



**WATFORD
BOROUGH
COUNCIL**



OVERVIEW AND SCRUTINY COMMITTEE

16 November 2022

7.00 pm

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

Contact

Jodie Kloss

democraticservices@watford.gov.uk

01923 278376

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

Publication date: 8 November 2022

Committee Membership

Councillor T Osborn (Chair)

Councillor F Ezeifedi (Vice-Chair)

Councillors S Ahmed, S Feldman, P Kloss, R Martins, K Rodrigues, J Stiff and M Turmaine

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 19 October 2022 to be submitted and signed.

4. Other scrutiny meetings - minutes

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

- Sustainability Strategy Task Group

5. Voluntary Sector Strategy (Pages 4 - 14)

Report of the Contract and Partnership Manager

6. ICT Strategy (Pages 15 - 17)

The committee to receive a presentation of the Associate Director of ICT and Shared Services.

A report is also attached.

7. Executive Decision Progress Report (Pages 18 - 22)

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

8. Hertfordshire County Council's Health Scrutiny Committee

There have been no meetings of the Health Scrutiny Committee since the last meeting of Overview and Scrutiny Committee.

9. Work Programme (Pages 23 - 26)

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

10. Date of Next Meeting

- Wednesday 14 December 2022

Agenda Item 5

Report to: Overview and Scrutiny Committee (OSC)

Date of meeting: 16 November 2022

Report author: Contract & Partnership Manager

Title: Review of the Voluntary Sector Strategy and Watford and Three Rivers Trust (W3RT) Overview and Scrutiny Committee and recommendations

1.0 Summary

- 1.1 The appendix to this report provides an update on the progress and implementation of the Voluntary and Community Strategy (VC Strategy) and OSC Task Group review of the Watford and Three Rivers Trust (W3RT).
- 1.2 The council adopted the VC Strategy on 9 November 2020 which contained 24 recommendations.
- 1.3 The VC Strategy focused on moving forward from the Covid-19 pandemic. The strategy has 4 themes:
1. Post-Covid Recovery and Renewal
 2. Engaging Volunteers
 3. Diversifying Funding
 4. Information Sharing
- 1.4 The appendix also reflects the findings of the Member-led Watford and Three Rivers Trust Task Group which presented its final report to the Overview and Scrutiny Committee on 22 October 2020 which contained eight recommendations.
- 1.5 Progress against the recommendations has been monitored via the regular liaison meetings between W3RT and WBC officers.
- 1.6 All recommendations are now actioned and closed

2.0 Risks

2.1

Nature of risk	Consequence	Suggested Control Measures	Response (treat, tolerate, terminate or transfer)	Risk Rating (combination of severity and likelihood)
Voluntary Sector recommendations are not delivered	The wellbeing of vulnerable residents will be detrimentally affected by a less resourced, less informed and less coordinated Voluntary and Community Sector	Detailed delivery plan developed	Treat	2 x 2 = 4

3.0 Recommendations

- To review the progress against all recommendations and close the report. On-going monitoring arrangements will continue through Partnership meetings

Further information:

Julietta Federico – Contract & Partnership Manager

julietta.federico@watford.gov.uk

Report approved by: Paul Stacey Associate Director of Environment

4 Implications

4.1 Financial

4.1.1 The Shared Director of Finance comments that there are no financial implications for the Council arising from adopting the Voluntary and Community Strategy.

4.2 Legal Issues

4.2.1 The Group Head of Democracy and Governance comments that there are no legal implications.

4.3 Equalities, Human Rights and Data Protection (Extract from November 2020 Cabinet report)

4.3.1 In November 2020, an equalities impact analysis was undertaken. The main conclusions of that analysis is that the strategy will actively aim to eliminate discrimination, harassment, victimisation, or any other conduct that is prohibited by or under the Equality Act 2010, advance equality of opportunity, and foster good relations between people.

