, obstacles
2. **Crossings and Traffic** - crossing markings, cues & signage; crossing timings and road width, crossing connections and locations, tactile paving, drop kerbs
3. **Safety** - street lighting, feelings of safety, layout of streets, obstacles, movement of traffic; accessible and safe bus stops
4. **Pleasant Environment and Information** – good/correct/easy to read signage; complicated signage
5. **Seating and toilets** – Quality and quantity of facilities, correct locations, seating at bus stops

# Grantham

Thursday 16<sup>th</sup> April 2026 @ 10:30am

## Points of interest

- Guildhall Arts Centre
- Grantham museum
- Bus Station
- Isaac Newton Shopping Centre
- Grantham Library
- Conduit Lane toilets
- Marketplace
- Bhive community centre
- Citizen's advice



# Footpaths - Grantham

## Positives

St Peter's Hill has a 4m wide footpath

Drop kerbs outside of the Guildhall

## Negatives

No drop kerbs outside of bus station

Narrow and uneven footpaths along Finkin street (blocked footpath access)

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# Crossings and Traffic - Grantham

## Positives

Guildhall Street crossing is raised to road level

Guildhall street tactile slabs leading up to crossing

Crossing on Westgate outside George Shopping Centre – good location and well used

Some crossings have audible cues, and allowed for 30 seconds to cross (outside Wetherspoons)

## Negatives

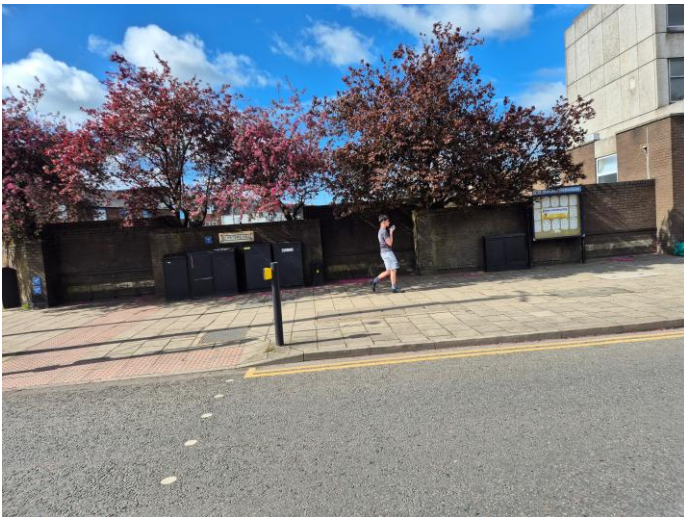
Guildhall Street- wide splay on desire line, uneven surface over crossing point

George Street- drop kerbs too high, uneven utility covers

Difficult to cross Castlegate/Avenue Road

Distance between crossings on high street are too great

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# Safety - Grantham

## Positives

Isaac Newton Centre has CCTV, feels safe and security staff present

Newton statue on St Peter's Hill feels secure, well watched over by CCTV

## Negative

The Pantiles has lots of empty shops, no lighting or greenery (from bus stop to IN)

Welby Street- vehicles in pedestrian zone

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# Pleasant Environment and Information - Grantham

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Positives	Negatives
Wayfinding is generally available through the town	Lack of information available at bus station, information that is there is too small
St Peter's Hill area and Abbey Gardens is well looked after	No signage for the accessibility entrance at Guildhall
Grantham Library provide info on step free access	No signage to locate step free access outside the Guildhall Arts Centre



# Seating and Toilets - Grantham

Positive	Negatives
Abbey Gardens toilets are well looked after and are accessible	Seats at bus station are too low, no support or rails
Lots of areas with high quality seating such as St Peters Hill, Isaac Newton centre	Conduit lane toilets- female toilets only accessible via steps, men's toilets appeared closed, accessible toilets has no signage
2 x benches on Welby Street	Lack of benches down westgate/marketplace

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# Footpaths - Bourne

## Positives

Wide footpath along Exeter street

Nice feel walkway through Crown Walk

## Negatives

Cobbles/uneven footpath through walkway from North street

Lack of footpath leading into car park near Burghley street

Footpath leading north from bus station is downhill straight into busy road/traffic

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# Crossings and Traffic - Bourne

Positives	Negatives
Burghley Street- crossing raised to road level	West Street/North Street junction lacks a pedestrian crossing over North Street
Crossing at Burghley Centre to Card Factory in a good location and has an audible cue	High street- traffic dominated including HGVs, feels close and is noisy

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# Safety - Bourne

## Positives

Burghley centre is light and spacious

Good lighting in Burghley centre car park

## Negative

Pedestrian crossing signals over Abbey Road is not long enough

Street clutter on footpaths making it difficult to pass on foot (in select locations)



# Pleasant Environment and Information - Bourne

Positives	Negatives
Pleasant courtyard which feels welcoming with greenery and open shops	Lack of information available at bus station, information that is there is too small
Good information board outside of Bourne Corn Exchange	Sign for the toilet is too small and not visible from the other side of the road

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# Seating and Toilets - Bourne

## Positive

High quality benches on North street (but not desired location)

Toilet is free to use and accessible

## Negatives

Toilet is not appealing to use or well looked after

Major lack of seating in key areas e.g. courtyard, Burghley centre, bus station

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# Age-friendly Built Environment Quick Guides

March 2026



### About these guides

The Age-friendly Quick Guides provide an easy-to-read overview of key considerations to support age-friendly built environment projects.

The guides are designed for:

- **Built environment professionals** and local council teams who want to know how to build in age-friendly considerations.
- **Council officers working on ageing and older people's issues** who want to understand how their built environment can become more age-friendly and how to advocate for those changes.
- **Older people and community members** who want to champion age-friendly changes in their community.

From cities to rural environments, there are interventions that can make our built environment more age-friendly. New spaces, buildings, and features should be designed to be entirely age-friendly. Existing spaces, buildings, and features should be improved wherever possible, even if only a few age-friendly considerations can be integrated. These guides have been created to support you to do both.

They are intended as a starting point rather than a comprehensive manual and should be used alongside further reading, engagement, and local knowledge. Examples of relevant further reading have been highlighted on each Quick Guide and a long list of resources has been included in the Appendix.

Centre for Ageing Better worked with Arup and Housing LIN to create these guides, alongside local authorities and community members to identify both the topics for the guides and to develop the guidance points.

The Age-friendly Quick Guide collection contains:

- Age-friendly Quick Guides on seven topics:
  - Bus Stops
  - Parks and Green Spaces
  - Public and Community Building
  - Seating and Rest Areas
  - Streets and Pavements
  - Toilets
  - Wayfinding and Signage
- Implementation considerations
- Resources for further reading
- A checklist for each guide that can support high-level access audits
- Case study examples



### What is an age-friendly built environment?

The physical environment plays a vital role in health and wellbeing at any age. Age-friendly design ensures the physical environment is accessible and inclusive as we age. It helps us access the essential services, social spaces, and activities that promote our ability to age well whilst making sure the community remains welcoming and inclusive if our health declines. An age-friendly physical environment also benefits carers, families and the wider community. It creates places that are safe, comfortable and supportive of people of all ages, as well as promoting intergenerational connection.

Older people in the UK are a large and diverse group, with different abilities, needs, interests and preferences. Many people will not require all accessibility features in order to use their built environment. However, age does increase the likelihood of being affected by changes such as hearing or vision loss, reduced manual dexterity or mobility, and/or cognitive impairment. Health conditions like diabetes, heart disease and dementia also become more common with age. For people already more likely to experience inequalities, such as those living in under-invested areas, these declines often begin at younger ages. As a result, the need for and benefits of age-friendly environments are wide-reaching.

An environment that includes age-friendly bus stops, streets and pavements, public toilets, wayfinding and signage, parks and green spaces, seating and rest areas, and public and community buildings can reduce the impact of these changes and in some instances, even delay onset. Key features include barrier-free navigation, clear information, and opportunities for rest and social interaction.

### Legal and policy context

The Equality Act 2010 protects against age discrimination, as well as 8 other protected characteristics. The intersectionality between age and other protected characteristics may impact people's experiences, including disability, faith, race, gender, sexual orientation, and/or family structures. Equality Impact Assessments are often required or encouraged to assess the impact of an environment on different protected characteristics. Age-friendly built environment features aim to support a range of intersecting experiences, which means they complement related approaches such as dementia-friendly design, accessibility requirements, and inclusive design principles.

The Equality Act also places a legal duty on employers, service and facility providers, and the public sector to make reasonable adjustments to prevent discrimination of disabled people. The 2023/24 Family Resources Survey, run by the Department for Work and Pensions, indicated that 64% of people aged 85 or over report a disability. This shows the importance of proactively considering what adjustments can help create age-friendly environments.

Local authorities and service providers have a responsibility to maintain and improve facilities to prevent this discrimination, which includes the creation of accessible built environments.

Age-friendly built environments are also an essential part of a preventative approach that helps people live independently and safely in their communities for longer. This aligns with the [NHS 10 Year Health Plan for England: fit for the future \(2025\)](#), [MHCLG's Pride in Place Strategy \(2025\)](#), the National Planning Policy Framework and related local and supplementary guidance, which seek to create sustainable, accessible, and inclusive places.

# Stories

When creating these guides, we spoke to older people from across the country about their experiences of their community's built environment.

Here's what they told us:



"There may be toilets in the community but they often aren't maintained properly and it puts me off using them. Like in the local library."



"Only one park has a toilet. I've been put off going to the park because of it. I end up doing the maths on how long I can be out and how long I can wait without a toilet. And it doesn't just affect older people."

"I am partially sighted and I struggle with the pavement near my house. It's uneven, it's like potholes in the pavement and I keep tripping up. It's making it totally inaccessible."



"Seating has been put in outside my local library so that people can take a rest whilst waiting for the library to open. The seating is curved so people will talk to each other while they wait."



"Near me there is a bench facing the main road where you breathe in all the fumes from cars and it isn't sheltered. Who is going to want to sit at that bench?"



"Someone I know used a public building and the automatic door started to close on her before she was fully through the door."



"We [older people's group] have been working with the council to put in benches where we need them. Our priorities have been benches outside of GP surgeries and benches on the way to the park, so people are able to walk confidently to the park."



"Where I live you might be able to get to a bus stop easily in the city centre but as you go along the bus route there can be massive distances between the stops. What about getting in and out and around the centre?"



"At my local bus stop the print for the timetable can be too small to read and the bus stop doesn't tell you how long you have to wait for the next bus. I know younger people have that information on their phone, but I don't."

"In my local area seven years ago we wanted to put a new bench in. People didn't want to because they were worried about vandalism. Seven years later there's been no problems."



"Proper signage supports independence. You want to be able to know where you are going, so you could get to the library or go for the coffee without having to ask someone."



### What are age-friendly bus stops?

Age-friendly bus stops enable people of all ages to reach services, activities, workplaces, and social spaces. In England, concessionary journeys accounted for 28% (1.0 billion) of all local bus passenger journeys in 2025. Locations with design limitations, such as some rural communities, can still provide accessible locations, information and seating.

### Why do they matter?

The Equality Act (2010) places a duty on both public transport operators and highway authorities to ensure no protected group is disadvantaged by inaccessible bus stop design. The design of the bus stop and the information provided are essential to help people navigate confidently throughout their journey.

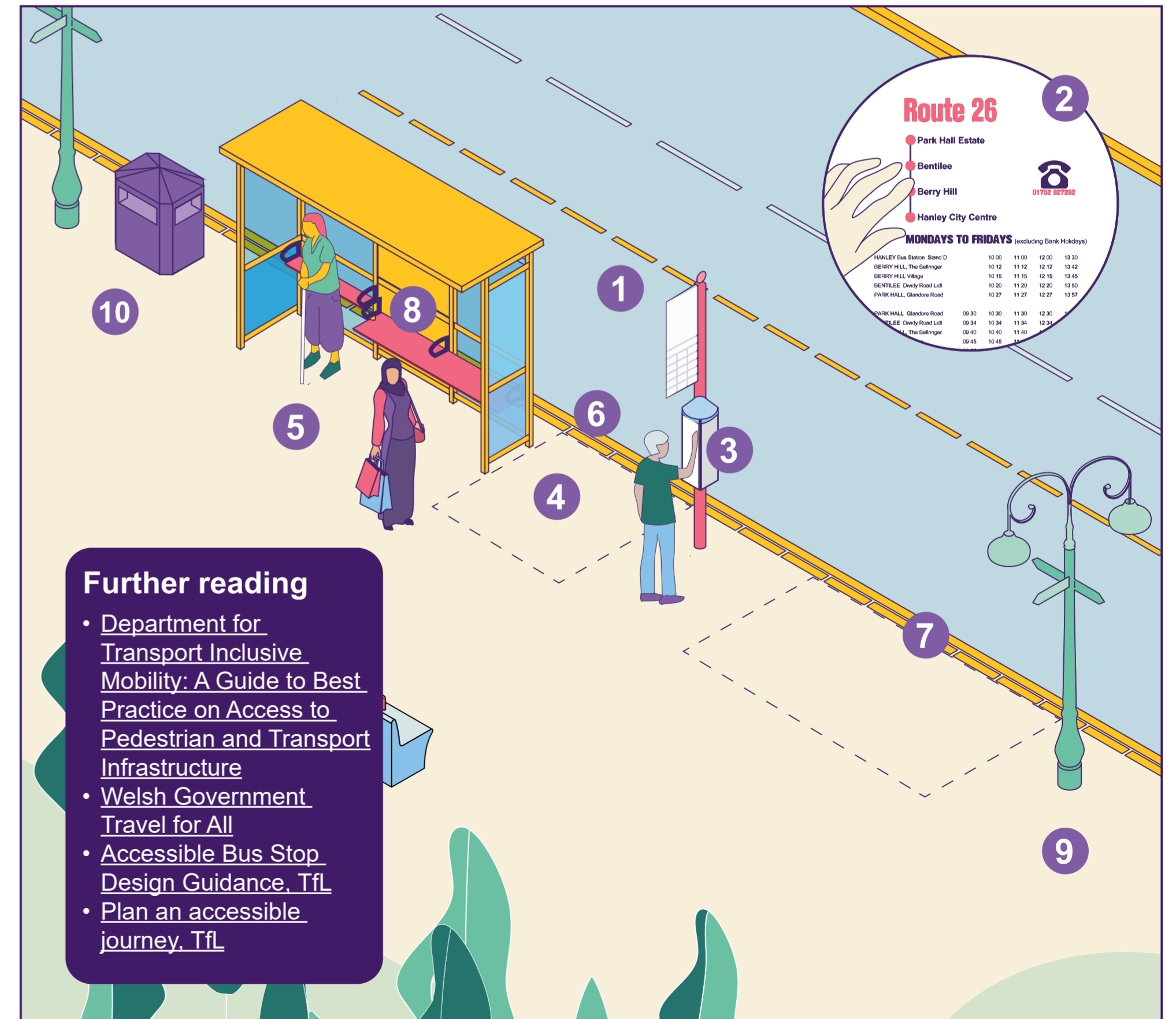
### Age-friendly implementation considerations

- Listen to lived experiences** to learn what a diverse range of local residents, including older people, want and need from their bus stops. Undertake an access audit with older people / intergenerational groups.
- Identify stakeholders** such as relevant council departments (e.g. planning, transport, community services), and relevant authorities (e.g. the Highway Authority, public transport operators).
- Develop solutions** with residents, stakeholders, road users, pedestrians, and cyclists to ensure the bus stop is safe and usable for all. Discuss priorities and agree improvements for implementation.

- 1 Location of bus stops:** Are bus stops in safe, easy to access locations near key local facilities and residential areas (including where high concentrations of older people live)? Are stops close to main junctions? Do stop locations minimise walking distance between destinations? Are sufficient stops provided within a community (not just into/out of the centre)? Does the pick-up location allow wheelchair users to board?
- 2 Information (pre-journey):** Is information about routes, timing, ticketing, accessibility features and assisted transport services available online and by post/phone so people can plan their journey in advance?
- 3 Information (at stop):** Is clear and up to date information about bus routes, timing, and fares provided at the bus stop? Is live bus arrivals information provided where possible? Is information available in large print format and tactile/audio formats? Is local information (e.g. social and volunteering activities) shared at the stop?
- 4 Free from obstructions:** Are driver and waiting passengers clearly visible to each other? Are bus stops located where there is adequate footway width? Is access to the bus free of trip hazards and barriers?
- 5 Waiting area:** Are stops located where there is space for a weather protected shelter? Is seating offered at different heights with arm rests / back rests? Is a wheelchair space and a transfer seat provided?

