

Rural and Communities Overview and Scrutiny Committee 2025/26

WORK PROGRAMME

REPORT TITLE	OFFICER	PURPOSE	ORIGINATED/COMMITTEE HISTORY DATE(S)	CORPORATE PRIORITY
16 OCTOBER 2025				
LCC Health Scrutiny Committee update		Update provided by Cllr Morgan		
Customer Service Update Q1 2025/26	Claire Moses, Head of Service (Revenues, Benefits, Customer Service and Community)	To provide the Committee with an update regarding customer interactions within the Customer Service team and high contact service areas for Q1 2024/25		Effective Council
Welfare & Financial Advice Team update - Q1 2025/26	Head of Service (Revenues, Benefits, Customer Service and Community)	To provide the Committee with an update regarding the Household Support Fund (Q1 and 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		Enabling economic opportunities Effective council
10 December 2025				
Customer Service Update Q2 2025/26	Head of Service (Revenues, Benefits, Customer Service and Community)	To provide the Committee with an update regarding customer interactions within the Customer		Effective Council

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		Service team and high contact service areas for Q2 2024/25.		
Welfare & Financial Advice Team update – Q2 2025/26	Head of Service (Revenues, Benefits, Customer Service and Community)	To provide the Committee with an update regarding the Household Support Fund (Q2 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		Enabling economic opportunities Effective council

27 January 2026

Customer Service Update Q3 2025/26	Head of Service (Revenues, Benefits, Customer Service and Community)	To provide the Committee with an update regarding customer interactions within the Customer Service team and high contact service areas for Q3 2024/25		Effective Council
Welfare & Financial Advice Team update – Q3 2025/26	Head of Service (Revenues, Benefits, Customer Service and Community)	To provide the Committee with an update regarding the Household Support Fund (Q3 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		Enabling economic opportunities Effective council

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		supported, value of support provided and an update regarding District, County and National activities		

Unscheduled Items

Report title	Issue	Originated	Corporate Priority

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