4.4 Staffing

4.4.1 There are no changes to staffing arrangements identified in this report.

4.5 Accommodation

4.5.1 There are no changes identified in this report relating to WBC office/town hall accommodation.

4.6 Community Safety/Crime and Disorder

4.6.1 There are no Community Safety/Crime and Disorder issues identified in this report.

4.7 Sustainability

4.7.1 There are no Sustainability issues identified in this report.

Appendices

1. Voluntary and Community Sector Strategy & OSC Task Group review of W3RT – update on the recommendations

Background Papers

- Voluntary and Community Sector Strategy – October 2020

WBC Voluntary Sector Strategy Report

W3RT preliminary observations / responses to recommendations

Recommendation	W3RT Update Oct 2022	Status
Post Covid Recovery and Renewal		
<p>1. Review the Watford Helps triage and referral processes, to clarify the complementary roles of all signposting/social prescribing bodies, i.e. Watford Helps, HertsHelp, the W3RT Wellbeing Hub, Watford’s Healthy Hub, HCNS, Watford Together, Neighbours Together, etc.</p>	<p>Agreed, we regularly review and monitor triaging and referrals and W3RT staff are clear on processes.</p> <p>W3RT has a new referral link on its website for Health and Wellbeing activities and a new database to manage its H&W services, Elemental, which provides data on referral source from its online referral form: https://sites.elementalsoftware.co.uk/app/WeCEOjects/ES-QA.woa/cms/watford_trust_registerstart</p> <p>People can be referred to the project through the H&W referral link also through the tailored Staying Connected project webpages and Digital Inclusion specific form.</p>	<p>Completed in February report</p>
<p>2. Ensure that partners at Hertfordshire County Council-commissioned service HertsHelp have accessible local information to support Watford residents effectively, and ease local services.</p>	<p>W3RT will make sure that its website and future newsletters direct people to the portal to add their information (Request Login Hertfordshire MarketPlace) and that it offers help to any group facing difficulties.</p> <p>It has promoted the HertsHelp portal and has held discussions with HertsHelp to ensure they have good data on Watford groups. They will continue to monitor HCNS and other referrals.</p> <p>They are also launching their own list of local services through Nation Builder and encouraging groups to promote there as well. Thought needs to be given to ensuring they have a clear call to action for local groups around listing their services across multiple platforms.</p>	<p>Completed in February report</p>

<p>3. Consider how to work towards a long-term town-wide strategic approach to respond specifically to issues of social isolation and mental health in the community.</p>	<p>They are resuming meetings of the Watford and Three Rivers Health and Wellbeing Forum, holding regular discussions with the WBC Portfolio Holder for Wellbeing and the Head of Community Protection team. They are also holding monthly meetings with Watford Chamber and other key local groups to align thinking on mental health locally, and have offered to assist and promote the Mental Health steering group discussed at a recent One Watford meeting.</p> <p>W3RT Neighbours Together team have been instrumental in delivering the Watford Pensioner’s Forum to improve awareness among older people and circulating their What’s on Guide. They are also exploring digital version for their What’s on Guide in future.</p> <p>W3RT is an active member of HertsHelp, the Hospital and Community Navigation Service, and Community Help Herts. They have secured funding for the Waiting Well project (supporting people awaiting treatment at Watford General Hospital) and will soon learn about future funding for Getting Together.</p> <p>A member of the W3RT Community Development team is involved with the Dementia Forum and local initiatives and exploring fundraising to support this initiative as well. W3RT staff have previously undertaken dementia awareness training and will conduct a review to see if new staff need further training.</p>	<p>Completed in February report</p>
<p>4. Build on best practice in the VCS to tackle digital isolation as part of the Council’s Road to Renewal plan.</p>	<p>W3RT has members on each of the working and steering groups for the “Staying Connected” project, which is going well so far.</p> <p>As of Dec 2021:</p> <ul style="list-style-type: none"> • 10 beneficiaries referred into the project, 4 completed, 6 outstanding • 7 fully registered volunteers, one more awaiting DBS check • 6 tablets ready to hand out, 3 ready to take over to be wiped <p>They continue to liaise with multiple local groups including Atria about device recycling points and have renewed their comms plan for this project and their CVS Lead has regular meetings with the Head of Customer Service at WBC to coordinate device drop offs through WBC. They are also liaising with other local groups with beneficiaries in need such as CAB, WBC Pensioner’s Forum, W3RT Getting Together groups.</p> <p>People can be referred to the project through the H&W referral link (as above, section 1) and also through the tailored Staying Connected project webpages and Digital Inclusion specific form.</p>	<p>Completed in February report</p>