- 6 Drainage:** Is good drainage provided so water does not pool on footways or the carriageway kerbside? Are people protected from being splashed while they wait?
- 7 Kerb features:** Is the kerb height at least 100mm to allow buses to deploy a ramp safely? Is appropriate tactile paving used to indicate the kerb edge at the boarding point? Are 'Kassel' kerbs used where needed to allow level boarding?
- 8 Contrast:** Is information/signage provided with enough contrast to be read easily? Are features such as seats and bus shelters contrasting from their surrounding environment so people can easily identify them? Is the kerb contrasting from the carriageway so people can discern where the pavement ends?
- 9 Lighting / perceptions of safety:** Inadequate street lighting can contribute to poor perceptions of safety. Are good levels of illumination provided at the bus stop (and journey to the bus stop)? Is the bus stop lighting uniform and even? Does the design of the bus stop allow people to be seen and offer clear exit routes?
- 10 Maintenance:** Local highway authorities are responsible for maintenance of bus stop areas. Is a management plan in place to ensure street cleaning, maintenance of the footway / carriageway, vegetation clearing, and winter maintenance is performed? Can people easily report issues on and offline?

### Age-friendly bus stops: top 10 design considerations



**Further reading**

- [Department for Transport Inclusive Mobility: A Guide to Best Practice on Access to Pedestrian and Transport Infrastructure](#)
- [Welsh Government Travel for All](#)
- [Accessible Bus Stop Design Guidance, TfL](#)
- [Plan an accessible journey, TfL](#)

## What are they?

Age-friendly parks and green spaces are barrier-free, comfortable to navigate, and offer a choice of activities that foster a sense of belonging for all ages. While local authorities are responsible for managing parks and green spaces, older people have an opportunity to support and contribute to the vitality of their local parks and green spaces.

## Why do they matter?

Access to parks and green spaces can reduce loneliness and enhance mood while improving mental wellbeing, increasing physical activity and intergenerational social connection. However, older people may encounter physical or logistical barriers which make them unable to realise these benefits if the space is not designed with age-friendly considerations.

## Age-friendly implementation considerations

- Listen to lived experiences** to learn what a diverse range of local residents, including older people, want and need from parks and green spaces. Undertake an access audit with older people / intergenerational groups.
- Identify stakeholders** such as relevant council departments (e.g. planning, public health, environment, parks and community services departments), relevant authorities and local businesses.
- Develop solutions** with residents, stakeholders and local groups to ensure the parks and green spaces are safe and useable for all. Discuss priorities and agree improvements.

- 1 Location:** Is green space available for residential areas that need them within a reasonable walking distance? Are entrances at appropriate locations? Are larger parks accessible by public transport?
- 2 Wayfinding and signage:** Is wayfinding / signage clear, intuitive, and directs to toilets, exits, and key locations? Is information (e.g. maps, opening hours, walking routes, activity schedule) available / easy to find?
- 3 Accessible routes:** Are ground surfaces firm, even, step-free and slip-resistant for safe and comfortable wheeling and walking in all weather conditions? Are routes at least 1.8m wide to allow people to walk with mobility devices or walk safely alongside another person? Are objects (e.g. signage, bins) located and overhanging branches maintained so route widths are not reduced?
- 4 Changes in level:** If routes have a change in level, are handrails provided for steps? Do stepped areas have a step-free route nearby? Are sloped areas shallower than a 1:20 gradient? If routes are steeper than 1:20, do they provide handrails?
- 5 Perceptions of safety:** Do sight lines and lighting allow visibility and make people feel safer? Is consistent, even lighting illuminating the routes, key features and people without pooling or creating glare? Does the design avoid dead ends and/or narrow routes surrounded by dense planting where people might feel trapped?

- 6 Toilets:** Well-maintained, free-to-use, open public toilets enable people to participate in parks and green spaces. Are clearly marked toilets available? Are accessible toilets and/or a Changing Places facility provided?
- 7 Seating/rest areas:** Is seating provided at regular intervals? Are there options with arm rests, back rests, and space for wheelchair users? Is some seating weather protected?
- 8 Participation in the park:** Is a variety of trees/planting provided? Does some planting engage the senses and support people living with dementia? Are experiences that enable older people to engage with nature encouraged (in audio, tactile, olfactory formats in addition to visual)? Are older people supported to use and participate in the park space (e.g. volunteering opportunities, community groups, events)? Are there areas where dogs must be kept on leads? Do activities and design enable socialising and connection?
- 9 Inclusive play/movement:** Does the park provide inclusive play, fitness, and activity options for all ages to use or feel welcome to watch? Do activities and design support intergenerational connection?
- 10 Maintenance/care:** Are management and maintenance plans in place to ensure the routes are kept even and clear throughout all seasons, lighting is working, and toilets / facilities are maintained so they are trusted and reliable? Are trip hazards removed?

## Age-friendly parks and green spaces: top 10 design considerations



## What are they?

Age-friendly public and community buildings provide a place for people of all ages to gather, learn, and share. They do not exclude older people from equitably participating in community activities due to inaccessible design. Whether spaces are owned, leased, or rented, age-friendly features can be incorporated into the building.

## Why do they matter?

Accessible, inclusive building features enable people to participate in health-promoting, purposeful activities. Existing buildings should be improved where possible, such as through seating or signage, and new buildings should be designed to be entirely age-friendly. Buildings should be chosen to host activities based on whether they provide these features.

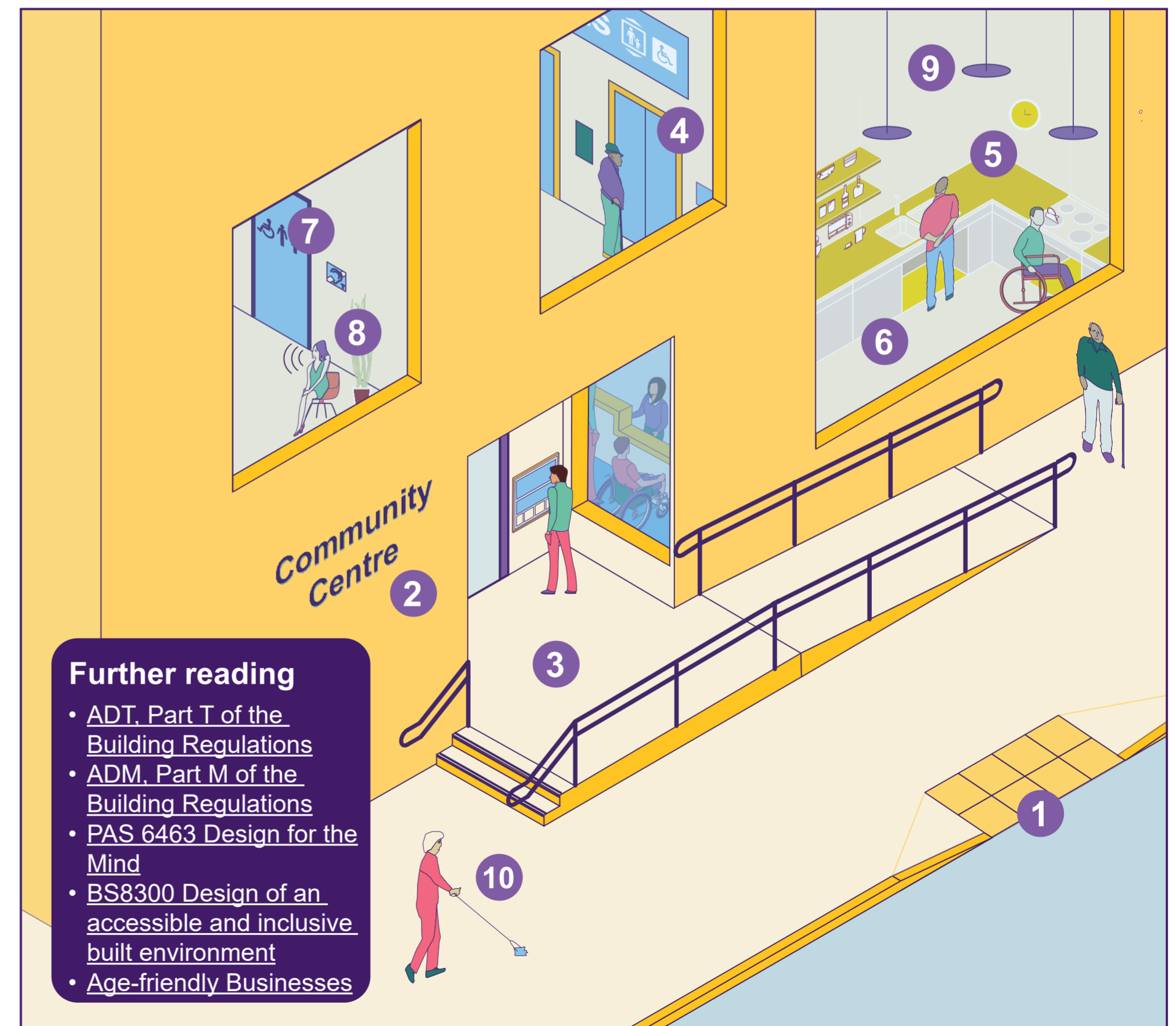
## Age-friendly implementation considerations

- Listen to lived experiences** to learn what a diverse range of local residents, including older people, want and need from community and public buildings. Undertake an access audit with older people / intergenerational groups.
- Identify stakeholders** such as relevant council departments (e.g. planning, public health, environment, and community services departments), relevant authorities and local businesses.
- Develop solutions** with residents and stakeholders to ensure public and community buildings are usable for all. Discuss priorities and agree improvements for implementation.

- 1 Approach to the building:** Can you access the building by public transport? Is there ample step-free drop-off space, Blue Badge parking, and inclusive cycle storage? Is access to the building entrance step-free?
- 2 Wayfinding and signage:** Is wayfinding / signage to and within the building clear and intuitive? Does signage point to key destinations such as entrances/exits, toilets, reception areas, or rooms? Is it provided in multiple formats (visual, tactile, audio, large print)? Is information about what is going on and opening hours available and easy to find?
- 3 Entrances and doors:** Are entrances step-free and thresholds level? Are entrance doors at least 1000mm wide and easily openable either with limited force or an automatic door opening device?
- 4 Circulation:** Do routes to and within the building have at least 1800mm clear width to allow people to pass with mobility devices and at least 1200mm clear width for one-way movement? Do stairs have handrails and contrasting edge? Are lifts or ramps provided in addition to stairs? Are rooms with step-free access used for community events/activities so no one is excluded?
- 5 Social use:** Are staff trained to offer a warm welcome and support user needs? Do the building's activities appeal to all ages and enable social connection? Does the building promote what is going on in the community?

- 6 Facility use:** Are a range of seats including arm rests, back rests, and higher seats available? Are tables provided at appropriate heights for the activities? Is space provided around tables/chairs to comfortably navigate with a mobility device? Is the temperature inside comfortable to spend time there? Is drinking water publicly available?
- 7 Toilets:** Are a range of toilet types available, including wheelchair accessible toilets, ambulant accessible toilets, gendered toilet and gender neutral toilet options? Is a Changing Places facility available? If only one toilet is available, ensure it is a unisex accessible toilet with step-free access.
- 8 Acoustics:** Do the acoustics allow people to hear each other without strain? Are soft materials such as curtains used to improve the acoustics where possible? Are hearing enhancement systems (e.g. hearing loops) available in the building, or are alternatives like personal devices supported?
- 9 Lighting/finishes:** Is the lighting even and consistent so people can see the space and tasks they may perform? Are reflective finishes and highly-repetitive patterns avoided so people are not disoriented?
- 10 Maintenance:** Are management and maintenance plans in place to ensure the building is kept clean, lighting is working, and toilets, bins, and facilities are maintained so they are trusted and reliable? Are any trip hazards removed?

## Age-friendly public / community buildings: top 10 design considerations



## What are they?

Age-friendly seating and rest areas provide opportunities to recharge along a route, encouraging people to feel that longer journeys are possible because they will be supported along the way. Seating and rest areas provide important opportunities for socialising and engagement that positively impacts the health and wellbeing of people of all ages.

## Why do they matter?

Standing or walking for long periods can prevent people from going out, while age-friendly seating and rest areas improves access to activities of daily life, such as a service, health appointment, or spending money in a local business. A choice of age-friendly seating can help foster a greater sense of belonging in a community.

## Age-friendly implementation considerations

- Listen to lived experiences** to learn what a diverse range of local residents, including older people, want and need from seating and rest areas spaces. Undertake an access audit with older people / intergenerational groups.
- Identify stakeholders** such as relevant council departments (e.g. planning, public health, environment, parks and community services departments), relevant authorities and local businesses.
- Develop solutions** with residents, stakeholders and local groups to ensure the seating and rest areas are safe and usable for all. Discuss priorities and agree improvements for implementation.

- 1 Location of seats:** Are seats located on routes between home and a destination to allow rest in between, with rest areas every 50m where possible? Are seats located where people expect to wait or linger, such as bus stops, community buildings, town centres, parks, etc.? Are enough seats provided in busy areas? Are there sight lines to seating areas to give people confidence? Do seats face a pleasant/interesting view?
- 2 Social seats:** Are seats designed to enable/encourage socialising (e.g. facing each other, high backs to help acoustics, etc.)?
- 3 Seat dimensions:** A variety of seat heights and widths should be provided. Is there a choice of seat heights between 380-580mm from floor level? If only one seat is provided, is the height 480mm from floor level? Is there a space between arm rests of at least 500mm?
- 4 Wheelchair spaces:** A wheelchair user should be able to sit next to someone and transfer onto a seat. Is a level transfer space at least 1200mm wide located at one end of the seat/bench? This space may also be useful for guide dogs. Arm rests should not be located on the end of a seat where wheelchair users transfer. Is an arm rest set in 500-750mm from the transfer space?
- 5 Back rests:** Are back supports provided at a height of at least 300mm from seat level and at an angle of 90-100 degrees from the seat surface?

- 6 Arm rests:** Arm rests should be provided (except at transfer seats) to help people lower themselves to sit and stand up. Are arm rests provided at a height of 200mm from the surface of the seat? Do they extend from the back support forwards to cover at least 80% of the depth of the seat? Is the arm rest diameter 32-50mm and comfortable to grip?
- 7 Materials:** Seating should be comfortable to touch, made of natural materials where possible, and easy to dry/prevent water pooling if outside. Are the materials selected not too cold, too hot to touch, or too damp?
- 8 Contrast/priority seating:** Do seats and arm rests contrast visually with their surroundings so they are easily identifiable to people who are partially sighted? Is priority seating marked?
- 9 Choice of seating:** A mixture of seating types should be available to suit different people's requirements such as seating for taller or shorter people, for people who want to socialise or for those who need a moment to themselves, and those who want sun or shade. Does the space provide a choice of seating? Are some seats weather protected?
- 10 Maintenance and care:** Are management and maintenance plans in place to ensure the seating and surrounding area is kept clean and usable? Is the community encouraged to care for the local seating and rest areas?

## Age-friendly seating and rest areas: top 10 design considerations

		<b>Further reading</b> <ul style="list-style-type: none"> <li>• <a href="#">Wheels for Wellbeing Guide Benches and Seating in Public Spaces</a></li> <li>• <a href="#">PAS 6463 Design for the Mind</a></li> <li>• <a href="#">BS8300 Design of an accessible and inclusive built environment</a></li> <li>• <a href="#">Age-friendly Ireland Seating</a></li> <li>• <a href="#">Take a Seat initiative</a></li> <li>• <a href="#">Accessible Seating Review and Inclusive Design Framework. City of York</a></li> </ul>	

## What are they?

Age-friendly streets and pavements are barrier free, easy to navigate, and offer active travel, such as walking and cycling, for all ages. Age-friendly streets and pavements enable older people to participate meaningfully in society, have greater confidence in their journey, and a greater sense of belonging to a community that considers their requirements.

