

**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 04 February 2020 21 April 2020	02 July 2019 01 October 2019 04 February 2020 21 April 2020
2.	Digital Inclusion	July report on project progress and future strategy October 2019 strategy update February 2020 strategy update April 2020 strategy update	02 July 2019 – completed 01 October 2019 – completed 04 February 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 04 February 2020	
4.	Customer Service Strategy	Presentation to October 2019 meeting and quarterly update on key objectives thereafter	01 October 2019 – completed 04 February 2020 21 April 2020	
5.	Six-month report on the work of the Council-funded Police Officers	Report to 02 July 2019. Deferred until 21 April 2020.	02 July 2019 – completed 21 April 2020	
6.	Annual Review of work undertaken to address needs of the ageing population	Report to July 2019	02 July 2019 – completed	
7.	Presentation from the District Police Commander	04 February 2020		

8.	Community Safety Partnership annual report and review of the district Strategic Intelligence Assessment	Annual Report to 04 February 2020.	04 February 2020	
9.	Presentation on new Cultural Strategy		04 February 2020	
10.	Health and Wellbeing Strategy – To consider outcomes for the district	Report to 21 April 2020	21 April 2020	
11.	Presentation on Community Champions Programme	Presentation to 04 February 2020.	04 February 2020	
12.	A review on Sheltered Housing	Report to 21 April 2020	21 April 2020	
	Items for 2020/21			
1.	Data insight led review of customer service outlets	Report to deferred until the next municipal year. Options and recommendations for short, medium and long-term options	2020/2021	
2.	Service reviews as a result of performance concerns	TBD	2020/2021	
3.	A Group/Organisation to give a presentation on Post Traumatic Stress Disorders and who it affected		2020/2021	
4.	Presentation from the Loughton based group GROW Community Garden who help people who are socially isolated		2020/2021	