<p>5. Work with W3RT to create and share accessibly a collection of case studies with innovations and best practices, developed in response to Covid-19, from the Voluntary and Community Sector.</p>	<p>W3RT staff regularly capture case studies across their services and this is now embedded into all colleagues objectives as part of their new behaviours, which includes 'impact' to measure and demonstrate our impact.</p> <p>W3RT CVS have captured quotations and stories of success through their State of the Sector Survey in April 2022 and further case studies on Community Fund recipients which were presented to the Mayor of Watford at their Community Funds celebration event in June 2022.</p> <p>Following their Corporate Volunteering event in October 2022 in partnership with the Chamber of Commerce, they are also producing 2 case studies on successful local corporate partnerships to inspire local voluntary organisations and businesses.</p> <p>W3RT now hosts quarterly fundraising networks and quarterly volunteering networks, where case studies and best practice in capturing them is shared among staff and volunteers in local organisations. As always, W3RT CVS is happy to share template documents with groups and these are available on request.</p>	<p>Completed in February report</p>
<p>Engaging Volunteers</p>		
<p>6. Review the Team Herts volunteer brokerage system, to clarify the complementary roles of all volunteering services which Watford residents might access, including TeamHertsVolunteering, do-it.org and W3RT.</p>	<p>W3RT CVS continues to work closely with Team Herts volunteering and direct organisations and individuals towards them where activities fall outside of Watford and Three Rivers area or are Hertfordshire wide. Likewise, TH refer back to W3RT CVS enquiries for local opportunities.</p> <p>Head of Community Development has engaged with Team Herts to outline their new volunteer platform, Golden Volunteer and they have made us aware of their new recruitment platform 'GoVolHerts'. W3RT CVS have proactively sought consensus on how it can each share clear messages on the purpose of these two different systems and outlined the enhanced functionality of Golden Volunteer for management of volunteers.</p>	<p>Completed in February report</p>
<p>7. Ensure that partners at Hertfordshire County Council-commissioned service TeamHerts Volunteering have accessible local information to efficiently help Watford residents, and ease local services.</p>	<p>As above, W3RT CVS is in regular, positive communication with Team Herts volunteering and will continue this throughout 2022.</p> <p>A member of THV spoke at the W3RT CVS Annual Conference in November 2021, including figures on volunteering in Watford during the pandemic. Slides available on request.</p>	<p>Completed in February report</p>

<p>8. Ensure that there is a formal process for volunteer referrals to organisations to ensure both skills and motivations are considered, and that engagement information is captured.</p>	<p>This will be managed by the new Golden Volunteer online volunteer recruitment and management system that W3RT and local charities can benefit from using.</p> <p>Following successful workshops in December 2021 and January 2022 on the new system, they will also be engaging with local charities at their Volunteering Network meeting at the end of January to gather feedback on those using the system.</p> <p>They currently have 250 volunteers registered (including W3RT volunteers) with 84 new volunteers joining. They will be proactively promoting Golden Volunteer to the wider public during January and February to ensure take up from a wide range of local people with different time and skills to offer.</p>	<p>Completed in February report</p>
<p>9. Coordinate approaches for the recognition of volunteers by the Council and other partners in the community.</p>	<p>They were delighted to welcome so many Council their our June Volunteers' Week volunteering fair hosted at Watford Palace Theatre, and also at their October Corporate Volunteering event.</p> <p>They held a meeting with Deputy Mayor Cllr Dychton at the Holywell Centre to discuss wider initiatives and data insights available using the new Golden Volunteer platform.</p> <p>They look forward to developing this work further in the coming month and year ahead to meet community needs.</p>	<p>Complete</p>
<p>10. Build on the response to the Covid-19 crisis as a basis to change attitudes to support the most vulnerable in society, by building opportunities for professional development and long-term volunteering such as trusteeship.</p>	<p>W3RT CVS is working closely with West Herts College to promote local volunteering opportunities to students to develop their transferable skills. In addition, they are promoting 6-month industry placements for students among local charitable groups.</p> <p>They are developing a co-ordinated approach to promote trusteeship roles via local organisations especially for younger candidates and those from BAME communities. They have monthly calls with Watford Chamber and can raise professional volunteering and trusteeship with them during the year.</p> <p>Their Digital Inclusion 'Staying Connected' and their Neighbours Together Community Champions volunteering roles offer opportunities for skills development for local people and long term roles.</p> <p>W3RT CVS is working with Team Herts volunteering and other CVSs across Hertfordshire on preparations for Trustees Week in November 2022.</p>	<p>Completed in February report</p>
<p>Diversifying funding</p>		