## Why do they matter?

An inaccessible and unwelcoming environment puts people at greater risk of injury or feeling unsafe or isolated. Under the Highways Act 1980, local authorities have a duty to ensure streets and pavements are safe and usable. Age-friendly streets and pavements help to fulfill this duty while promoting health and social connection along the way.

## Age-friendly implementation considerations

- Listen to lived experiences** to learn what a diverse range of local residents, including older people, want and need from streets and pavements. Undertake an access audit with older people / intergenerational groups.
- Identify stakeholders** such as relevant council departments (e.g. planning, public health, environment, and community services departments), relevant authorities and local businesses.
- Develop solutions** with residents and stakeholders to ensure public and community buildings are usable for all. Discuss priorities and agree improvements for implementation.

- 1 Ground surfaces:** Surfaces should be free from trip hazards. Are ground surfaces firm, even, step-free and slip-resistant for safe and comfortable wheeling and walking?
- 2 Width of pavement:** Pavements should be wide enough for people to pass with mobility devices, shopping, luggage, prams, etc. Is the walking width at least 1.8m? Can people comfortably pass each other?
- 3 Clear pavement:** The pavement walking width should be clear from obstructions such as signs, A boards, bins, trees, planters, bus stops, leaves, overhanging vegetation, tree roots, cracks, etc. Permanent or temporary objects on the pavement should not obstruct people walking/wheeling. Is the pavement clear from obstructions and hazards?
- 4 Crossings:** Step-free crossings should be provided at key crossing points, and busy roads should have controlled crossings. Is a zebra crossing located where most people cross the street? Is there a dropped kerb with a gentle slope or raised table crossing to provide a step-free route? Is there tactile paving to inform blind or partially sighted people of the crossing?
- 5 Lighting:** Lighting should allow visibility and make people feel safer. Lighting that creates high contrast should be avoided, as it can make it harder to perceive the space and people. Is there consistent, even lighting illuminating the street and people without pooling and/or creating glare?

- 6 Safety/perceptions of safety:** Safety features should be in place to reduce risk to pedestrians from other road users. Is there clearly marked separation between cars/ cyclists, and pedestrians? Is there a kerb or tactile paving to communicate to blind or partially sighted people where the road is?
- 7 Wayfinding and signage:** Wayfinding and signage should be intuitive and point people to key destinations such as toilets, bus stops / transport hubs, parks, hospitals, and community centres. Is clear and adequate wayfinding and signage provided along the street and pavement?
- 8 Rest areas:** Seating should be provided regularly along people's journey and be enriched by handrails or features people can safely lean on for support. Are benches, spaces to perch, dwell, rest and/or socialise provided every 50m where practicable?
- 9 Weather protection:** Weather protection should be provided at regular intervals throughout the street so people can be protected from the elements. Is there adequate shading and rain cover to be able to enjoy areas of the street rain or shine?
- 10 Maintenance:** This is key to ensuring streets and pavements remain age-friendly. Are management and maintenance plans in place to ensure the pavement is kept even and clear, lighting is working and not flickering, and call points / phone booths are working so they are trusted and reliable?

## Age-friendly streets and pavements: top 10 design considerations



**Further reading**

- [Age UK Isle of Wight Pavements for People](#)
- [Care and Repair Age-friendly Street Design](#)
- [Centre for Ageing Better Walking Audit Case Study](#)
- [Healthy Streets](#)
- [l'DGO Design of Streets](#)
- [PAS 6463 Design for the Mind](#)
- [BS8300 Design of an accessible and inclusive built environment](#)

## What are they?

Age-friendly toilets provide independence, safety, ease of use for individuals and carers, and are well maintained. They are also accessible, available, and located where they are needed, including town centres, parks, community buildings, etc. Age-friendly toilets give people confidence that a toilet will meet their needs and preserve dignity.

## Why do they matter?

Age-friendly toilets promote participation in society and address people's diverse requirements to support them to go out in the community. Lack of access to toilets can be a barrier to going out or lead people to reduce fluid intake which can result in dehydration. Even if a toilet does not meet all requirements, it may still be helpful as an option.

## Age-friendly implementation considerations

- ❑ **Listen to lived experiences** to learn what a diverse range of local residents, including older people, want and need from toilets. Undertake an access audit with older people / intergenerational groups of toilet features and location(s).
- ❑ **Identify stakeholders** such as relevant council departments (e.g. planning, public health, environment, parks and community services departments), relevant authorities and local businesses.
- ❑ **Develop solutions** with residents, stakeholders and local groups to ensure the toilets are safe and usable for all. Discuss priorities and agree improvements for implementation.

- 1 Availability of toilets:** Can people find where toilets are freely available for use and does signage point to them? Are accessible toilets located on step-free routes that are easy to navigate? Are toilets provided at key destinations? Are businesses encouraged to open up their toilets to the public?
- 2 Types of toilets:** Do people have a choice of accessible, gender-neutral, and gendered toilets? Is a Changing Places facility provided? If only one toilet is provided, is it a unisex wheelchair accessible toilet? Are bins provided in all toilets regardless of gender?
- 3 Ambulant accessible toilet dimensions:** Are accessible toilets for non-wheelchair users (e.g. ambulant people who may use a mobility device or require support) at least 1000mm wide and 2125mm long installed with an outward opening door and support features? Is the toilet a comfortable height?
- 4 Wheelchair accessible toilet dimensions:** Is the clear turning space at least 1.5m by 1.5m and room size at least 1.7m by 2.2m with required supports, fixtures and fittings? Are building services, ducts, and loose items outside of required clear spaces? Are baby facilities provided separately to not reduce access to the toilet? Where space allows, can people transfer from left or right?
- 5 Doors:** Are outward-opening doors provided to make it easier to open in an emergency? Are doors easy to open or automatic and wide enough for all people?

- 6 Support features:** Are fixed and drop-down grab rails provided? Do grab rails have a surface that provides a good grip when wet? Is the wall construction and fixings strong enough to support people using the rails to lower themselves or pull themselves to a standing position? Is a colostomy shelf provided to support people using a stoma?
- 7 Operable controls:** Are all controls (e.g. levers, locks, flushes, etc.) visible and easily operable with one hand, without the need to grasp or twist? Is there signage to explain how to use locks or sensor controls?
- 8 Contrast and finishes:** Do support rails and grab rails contrast visually with the wall? Does the toilet seat and cover contrast visually with the toilet pan and cistern? Do sanitary fittings / accessories contrast visually with their surroundings? Are floors slip-resistant, especially when wet? Are shiny floor or wall surfaces avoided to prevent disorienting reflections/glare?
- 9 Emergency alarm:** Are emergency alarm systems provided and reachable from the toilet and from the floor? Is a reset control provided on the wall next to the toilet in case the alarm is activated by mistake?
- 10 Maintenance:** Are toilet facilities regularly maintained for hygiene and functionality to ensure all features are clean, working, and the emergency cord is not tied up? Is information about public toilets (e.g. public toilet maps, signage, etc.) kept up to date?

## Age-friendly toilets top 10 design considerations

### Further reading

- [Lifting the Lid Age UK](#)
- [British Toilet Association's "Legalise Loos"](#)
- [ADT, Part T of the Building Regulations](#)
- [ADM, Part M of the Building Regulations](#)
- [BS8300 Design of an accessible and inclusive built environment](#)
- [Wee the People: A declaration for better public toilets](#)
- [Stoma-friendly toilets](#)

## What is it?

Age-friendly wayfinding and signage provides logical layouts and legible choices of visual, auditory, and tactile cues. This enables us to more confidently navigate familiar or new environments both indoors and outdoors as we age. Wayfinding is the overall experience of navigating spaces and signage refers to the specific communication tool.

## Why does it matter?

Wayfinding and signage design significantly impacts whether a journey is comfortable. Wayfinding and the location of signage is in the remit of planning departments while the content of signage requires engagement with specific operators - it is important age-friendly considerations inform both to reduce the risk of feeling confused, concerned, or unsafe.

## Age-friendly implementation considerations

- Listen to lived experiences** to learn what a diverse range of local residents, including older people, want and need from wayfinding and signage. Undertake an access audit with older people / intergenerational groups.
- Identify stakeholders** such as relevant council departments (e.g. planning, public health, environment, transport and community services departments), relevant authorities and relevant local businesses.
- Develop solutions** with residents and stakeholders to ensure wayfinding and signage is usable for all. Discuss priorities and agree improvements (e.g. set out a wayfinding / signage strategy).

- 1 Intuitive layout:** Is the layout and location of key facilities (such as entrances, reception, choice of lift/stair/ramp, landmarks, personalised features) easily identifiable, predictable, intuitive, and equitable?
- 2 Key destinations and information:** Does the signage and wayfinding direct people to key destinations like toilets, hospitals, parks, community centres, town halls? Is key, relevant information provided such as opening times, bus schedules, etc? Are street name signs easy to find?
- 3 Consistent and regular:** Is the signage style consistent and provided at key decision points, intersections, and regular intervals to give people confidence they are on track?
- 4 Multiple formats:** Is information and wayfinding provided in multiple formats so that it is accessible to people with sensory requirements, according to the principle of at least two senses: audible and/or tactile and visual? Is multi-sensory information provided where possible?
- 5 Visual communication:** Visual information is important for D/deaf and sighted people. Is the signage information clear, not shiny, in plain font, and a large enough text/symbol size based on the viewing distance? Is there visual and tonal contrast against the background, including retail fronts so they stand out from their surrounds? Is there good lighting to avoid excessive reflections, glare, and shadowing on the signage?

- 6 Graphic communication:** Are graphic signs, maps, and pictograms provided to complement text and help people whose first language is not English? Are maps, information, or directories that require a closer look provided at an accessible height with large enough visuals?
- 7 Tactile communication:** Is tactile communication provided such as embossed signage, tactile maps, Braille signage, changes in floor level and/or surface that are cane detectable, and/or tapping rails?
- 8 Audible communication and sounds:** Audio options are imperative for blind and partially sighted people. Are audible features implemented such as talking signs and simple announcement systems that provide audio descriptive wayfinding information? Do acoustics support clear interpretation of sound and speech? Are assistive listening systems provided such as induction hearing loop systems?
- 9 Non-ageist graphics and language:** Any graphics and language used should not include any references that proliferate negative ageist stereotypes. Does the wayfinding and signage use age-positive graphics and language where possible?
- 10 Maintenance:** Is the signage and wayfinding regularly maintained and updated to be legible and accurate? Is outdated signage removed? Is temporary signage located so as not to cause obstruction or clutter?

## Age-friendly wayfinding and signage: top 10 design considerations

The grid contains the following panels:

- 1:** A sign for 'Lifts' with a wheelchair icon above a set of stairs.
- 2:** A directional sign for 'Toilets' and 'Library' with icons for accessibility.
- 3:** A signpost with a directional arrow and a dashed line indicating a path.
- 4:** A 'You are here' location pin icon on a map and a speaker icon for audio feedback.
- 5:** A sign for 'Lifts' with a wheelchair icon above two lift doors.
- 6:** A person in a wheelchair interacting with a large, multi-sensory digital sign.
- 7:** A hand pointing to a sign with a wheelchair icon and a Braille label 'Lift'.
- 8:** A sign with a large ear icon and a 'T' for tactile, indicating audio and tactile options.
- 9:** A triangular warning sign showing two elderly people, one with a cane, crossing a path.
- 10:** A sign showing crossed wrench and screwdriver tools, representing maintenance.

- ### Further reading
- [Alzheimer's Society Dementia-friendly signage](#)
  - [Age without limits age-positive icons](#)
  - [RNIB tips for accessible signage and wayfinding](#)
  - [Sign Design Guide+](#)
  - [PAS 6463 Design for the Mind](#)
  - [BS EN ISO 7010 Safety signs](#)
  - [BS8300 Design of an accessible and inclusive built environment](#)

# Implementation considerations

The following implementation considerations aim to support those looking to create a more age-friendly built environment.

Some of the ways the guides may be used include, but are not limited to:

- Inform planning, regeneration and pre-application discussions.
- Support internal cross departmental conversations and buy-in.
- Use as practical tools for training and capacity building.
- Support audits and engagement with local communities.
- Share good practice with external partners and stakeholders.

## Collaborating with others

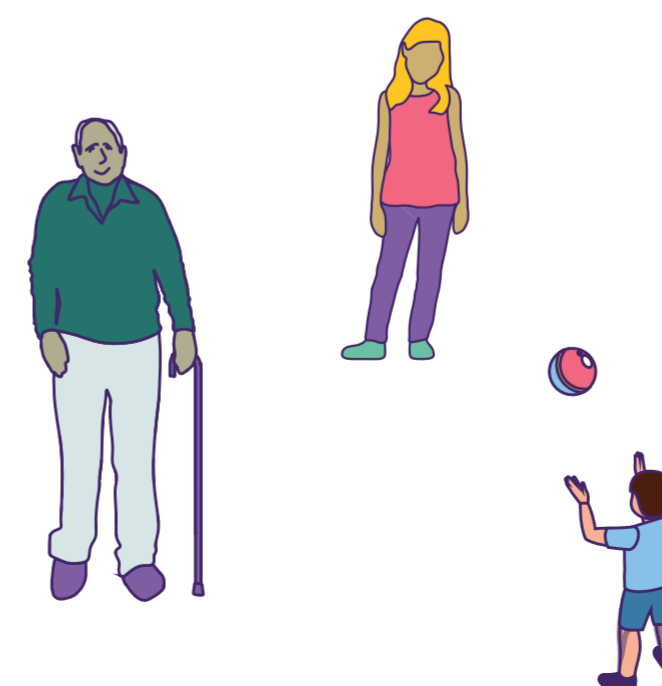
- **Work with residents:** Actively engage with a diverse range of local people, including older residents, to understand what they need from the space and develop solutions together. This might include consulting with an access panel, speaking to people who are part of an [Ageing Well Ambassadors](#) scheme, using co-production methods, or undertaking an experience walk / wheel or access audit with older people / intergenerational groups to assess a site.
- **Bring together stakeholders:** Engage all relevant council departments (such as planning, public health, environment, parks and community services departments), relevant authorities (such as the Highway Authority and public transport operators), and relevant community members and local businesses to discuss priorities and agree improvements.

## Identifying opportunities

- **Conduct an Equality Impact Assessment (EqIA):** EqIAs help to identify if significant changes to places or services could disadvantage people or groups with protected characteristics (including age). Any identified groups should be proactively engaged and involved in decision making. An EqIA may be legally required for some projects and are worth undertaking for all projects to review if a proposal could have unintentional negative consequences for some groups and may be unlawful under the Equality Act 2010. [Manchester City Council has a guide to completing assessments focused on age.](#)
- **Embed commitment:** Include age-friendly built environment commitments within local strategies and plans or create new supportive strategies and plans e.g. kerbside strategy, local plans, age-friendly communities action plan.
- **Secure council, community, or charitable funding:** Explore council funding, charitable grants, or community funds – there may also be some funds available for the community engagement required to co-design your changes.
- **Seek support through planning charges/obligations:** If there are some new developments in the area, find out if Community Infrastructure Levy (CIL) or Section 106 agreements could fund the project (contact the ward councillor/s and the council planning department for more information).

## Planning and delivering

- **Consider all practical requirements:** Check if the project requires planning permission. Check what insurances are required, for example for any professional consultants, contractors, land owners. Check land registry to understand relevant land ownership.
- **Address gaps:** Review if any further skills are required to deliver the project based on the needs identified (such as architects, accessibility consultants, structural engineers, mechanical, electrical, and plumbing engineers, civil engineers, etc).
- **Deliver the project as planned:** Review the project to ensure it is built to the age-friendly design requirements including site visits to monitor progress during construction.
- **Audit the site during use:** Undertake a walking and wheeling audit with older people / intergenerational groups to assess the resulting site to see if it works as intended and refine where needed.



