



**WATFORD  
BOROUGH  
COUNCIL**

# **OVERVIEW AND SCRUTINY COMMITTEE**

**18 October 2023**

**7.00 pm**

**Rooms 201 and 202, Annexe, Town Hall,  
Watford**

**Contact**

Jodie Kloss

[democraticservices@watford.gov.uk](mailto:democraticservices@watford.gov.uk)

01923 278376

For information about attending meetings please visit the [council's website](#).

**Publication date: 10 October 2023**

# Committee Membership

Councillor A Grimston (Chair)

Councillor F Ezeifedi (Vice-Chair)

Councillors S Ahmed, M Devonish, P Hill, A Khan, P Kloss and T Osborn

*Note: there is one vacancy on this committee.*

## Agenda

### Part A - Open to the Public

**1. Apologies for Absence/Committee Membership**

**2. Disclosure of interests (if any)**

**3. Minutes**

The [minutes](#) of the meeting held on 20 September 2023 to be submitted and signed.

**4. SLM Contract Update (Pages 4 - 19)**

The committee to receive a presentation by representatives of SLM and council officers.

**5. Call-in**

To consider any executive decisions which have been called in by the requisite number of councillors.

**6. Executive/Scrutiny protocol (To Follow)**

Report of the Senior Democratic Services Officer

Report to follow

**7. Other scrutiny meetings - minutes**

The following scrutiny committees and task groups have met since the last meeting of Overview and Scrutiny Committee

- Housing Task Group (meeting 1)

**8. Executive Decision Progress Report (Pages 20 - 23)**

The Scrutiny Committee is asked to review the latest edition of the Executive Decision Progress Report and consider whether any further information is required.

**9. Hertfordshire County Council's Health Scrutiny Committee**

Councillor Grimston, the Council's appointed representative to the County Council's Health Scrutiny Committee to provide an update on the meeting on 12 October 2023.

**10. Work Programme (Pages 24 - 27)**

The scrutiny committee is asked to review the current version of the work programme and consider any additional areas councillors wish to scrutinise.

**11. Date of Next Meeting**

- Wednesday 15 November 2023 7pm

**EVERYONE**

**WBC Scrutiny Meeting  
Sports Development Plan 22-23**

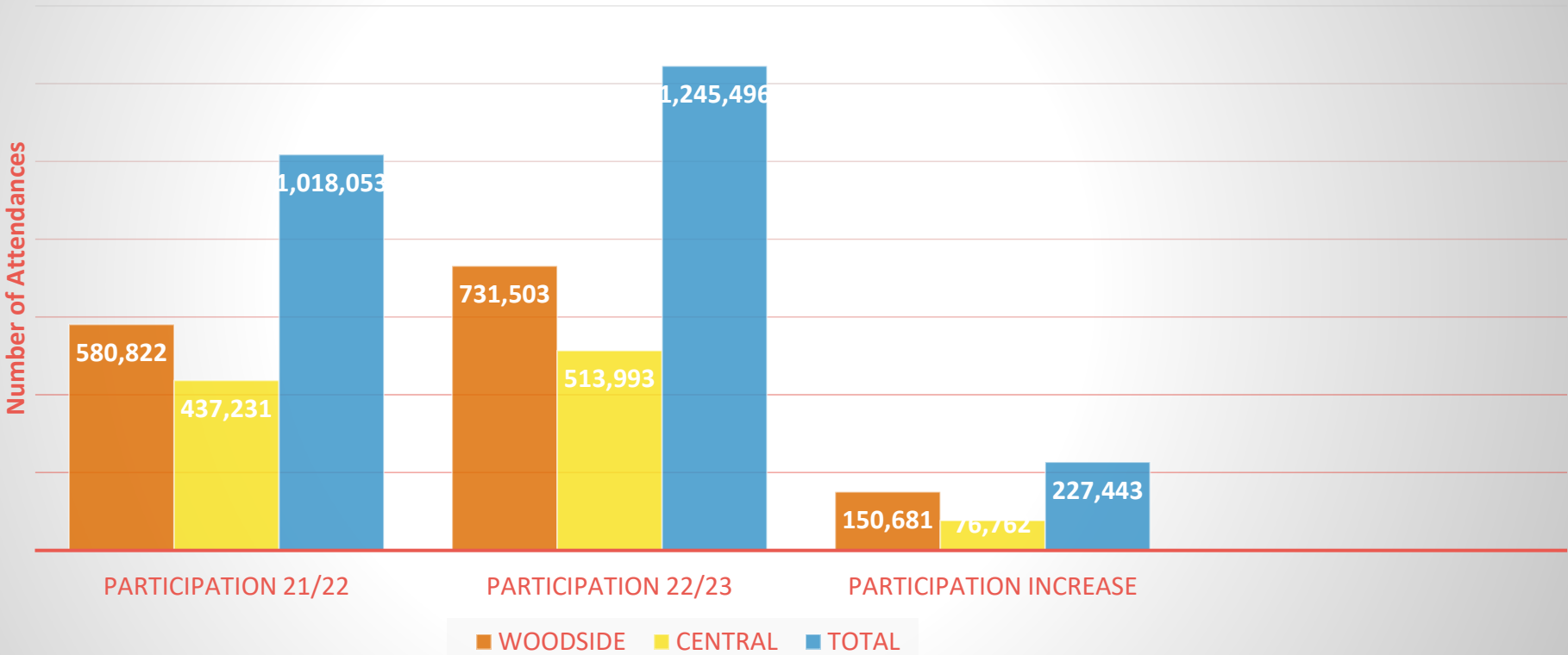
Watford Contract  
18<sup>th</sup> October 2023

