

# Rural and Communities Overview and Scrutiny Committee



SOUTH  
KESTEVEN  
DISTRICT  
COUNCIL

Wednesday, 12 March 2025 at 10.00 am  
Council Chamber - South Kesteven House, St. Peter's Hill,  
Grantham. NG31 6PZ

**Committee Members:** Councillor Nikki Manterfield (Chairman)  
Councillor Steven Cunnington (Vice-Chairman)  
Councillor Pam Byrd, Councillor James Denniston, Councillor Richard Dixon-Warren, Councillor Robert Leadenham, Councillor Habibur Rahman, Councillor Vanessa Smith and Councillor Peter Stephens

## 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 of the meeting held 13 February 2025** (Pages 3 - 12)

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01476 406080

**Karen Bradford, Chief Executive**  
[www.southkesteven.gov.uk](http://www.southkesteven.gov.uk)

5. **Minutes of the Joint Meeting of the Rural and Communities Overview and Scrutiny Committee and the Environment Overview and Scrutiny Committee held 9 December 2024** (Pages 13 - 20)
6. **Updates from the previous meeting** (Page 21)  
To receive updates on actions agreed at the previous meeting.
7. **Announcements or updates from the Leader of the Council, Cabinet Members or the Head of Paid Service**
8. **Crime Disorder, Local Partnership Working and CCTV Update (Presentation)**
9. **Cost of Living Team update** (Pages 23 - 34)  
The purpose of this report is to provide the Committee with an update regarding Household Support Fund, and the wrap around support provided by the Cost of Living team. This will detail the activity undertaken by the team, number of residents supported, value of support provided and an update regarding District, County and National activities.
10. **Customer Service Update Q3 2024/25** (Pages 35 - 41)  
The purpose of this report is to provide the Committee with an update regarding customer interactions within the Customer Service team and high contact service areas for Q3 2024/25 and call handling up to 31 December 2024.
11. **Customer Experience Strategy - Review and Consultation** (Pages 43 - 64)  
The purpose of this report is to provide the Committee with an update regarding the review of the existing Customer Experience Strategy and launch of public consultation.
12. **Work Programme 2024 - 2025** (Pages 65 - 66)  
To receive the Work Programme for 2024 – 2025.
13. **Any other business which the Chairman, by reason of special circumstances, decides is urgent**