## Ensuring impact

- **Plan for sustainability:** Ensure people know about the age-friendly built environment features (e.g. through creating user-friendly maps with the community, press releases, etc.)
- **Phase improvements over time:** Implement age-friendly guidance as built environment features are being replaced or newly built (e.g. public toilets, bus stops).
- **Make sure people can report issues:** Communicate with local residents how to report any access issues or damage to infrastructure, both by phone and online, via signage in the location and in regular communications about council services. Share who is responsible for addressing issues and what has already been reported.
- **Plan for ongoing maintenance:** Schedule regular maintenance for both safety and comfort. Support volunteer groups to get involved with ongoing care (e.g. to do park maintenance).
- **Advocate for policy change:** Advocate for age-friendly considerations during consultation opportunities. Encourage raising the standard of building regulation and policy requirements for age-friendly built environments.

# Further reading

## Emerging policy

### National policy that can be used to influence the development of age-friendly communities and features of the built environment

**NHS Long Term Plan** is the 10-year strategy published by NHS England. It includes emphasis on helping people age well and enabling care and support within communities rather than institutions. It is a policy lever for age-friendly communities because it shifts the health system toward prevention and community-based care, both of which can be supported by creating places that support older people.

**Learn more:** <https://www.england.nhs.uk/long-term-plan/>

**MHCLG National Planning Policy Framework (NPPF)** is the UK Government's overarching planning policy for England which sets out how Local Planning Authorities (LPA) should prepare local plans and make decisions on planning applications. Although there isn't a specific reference to 'age-friendly communities', the NPPF states that planning policies and decisions 'should aim to achieve healthy, inclusive and safe places' (page 28). It also expands on this on page 40 requiring LPA's to create places that are also accessible and which promote health and well-being, with a high standard of amenity for existing and future users'.

**Learn more:** [https://assets.publishing.service.gov.uk/media/67aafe8f3b41f783cca46251/NPPF\\_December\\_2024.pdf](https://assets.publishing.service.gov.uk/media/67aafe8f3b41f783cca46251/NPPF_December_2024.pdf)

**MHCLG Design and Placemaking Planning Practice Guidance** is a UK Government planning guidance document (published as draft for consultation in January 2026). It is intended to support the NPPF and planning system in England by providing practical advice on creating high-quality, well-designed places and buildings. By setting out guidance on delivering 'liveable' places it can be used to influence the development of age-friendly communities.

**Learn more:** <https://www.gov.uk/government/consultations/design-and-placemaking-planning-practice-guidance/design-and-placemaking-planning-practice-guidance>

**MHCLG Pride in Place Strategy** sets out the governments vision to create safer, healthier neighbourhoods where communities in England, Scotland and Wales can thrive. The Pride in Place (PIP) Programme and PIP Impact Fund gives communities the resources and tools to shape neighbourhoods themselves by directly funding Neighbourhood Boards comprising local people. Underpinning the funding are three core objectives that align with the intentions of these Quick Guides, community spaces, public spaces and hight street and town centre revitalisation.

**Learn more:** <https://www.gov.uk/government/publications/pride-in-place-strategy/pride-in-place-strategy>

**New Local Plan-Making System (Launching Early 2026)** is the new local plan-making system that aims to strengthen the role of local plans by making them faster, clearer, and outcome-focused, enabling councils to embed and implement age-friendly design, housing, and infrastructure priorities systematically across their areas.

**Learn more:** <https://www.gov.uk/government/news/new-local-plan-system-launching-early-2026-latest-update>

## Emerging policy

### National policy that can be used to influence the development of age-friendly communities and features of the built environment

**Older Persons Housing Taskforce Report** is an independent report accompanied by two pieces of government-funded research. It was commissioned by the previous government in 2024, and has been recognised by the current government. It specifically focuses on how we can support people to live well in age-friendly communities. Its fourth recommendation for government is to 'create age-friendly, dementia-inclusive, faith and culture-sensitive communities'.

**Learn more:** <https://www.gov.uk/government/publications/the-older-peoples-housing-taskforce-report>

**Bus Services Act 2017** is UK legislation that gives local transport authorities (mainly in England) powers to improve bus services. It can be used to influence the development of age-friendly communities as it gives local authorities stronger powers to shape bus services so they better meet the needs of older people. The Act enables the council to better control routes, fares, and standards, as well as mandating Enhanced Partnerships with operators and also requirements for open data and better information.

**Learn more:** <https://www.legislation.gov.uk/id/ukpga/2017/21>

**Bus Back Better 2021** is the National Bus Strategy for England that sets out the government's plan to modernise and improve buses using the powers created by the Bus Services Act. It influences the development of age-friendly communities by setting a national strategy to make bus services more reliable, affordable, integrated, and accessible.

**Learn more:** <https://www.gov.uk/government/publications/bus-back-better>

**The Bus Services Act 2025** is UK legislation that increases and expands the powers of local transport authorities (mainly in England) to improve bus services. Building on 2017 legislation it allows better local control of routes, fares, and standards, as well as mandating Enhanced Partnerships with operators and also requirements for open data and better information. It can be used to influence the development of age-friendly communities as it gives local and strategic authorities powers to shape bus services so they better meet the needs of older people.

**Learn more:** <https://www.legislation.gov.uk/ukpga/2025/24/contents/enacted>

**Bus Service Improvement Plans** is a plan that each local transport authority had to produce following Bus Back Better. They can be used to secure investment in reliable, accessible, and well-connected bus networks that enable older people to access public transport.

**Learn more:** <https://www.gov.uk/government/publications/bus-service-improvement-plans-local-transport-authority-allocations>

**The Green Flag Award** supports age-friendly communities by setting a recognised quality standard for safe, accessible, and well-managed green spaces that promote health, social connection, and inclusive placemaking.

**Learn more:** <https://www.greenflagaward.org/>

# Further reading

## General Age-friendly Built Environment Design Guidance

This built environment guidance is applicable across all topics / contexts	Link
<b>BS 8300-1:2018</b> Design of an accessible and inclusive built environment - External environment. (British Standard Institute, 2018)	<a href="https://knowledge.bsigroup.com/products/design-of-an-accessible-and-inclusive-built-environment-external-environment-code-of-practice">https://knowledge.bsigroup.com/products/design-of-an-accessible-and-inclusive-built-environment-external-environment-code-of-practice</a>
<b>BS 8300-2:2018</b> Design of an accessible and inclusive built environment - Buildings. (British Standard Institute, 2018)	<a href="https://knowledge.bsigroup.com/products/design-of-an-accessible-and-inclusive-built-environment-buildings-code-of-practice">https://knowledge.bsigroup.com/products/design-of-an-accessible-and-inclusive-built-environment-buildings-code-of-practice</a>
<b>PAS 6463</b> Design for the mind: Neurodiversity and the built environment. (British Standard Institute, 2022)	<a href="https://www.bsigroup.com/en-GB/insights-and-media/insights/brochures/pas-6463-design-for-the-mind-neurodiversity-and-the-built-environment/">https://www.bsigroup.com/en-GB/insights-and-media/insights/brochures/pas-6463-design-for-the-mind-neurodiversity-and-the-built-environment/</a>
<b>RIBA Inclusive Design Overlay to the RIBA Plan of Work.</b> (RIBA, 2023)	<a href="https://www.riba.org/work/insights-and-resources/inclusive-design-overlay-to-riba-plan-of-work/#available-resources">https://www.riba.org/work/insights-and-resources/inclusive-design-overlay-to-riba-plan-of-work/#available-resources</a>
<b>National Building Regulation changes – Part M (Department for Levelling Up, Housing and Communities (DLUHC), 2025)</b>	<a href="https://www.gov.uk/government/publications/access-to-and-use-of-buildings-research-on-demographic-and-ergonomic-requirements">https://www.gov.uk/government/publications/access-to-and-use-of-buildings-research-on-demographic-and-ergonomic-requirements</a>
<b>Access to and use of buildings: Approved Document M (Ministry of Housing, Communities and Local Government, Ministry of Housing, Communities &amp; Local Government (2018 to 2021) and DLUHC, Published 2015, Last updated 2024)</b>	<a href="https://www.gov.uk/government/publications/access-to-and-use-of-buildings-approved-document-m">https://www.gov.uk/government/publications/access-to-and-use-of-buildings-approved-document-m</a>
<b>Cities Alive: Designing for ageing cities (Arup, 2019)</b>	<a href="https://www.arup.com/perspectives/publications/research/section/cities-alive-designing-for-ageing-communities">https://www.arup.com/perspectives/publications/research/section/cities-alive-designing-for-ageing-communities</a>
<b>Walking for Everyone (Arup and Sustrans, 2022)</b>	<a href="https://www.arup.com/perspectives/publications/promotional-materials/section/walking-for-everyone">https://www.arup.com/perspectives/publications/promotional-materials/section/walking-for-everyone</a>
<b>Cycling for Everyone (Arup and Sustrans, 2020)</b>	<a href="https://www.arup.com/perspectives/publications/research/section/cycling-for-everyone-a-guide-for-inclusive-cycling-in-cities-and-towns">https://www.arup.com/perspectives/publications/research/section/cycling-for-everyone-a-guide-for-inclusive-cycling-in-cities-and-towns</a>
<b>Aural Diversity Toolkit (Arup and Aural Diversity Network, 2024)</b>	<a href="https://www.arup.com/perspectives/publications/research/section/aural-diversity-toolkit">https://www.arup.com/perspectives/publications/research/section/aural-diversity-toolkit</a>

## Intersectional Age-friendly Design Guidance

This built environment guidance is applicable across all topics / contexts	Link
<b>Racial Equity and the City: Experiences of People of Colour in London (Arup and United Nations Development Programme, 2024)</b>	<a href="https://www.arup.com/insights/racial-equity-in-the-city/">https://www.arup.com/insights/racial-equity-in-the-city/</a>
<b>LLDC Creating places that work for Women and Girls Handbook (Arup and London Legacy Development Corporation (LLDC), 2024)</b>	<a href="https://www.queenelizabetholympicpark.co.uk/about-us/how-we-work/handbook-creating-places-work-women-and-girls">https://www.queenelizabetholympicpark.co.uk/about-us/how-we-work/handbook-creating-places-work-women-and-girls</a>
<b>Queer Perspectives on Public Space (Arup and University of Westminster, 2024)</b>	<a href="https://www.arup.com/insights/queer-perspectives-on-public-space">https://www.arup.com/insights/queer-perspectives-on-public-space</a>
<b>Cities Alive: Designing cities that work for women (Arup and United Nations Development Programme, University of Liverpool, 2023)</b>	<a href="https://www.arup.com/perspectives/publications/research/section/cities-alive-designing-cities-that-work-for-women">https://www.arup.com/perspectives/publications/research/section/cities-alive-designing-cities-that-work-for-women</a>
<b>Queering Public Space (Arup and University of Westminster, 2021)</b>	<a href="https://www.arup.com/perspectives/publications/research/section/queering-public-space">https://www.arup.com/perspectives/publications/research/section/queering-public-space</a>

## Dementia-friendly Design Guidance

This built environment guidance is applicable across all topics / contexts	Link
<b>DESIGN for DEMENTIA Volume 1 - A Guide (The Halsall Lloyd Partnership 2015)</b>	<a href="https://www.hlpdesign.com/images/case_studies/Vol1.pdf">https://www.hlpdesign.com/images/case_studies/Vol1.pdf</a>
<b>Dementia and co-creation: A practical guide to designing products and services (Alzheimer's Society, 2022)</b>	<a href="https://www.alzheimers.org.uk/research/our-research/dementia-innovation/guide-designing-dementia-products-services">https://www.alzheimers.org.uk/research/our-research/dementia-innovation/guide-designing-dementia-products-services</a>
<b>Designing for dementia: what to specify for this growing market (Architectural Ironmongery Journal, 2023)</b>	<a href="https://aijmagazine.co.uk/designing-for-dementia-what-to-specify-for-this-growing-market/">https://aijmagazine.co.uk/designing-for-dementia-what-to-specify-for-this-growing-market/</a>

# Further reading

Specific Age-friendly Built Environment Design Guidance	
Bus Stops	Link
<b>Inclusive Mobility: A Guide to Best Practice on Access to Pedestrian and Transport Infrastructure (Department for Transport, 2021)</b>	<a href="https://assets.publishing.service.gov.uk/media/61d32bb7d3bf7f1f72b5ffd2/inclusive-mobility-a-guide-to-best-practice-on-access-to-pedestrian-and-transport-infrastructure.pdf">https://assets.publishing.service.gov.uk/media/61d32bb7d3bf7f1f72b5ffd2/inclusive-mobility-a-guide-to-best-practice-on-access-to-pedestrian-and-transport-infrastructure.pdf</a>
<b>Travel for all: improving access and inclusion across transport in Wales (Welsh Government, 2025)</b>	<a href="https://www.gov.wales/travel-all-improving-access-and-inclusion-across-transport-in-wales.html">https://www.gov.wales/travel-all-improving-access-and-inclusion-across-transport-in-wales.html</a>
<b>Accessible Bus Stop Design Guidance (Transport for London, 2017)</b>	<a href="https://content.tfl.gov.uk/bus-stop-design-guidance.pdf">https://content.tfl.gov.uk/bus-stop-design-guidance.pdf</a>
<b>Plan an accessible journey (Transport for London)</b>	<a href="https://tfl.gov.uk/transport-accessibility/plan-an-accessible-journey">https://tfl.gov.uk/transport-accessibility/plan-an-accessible-journey</a>
<b>Inclusive design at bus stops with cycle tracks (Living Streets, 2024)</b>	<a href="https://www.livingstreets.org.uk/media/hdlfxpio/ls_inclusivedesign_busstopscycletracks_main.pdf">https://www.livingstreets.org.uk/media/hdlfxpio/ls_inclusivedesign_busstopscycletracks_main.pdf</a>
<b>Floating bus stops provision and design (Department for Transport, Active Travel England, 2026)</b>	<a href="https://www.gov.uk/government/publications/floating-bus-stops-provision-and-design/floating-bus-stops-provision-and-design">https://www.gov.uk/government/publications/floating-bus-stops-provision-and-design/floating-bus-stops-provision-and-design</a>
<b>Bus Stops (Active Travel England)</b>	<a href="https://www.activetravelengland.gov.uk/planning-active-places/bus-stops">https://www.activetravelengland.gov.uk/planning-active-places/bus-stops</a>
<b>Local Transport Note 1/24: Bus User Priority (Department for Transport, 2024)</b>	<a href="https://assets.publishing.service.gov.uk/media/65f48b65811225001a579f7c/local-transport-note-124-bus-user-priority-report.pdf">https://assets.publishing.service.gov.uk/media/65f48b65811225001a579f7c/local-transport-note-124-bus-user-priority-report.pdf</a>
Parks and Green Spaces	Link
<b>Guide for developing Green Infrastructure Strategies and Policies (Natural England, 2024)</b>	<a href="https://designatedsites.naturalengland.org.uk/GreenInfrastructure/downloads/Green%20Infrastructure%20Framework%20Process%20Guide%20for%20Local%20Planning%20Authorities.pdf">https://designatedsites.naturalengland.org.uk/GreenInfrastructure/downloads/Green%20Infrastructure%20Framework%20Process%20Guide%20for%20Local%20Planning%20Authorities.pdf</a>
<b>Engaging older people in nature (British Ecological Society)</b>	<a href="https://www.britishecologicalsociety.org/content/engaging-older-people-in-nature-heres-how-to-overcome-barriers-for-health-and-well-being/">https://www.britishecologicalsociety.org/content/engaging-older-people-in-nature-heres-how-to-overcome-barriers-for-health-and-well-being/</a>