# Agenda

- **A more active borough, leading to improved health & wellbeing through increased participation in sport and physical activity by Watford residents.**
- **Increased engagement with specific groups and localities to expand the number and frequency of participation in sport and physical activity**
- **High Quality Services**
- **Delivering long term sustainable and well-maintained leisure facilities**
- **Delivering Safe Services**
- **Providing Local Economic Benefit**
- **Strong & positive engagement with Partners**

# Total Participation

## Total Participation FY2022/23 v FY2021/22

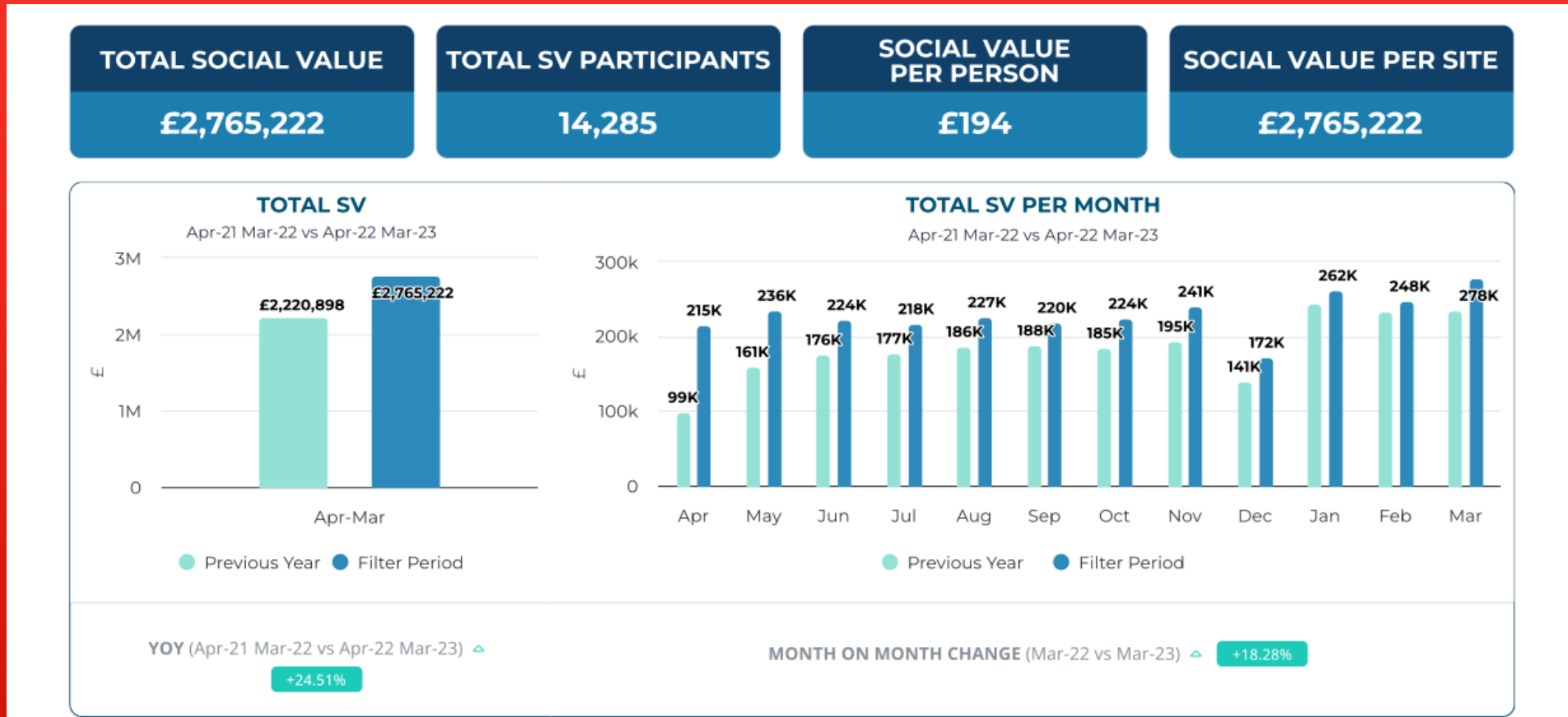


# Contract KPI's YOY

KPI's	Central		Woodside	
	21/22	22/23	21/22	22/23
No on Learn to Swim Scheme 2% increase from Q4	5328	6842	7874	8429
No on the Sports School	22	31	387	274
Fitness Members 2% increase from Q4	10404	13978	16373	20294
% Throughput Watford residents	81%	75%	22%	22%
DD Membership throughput	165154	221377	298112	324369
Concessions throughput	24626	69461	58106	86138
BME throughput	38652	54040	52501	58330
Disabled Throughput	1028	1015	2263	2365
Young Women/Girls throughput	5729	8418	11168	11066
<b>Total</b>	<b>250943</b>	<b>375162</b>	<b>446784</b>	<b>511265</b>