<p>11. Review the Watford Helps Community Fund, to clarify its role in relation to similar funds, such as HCF's Coronavirus Relief Fund and WCH's Community Development Fund.</p>	<p>The fund is administered by W3RT with grant awards being agreed with WBC. There are 3 'anchor' fund raising events during the year, plus some additional events during the year.</p> <p>W3RT has clarified its stance with the Council around its role in delivering the fundraising events that they will focus more on the distribution of funds moving forward.</p> <p>They look forward to working with the Council to release the funds already raised to support cost of living initiatives.</p>	<p>Complete</p>
<p>12. Ensure that the administration of a revised Community Fund is done as collaboratively and transparently as possible. Consider support from a range of partners on this such as Hertfordshire Community Foundation.</p>	<p>W3RT continues to work closely with WCF, and engages in discussions with the new local funders group.</p> <p>They have launched a new W3RT Community Funds webpage to improve transparency and access to information on all aspects of funds they manage. All information on funds, eligibility and application process for Additional Restrictions Grants, Health Protection Board funds and others across Watford and Three Rivers area can be found on these W3RT Community Funds pages.</p> <p>Contactless pay point is in position in Metro Bank collecting donations for Community Funds to support Watford-based groups. To date it has raised £63 during phase one of the two year project (Dec 2020 – May 2021)</p> <p>There is now another contactless pay point at the Central Leisure Centre to raise funds related to the WBC anti-begging homelessness campaign.</p>	<p>Completed in February report</p>
<p>13. Consider aligning Community Fund grants more closely to strategic priorities.</p>	<p>See point 11 above</p>	<p>Complete</p>
<p>14. Consider allocating part of the Community Fund to projects lasting more than 12 months.</p>	<p>See point 11 above. W3RT CVS welcome funding for longer term projects to provide sustainable support for local organisations.</p>	<p>Complete</p>
<p>15. Align reporting schedules of all Watford Borough Council 'Business-As-Usual' expenditure with the Voluntary and Community Sector to ensure strategic priorities are considered.</p>	<p>W3RT CVS believe this is currently happening, but are open to discussions with the Council on any areas for further exploration.</p>	<p>Completed in February report</p>

<p>16. Consider a full-time fundraising post, to support the Community Fund and VCS groups through the CVS.</p>	<p>See point 11 above.</p>	<p>Complete</p>
<p>17. Consider how to explicitly support the Voluntary and Community Sector to build financial resilience and diversify income streams alongside traditional fundraising.</p>	<p>W3RT CVS continues to offer support on business planning and fundraising strategies and access to the Herts Funding Database. With partners, they are planning 4 fundraising network events this year including a fundraising fair.</p> <p>They have also delivered a successful fundraising campaign for Homestart through our new fundraising platform Nation Builder for WBC Mayor and Deputy Mayor’s Walk in the Park for Homestart. This demonstrates future fundraising potential for local groups in addition to our wider offering.</p>	<p>Completed in February report</p>
<p>Information sharing</p>		
<p>18. Review the Watford Helps networks, clarifying the roles of groups such as the Mayor’s Volunteering Planning Group in line with the One Watford review. Ensure that there is scope across Watford for VCS leaders to input to both operational and strategic discussions and decision-making.</p>	<p>W3RT CVS Lead and Head of Community Development have regularly attended all relevant groups in 2021 and 2022. They have regularly attended the cost of living response groups as well to support coordination and collaboration to tackle growing challenges in this area and are committed to doing so as long as is required in addition to BAU activities.</p>	<p>Complete</p>
<p>19. Review principles of CVS approach so as to minimise any possible conflicts of interest between W3RT’s support to its members and its role as a service delivery organisation.</p>	<p>The report highlights some concerns expressed. W3RT CVS are open to further discussions in this area and responding positively to demonstrate transparency and offer reassurance.</p>	<p>Completed in February report</p>