Specific Age-friendly Built Environment Design Guidance	
Parks and Green Spaces	Link
<b>Active Design (Sport England)</b>	<a href="https://www.sportengland.org/guidance-and-support/facilities-and-planning/design-and-cost-guidance/active-design">https://www.sportengland.org/guidance-and-support/facilities-and-planning/design-and-cost-guidance/active-design</a>
<b>Physical activity: Encouraging activity in the community (National Institute for Health and Care Excellence, 2019)</b>	<a href="https://www.nice.org.uk/guidance/qs183/chapter/Quality-statement-3-Public-open-spaces">https://www.nice.org.uk/guidance/qs183/chapter/Quality-statement-3-Public-open-spaces</a>
<b>Outdoor Accessibility Guidance: Supporting inclusive outdoor access in the UK (Paths for All and Sensory Trust, 2023)</b>	<a href="https://www.sensorytrust.org.uk/uploads/documents/outdoor-accessibility-guidance-18April2023.pdf">https://www.sensorytrust.org.uk/uploads/documents/outdoor-accessibility-guidance-18April2023.pdf</a>
Public and Community Buildings	Link
<b>How to be an age-friendly business: A framework for customer-facing settings (Centre for Ageing Better)</b>	<a href="https://ageing-better.org.uk/age-friendly-businesses">https://ageing-better.org.uk/age-friendly-businesses</a>
Seating and Rest Areas	Link
<b>Benches and Seating in Public Spaces (Wheels for Wellbeing Guide, 2025)</b>	<a href="https://wheelsforwellbeing.org.uk/benches-and-seating-in-public-spaces/">https://wheelsforwellbeing.org.uk/benches-and-seating-in-public-spaces/</a>
<b>Age Friendly Seating (Age-friendly Ireland)</b>	<a href="https://agefriendlyireland.ie/wp-content/uploads/2021/06/AFI-Seating-Guide.pdf">https://agefriendlyireland.ie/wp-content/uploads/2021/06/AFI-Seating-Guide.pdf</a>
<b>Take a Seat how-to guide (Centre for Ageing Better, 2026)</b>	<a href="https://ageing-better.org.uk/resources/eight-steps-delivering-take-seat-initiative">https://ageing-better.org.uk/resources/eight-steps-delivering-take-seat-initiative</a>
<b>Accessible Seating Review and Inclusive Design Framework (City of York Council, 2022)</b>	<a href="https://www.york.gov.uk/downloads/file/10395/accessible-seating-and-inclusive-design-framework">https://www.york.gov.uk/downloads/file/10395/accessible-seating-and-inclusive-design-framework</a>
Streets and Pavements	Link
<b>The role of lighting in supporting town centre regeneration and economic recovery (Arup, 2020)</b>	<a href="https://www.arup.com/globalassets/downloads/insights/t/the-role-of-lighting-in-supporting-town-centre-regeneration-and-economic-recovery/the-role-of-lighting-in-supporting-town-centre-regeneration-and-economic-recovery.pdf">https://www.arup.com/globalassets/downloads/insights/t/the-role-of-lighting-in-supporting-town-centre-regeneration-and-economic-recovery/the-role-of-lighting-in-supporting-town-centre-regeneration-and-economic-recovery.pdf</a>
<b>Pavements for People (Age UK Isle of Wight)</b>	<a href="https://www.ageuk.org.uk/isleofwight/our-services/information-and-advice2/pavements-for-people/">https://www.ageuk.org.uk/isleofwight/our-services/information-and-advice2/pavements-for-people/</a>

# Further reading

## Specific Age-friendly Built Environment Design Guidance

Streets and Pavements	Link
Age-friendly Street Design (Care and Repair, 2016)	<a href="https://careandrepair-england.org.uk/wp-content/uploads/2016/09/Age-Friendly-Street-Design-Sept-2016.pdf">https://careandrepair-england.org.uk/wp-content/uploads/2016/09/Age-Friendly-Street-Design-Sept-2016.pdf</a>
Walking Audit Case Study (Centre for Ageing Better)	<a href="https://ageing-better.org.uk/enabling-older-people-help-shape-their-environment-through-walk-audits">https://ageing-better.org.uk/enabling-older-people-help-shape-their-environment-through-walk-audits</a>
The 10 Healthy Streets Indicators (Healthy Streets)	<a href="https://www.healthystreets.com/what-is-healthy-streets">https://www.healthystreets.com/what-is-healthy-streets</a>
The Design of Streets with Older People in Mind (IDGO Manual for Streets, 2012)	<a href="https://www.idgo.ac.uk/design_guidance/pdf/DSOPM-Seating-120820.pdf">https://www.idgo.ac.uk/design_guidance/pdf/DSOPM-Seating-120820.pdf</a>
Streets Ahead: building health on the high street (Royal Society for Public Health)	<a href="https://www.rsph.org.uk/our-work/publications/streets-ahead-building-health-on-the-high-street/">https://www.rsph.org.uk/our-work/publications/streets-ahead-building-health-on-the-high-street/</a>
Being Age Friendly in the Public Realm: Guidelines and Good Practice (Age-friendly Ireland)	<a href="https://agefriendlyireland.ie/wp-content/uploads/2021/10/Public-Realm-Guidelines.pdf">https://agefriendlyireland.ie/wp-content/uploads/2021/10/Public-Realm-Guidelines.pdf</a>
Toilets	Link
Toilet accommodation: Approved Document T (Ministry of Housing, Communities and Local Government and DLUHC, published 2024, updated 2025)	<a href="https://www.gov.uk/government/publications/toilet-accommodation-approved-document-t?utm_source=chatgpt.com#full-publication-update-history">https://www.gov.uk/government/publications/toilet-accommodation-approved-document-t?utm_source=chatgpt.com#full-publication-update-history</a>
Lifting the Lid Age UK London	<a href="https://www.ageuk.org.uk/wp-assets/globalassets/london/campaigns/out-and-about/ageuk_lifting-the-lid_final-17march-25--.pdf">https://www.ageuk.org.uk/wp-assets/globalassets/london/campaigns/out-and-about/ageuk_lifting-the-lid_final-17march-25--.pdf</a>
British Toilet Association's "Legalise Loos"	<a href="http://www.btaloos.co.uk/?page_id">http://www.btaloos.co.uk/?page_id</a>
Designing Inclusive Public Toilets: Wee the People (Bloomsbury, 2025)	<a href="https://www.rca.ac.uk/news-and-events/news/wee-the-people-a-declaration-for-better-public-toilets/">https://www.rca.ac.uk/news-and-events/news/wee-the-people-a-declaration-for-better-public-toilets/</a>
Stoma Friendly Accessible Toilets (Colostomy UK)	<a href="https://www.colostomyuk.org/campaigns/toilets/">https://www.colostomyuk.org/campaigns/toilets/</a>
Changing Places Toilets (Changing Places Consortium)	<a href="https://www.changing-places.org/">https://www.changing-places.org/</a>
The Toilet Map (Public Convenience)	<a href="https://www.toiletmap.org.uk/">https://www.toiletmap.org.uk/</a>

## Specific Age-friendly Built Environment Design Guidance

Wayfinding and Signage	Link
Dementia-friendly signage (Alzheimer's Society)	<a href="https://www.alzheimers.org.uk/dementia-professionals/resources-professionals/resources-gps/dementia-friendly-signage">https://www.alzheimers.org.uk/dementia-professionals/resources-professionals/resources-gps/dementia-friendly-signage</a>
Age without limits age-positive icons (Centre for Ageing Better)	<a href="https://www.agewithoutlimits.org/image-library/collection?id=44&amp;page=1">https://www.agewithoutlimits.org/image-library/collection?id=44&amp;page=1</a>
RNIB tips for accessible signage and wayfinding (RNIB)	<a href="https://www.rnib.org.uk/documents/1954/Tops_Tips_for_accessible_signage_and_wayfinding_2023.docx">https://www.rnib.org.uk/documents/1954/Tops_Tips_for_accessible_signage_and_wayfinding_2023.docx</a>
Sign Design Guide+ (Sign Design Society, 2024)	<a href="https://signdesignsociety.co.uk/sign-design-guide-plus/">https://signdesignsociety.co.uk/sign-design-guide-plus/</a>
BS EN ISO 7010:2020+A8:2024 Graphical symbols. Safety colours and safety signs. Registered safety signs (British Standards Institute, 2025)	<a href="https://knowledge.bsigroup.com/products/graphical-symbols-safety-colours-and-safety-signs-registered-safety-signs-6">https://knowledge.bsigroup.com/products/graphical-symbols-safety-colours-and-safety-signs-registered-safety-signs-6</a>

# Bus Stops

No.	Design considerations	Y/N	Issues and actions notes
<b>1 Location of bus stops</b>			
1.1	Are bus stops in safe, easy to access locations near key local facilities and residential areas (including where high concentrations of older people live) and close to main junctions?		
1.2	Do stop locations minimise walking distance between destinations?		
1.3	Are sufficient bus stops provided?		
1.4	Does the pick-up location allow wheelchair users to board?		
<b>2 Information (pre-journey)</b>			
2.1	Is information about routes, timing, ticketing, accessibility features and assisted transport services available online and by post/phone?		
<b>3 Information (at stop)</b>			
3.1	Is clear, up to date information about bus routes/timing/fares provided at the stop?		
3.2	Is live bus arrivals information provided?		
3.3	Is information available in large print format and tactile/audio formats?		
3.4	Is local information (e.g. social and volunteering activities) shared at the stop?		
<b>4 Free from obstructions</b>			
4.1	Are driver and waiting passengers clearly visible to each other?		
4.2	Are bus stops located where there is adequate footway width?		
4.3	Is bus access free of hazards/barriers?		
<b>5 Waiting area</b>			
5.1	Are stops located where there is space for a weather protected shelter?		
5.2	Is seating offered at different heights with arm rests / back rests? Is a wheelchair space and a transfer seat provided?		

No.	Design considerations	Y/N	Issues and actions notes
<b>6 Drainage</b>			
6.1	Is good drainage provided so water does not pool on footways or the carriageway kerbside?		
6.2	Are people protected from being splashed while they wait?		
<b>7 Kerb features</b>			
7.1	Is the kerb height at least 100mm to allow buses to deploy a ramp safely?		
7.2	Is appropriate tactile paving used to indicate the kerb edge at boarding points?		
7.3	Are 'Kassel' kerbs used where needed to allow level boarding?		
<b>8 Contrast</b>			
8.1	Is information/signage provided with enough contrast to be read easily?		
8.2	Are features such as seats and bus shelters contrasting from their surrounding environment so people can easily identify them?		
8.3	Is the kerb contrasting from the carriageway so people can discern where the pavement ends?		
<b>9 Lighting / perceptions of safety</b>			
9.1	Are good levels of illumination provided at the bus stop (and journey to the stop)?		
9.2	Is the bus stop lighting uniform and even?		
9.3	Does the design of the stop allow people to be seen and offer clear exit routes?		
<b>10 Maintenance and care</b>			
10.1	Is a management plan in place to ensure street cleaning, maintenance of the footway / carriageway, vegetation clearing, and winter maintenance is performed?		
10.2	Can people easily report issues on and offline?		

# Parks and Green Spaces

No.	Design considerations	Y/N	Issues and actions notes
<b>1 Location</b>			
1.1	Is green space available for residents within a reasonable walking distance?		
1.2	Are entrances at appropriate locations?		
1.3	Are larger parks accessible by public transport?		
<b>2 Wayfinding and signage (see specific Quick Guide for more info)</b>			
2.1	Is wayfinding / signage clear, intuitive, and directs to toilets, exits, and key locations?		
2.2	Is information (e.g. maps, opening hours, walking routes, activity schedule) available / easy to find?		
<b>3 Accessible routes</b>			
3.1	Are ground surfaces firm, even, step-free and slip-resistant?		
3.2	Are routes at least 1.8m wide to allow people to walk with mobility devices or walk safely alongside another person?		
3.3	Are objects (e.g. signage, bins) located and overhanging branches maintained so route widths are not reduced?		
<b>4 Changes in level</b>			
4.1	If routes have a change in level, are handrails provided for steps?		
4.2	Do stairs have a step-free route nearby?		
4.3	Are slopes shallower than 1:20 gradient?		
4.4	If routes are steeper than 1:20, do they provide handrails?		
<b>5 Perceptions of safety</b>			
5.1	Do sight lines and lighting allow visibility and make people feel safer?		
5.2	Is consistent, even lighting provided without pooling or creating glare?		
5.3	Does the design avoid dead ends and/or narrow routes surrounded by dense planting where people might feel trapped?		

No.	Design considerations	Y/N	Issues and actions notes
<b>6 Toilets (see specific Quick Guide for more info)</b>			
6.1	Are clearly marked toilets available?		
6.2	Are accessible toilets and/or a Changing Places facility provided?		
<b>7 Seating and rest areas (see specific Quick Guide for more info)</b>			
7.1	Is seating provided at regular intervals?		
7.2	Are there options with arm rests, back rests, and space for wheelchair users?		
7.3	Is some seating weather protected?		
<b>8 Participation in the park</b>			
8.1	Is a variety of trees/planting provided?		
8.2	Does some planting engage the senses and support people living with dementia?		
8.3	Are experiences that enable older people to engage with nature encouraged (in audio, tactile, olfactory, visual formats)?		
8.4	Are older people supported to use and participate in the park space?		
8.5	Are there areas where dogs must be kept on leads?		
8.6	Do activities and design enable socialising and connection?		
<b>9 Inclusive play and movement</b>			
9.1	Does the park provide inclusive play, fitness, and activity options for all ages to use or feel welcome to watch?		
9.2	Do activities and design support intergenerational connection?		
<b>10 Maintenance and care</b>			
10.1	Are management and maintenance plans in place to ensure the routes are kept even and clear throughout all seasons, lighting is working, trip hazards removed, and toilets/bins/facilities maintained so they are trusted and reliable?		

# Public / Community Buildings

No.	Design considerations	Y/N	Issues and actions notes
<b>1 Approach to the building</b>			
1.1	Is the building accessible by public transport?		
1.2	Is step-free drop-off, Blue Badge parking, and inclusive cycle storage provided?		
1.3	Is access to the building step-free?		
<b>2 Wayfinding and signage (see specific Quick Guide for more info)</b>			
2.1	Is wayfinding / signage to and within the building clear and intuitive?		
2.2	Does signage point to key destinations?		
2.3	Is it provided in multiple formats (visual, tactile, audio, large print)?		
2.4	Is information about what is going on and opening hours available and easy to find?		
<b>3 Entrances and doors</b>			
3.1	Are door thresholds level and step-free?		
3.2	Are entrance doors at least 1000mm wide and easily openable with limited force or an automatic door opening device?		
<b>4 Circulation</b>			
4.1	Do routes to and within the building have at least 1800mm clear width to allow people to pass and at least 1200mm clear width for one-way movement?		
4.2	Do stairs have handrails and contrasting edges?		
4.3	Are lifts or ramps provided next to stairs?		
4.4	Are rooms with step-free access used for community events/activities?		
<b>5 Social use</b>			
5.1	Are staff trained to offer a warm welcome and support user needs?		
5.2	Do the building's activities appeal to all ages and enable social connection? Does the building promote what is going on in the community?		

No.	Design considerations	Y/N	Issues and actions notes
<b>6 Facility use</b>			
6.1	Are a range of seats including arm rests, back rests, and higher seats available?		
6.2	Are tables provided at appropriate heights for the activities?		
6.3	Is space provided around tables/chairs to navigate with a mobility device?		
6.4	Is the temperature inside comfortable to spend time there?		
6.5	Is drinking water publicly available?		
<b>7 Toilets</b>			
7.1	Are a range of toilet types available, (wheelchair accessible, ambulant accessible, gendered, gender neutral)?		
7.2	Is a Changing Places facility available?		
7.3	If only one toilet is available, is it a unisex accessible toilet with step-free access?		
<b>8 Acoustics</b>			
8.1	Do the acoustics allow people to hear each other without strain?		
8.2	Are soft materials such as curtains used to improve the acoustics where possible?		
8.3	Are hearing enhancement systems (e.g. hearing loops) available in the building, or are alternatives supported?		
<b>9 Lighting and finishes</b>			
9.1	Is the lighting even and consistent so people can see the space and task?		
9.2	Are reflective finishes and highly-repetitive patterns avoided?		
<b>10 Maintenance and care</b>			
10.1	Are management / maintenance plans in place to ensure the building is kept clean, lighting is working, trip hazards removed, and toilets/bins/facilities maintained so they are trusted and reliable?		