# Social value is a tool that monetises value created by participation in sports/activity in a leisure facility

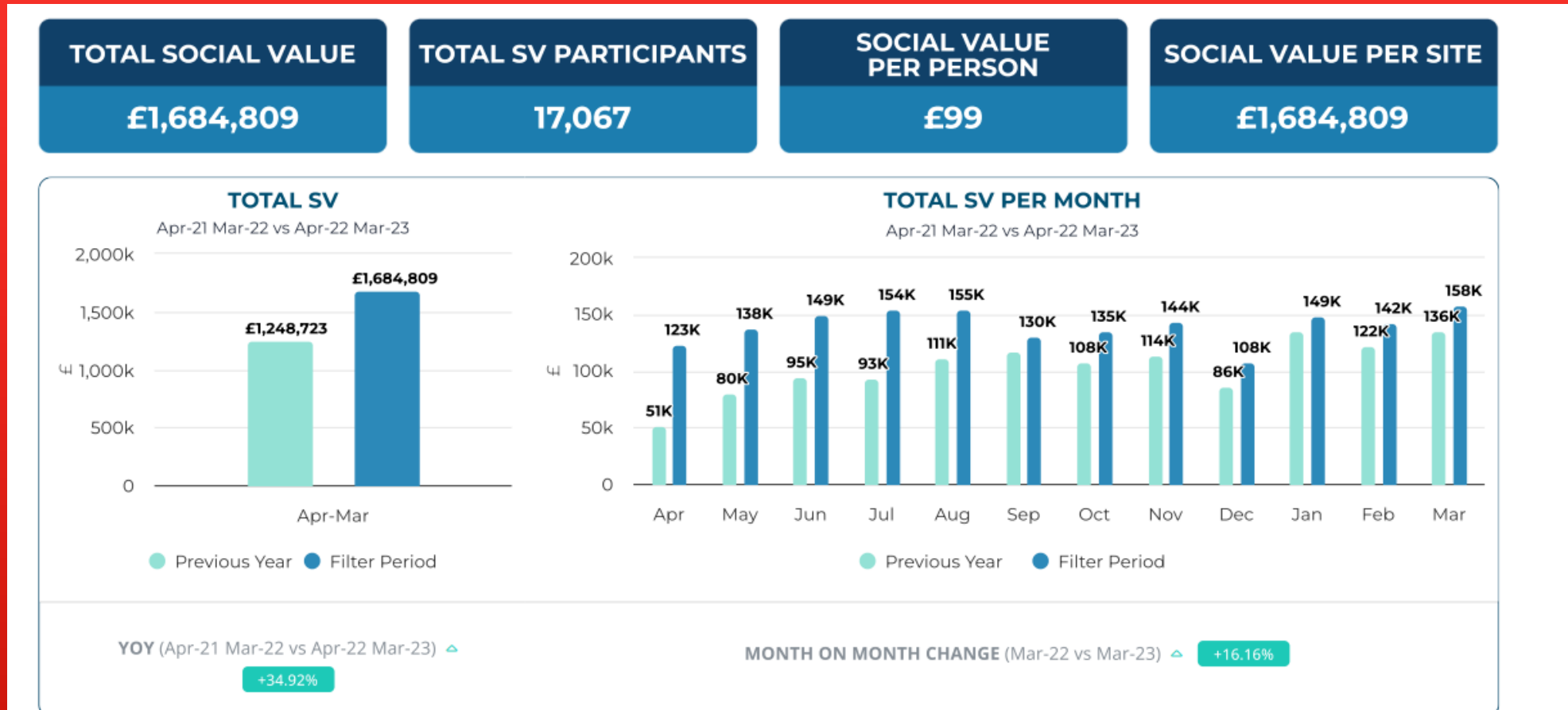
## Woodside

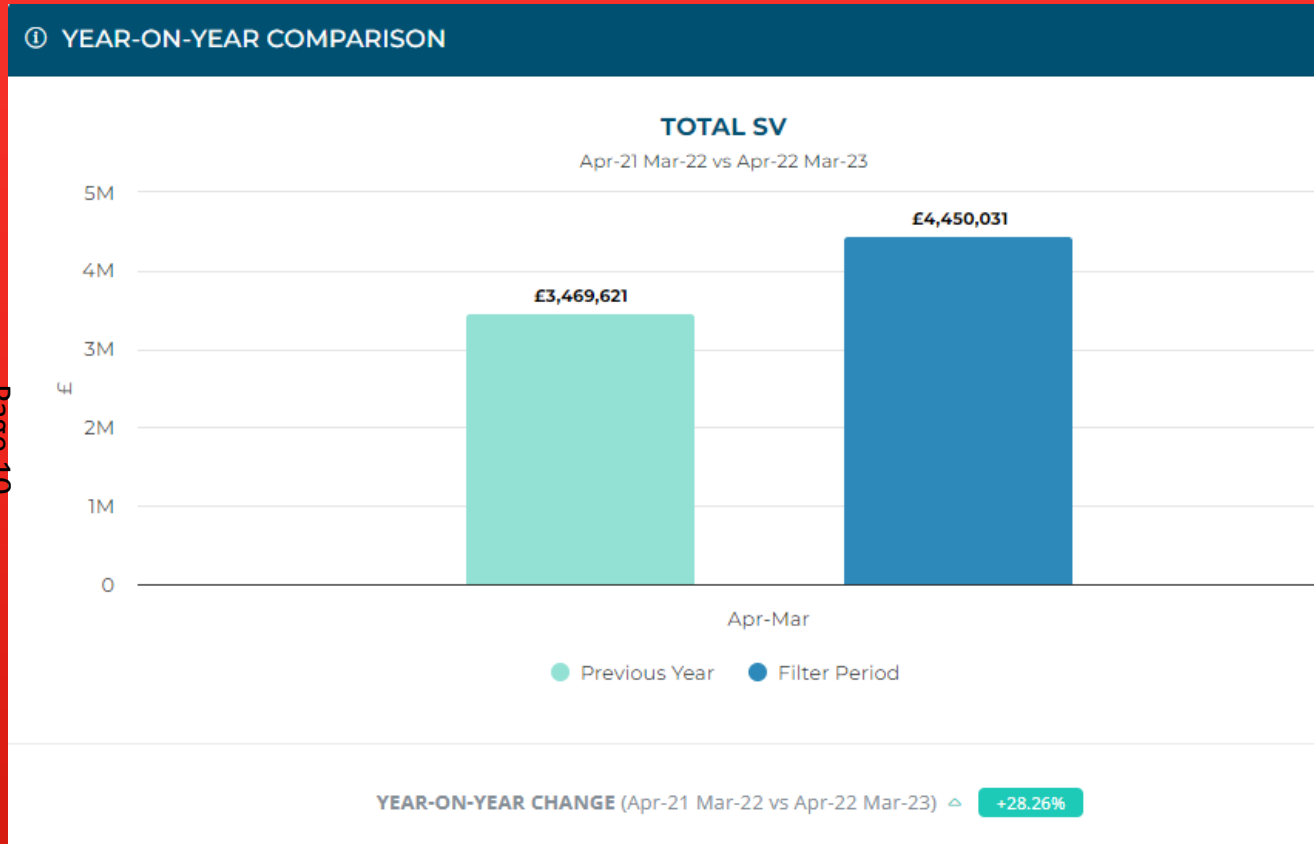




# The Social value can be demonstrated by site as well as the contract

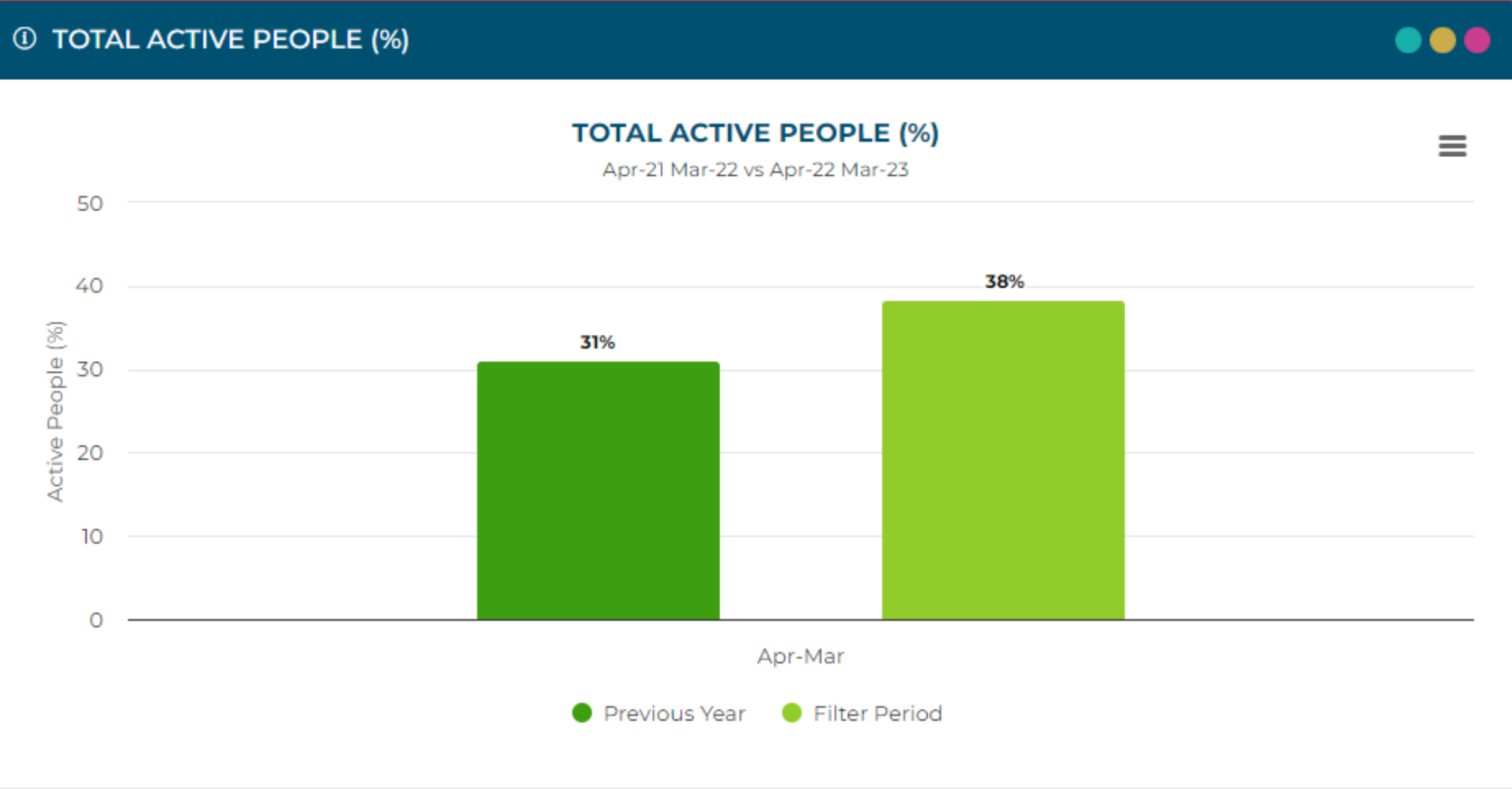
## CENTRAL



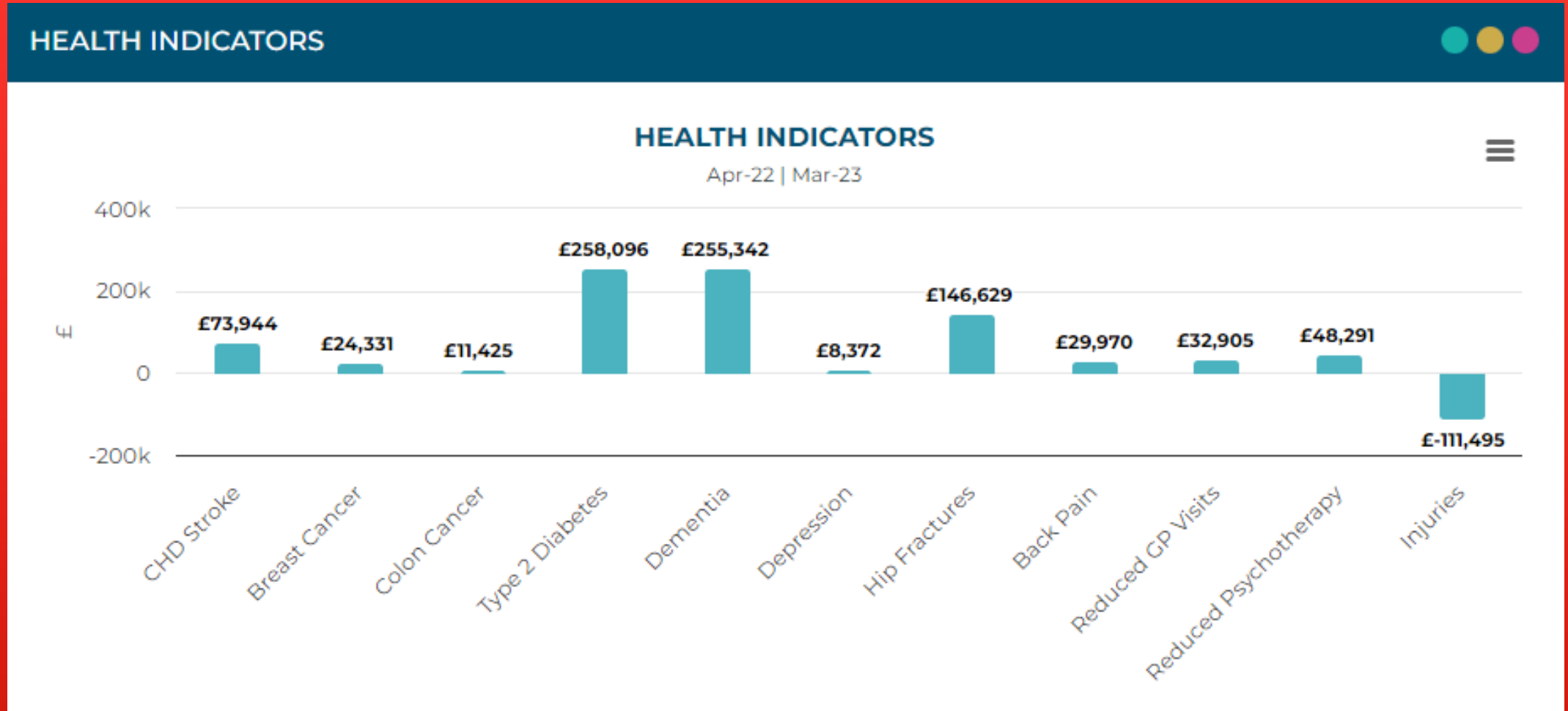


- The social value dashboard indicates Watford Central and Watford Woodside Leisure Centre's social value is £4,450,031 vs the last financial year 2021/22 which was £3,469,621
- This is an increase £980,410 of social value
- A 28% YOY increase

# Moving Communities analysis has shown that the Watford contract has increased the number of active people (150+ mins of moderate activity per week) by 7% compared to FY 2021/22

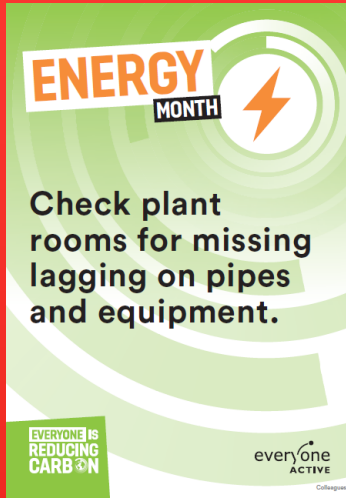


In FY 2022/23 The Watford Contract saved the NHS £889,665 on treatment for the health indicators below



People who are least active are more likely to have ill-health  
Physical activity prevents 900,000 cases of diabetes and 30 million fewer GP visits per year.