<p>20. Review the CVS staffing role at W3RT to ensure more WBC input with regards to strategic and operational responsibilities, with the aim to encourage long-term staff who can build up strong local knowledge and relationships.</p>	<p>W3RT CVS Lead is a local resident and active volunteer and meets several times each week with teams across WBC. The Community Funds Coordinator is also a local resident with strong connections across the local charity and corporate sector.</p> <p>New Head of Community Development role was appointed and joined in June 2021 and is attending regular strategic meetings with WBC. Any feedback on how these roles are meeting this recommendation would be gratefully received by W3RT CVS.</p>	<p>Completed in February report</p>
<p>21. Consider how to support VCS with collection, analysis and data sharing on changing needs across Watford, as part of wider approach by WBC and statutory partners.</p>	<p>In the last year, W3RT has implemented 2 new digital platforms to capture more information on volunteering and fundraising locally. This has been shared in the regular quarterly CVS reports to the Council.</p> <p>They are still awaiting census information and W3RT looks forward to working with the Council to identify areas of need or development relevant to the VCS sector locally.</p> <p>One of their new organisational behaviours is 'impact' so they are embedding this into their quarterly volunteering and quarterly fundraising sessions to ensure they demonstrate the value of good data to VCS to help secure funds. For example, in the spring fundraising network, they shared examples from funding applications they had received with local groups to encourage them to measure reach, impact, outputs and outcomes and include in funding applications.</p> <p>W3RT CVS shared statistics with the Council from VCS groups Watford Citizens Advice and Watford Foodbank to demonstrate the impact on their services. E.g. reduction in donations of 30% and increase of use on CA services relating to energy costs and cost of living. They will continue to gather insights and share with the Council to help inform future planning.</p>	<p>Complete</p>
<p>22. Consider the groupings and “themes” used to categorise VCS organisations as a means to link new and emerging groups to those with similar aims</p>	<p>W3RT CVS regularly links new groups to more established groups, and the new Community Directory on Nation Builder and system data will assist with establishing and supporting thematic networks.</p> <p>W3RT CVSs existing sector knowledge, supported by data from their new systems will help them to identify groups supporting underrepresented causes and/or communities locally.</p>	<p>Completed in February report</p>

<p>23. Refresh the CVS’ KPIs on actively engaging with business so as to lay out explicit plans on how to share knowledge and skills between local businesses and the VCS (noting that businesses can also learn from charities).</p>	<p>W3RT CVS holds collaborative monthly meetings with Watford Chamber of Commerce to share initiatives and facilitate communication. One member of the Community Development team also regularly attends Chamber events and Watford Football Club to share their initiatives and maintain positive connections with the business community.</p> <p>They co-hosted a successful corporate volunteering and partnerships event on Tuesday 26th October in partnership with the Chamber of Commerce. At least 10 businesses and 20 charities were represented at the event and they will gather case studies in the coming weeks to find out more examples of the impact. They hope to run these twice a year moving forward.</p>	<p>Complete</p>
<p>24. Work with W3RT to create a proactive action plan to better engage with all parts of the Voluntary and Community Sector, particularly those that support underrepresented communities including those from BAME communities and those smaller groups that may not have their own physical spaces.</p>	<p>Activities to date:</p> <p>The Head of Community Development is exploring their approach to equality, diversity and inclusion locally. They have strong connections across the local sector in relation to older people and disability groups and are keen to proactively engage more with underrepresented groups.</p> <p>To better engage with disabled people locally, W3RT Community Development Team facilitated an in-person meeting between Watford Deaf Club and staff from West Herts NHS Trust Hospitals to discuss accessibility in autumn 2021. As a result the “<i>Let Me Hear You, Let Me See You</i>” Forum meetings have been reintroduced focusing on access for individuals with sensory disabilities. The forum consists of Lead nurse for Patient Experience, Audiology Manager, CEO Hertfordshire Hearing Advisory Service, Chair of Disability Watford, Disability Panel representatives, Disability Champion, GP Liaison and Freedom of Information Manager, PALS Manager, Trustee at CAB- Patients Panel and Secretary for Corporate Nursing.</p> <p>W3RT is part of this proactive forum to ensure that the local deaf community and those with other sensory disabilities have equal access to health services. They are also attending regular meetings with the Sensory team at Herts County Council to learn more about County-wide initiatives that may benefit Watford communities.</p> <p>In September 2022 W3RT CVS facilitated a feedback session with Watford Deaf Club and NHS at Watford General Hospital where Deaf and hearing impaired people were able to give feedback on new sensory support equipment in boxes on the wards.</p>	<p>Completed in February report</p>

