

**Stronger Communities Select Committee  
Work Programme 2020/21  
Chairman: Councillor D Sunger**

No.	Item	Meeting Date	Progress and Comments	Programme of Meetings
1.	Presentation from the Loughton based group GROW Community Garden who help people who are socially isolated	<del>21 July 2020</del>	Organised by Cllr D Wixley  <b>Completed</b>	<del>21 July 2020</del> <del>15 September 2020</del> 14 January 2021 30 March 2021
2.	Impact of Covid-19 on EFDC's Housing Communities	<del>21 July 2020</del>	Deborah Fenton  <b>Completed</b>	
3.	"What are our customers telling us?"	<del>Q1 - 21 July 2020</del> Q2 - 14 January 2021 Q3 - 30 March 2021 Q4 - 2021/22	Quarterly report of customer satisfaction and feedback <b>Q1 - Completed</b>	
4	Health and Wellbeing Strategy – To consider outcomes for the district	<del>21 July 2020</del>	Fabrizio Ferrari / Gill Wallis  <b>Completed</b>	
5.	Universal Credit and its impact on our customers and services	<del>15 September 2020</del> 30 March 2021	Initial findings and recommended actions from the officer working group 6 monthly report  Rob Pavey	
6.	Customer Service Strategy	<del>15 September 2020</del> 30 March 2021	Update on Key objectives 6 monthly report	

7.	Six-month report on the work of the Council-funded Police Officers	<del>15 September 2020</del> 30 March 2021	Caroline Wiggins	
8.	Digital Inclusion	14 January 2021	Report on project progress and future strategy	
9.	Rough Sleepers	14 January 2021	Progress report on how the Council has been helping those individuals sleeping rough within the District.	
10.	Presentation from the District Police Commander	14 January 2021	Annual Report	
11.	Community Safety Partnership annual report and review of the district Strategic Intelligence Assessment	30 March 2021	Annual Report	
12.	Data insight led review of customer service outlets	30 March 2021	Report to deferred until the next municipal year. Options and recommendations for short, medium and long-term options	
13.	Service reviews as a result of performance concerns	<b>TBC</b>		