COLLEAGUE AWARENESS



SOCIAL MEDIA

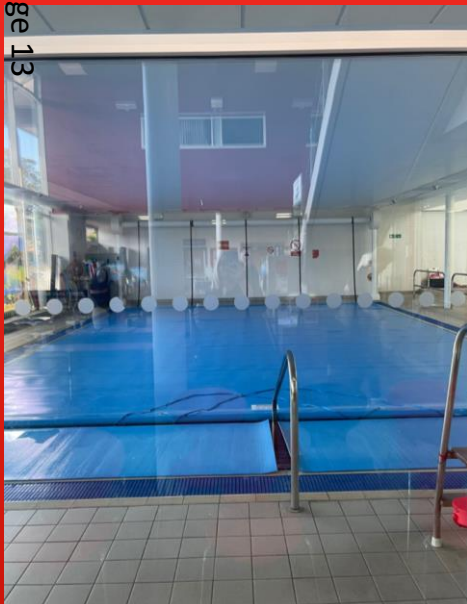


# Net Zero by 2030...

# -16%

## Reduction in Gas and Electricity Consumption

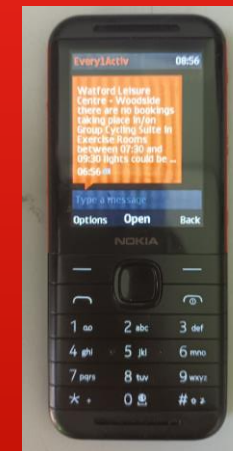
INSTALLATION OF POOL COVERS



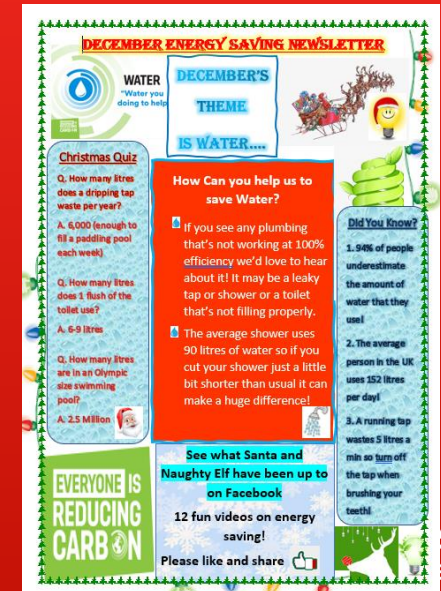
LED LIGHTS AND SENSORS



TEXT ALERTS FOR UNOCCUPIED SPACES



CUSTOMER NEWSLETTERS



# Strong & positive engagement with Partners

## WEIGHT WATCHERS - WM

21

EXPRESSED AN INTEREST

15

PEOPLE SIGNED UP TO THE SCHEME

71%

PEOPLE COMPLETED THE COURSE

3%

TOTAL FAT REDUCTION

1.3KG

BODY FAT LOST

110

COLLECTIVELY ANXIETY OF THE COMPLETERS COMPLETED WEMWEBS SINCE STARTING THE COURSE



25%

CONVERTED MEMBERS

## SHELTERED HOUSING

3

SHELTERED HOUSES

373

ATTENDANCES FROM Q1 TO Q4

46

PEOPLE SIGNED UP TO THE PROGRAMME



5

PEOPLE HAVE COME TO THE CENTRE TO DO AN ACTIVITY

Provided discounted adult and child lessons with Home start



Delivered Baby CPR sessions to parents at Home start

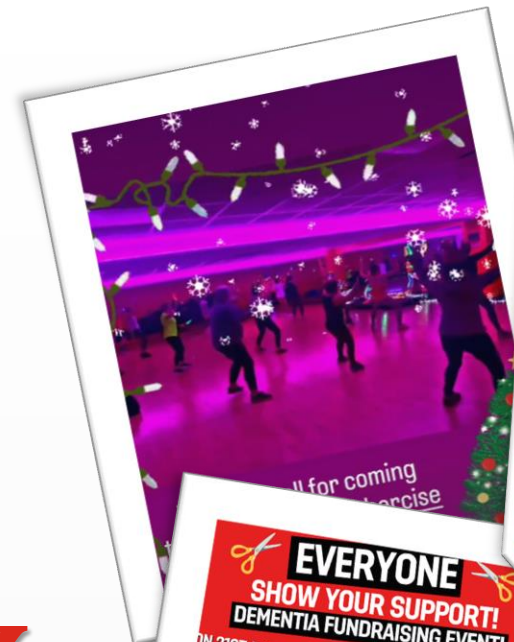
EVERYONE

everyone  
ACTIVE



# CHARITY EVENTS

- Watford Community Fund 2<sup>nd</sup> Charity Golf Event raised over £6k
- Watford Gym Team of the year with Watford Observer
- Raised money for Dementia UK by a Clubbercise Xmas event and one of our colleagues shaved her hair off
- FREE Parkinson's memberships and Getting Together Fund



# The Challenges....

- Utilities
- Trees at Woodside Stadium
- Chemical shortage
- Recruitment



## Looking ahead 2023/24

- Quest at Central
- Sustainability
- Skills Gap Programme with West Herts College
- Continue supporting the Watford Community Fund
- Proposal on Soft Play and Fitness Development at Central

# Highlights 2022/23



**Parent and Toddler Pay and Play Sessions**

Monday 12:30-1:30pm  
Tuesday 1:30-2:30pm

£3.25 per child



3G Pitch Project  
Fortis 1<sup>st</sup> Birthday  
Quest Outstanding retained  
Getting Together Fund  
Watford Contract Open Day

**EVERYONE IS WELCOME**

**WATFORD FAMILY FUN DAY**  
SATURDAY 14TH-SUNDAY 15TH JANUARY 2023 10AM-4PM  
Free Activities available on the day:

Thank you



## **Executive Decision Progress Report**

**From May 2023**

Contact Officer: Jodie Kloss  
Senior Democratic Services Officer

Telephone: 01923 278376

Email: [democraticservices@watford.gov.uk](mailto:democraticservices@watford.gov.uk)

October 2023

All officer decisions are available on the [Officer Decision Register](#) or on the full [Decision Register](#). Only key decisions are shown below. Further information about [forthcoming decisions](#) is available online.