# Seating and Rest Areas

No.	Design considerations	Y/N	Issues and actions notes
<b>1 Location of seats</b>			
1.1	Are seats located on routes between home and a destination to allow rest in between, with rest areas every 50m where possible?		
1.2	Are seats located where people expect to wait or linger, such as bus stops, community buildings, town centres, parks, etc.?		
1.3	Are enough seats provided in busy areas?		
1.4	Are there sight lines to seating areas to give people confidence?		
1.5	Do seats face a pleasant/interesting view?		
<b>2 Social seats</b>			
2.1	Are seats designed to enable/encourage socialising (e.g. facing each other, high backs to help acoustics, etc.)?		
<b>3 Seat dimensions</b>			
3.1	Is there a choice of seat heights between 380-580mm from floor level?		
3.2	If only one seat is provided, is the height 480mm from floor level?		
3.3	Is there a space between arm rests of at least 500mm?		
<b>4 Wheelchair spaces</b>			
4.1	Is a level transfer space at least 1200mm wide located at one end of the seat/bench?		
4.2	Is an arm rest set in 500-750mm from the transfer space?		
<b>5 Back rests</b>			
5.1	Are back supports provided at a height of at least 300mm from seat level?		
5.1	Are back supports provided at an angle of 90-100 degrees from the seat surface?		

No.	Design considerations	Y/N	Issues and actions notes
<b>6 Arm rests</b>			
6.1	Are arm rests provided at a height of 200mm from the surface of the seat?		
6.2	Do arm rests extend from the back support forwards to cover at least 80% of the depth of the seat?		
6.3	Is the arm rest diameter 32-50mm?		
6.4	Is the arm rest comfortable to grip?		
<b>7 Materials</b>			
7.1	Are the materials comfortable to touch/sit (e.g. not too cold, too hot, or too damp)?		
7.2	Is this seating made of natural materials where possible?		
<b>8 Contrast and priority seating</b>			
8.1	Do seats and arm rests contrast visually with their surroundings so they are easily identifiable to people who are partially sighted?		
8.2	Is priority seating marked?		
<b>9 Choice of seating</b>			
9.1	Does the space provide a choice of seating to suit different people's requirements (such as seating for taller or shorter people, for people who want to socialise or for those who need a moment to themselves, and those who want sun or shade)?		
9.2	Are some seats weather protected?		
<b>10 Maintenance and care</b>			
10.1	Are management and maintenance plans in place to ensure the seating and surrounding area is kept clean and usable?		
10.2	Is the community encouraged to care for the local seating and rest areas?		

# Streets and Pavements

No.	Design considerations	Y/N	Issues and actions notes
<b>1 Ground surfaces</b>			
1.1	Are ground surfaces free of trip hazards?		
1.2	Are ground surfaces firm?		
1.3	Are ground surfaces even?		
1.4	Are ground surfaces step-free?		
1.5	Are ground surfaces slip-resistant?		
1.6	Does anything else impede safe and comfortable wheeling/walking?		
<b>2 Width of pavement</b>			
2.1	Is the walking clear width at least 1.8m?		
2.2	Can people with mobility devices, shopping, luggage, prams, etc. comfortably pass each other?		
<b>3 Clear pavement</b>			
3.1	Is the pavement clear from permanent and temporary obstructions and hazards such as signs, A boards, bins, trees, planters, bus stops, leaves, overhanging vegetation, tree roots, cracks, etc.?		
<b>4 Crossings</b>			
4.1	Is a step-free zebra crossing located where most people cross the street?		
4.2	Is there a dropped kerb with a gentle slope or raised table crossing?		
4.3	Is there tactile paving to inform blind or partially sighted people of the crossing?		
4.4	Are crossings at busy roads controlled crossings?		
<b>5 Lighting</b>			
5.1	Is there consistent, even lighting illuminating the street and people without pooling and/or creating glare?		
5.2	Is lighting that creates high contrast avoided, as it can make it harder to perceive the space and people?		

No.	Design considerations	Y/N	Issues and actions notes
<b>6 Safety/perceptions of safety</b>			
6.1	Is there clearly marked separation between cars/cyclists and pedestrians to reduce risk to pedestrians from other road users?		
6.2	Is there a kerb or tactile paving to communicate to blind or partially sighted people where the road is?		
6.3	Does anything else related to streets and pavements reduce different people's perception of safety?		
<b>7 Wayfinding and signage (see specific Quick Guide for more info)</b>			
7.1	Is clear and adequate wayfinding and signage provided along the street and pavement to point people to key destinations such as toilets, bus stops / transport hubs, parks, hospitals, and community centres?		
<b>8 Rest areas (see specific Quick Guide for more info)</b>			
8.1	Are benches and/or spaces to perch, dwell, rest and/or socialise provided every 50m where practicable?		
8.2	Are there handrails and/or other support features along common routes?		
<b>9 Weather protection</b>			
9.1	Is there adequate shading and rain cover to be able to enjoy areas of the street rain or shine?		
<b>10 Maintenance</b>			
10.1	Are management and maintenance plans in place to ensure the pavement is kept even and clear, lighting is working and not flickering, and call points / phone booths are working so they are trusted and reliable?		
10.2	Is there anything else related to streets and pavements that needs to be added to the management and maintenance plan?		

# Toilets

No.	Design considerations	Y/N	Issues and actions notes
<b>1 Availability of toilets</b>			
1.1	Can people find where toilets are freely available for use and does signage point to them?		
1.2	Are accessible toilets located on step-free routes that are easy to navigate?		
1.3	Are toilets provided at key destinations?		
1.4	Are businesses encouraged to open up their toilets to the public?		
<b>2 Types of toilets</b>			
2.1	Do people have a choice of accessible, gender-neutral, and gendered toilets?		
2.2	Is a Changing Places facility provided?		
2.3	If only one toilet is provided, is it a unisex wheelchair accessible toilet?		
2.4	Are bins provided in all toilets?		
<b>3 Ambulant accessible toilet dimensions</b>			
3.1	Are ambulant accessible toilets at least 1000mm by 2125mm with outward opening doors and support features?		
3.2	Is the toilet a comfortable height?		
<b>4 Wheelchair accessible toilet dimensions</b>			
4.1	Is the clear turning space at least 1.5m by 1.5m & room size at least 1.7m by 2.2m with required supports, fixtures, fittings?		
4.2	Are building services, ducts, and loose items outside of required clear spaces?		
4.3	Are baby facilities provided separately to not reduce access to the toilet?		
4.5	Where space allows, can people transfer from left or right?		
<b>5 Doors</b>			
5.1	Are outward-opening doors provided to make it easier to open in an emergency?		
5.2	Are doors easy to open or automatic and wide enough for all people?		

No.	Design considerations	Y/N	Issues and actions notes
<b>6 Support features</b>			
6.1	Are fixed / drop-down grab rails provided?		
6.2	Do grab rails have a surface that provides a good grip when wet?		
6.3	Is the wall construction / fixings strong enough to support people using the rails?		
6.4	Is a colostomy shelf provided?		
<b>7 Operable controls</b>			
7.1	Are all controls (e.g. levers, locks, flushes, etc.) visible and easily operable with one hand, without the need to grasp or twist?		
7.2	Is there signage to explain how to use locks or sensor controls?		
<b>8 Contrast and finishes</b>			
8.1	Do support rails and grab rails contrast visually with the wall?		
8.2	Does the toilet seat and cover contrast visually with the toilet pan and cistern?		
8.3	Do sanitary fittings / accessories contrast visually with their surroundings?		
8.4	Are floors slip-resistant when dry or wet?		
8.5	Are shiny floor or wall surfaces avoided to prevent disorienting reflections/glare?		
<b>9 Emergency alarm</b>			
9.1	Are emergency alarm systems provided / reachable from the toilet and the floor?		
9.2	Is a reset control provided on the wall next to the toilet in case the alarm is activated by mistake?		
<b>10 Maintenance and care</b>			
10.1	Are toilet facilities regularly maintained for hygiene and functionality to ensure all features are clean, working, and the emergency cord is not tied up?		
10.2	Is information about public toilets kept up to date?		

# Wayfinding and Signage

No.	Design considerations	Y/N	Issues and actions notes
<b>1 Intuitive layout</b>			
1.1	Is the layout and location of key facilities (such as entrances, reception, choice of lift/stair/ramp, landmarks, personalised features) easily identifiable, predictable, intuitive and equitable?		
<b>2 Key destinations and information</b>			
2.1	Does the signage and wayfinding direct people to key destinations like toilets, hospitals, parks, community centres, town halls, etc?		
2.2	Is key, relevant information provided such as bus schedules, opening times, etc?		
2.3	Are street names easy to find?		
<b>3 Consistent and regular</b>			
3.1	Is the signage style consistent and provided at key decision points, intersections, and regular intervals to give people confidence they are on track?		
<b>4 Multiple formats</b>			
4.1	Is information and wayfinding provided in multiple formats so that it is accessible to people with sensory requirements, according to the principle of at least two senses: audible and/or tactile and visual?		
4.2	Is multi-sensory information provided where possible?		
<b>5 Visual communication</b>			
5.1	Is the signage information clear, not shiny, in plain font, and a large enough text/symbol size based on viewing distance?		
5.2	Is there visual and tonal contrast against the background, including retail fronts, so information stands out from its surrounds?		
5.3	Is there good lighting to avoid excessive reflections, glare, and shadowing on the signage?		

No.	Design considerations	Y/N	Issues and actions notes
<b>6 Graphic communication</b>			
6.1	Are graphic signs, maps, and pictograms provided to complement text and help people whose first language is not English?		
6.2	Are maps/information/directories that require a closer look provided at an accessible height?		
<b>7 Tactile communication</b>			
7.1	Is tactile communication provided such as embossed signage, tactile maps, Braille signage, changes in floor level and/or surface, tapping rails?		
<b>8 Audible communication and sounds</b>			
8.1	Are audible features implemented such as talking signs and simple announcement systems that provide audio descriptive wayfinding information?		
8.2	Do acoustics support clear interpretation of sound and speech?		
8.3	Are assistive listening systems provided such as induction hearing loop systems?		
<b>9 Non-ageist graphics and language</b>			
9.1	Any graphics and language used should not include any references that proliferate negative ageist stereotypes. Does the wayfinding and signage use age-positive graphics and language where possible?		
<b>10 Maintenance</b>			
10.1	Is the signage and wayfinding regularly maintained and updated to be legible and accurate? Is outdated signage removed? Is temporary signage located so as not to cause obstruction or clutter?		
10.2	Is there anything else related to wayfinding and signage that needs to be added to a management and maintenance plan?		

## Community Shelters Project



**Relevant Quick Guides:** Age-friendly Bus Stops, Seating

**Location:** Hertfordshire



### What they did

Hertfordshire County Council (HCC) has improved bus shelter sites so they better support everyday journeys for local communities, including older people.

The project focused on upgrading a small number of high-use locations across Hertfordshire, particularly those near village halls, colleges, shopping areas and residential communities. Improvements included installing new or upgraded shelters, providing seating usually with backs and armrests, improving lighting and visibility, upgrading kerbs to support step-free boarding, and improving pedestrian access routes. At several sites the upgrades also involved making the shelters more aesthetically pleasing. For example, local schools provided artwork and green roofs have been installed.

The project forms part of the council's Bus Services Improvement Plan (BSIP), developed under the Bus Services Act 2017 to set out how Local Transport Authorities will improve bus services. As of March 2026, nine bus shelters have been improved with several more in the pipeline.

### How they did it

Delivery was supported through HCC's Intalink Enhanced Partnership with local bus operators, enabling formal collaboration on agreed improvements. Following submission of the BSIP, the Department for Transport indicatively allocated £29.7 million to deliver a range of passenger transport initiatives, including the Community Shelters project.

Sites were initially identified by the Project Manager (PM), who assessed shelter condition, accessibility and proximity to community services. As the project progressed, additional sites were nominated by residents and councillors. The PM engaged parish councils and community groups to confirm local need and co-develop proposals. Age UK Hertfordshire's Age Friendly Communities Lead attended selected site visits to advise on age-friendly design. The PM coordinated delivery with highways teams and contractors.

The total cost of shelter upgrades over the past 4.5 years is approximately £250,000.

**Learn more:** <https://www.intalink.org.uk/stevenage-asda-community-shelter>

## Public toilets in the People's Park



**Relevant Quick Guides:** Age-friendly Toilets, Parks and Green Spaces

**Location:** Banbury



### What they did

Banbury Town Council delivered new public toilets in People's Park, improving accessibility and supporting the town's age-friendly ambitions.

The project was sparked by the development of a new café in the park and championed by a local councillor and the Mayor of Banbury. Although the café included customer toilets, it was recognised that publicly accessible facilities were still needed. The new accessible toilets were funded by the town council as part of wider improvements to the park and café area.

### How they did it

The project began when a local town councillor recognised the lack of public toilets on the west side of Banbury and brought the issue to the town council through a formal motion. The proposal gained traction partly because it aligned with plans to develop a new café in People's Park and improve the surrounding public space. To understand local support, the local councillor informally consulted residents living near the park, surveying around 200 households. Feedback was overwhelmingly positive, with only one objection raised.

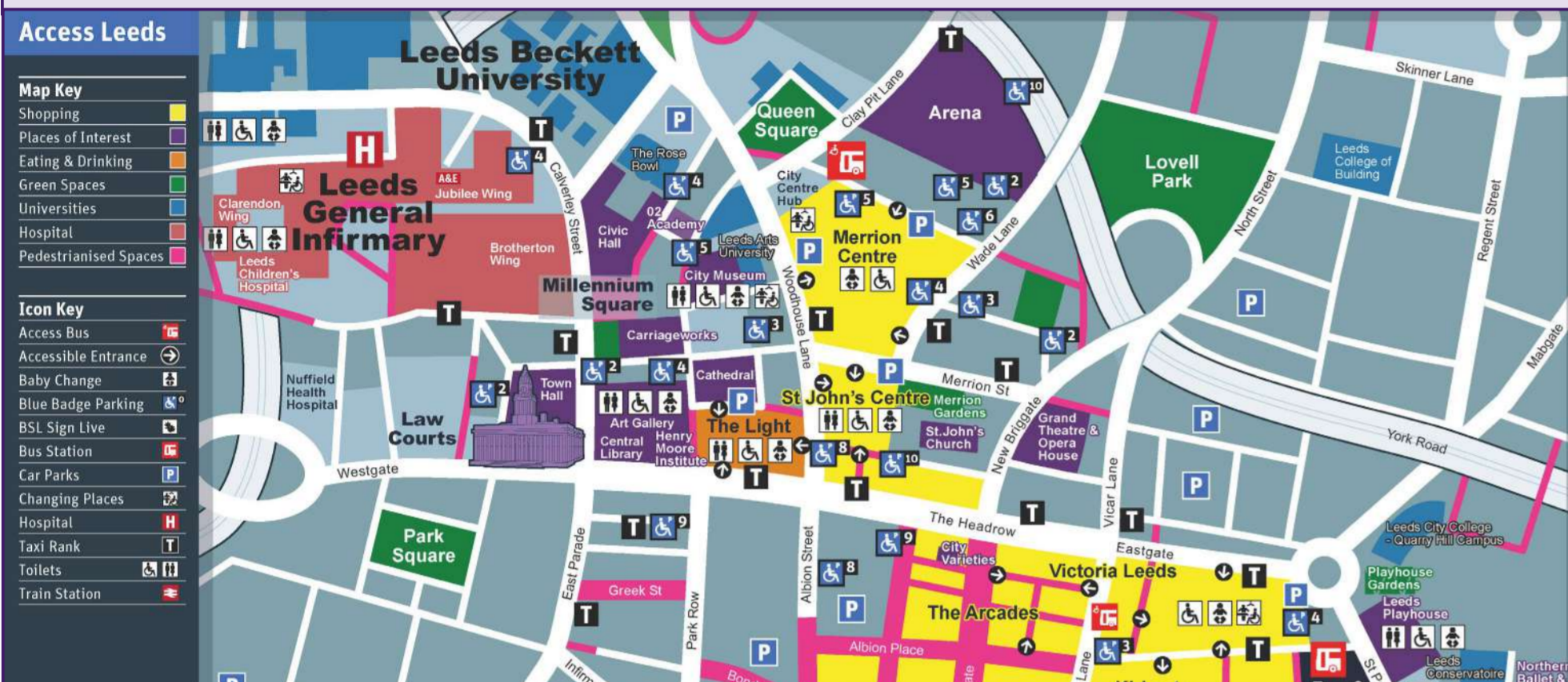
Once political support was secured, Age Friendly Banbury played an important role in shaping the project by providing a sounding board for ideas and ensuring the needs of older residents were considered. Through its Older People's Voice group, the organisation had already identified toilets, benches and buses as key priorities for older people locally. This helped reinforce the case for investment. The town council funded the project and incorporated accessible and disabled facilities into the design, ensuring the toilets supported Banbury's wider ambitions to create a more age-friendly environment.