Report to: Overview and Scrutiny Committee

Date of meeting: 16 November 2022

Report author: Associate Director ICT and Shared Services

Title: ICT Strategy: Development progress and direction

1.0 Summary

1.1 The Shared ICT Service, initially established in 2009 provides a single service to both WBC and TRDC, although some facilities are kept separate, where requirements dictate. There is a single common ICT organisation, which is managed by WBC as the Lead Authority and a single Service Desk. This delivery model enables economies of scale, for example Watford provides disaster recovery for Three Rivers and vice versa, instead of each council needing to purchase its own secondary data centre.

1.2 The ICT service has responsibility for:

- Security and all aspects of cybersecurity, including proactive and reactive response
- Networks, including the internet and telephony
- Servers and other computer infrastructure, virtual and physical
- Desktop computers and devices attached to those computers and the network (such as printers and scanners)
- Mobile devices that attach to council networks
- Providing email, office, and electronic file storage services
- The environment within which applications reside (anything associated with the business application e.g., user training, contract management is the responsibility of the service that use them)

1.3 The ICT service is a key enabler of several Council strategies, including the Council plan, Customer Experience Strategy, Qlik strategy

1.4 An ICT Strategy was developed in 17/18, supported by the ICT Strategy Board, which comprises of Officers at each Council, the WBC ICT Portfolio Holder and their counterpart at TRDC. This is now due to be refreshed in line with the revised Council plan.

1.5 The Overview and Scrutiny committee meeting on the 16 November is intended to provide an overview of the progress in the development and direction of the ICT strategy, which will be delivered via a powerpoint presentation.

2.0 ICT Shared Service Background

2.1.2 The Shared ICT Service, initially established in 2009 provides a single service to both WBC and TRDC, although some facilities are kept separate, where requirements dictate. There is a single common ICT organisation, which is managed by WBC as the Lead Authority and a single Service Desk. This delivery model enables economies of scale, for example Watford provides disaster recovery for Three Rivers and vice versa, instead of each council needing to purchase its own secondary data centre.

2.1.3 In 2013, the ICT Service was outsourced to Capita; however, the contract was terminated early and the service was taken back in-house during 2016. A mixed service delivery model was adopted following the end of the Capita contract, with some functions delivered in-house with others delivered by partners, the most notable of which is the partnership with Amicus ITS, which transitioned to Littlefish in 2021 to deliver service desk and network management functions.

2.1.4 This refreshed strategy builds upon the significant progress which has been made by the ICT Team in improving and advancing the ICT provision at both councils. A notable example of this has been the provision of laptops, Wide Area Network and Unified Communications platform across both councils. This meant that the authorities were in an excellent position to be able to deal with the swift transition to homeworking which was required in March 2020. Current priorities are focussed on the rollout of O365, which directly supports the council's ambition to welcome innovation, technology, and new ways of working, such as exploration of BYOD (Bring your own Device), to continuously improve.

3 Outline: ICT Strategy to 2026

3.1 The ICT strategy development presentation will run through:

- A brief overview of the service structure
- Process undertaken to engage with services to date
- Current service position, including key achievements from the previous strategy

- Current initiatives underway
- Proposed vision, strategic principles, aims and objectives and links through to initiatives and opportunities through to 2026
- Market trends, including priorities around cyber security
- Governance

Further information:

Name – Emma Tiernan, Associate Director ICT and Shared Services, Watford Borough Council; Alan Gough, Director of Partnerships, Watford Borough Council



