

**Stronger Communities Select Committee  
Work Programme  
2019/20**

Item	Deadline	Progress and Comments	Programme of Meetings
"What are our customers telling us?"	Quarterly report of customer satisfaction and feedback		2 <sup>nd</sup> July 2019 1 <sup>st</sup> October 2019
Digital Inclusion	July report on project progress and future strategy October strategy update January strategy update April strategy update		21 <sup>st</sup> January 2020 21 <sup>st</sup> April 2010
Universal Credit and its impacts on our customers and services	July - Initial findings and recommended actions from the officer working group January – further findings, review of previous recommended actions and further recommendations.		
<b>New</b> Customer Service Strategy	Presentation to October meeting and quarterly update on key objectives thereafter		
Data insight led review of customer service outlets	Report to January meeting with options and recommendations for short, medium and long-term options		
Service reviews as a result of performance concerns	TBD		