## Leeds City Centre Access Map



**Relevant Quick Guides:** Age-friendly Wayfinding and Signage

**Location:** Leeds



### What they did

Leeds City Council's City Centre Management Team co-produced a redesigned Leeds City Centre Access Map, creating an accessible, easy-to-read version of the complex master map. The new map highlights pedestrianised spaces in pink, uses stronger colour contrast and introduces clearer symbols and a simplified, bold map key. Dementia-friendly landmarks were added, alongside accessible entrances and numbered Blue Badge parking spaces. Multiple QR codes link to online information about bus routes and booking community transport, as well as additional maps for toilets, indoor rest spots, safe space, and shopping centre accessibility, improving access to additional information.

The result was a wayfinding tool available in both print and digital formats, expanding the city's inclusive wayfinding offer. It has also led to the team considering other improvements such as how to increase the accessibility of the wayfinding plinths.

### How they did it

The project was driven by the council's Age Friendly Strategy which commits to embedding lived experience into design. Through a structured co-production process with the Leeds Older People's Forum and the intergenerational All Age Activists group, the team engaged with people of different ages and with a range of disabilities.

The team met with stakeholders at a series of in-person events to gather their views on what would be most useful to see on the map and how the design of the map can meet the need of a broad range of people. Feedback was gathered first on print formats, then digitally, recognising that there is no 'one size fits all' in accessibility. This collaborative process ensured the final product reflected real user needs and increased confidence in its usability.

## Improving neighbourhood spaces and walking routes



**Relevant Quick Guides:** Age-friendly Seating and Rest Areas, Streets and Pavements

**Location:** Rochdale Boroughwide Housing



### What they did

Rochdale Boroughwide Housing's (RBH) Age-Friendly Advisor worked with residents in the Smallbridge and Kirkholt neighbourhoods to improve outdoor spaces and walking routes, making them safer, more accessible and more welcoming for older people.

Through local engagement residents highlighted barriers to moving around their neighbourhoods such as uneven paving, steep routes without handrails, limited seating and areas that felt unsafe or unwelcoming.

RBH introduced a series of practical improvements which included installing benches to provide rest points along walking routes, adding handrails on steep hills, and formalising an informal footpath that residents were already using by creating a safer paved walkway.

The project also enhanced community spaces including improvements around Stevenson Square and the creation and maintenance of community gardens. Together, these changes made outdoor areas easier to navigate and encouraged residents to spend more time outside and connect with neighbours.

### How they did it

This project was delivered through the Greater Manchester Ageing in Place Pathfinder programme which was grant funded by the Worwin UK Foundation and worked across nine neighbourhoods in Greater Manchester. The programme was led by RBH in Rochdale.

In these partnerships local organisations work together with residents to agree and prioritise ways to improve the quality of life for residents as they grow older.

The project maximised existing resources by drawing on social value commitments of RBH suppliers. For example, the materials were provided by Groundworks Landscapes Limited. They were also able to utilise RBH's corporate volunteer days to make the changes.

**Learn more:** <https://www.rbh.org.uk/news/rbh-news/new-benches-on-smallbridge-as-part-of-rochdale-age-friendly-project/>

## Improving how people navigate the Town Hall



**Relevant Quick Guides:** Age-friendly Public/Community Buildings, Wayfinding and Signage

**Location:** South Tyneside



### What they did

South Tyneside Council commissioned Sense Ability Matters (SAM), a local organisation that helps older people, disabled people and/or neurodivergent people to conduct a walkability audit of South Tyneside Town Hall. The aim was to understand how easy the public building is to navigate and what could be improved from the perspective of visitors and staff. The focus was on realistic low cost changes that could still have a big impact given the Town Hall's constraints as a listed building and tight budgets for larger works.

The audit identified positive experiences but also a range of improvements to support older people, disabled people and/or neurodivergent people to navigate the Town Hall. From this, the council implemented a series of small yet meaningful improvements across the Town Hall.

The changes included improved external and internal signage, visibility markings on steps, installing electronic maps/boards, and using colour to support wayfinding by adding a different colour strip around the middle of each column on each floor. Consideration was also given to how staff provide directions to visitors to make this clearer and more consistent.

### How they did it

In 2022 South Tyneside became an Age-friendly Community and created an age-friendly strategy and action plan. Undertaking walkability audits of local areas was a key priority.

The walkability audit of the Town Hall in 2025 built on the success of the 2024 South Shields town centre audit undertaken by SAM with National Lottery funding. The 2024 audit was the catalyst for a wider programme of walking audits across the borough with the Town Hall audit funded by some one-off funding to public health received from the Integrated Care Board (ICB).

The Town Hall walking audit convened local people with lived experience of disability, including, visual and hearing impairment, and neurodiversity, alongside council staff from the Equality, Diversity, Inclusion and Belonging networks. Together they agreed the audit's scope, ensuring recommendations would be practical within funding constraints and the restrictions of a listed building. SAM led the structured walk throughs and wrote up a clear actionable report and reconvened with council colleagues to prioritise feasible actions.

Both audits have resulted in a mindset shift at the council as small, affordable changes have been shown to have a big impact on people's lives. Five more walking audits are in the pipeline and it has attracted wider interest in the North East Combined Authority and public transport executive Nexus.

## Community Toilets Scheme



**Relevant Quick Guides:** Age-friendly Toilets, Wayfinding and Signage

**Location:** Derry and Strabane

### What they did

Derry City and Strabane District Council introduced a community toilet scheme to expand access to public toilet facilities in light of financial challenges to maintain and improve the ten council-owned toilets that had fallen into significant disrepair.

To address this, the council partnered with local businesses and community venues to make their existing toilets available for public use, as well as council buildings such as leisure centres and museums. Participating premises such as cafés, shopping centres, community centres and other local businesses display a sticker showing they are part of the scheme and are listed on a council webpage with an online map of locations. Wayfinding is supported through door stickers, street signage on nearby lampposts or bus stops and QR codes linking to an online map.

The scheme has significantly increased the number and spread of available toilet. To date there are 15 community toilet scheme premises, 20 public toilets on council premises and seven Changing Places toilets.

This approach also enabled the council to focus on repairing public toilets in rural areas where options for community toilet scheme are more limited.

**Learn more:** <https://www.derrystrabane.com/services/health-communitywellbeing/health,-housing-public-conveniences/public-conveniences/community-toilet-scheme>



### How they did it

The council identified areas with limited toilet provision and approached suitable local businesses with appropriate facilities to participate in the scheme. In urban centres, this involved selecting premises with well-maintained toilets that were already informally allowing customers or visitors to use them. In rural areas with fewer businesses the council worked to identify suitable venues and fill gaps in provision where possible.

Participating businesses receive a small annual payment based on the type of facilities available, such as standard toilets, accessible toilets or baby-changing provision. The council also checks public liability insurance annually and undertakes occasional spot checks to ensure facilities remain clean, stocked and clearly signed.

The participating businesses were pleased to be part of the project and were open to the idea of supporting older people in their local community.

Placemaking Brochure



**Relevant Quick Guides:** All Age-friendly Quick Guide Topics

**Location:** South Lanarkshire

**What they did**

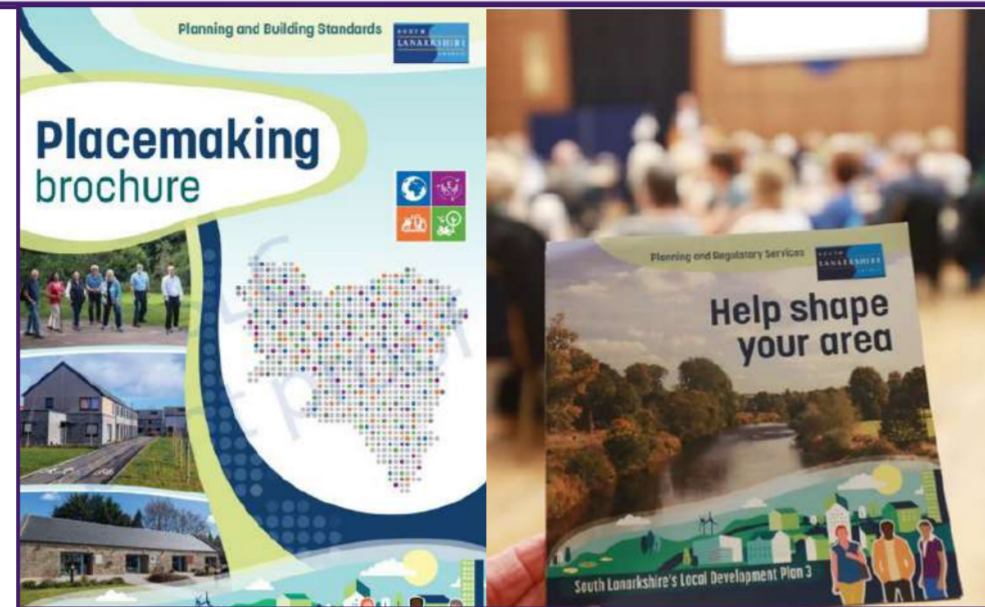
South Lanarkshire Council set out to embed people of all ages at the heart of place-making and planning. The planning team developed a placemaking brochure to sit alongside emerging Supplementary Planning Guidance and the Local Development Plan (LDP) Review. The aim was to ensure new developments are age-friendly, inclusive and walkable, supporting multigenerational living and reducing car-dominated layouts.

The council co-produced the brochure with Seniors Together, a council-wide older people's group supported by the South Lanarkshire Health and Social Care Partnership, providing activities and opportunities to encourage good physical and mental health and wellbeing.

The planning team explored in workshops how older residents experience their neighbourhoods. Key insights included the importance of frequent, well-located seating (e.g. on routes to bus stops) to give people confidence to explore more of their local area, and the need for adult-friendly outdoor spaces, not just play parks for children. Older people also highlighted limited opportunities to downsize within their own communities, reinforcing the need for a wider mix of housing types.

These insights have informed both the placemaking brochure and the emerging spatial strategy of the LDP Review.

**Learn more:** [https://www.southlanarkshire.gov.uk/info/200168/getting\\_involved\\_in\\_your\\_community/1510/seniors\\_together](https://www.southlanarkshire.gov.uk/info/200168/getting_involved_in_your_community/1510/seniors_together)



**How they did it**

The co-production approach first involved a round of workshops that provided Seniors Together groups with a very early draft of the brochure. The planning team explained simple concepts but was mainly blank so that older people could shape its direction. Facilitators asked about people's everyday experiences of place including what helps or hinders them getting out, meeting friends or feeling safe. These stories were then used by the planning team to shape the key themes in the brochure. Near the end of the project the planning team attended another Seniors Together event where they presented the themes and sense-tested the brochure with local older people.

The workshops and events were designed to feel welcoming and social, mirroring the Seniors Together usual format with large round tables, afternoon tea boxes, light physical activity such as stretches or yoga, and a focus on conversation rather than planning jargon.

This approach shaped the council's LDP participation statement and engagement culture which uses more plain English and listening-led sessions.

**Author's note**

The Age-friendly Quick Guide collection has been prepared by Arup and Housing LIN in collaboration with and on behalf of the Centre for Ageing Better.

Find out more here:  
Website: [www.ageing-better.org.uk](http://www.ageing-better.org.uk)  
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SOUTH  
KESTEVEN  
DISTRICT  
COUNCIL

## Rural & Communities Overview & Scrutiny Committee

Wednesday 1 July 2026

Report of Councillor Philip Knowles,  
Cabinet Member for Corporate  
Governance and Licensing

## Corporate Plan 2024-2027: Key Performance Indicators Report - End-Year (Q4) 2025/26

### Report Author

Charles James, Policy Officer

 Charles.James@southkesteven.gov.uk

### Purpose of Report

To present the Council's performance against the Corporate Plan 2024-2027 Key Performance Indicators (KPIs) within the remit of this Committee for Quarter Four 2025/26.

### Recommendations

#### That the Committee:

1. Notes and scrutinises the performance against the Corporate Plan Key Performance Indicators in relation to the delivery of the Corporate Plan 2024-2027.

### Decision Information

Does the report contain any exempt or confidential information not for publication?	No
What are the relevant corporate priorities?	Connecting communities Housing Effective council
Which wards are impacted?	All

## 1. Implications

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

### ***Finance and Procurement***

- 1.1 There are no significant financial implications arising from this report, which is for noting.

*Completed by: David Scott, Assistant Director of Finance (Deputy s151 officer)*

### ***Legal and Governance***

- 1.2 Regular monitoring of service area performance is to be welcomed and represents good governance. This report is for noting and there are no significant legal or governance implications arising from the report.

*Completed by: James Welbourn, Democratic Services Manager*

## 2. Background to the Report

- 2.1 The Corporate Plan 2024-2027 was adopted by Council on 25 January 2024. It was proposed that actions, key performance indicators (KPIs) and targets would be developed by the relevant Member led Committees, which would retain oversight of the performance management arrangements at a strategic level.
- 2.2 The actions within the purview of this Committee with accompanying measures were presented to and agreed by the Committee on 28 March 2024.

### **3. Key Considerations**

- 3.1 This report is the fourth of the reporting cycle and covers the period January to March 2026 (Quarter 4 2025/26).
- 3.2 Appendix A presents the overall performance against the eight actions being presented in this session. Commentary by the responsible officer is provided for each action. Performance is summarised using a RAG system as follows:
- 3.3 Seven of the actions are rated Green. These are actions which are on or above target as planned.
- 3.4 One action is rated as Amber, these are those off target by less than 10% or where milestone achievement is delayed but with resolution in place to be achieved within a reasonable timeframe.
- 3.5 Zero actions are rated as Red. These are actions that are significantly below target.
- 3.6 Zero actions are rated as N/A. These are actions for which work has not yet meaningfully commenced e.g. being sequenced on the completion of other items, or where data unavailable.
- 3.7 The KPIs have been developed in close consultation with the relevant officers for each service. It is expected that the KPI suite will experience a degree of evolution over the next four years. This improvement will be prompted by the needs of decision makers and the Committees, and further consideration of how to best meet those needs by officers.

### **4. Other Options Considered**

- 4.1 As Council has agreed the Committees will lead monitoring performance, there are no viable alternatives. An absence of performance arrangements would mean the delivery of the Corporate Plan is unmonitored and prevent continuous improvement. A purely internal KPI suite would prevent effective and transparent scrutiny and accountability.

### **5. Reasons for the Recommendations**

- 5.1 This is a regular report where Members are invited to scrutinise and comment on performance.

