

**Stronger Communities Select Committee
Work Programme 2019/20
Chairman: Councillor Y Knight**

No.	Item	Deadline	Progress and Comments	Programme of Meetings
1.	“What are our customers telling us?”	Quarterly report of customer satisfaction and feedback	02 July 2019 – completed	02 July 2019 01 October 2019 21 January 2020 21 April 2020
2.	Digital Inclusion	July report on project progress and future strategy October strategy update January strategy update April strategy update	02 July 2019 – completed	
3.	Universal Credit and its impact 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.	02 July 2019 – completed	
4.	Customer Service Strategy	Presentation to October meeting and quarterly update on key objectives thereafter		
5.	Data insight led review of customer service outlets	Report to January meeting with options and recommendations for short, medium and long-term options		
6.	Service reviews as a result of performance concerns	TBD		
7.	Six-month report on the work of the Council-funded Police Officers	Report at July meeting	02 July 2019 – completed	

8.	Annual Review of work undertaken to address needs of the ageing population	Report at July meeting	02 July 2019 – completed	
9.	Item to discuss questions for Police Commander at October meeting	Preparation for October meeting		
10.	Community Safety Partnership annual report and review of the district Strategic Intelligence Assessment	Annual Reporting (October)		
11.	District Police Commander – Police Priorities and Q&A	Annual presentation (October)		
12.	New Cultural Strategy Presentation	October		
13.	Epping Forest Youth Council presentation on project delivery for 2019/20 and request for project budget for 2020/21 (precedes report to O&S)	October		
14.	Health and Wellbeing Strategy – To consider outcomes for the district			
15.	Police, Fire and Crime Commissioner to report on local volunteer police officer provision in the district			
16.	'Neighbourhood Group' feedback, especially in relation to mental health issues.			