Date key decision is due to be taken and by whom	Proposed decision published in the Notice of Executive Decisions	Details of the proposed decision	Does the decision contain any exempt information requiring it to be considered in private and what are the reasons for this?	Status
5 June 2023 Cabinet	3 May 2023	<a href="#">Business Intelligence Strategy</a>  Lead officer: Liam Hornsby	No	Approved by <a href="#">Cabinet</a> 5 June 2023
5 June 2023 Cabinet	23 May 2023	<a href="#">Conservation Areas Management Plan - Actions 2023-26</a>  Lead officer: Sian Finney-MacDonald	No	Approved by <a href="#">Cabinet</a> 5 June 2023
10 July 2023 Cabinet	3 May 2023	<a href="#">Community Engagement and Participation Strategy</a>  Lead officer: Natalie Frost	No	Approved by <a href="#">Cabinet</a> 10 July 2023
10 July 2023 Cabinet	9 June 2023	<a href="#">Watford's Place Brand and Narrative</a>  Lead officer: Kathryn Robson	No	Approved by <a href="#">Cabinet</a> 10 July 2023

Date key decision is due to be taken and by whom	Proposed decision published in the Notice of Executive Decisions	Details of the proposed decision	Does the decision contain any exempt information requiring it to be considered in private and what are the reasons for this?	Status
4 September 2023 Cabinet	3 August 2023	<a href="#">Communications and Conversations Strategy 2023-26</a>  Lead officer: Kathryn Robson, Marie Power	No	Approved by <a href="#">Cabinet</a> 4 September 2023
4 September 2023 Cabinet	3 August 2023	<a href="#">Letting at Croxley Business Park</a>  Lead officer: Peter Hall	Yes on the grounds that it contains commercially sensitive information.	Approved by <a href="#">Cabinet</a> 4 September 2023
4 September 2023 Cabinet	16 August 2023	<a href="#">UK Shared Prosperity Fund Phase 2 Proposals</a>  Lead officer: Cherie Norris	No	Approved by <a href="#">Cabinet</a> 4 September 2023
2 October 2023 Cabinet	3 August 2023	<a href="#">SW Herts Joint Strategic Plan Vision Report</a>  Lead officer: Jack Green	No	Approved by <a href="#">Cabinet</a> 2 October 2023
2 October 2023 and 17 October 2023 Cabinet and Council	29 September 2023	<a href="#">Annual Review of Fees and Charges</a>  Lead officer: Hannah Doney	No	Approved by <a href="#">Cabinet</a> 2 October 2023  Due to be considered by Council 17 October 2023

Date key decision is due to be taken and by whom	Proposed decision published in the Notice of Executive Decisions	Details of the proposed decision	Does the decision contain any exempt information requiring it to be considered in private and what are the reasons for this?	Status
30 October 2023 Cabinet	29 September 2023	<a href="#">Voluntary Sector Commissioning Framework</a>  Lead officer: Semeta Bloomfield	No	-
30 October 2023 Cabinet	29 September 2023	<a href="#">Continuous Improvement Framework</a>  Lead officer: Liam Hornsby	No	-
30 October 2023 Cabinet	29 September 2023	<a href="#">Community Engagement and Participation Strategy</a>  Lead officer: Natalie Frost	No	-
30 October 2023 Cabinet	3 August 2023	<a href="#">Local lettings plan – Local Authority Housing Fund</a>  Lead officer: Kelly Hawley	No	-
27 November 2023 Cabinet	9 June 2023	<a href="#">Collaboration and Commercial Strategy</a>  Lead officer: Christella Menson	No	-

**Overview and Scrutiny Committee**

**2023/2024 draft work programme**

Date	Publishing	Topics	Type of item	Speakers
21 June	13 June	<ul style="list-style-type: none"> <li>• OSC work programme 2023/24</li> <li>• Customer Experience Strategy</li> <li>• Report-it update</li> </ul>	<ul style="list-style-type: none"> <li>• Scrutiny business</li> <li>• Service performance</li> <li>• Service performance</li> </ul>	<ul style="list-style-type: none"> <li>• Jodie Kloss (Senior Democratic Services Officer)</li> <li>• Liam Hornsby (Associate Director of Corporate and Customer Services), Michelle Carty (CSC Operations)</li> <li>• Lee Anderson (Digital Improvement Manager)</li> </ul>
19 July	11 July	<ul style="list-style-type: none"> <li>• Council Plan and performance update (Quarter 4 2022/23)</li> <li>• Establishment of task group - housing</li> </ul>	<ul style="list-style-type: none"> <li>• Performance and delivery monitoring</li> <li>• Review of outside organisations</li> </ul>	<ul style="list-style-type: none"> <li>• Liam Hornsby (Associate Director of Corporate and Customer Services), Lee Pound (Executive Head of HR and OD), Claire Dow (Intelligence, Performance and Improvement Lead)</li> <li>• Jodie Kloss (Senior Democratic Services Officer)</li> </ul>
20 September	12 September	<ul style="list-style-type: none"> <li>• Council Plan and performance update (Quarter 1 2023/24)</li> </ul>	<ul style="list-style-type: none"> <li>• Performance and delivery monitoring</li> </ul>	<ul style="list-style-type: none"> <li>• Liam Hornsby (Associate Director of Corporate and Customer Services), Lee Pound (Executive Head of HR and OD), Claire Dow ((Intelligence, Performance and Improvement Lead)</li> </ul>