### **6. Appendices**

Appendix A – Corporate Plan 2024-27 KPI Report: Rural & Communities Overview & Scrutiny Committee End-Year (Q4) 2025/26

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<b>Corporate Plan 2024-2027: KPI Summary Report 2025/2026 – Rural &amp; Communities Overview &amp; Scrutiny Committee</b>							
Index	Priority	Action	Owner	Quarterly Overall Status			
				2025/26			
				Q1	Q2	Q3	Q4
COM1	Connecting Communities	Deliver the Local Health and Wellbeing Action Plan	Assistant Director (Leisure, Culture and Place)	On Target	On Target	On Target	On Target
COM7	Connecting Communities	Deliver the Community Engagement and Development Strategy and accompanying action plan.	Assistant Director (Leisure, Culture and Place)	Below Target	Below Target	Below Target	On Target
COM8	Connecting Communities	Continue to deliver an accredited, effective and legislatively compliant CCTV service in partnership with Lincolnshire Police.	Head of Service (Public Protection)	On Target	On Target	On Target	On Target
COM11	Connecting Communities	Continue to support our Armed Forces Community and, as a Defence Employer Recognition Scheme (DERS) Gold Award holder, advocate for the Armed Forces Community Covenant.	Community Engagement Officer	On Target	On Target	On Target	On Target
COUN1	Effective Council	Continue to work in partnership with relevant partners to deliver and support targeted initiatives across the district to help communities.	Head of Service (Public Protection)	On Target	On Target	On Target	On Target
COUN2	Effective Council	Ensure the administration of licenses and approvals relating to both national legislation and discretionary, are effective, efficient, timely and consistent.	Head of Service (Public Protection)	Below Target	On Target	Below Target	Below Target
COUN5	Effective Council	Deliver the refreshed Customer Experience Strategy and accompanying action plan.	Head of Service (Revenues, Benefits, Customer Service & Community)	On Target	On Target	On Target	On Target
HOUS2	Housing	Ensure services to support residents to remain living in their community with as much independence as possible, ideally within their own home, with the right support.	Head of Service (Public Protection)	On Target	On Target	On Target	On Target

<b>Corporate Plan 2024-2027: KPI Summary Report Q4 2025/26 – Rural &amp; Communities Overview &amp; Scrutiny Committee</b>							
<b>Index</b>	<b>Priority</b>	<b>Action</b>	<b>Owner</b>	<b>Target/s</b>	<b>Q4 Value</b>	<b>Q4 Status</b>	<b>Manager Commentary</b>
COM1	Connecting Communities	Deliver the Local Health and Wellbeing Action Plan	Assistant Director (Leisure, Culture and Place)	Deliver 100% of the Local Health and Wellbeing action plan actions.	100% of task and finish actions	On Target	Most time limited actions are complete within the Action Plan. Some actions were carried across from the previous action plan due to the nature of them being considered as being 'ongoing.' Officers continue to attend the Health and Wellbeing Officer Working Group and the Healthy Weight Operational Partnership Group. The Council's work on Age Friendly Communities continues to be reported alongside the Health and Wellbeing Action Plan. The Age Friendly Communities survey: 'The Future of Growing Older in South Kesteven' was launched in February 2026 and received over 1000 responses. The findings will inform the baseline report on the experience of older residents, which will be the foundation for further work.
COM7	Connecting Communities	Deliver the Community Engagement and Development Strategy and accompanying action plan.	Assistant Director (Leisure, Culture and Place)	% of total actions on target/complete	100%	On Target	The effectiveness of Community Engagement relies on interventions, support and projects that are ongoing. The Action Plan covers a four-year period, all non-ongoing actions have been completed. This indicator provides numbers on events directly delivered by the Community Engagement Team and those attended to promote the service to the voluntary and community sectors. The annual target was achieved.
				Number of Community Engagement events held across the district (15 cumulative)	2 (cumulative total 15)	On Target	
				£ levered by the SK Community Fund (£37,000 cumulative)	£32,100 (cumulative total £42,583)	On Target	

<b>Corporate Plan 2024-2027: KPI Summary Report Q4 2025/26 – Rural &amp; Communities Overview &amp; Scrutiny Committee</b>							
<b>Index</b>	<b>Priority</b>	<b>Action</b>	<b>Owner</b>	<b>Target/s</b>	<b>Q4 Value</b>	<b>Q4 Status</b>	<b>Manager Commentary</b>
COM8	Connecting Communities	Continue to deliver an accredited, effective and legislatively compliant CCTV service in partnership with Lincolnshire Police.	Head of Service (Public Protection)	% Public Realm CCTV cameras working at all times (Monthly)	99.0%	On Target	The target for public realm cameras working for 90% of the time is being achieved and is above the target. An audit by the Security Systems and Alarms Inspection Board (SSAIB) was undertaken in December 2025 and SKDC were found to be compliant and received a Certificate of Registration. The next audit is due in December 2026.  In April 2026, the CCTV team was nationally recognised at the National CCTV Conference 2026 winning the CCTV Control Room Award.
				Achievement of successful annual review by Surveillance Camera Commissioner	Audit passed	On Target	
COM11	Connecting Communities	Continue to support our Armed Forces Community and, as a Defence Employer Recognition Scheme (DERS) Gold Award holder, advocate for the Armed Forces Community Covenant.	Assistant Director (Leisure, Culture and Place)	% of total actions on target/complete (Armed Forces Covenant Action of Community Engagement and Development Strategy)	100%	On Target	The Action Plan covers a four-year period, all non-ongoing actions have been completed.  The figures reported for the delivery of engagement and commemoration events shows the target has been significantly exceeded. This is partly due to the commemorations during May 2025 to mark the 80th anniversary of VE Day and D Day in June, VJ Day in August and Arnhem commemorations in September 2025.  The team has also concluded the delivery of the 18-month Soldiers from the Sky project funded by the UK National Lottery Heritage Fund. The project included commemorative events, development of a smartphone app and website, visitor-friendly information for airborne-related sites on a visitor trail of national and international significance, the planting of 2,400 maroon Airborne Tulip Memorial bulbs at sites across the district including Grantham’s Heroes Commemorative Orchard, Wyndham Park and village churchyards, and new information boards.
				Number of engagement events delivered annually that raise awareness of the Armed Forces community and bring together business, community and the defence sector (7)	15 (cumulative)	Above Target	
				Number of events delivered within the district that mark national commemorations relating to the Armed Forces community (1)	6 (cumulative)	Above Target	

<b>Corporate Plan 2024-2027: KPI Summary Report Q4 2025/26 – Rural &amp; Communities Overview &amp; Scrutiny Committee</b>							
<b>Index</b>	<b>Priority</b>	<b>Action</b>	<b>Owner</b>	<b>Target/s</b>	<b>Q4 Value</b>	<b>Q4 Status</b>	<b>Manager Commentary</b>
COUN1	Effective Council	Continue to work in partnership with relevant partners to deliver and support targeted initiatives across the district to help communities.	Head of Service (Public Protection)	Attendance at partnership meetings (75%)	100%	On Target	Partnership working is prioritised by the Public Protection Service. The service provided a South Kesteven representative for 100% of partnership meetings in Q4 (97% attendance for partnership meetings during 2025/26). This is essential to maintain strong relationships with partners. An example is the continued success of the Lincolnshire Environmental Crime Partnership (ECP), a 25-organisation collaboration chaired by an officer from SKDC delivering an innovative, intelligence-led approach to tackling waste crime. The model is recognised as best practice, was shortlisted for a national award at the LGC Awards 2026, and is being adopted elsewhere.
COUN2	Effective Council	Ensure the administration of licenses and approvals relating to both national legislation and discretionary, are effective, efficient, timely and consistent.	Head of Service (Public Protection)	% of Regulatory Services service requests with an initial response within a defined timescale (5 working days) 95%	Service Average: 94.45%	Below Target	Performance is assessed by the percentage of service requests with an initial response within five working days. The target is 95%.  Overall the Public Protection Service operated at an average of 94.45% in Q4 2025/26.
					Neighbourhoods Team: 96.9%	On Target	
					Commercial Team: 100%	On Target	
					Licensing Team: 95.8%	On Target	
					Environmental Health, Environmental Protection, Private Sector Housing: 91%	Below Target	
COUN5	Effective Council	Deliver the refreshed Customer Experience Strategy and accompanying action plan.	Head of Service (Revenues, Benefits, Customer Service & Community)	Approval of refreshed Customer Experience Strategy	Adopted	On Target	The Customer Experience Strategy and Action Plan 2025-2029 (which includes the customer charter and service standard) was adopted in October 2025.
				Volume of calls offered (% handled) 80%	99,169 calls offered (91,235 handled – 95%)	On Target	Totals calls offered to 31 March 2026 for Q4 were 99,169 and of which 95% were handled (91,235). During 2025/26, a total of 366,726 calls were offered, of which 331,989 were handled (90%).

<b>Corporate Plan 2024-2027: KPI Summary Report Q4 2025/26 – Rural &amp; Communities Overview &amp; Scrutiny Committee</b>							
<b>Index</b>	<b>Priority</b>	<b>Action</b>	<b>Owner</b>	<b>Target/s</b>	<b>Q4 Value</b>	<b>Q4 Status</b>	<b>Manager Commentary</b>
HOUS2	Housing	Ensure services to support residents to remain living in their community with as much independence as possible, ideally within their own home, with the right support.	Head of Service (Public Protection)	100 completed per year	161 (cumulative) 50 were completed in Q4.	On Target	At the end of Q4 2025/26 a cumulative total of 161 adaptations had been completed. The annual target of 100 was exceeded.

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## Rural and Communities Overview and Scrutiny Committee 2026/27

### WORK PROGRAMME

REPORT TITLE	OFFICER	PURPOSE	ORIGINATED/COMMIITEE HISTORY DATE(S)	CORPORATE PRIORITY
		20 October 2026		
<b>Age Friendly Communities Findings and Baseline Profile</b>	<b>Beth Goodman (Physical Activity &amp; Wellbeing Lead)</b>	To present the Age Friendly Communities baseline profile, providing an evidence-based assessment of South Kesteven’s current age-friendly position and identifying the baseline from which future progress can be measured.		Connecting Communities
<b>Equality, Diversity and Inclusion Annual Position Statement 2026</b>	<b>Carol Drury (Community Engagement Manager)</b>	To provide an overview of the Council's obligations regarding publication of equality information and to allow Members to consider the draft 2025/26 Equality, Diversity and Inclusion Annual Position Statement.		Effective Council Connecting Communities
<b>Crisis and Resilience Fund - 1 July to 31 August 2026 performance</b>	<b>Claire Moses, Head of Service (Revenue, Benefits, Customer Service and Community)</b>	To provide the Committee with an update regarding the support issued as part of the Crisis Resilience Fund during 1 July to 31 August 2026.		Effective Council Connecting Communities
<b>Welfare and Financial Advice Team update – (Quarter One) – 1</b>	<b>Claire Moses, Head of Service (Revenue, Benefits, Customer Service and Community)</b>	To provide the Committee with an update regarding the wrap around support provided by the Welfare and Financial Advice Team during quarter one (1 April		Effective Council Connecting Communities

<b>April to 30 June 2026 performance</b>		to 30 June 2026). To review the progress against the 2026/27 action plan		
<b>Customer Service Update (Quarter One) - 1 April to 30 June 2026 performance</b>	<b>Claire Moses, Head of Service (Revenue, Benefits, Customer Service and Community)</b>	To provide the Committee with an update regarding customer interactions within the Customer Service team and high contact service areas during quarter one (1 April to 30 June 2026). As well as a review of the progress of the Customer Experience Strategy (Year 2).		Effective Council
<b>8 December 2026</b>				
<b>Crisis and Resilience Fund - 1 September to 31 October 2026 and Year 2 planning</b>	<b>Claire Moses, Head of Service (Revenue, Benefits, Customer Service and Community)</b>	To provide the Committee with an update regarding the support issued as part of the Crisis Resilience Fund during 1 September to 31 October 2026. To provide the Committee with a forward look to the delivery of the scheme in 2027/28 (Year 2)		Effective Council Connecting Communities
<b>Welfare and Financial Advice Team update - Quarter 2 (1 July to 30 September 2026). To review the progress of the</b>	<b>Claire Moses, Head of Service (Revenue, Benefits, Customer Service and Community)</b>	To provide the Committee with an update regarding the wrap around support provided by the Welfare and Financial Advice Team during Quarter 2 (1 July to 30 September 2026). To review the progress of the Welfare and		

<b>Welfare and Financial Advice Team action plan for 2026/27</b>		Financial Advice Team action plan for 2026/27		
<b>Customer Service Update - Quarter 2 (1 July to 30 September 2026). To review the progress of the Customer Experience Strategy action plan for 2026/27</b>	<b>Claire Moses, Head of Service (Revenue, Benefits, Customer Service and Community)</b>	To provide the Committee with an update regarding customer interactions within the Customer Service team and high contact service areas during quarter two (1 July to 30 September 2026). To review the progress of the Customer Experience Strategy (Year 2). To provide the Committee with a draft of the Customer Experience Strategy Year 3 action plan for 2027/28.		
<b>13 January 2027</b>				
<b>South Kesteven Health and Wellbeing Action Plan</b>	<b>Beth Goodman (Physical Activity and Wellbeing Lead)</b>	To provide an update on the progress and delivery of the South Kesteven Health and Wellbeing Action Plan, and to provide an update on the progress of the work being undertaken in South Kesteven as part of the UK Network of Age Friendly Communities.		Effective Council
<b>Armed Forces Covenant Update Report 2026</b>	<b>Debbie Nicholls, Armed Forces Covenant Officer</b>	To provide an update on the Council's actions to meet its responsibilities under the Armed Forces Covenant. It provides an overview of achievements under the Council's Defence Employer		Connecting Communities

		Recognition Scheme Gold Award, highlights progress in the delivery of major projects, engagement and advocacy activity and includes plans for the coming year.		
<b>2 March 2027</b>				
<b>Crisis and Resilience Fund - 1 November 2026 to 31 January 2027 and Year 2 planning for 2027/28 scheme</b>	<b>Claire Moses, Head of Service (Revenue, Benefits, Customer Service and Community)</b>	To provide the Committee with an update regarding the support issued as part of the Crisis Resilience Fund during 1 November 2026 to 31 January 2027). To provide the Committee with the proposed scheme for 2027/28		
<b>Welfare and Financial Advice Team update - Quarter 3 (1 October to 31 December 2026). To review the progress of the Welfare and Financial Advice Team action plan for 2026/27 and look ahead to 2027/28 action plan</b>	<b>Claire Moses, Head of Service (Revenue, Benefits, Customer Service and Community)</b>	To provide the Committee with an update regarding the wrap around support provided by the Welfare and Financial Advice Team during - 1 October to 31 December 2026. To review the progress against the 2026/27 action plan. To provide the Committee with the final Welfare and Financial Advice Team action plan for 2027/28.		

<p><b>Customer Service Update - Quarter 3 (1 October to 31 December 2026). To review the progress of the Customer Experience Strategy action plan for 2026/27 and draft action plan for 2027/28</b></p>	<p><b>Claire Moses, Head of Service (Revenue, Benefits, Customer Service and Community)</b></p>	<p>To provide the Committee with an update regarding customer interactions within the Customer Service team and high contact service areas for 1 October to 31 December 2026. To review the progress against the Customer Experience Strategy (Year 2). To provide the Committee with the fina Customer Experience Strategy Year 3 action plan for 2027/28.</p>		

## Unscheduled Items

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Report title	Issue	Originated	Corporate Priority
Lincolnshire Fire & Rescue 'Firestoppers' Presentation	To update the Committee on the work of the Lincolnshire Fire & Rescue team	10/12/2025	Connecting Communities
Disabled Facilities Grant update	To update on the Disabled Facilities Grant		Connecting Communities Effective Council
SKDC's Domestic Abuse Officer - Presentation	A presentation to be given on the role of SKDC's Domestic Abuse Officer.	6 May 2026	
CCTV Operations Report	A report outlining the costs, staffing model, downtime, and geographical hotspots of the CCTV operations.	6 May 2026	Effective Council

### The Committee's Remit

The remit of the Rural and Communities Overview and Scrutiny Committee will be to work alongside Cabinet Members to assist with the development of policy and to scrutinise decisions in respect of, but not limited to:

- Allotments
- Anti-social behaviour, community safety and local policing
- Benefit claims
- Community engagement & cohesion
- Community funding and volunteering
- Community right to bid
- Community well-being
- Customer services
- Disabled facilities grant
- Equality and diversity
- Parish and town council liaison
- Public conveniences
- Safeguarding and individual wellbeing
- Shop front designs and funding
- Street furniture