

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		
Age Friendly Communities Findings and Baseline Profile	Beth Goodman (Physical Activity & Wellbeing Lead)	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
Equality, Diversity and Inclusion Annual Position Statement 2026	Carol Drury (Community Engagement Manager)	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
Crisis and Resilience Fund - 1 July to 31 August 2026 performance	Claire Moses, Head of Service (Revenue, Benefits, Customer Service and Community)	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
Welfare and Financial Advice Team update – (Quarter One) – 1	Claire Moses, Head of Service (Revenue, Benefits, Customer Service and Community)	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

April to 30 June 2026 performance		to 30 June 2026). To review the progress against the 2026/27 action plan		
Customer Service Update (Quarter One) - 1 April to 30 June 2026 performance	Claire Moses, Head of Service (Revenue, 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 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
8 December 2026				
Crisis and Resilience Fund - 1 September to 31 October 2026 and Year 2 planning	Claire Moses, Head of Service (Revenue, Benefits, Customer Service and Community)	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
Welfare and Financial Advice Team update - Quarter 2 (1 July to 30 September 2026). To review the progress of the	Claire Moses, Head of Service (Revenue, Benefits, Customer Service and Community)	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		

Welfare and Financial Advice Team action plan for 2026/27		Financial Advice Team action plan for 2026/27		
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	Claire Moses, Head of Service (Revenue, 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 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.		
13 January 2027				
South Kesteven Health and Wellbeing Action Plan	Beth Goodman (Physical Activity and Wellbeing Lead)	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
Armed Forces Covenant Update Report 2026	Debbie Nicholls, Armed Forces Covenant Officer	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.		
2 March 2027				
Crisis and Resilience Fund - 1 November 2026 to 31 January 2027 and Year 2 planning for 2027/28 scheme	Claire Moses, Head of Service (Revenue, Benefits, Customer Service and Community)	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		
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	Claire Moses, Head of Service (Revenue, Benefits, Customer Service and Community)	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>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</p>	<p>Claire Moses, Head of Service (Revenue, Benefits, Customer Service and Community)</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

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