

# Rural and Communities Overview and Scrutiny Committee 2025/26

## WORK PROGRAMME

| REPORT TITLE   | OFFICER  | PURPOSE   | ORIGINATED/COMMIITEE HISTORY DATE(S) | CORPORATE PRIORITY                                       |
|--|--|---|--------------------------------------|--|
| <b>27 January 2026</b>   |  |   |                                      |  |
| <b>Customer Service Update Q3 2025/26</b>                      | 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 Q3 2024/25  |                                      | Effective Council  |
| <b>Welfare &amp; Financial Advice Team update – Q3 2025/26</b> | Claire Moses, 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<br><br>Effective council |
| <b>Community Engagement Strategy Action Plan Update</b>        | Carol Drury (Community Engagement Manager)   | This report will provide an overview of activities and events which have been carried out to meet the Council's commitment to community engagement as outlined in the Community Engagement and Development  |                                      | Effective council<br>Connecting Communities              |

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|--|--|--|---|-----------------------|
|  |  | Strategy – Our People, Our Place 2024-2027. The report also provides an overview of plans to review and update the Strategy and its Action Plan. |   |                       |
| <b>Food Health and Safety Enforcement Workplan</b> | Ayeisha Kirkham, Head of Service (Public Protection) | To bring the annual workplan to Rural OSC for awareness and noting.  |   | Effective Council     |
| <b>24 March 2026</b>                               |  |  |   |                       |
|  |  |  |   |                       |

## Unscheduled Items

| Report title | Issue | Originated | Corporate Priority |
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### **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