		<ul style="list-style-type: none"> <li>Spotlight on service delivery – waste and recycling.</li> <li>Local response to the cost-of-living crisis</li> </ul>	<ul style="list-style-type: none"> <li>Service performance</li> <li>Review of outside organisations and partnerships</li> </ul>	<ul style="list-style-type: none"> <li>Associate Director of Environment and Service Delivery Leads</li> <li>Representatives from Citizens' Advice, W3RT and Elim Church</li> </ul>
18 October	10 October	<ul style="list-style-type: none"> <li>SLM contract update</li> <li>Executive-Scrutiny protocol</li> </ul>	<ul style="list-style-type: none"> <li>Service performance</li> <li>Scrutiny business</li> </ul>	<ul style="list-style-type: none"> <li>Paul Stacey (Associate Director of Environment), Semeta Bloomfield (Community Commissioning Lead), Julietta Federico (Contract and Relationship Manager)</li> <li>Jodie Kloss (Senior Democratic Services Officer)</li> </ul>
15 November	7 November	<ul style="list-style-type: none"> <li>Update on hospital development</li> <li>Watford Business Park</li> <li>Establishment of task group</li> </ul>	<ul style="list-style-type: none"> <li>Review of outside organisations and partnerships</li> <li>Service review</li> <li>Policy development</li> </ul>	<ul style="list-style-type: none"> <li>Representatives from WHTHT</li> <li>Lauren Sharkey (Property Development Project Manager), Peter Hall (Associate Director of Property and Asset Management)</li> <li>Jodie Kloss (Senior Democratic Services Officer)</li> </ul>
13 December	5 December	<ul style="list-style-type: none"> <li>Council Plan and performance update (Quarter 2 2023/24)</li> </ul>	<ul style="list-style-type: none"> <li>Performance and delivery</li> </ul>	<ul style="list-style-type: none"> <li>Liam Hornsby (Associate Director of Customer and Corporate Services), Lee Pound (Executive Head of HR and OD), Claire Dow (Intelligence, Performance and</li> </ul>

		<ul style="list-style-type: none"> <li>Spotlight on service delivery – street cleansing</li> </ul>	<p>monitoring</p> <ul style="list-style-type: none"> <li>Service performance</li> </ul>	<p>Improvement Lead)</p> <ul style="list-style-type: none"> <li>Associate Director for Environment and Service delivery leads</li> </ul>
31 January	23 January	<ul style="list-style-type: none"> <li>Update on recommendations of Sustainability Strategy Task Group</li> <li>Update on recommendations of the Sustainable Transport Strategy Task Group</li> <li>Update on the Electric Vehicle Task Group</li> <li>Performance of the high street</li> </ul>	<ul style="list-style-type: none"> <li>Scrutiny business</li> <li>Scrutiny business</li> <li>Scrutiny business</li> <li>Review of outside organisations and partnerships</li> </ul>	<ul style="list-style-type: none"> <li>Alan Gough (Director of Partnerships), Susheel Rao (Sustainability Officer)</li> <li>Ben Martin (Associate Director of Planning, Infrastructure and Economy)</li> <li>Ben Martin (Associate Director of Planning, Infrastructure and Economy)</li> <li>Representatives of the BID and Atria</li> </ul>
21 February	13 February	<ul style="list-style-type: none"> <li>Community Safety Partnership</li> <li>Task group final report</li> </ul>	<ul style="list-style-type: none"> <li>Review of outside organisations and partnerships</li> <li>Scrutiny business</li> </ul>	<ul style="list-style-type: none"> <li>Liam Fitzgerald (Community Safety Manager) and CSP partners</li> <li>Jodie Kloss (Senior Democratic Services Officer)</li> </ul>

13 March	7 March	<ul style="list-style-type: none"> <li>• Council Plan and performance update (Quarter 3 2023/24)</li> <li>• Spotlight on service delivery</li> </ul>	<ul style="list-style-type: none"> <li>• Performance and delivery monitoring</li> <li>• Service performance</li> </ul>	<ul style="list-style-type: none"> <li>• Liam Hornsby (Associate Director of Customer and Corporate Services), Lee Pound (Executive Head of HR and OD), Claire Dow (Intelligence, Performance and Improvement Lead)</li> <li>• Associate Director and Service Delivery Leads (TBC)</li> </ul>
----------	---------	--	--	---

#### Other items for longer-term planning:

- Briefing on the Parking Service and contract (arranged for October 2023)
- Recruitment and retention at WBC
- Update on the BID
- Visit Herts
- Shared services (St Albans/ Three Rivers)
- Voluntary Sector Commissioning Framework (End of Year Report – 2022-2023)
- Neighbourhood Locality Fund process review (2024/25)
- Review of CCTV service (2024/25)
- Affinity Water