

Rural and Communities Overview and Scrutiny Committee



SOUTH
KESTEVEN
DISTRICT
COUNCIL

Thursday, 16 October 2025 at 10.00 am
Council Chamber - South Kesteven House, St. Peter's Hill,
Grantham. NG31 6PZ

Committee Members: Councillor Nikki Manterfield (Chairman)
Councillor Rhea Raysia (Vice-Chairman)
Councillor James Denniston, Councillor Richard Dixon-Warren, Councillor Tim Harrison, Councillor Robert Leadenham, Councillor Habib Rahman, Councillor Lee Steptoe and Vacancy (Conservative)

Agenda

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

- 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
- Apologies for absence**
- Disclosure of Interest**
Members are asked to disclose any interest in matters for consideration at the meeting.

4. **Minutes of the meeting held on 9 July 2025** (Pages 3 - 14)
5. **Updates from the previous meeting** (Pages 15 - 16)
To receive updates on actions agreed at the previous meeting.
6. **Announcements or updates from the Leader of the Council, Cabinet Members or the Head of Paid Service**
7. **Customer Service Update - Quarter 1 (2025/26)** (Pages 17 - 22)
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 Quarter 1 during 2025/26
8. **Welfare and Financial Advice Team Update** (Pages 23 - 52)
The purpose of this report is to provide the Committee with an update regarding the support issued as part of Household Support Fund during Q1 2025/26, and the wrap around support provided by the Welfare and Financial Advice 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.
9. **Customer Experience Strategy2025 to 2029 - Action Plan** (Pages 53 - 92)
To introduce the Customer Experience Strategy 2025 to 2029 and subsequent action plan which will be presented to this committee every 6 months to ensure a commitment to supporting the delivery of the customer charter, priorities, and approach to customer experience across Council services.
10. **Equality, Diversity and Inclusion Annual Position Statement 2024** (Pages 93 - 110)
The purpose of this report is to provide an overview of the requirements placed upon the Council in relation to the publication of equality information and to offer Members the opportunity to consider the draft 2024 Equality, Diversity and Inclusion Annual Position Statement.
11. **Corporate Enforcement Policy** (Pages 111 - 157)
To provide a new draft Corporate Enforcement Policy for consideration.
12. **Work Programme 2025 - 2026** (Pages 159 - 162)
To receive the Work Programme for 2025 – 2026
13. **Any other business which the Chairman, by reason of special circumstances, decides is urgent**