

**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 01 October 2019 – completed	02 July 2019 01 October 2019
2.	Digital Inclusion	July report on project progress and future strategy October strategy update February strategy update April strategy update	02 July 2019 – completed 01 October 2019 – completed	04 February 2020 21 April 2020
3.	Universal Credit and its impact on our customers and services	July 2019 - Initial findings and recommended actions from the officer working group February 2020 – further findings, review of previous recommended actions and further recommendations.	02 July 2019 – completed	
4.	Customer Service Strategy	Presentation to October 2019 meeting and quarterly update on key objectives thereafter	01 October 2019 – completed	
5.	Data insight led review of customer service outlets	Report to February 2020 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 to July 2019 meeting	02 July 2019 – completed	

8.	Annual Review of work undertaken to address needs of the ageing population	Report at July 2019 meeting	02 July 2019 – completed	
9.	Item to discuss questions for District Police Commander presentation	Preparation at 1 October 2019 meeting for presentation at 04 February 2020		
10.	Community Safety Partnership annual report and review of the district Strategic Intelligence Assessment	Annual Report to 04 February 2020 meeting		
11.	Presentation on new Cultural Strategy	04 February 2020 meeting		
12.	Health and Wellbeing Strategy – To consider outcomes for the district	Report to 21 April 2020		
13.	Presentation on Community Champions Programme	Presentation at 04 February 2020 meeting		
	NEW ITEMS Oct 2019			
	A review on Sheltered Housing			
	A presentation from a Loughton based group called GROW Community Garden which help people who are socially isolated			
	A Group/Organisation that could give a presentation of Post Traumatic Stress Disorders and the people who it affected			