Executive Decision Progress Report

From May 2022

Contact Officer: Jodie Kloss
Senior Democratic Services Officer

Telephone: 01923 278376

Email: democraticservices@watford.gov.uk

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
13 June 2022 Cabinet	28 January 2022	Voluntary Sector Commissioning Framework Lead officer: Chris Fennell	No	Approved by Cabinet on 13 June 2022
13 June 2022 Cabinet	16 May 2022	Shared Services Lead officers: Vivien Holland / Liam Hornsby	Yes part exempt on the grounds that it contains information that may enable the reader to identify an individual.	Approved by Cabinet on 13 June 2022
13 June 2022 Cabinet	16 May 2022	Delivering the Council Plan Lead officer: Donna Nolan	Yes on the grounds that the report contains information enabling readers to identify individuals.	Approved by Cabinet on 13 June 2022
11 July 2022	10 June 2022	South West Hertfordshire Joint Strategic Plan of Community Involvement, and Issues and Options (Regulation 18) Consultation Document Lead officer – Jack Green	No	Approved by Cabinet on 11 July 2022

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
11 July 2022 Cabinet	10 June 2022	Town Hall and Colosseum Refurbishment – recommendation to appoint a main contractor Lead officer – Kate Harrison and Liam Hornsby	Yes on the grounds that it contains commercially sensitive information	Approved by Cabinet on 11 July 2022
19 July 2022 Cabinet and Council	13 May 2022	Council Plan 2022-26 and Delivery Plan 2022-24 Lead officers: Kathryn Robson and Liam Hornsby	No	Approved by Cabinet on 13 June 2022 and Council on 19 July 2022.
19 July 2022 Cabinet and Council	10 June 2022	Leisure Contract Extension Lead officer – Chris Fennell	Yes on the grounds that it contains commercially sensitive information	Approved by Cabinet on 11 July 2022 and Council on 19 July 2022.
September 2022 Mayoral decision	2 September 2022	Covid 19 Additional Relief Fund Scheme Lead officer – Jane Walker	No	Decision taken under urgency procedures in accordance with Access to Information Procedure Rule 16 of the council’s constitution.

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
17 October 2022 Council	2 September 2022	Watford Local Plan Lead officer – Jack Green	No	Approved by Council on 17 October 2022
3 October 2022 Cabinet	2 September 2022	Riverwell Business Plan 2022/23 Lead officer – Peter Hall	Yes part exempt on the grounds that it contains information that may enable the reader to identify an individual.	Approved by Cabinet on 3 October 2022
2 November 2022 Mayoral delegated decision	24 October 2022	Introduction of charges for corporate and social responsibility activities within the River Colne programmes Lead officer – Paul Stacey	No	Decision to be taken under urgency procedures in accordance with Access to Information Procedure Rule 16 of the council's constitution.
28 October 2022 Cabinet	30 September 2022	Customer Experience Strategy 2022-2026 Lead officer – Liam Hornsby	No	-
28 November 2022 Cabinet	30 September 2022	CIL Spending Report Lead officer – Ben Martin	No	-

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
28 November 2022 Cabinet	24 October 2022	Town Hall Quarter – New Neighbourhood – Selection of Preferred Bidder Lead officer – Julian Hart	Part exempt, paragraph 3 – the appendix will contain commercially sensitive information.	-
16 January 2023 Cabinet	1 August 2022	Housing Nominations Policy Lead officer – Justine Hoy	No	-
27 February 2023 Cabinet	1 August 2022	Housing Strategy for Watford 2022-27 Lead officer – Justine Hoy	No	-

Overview and Scrutiny Committee

2022/2023 work programme

Date	Publishing	Topics	Speakers
22 June	14 June	<ul style="list-style-type: none"> New task group proposal: Sustainability Strategy OSC work programme 2022/23 	<ul style="list-style-type: none"> Jodie Kloss (Senior Democratic Services Officer) Jodie Kloss (Senior Democratic Services Officer)
29 June	21 June	<i>Call-in only</i>	<i>Cancelled</i>
20 July	12 July	<ul style="list-style-type: none"> Update on ArrivaClick contract Quarter 4 2021/22 Council Performance Report - to monitor and challenge results 	<ul style="list-style-type: none"> Alan Gough (Group Head of Community and Environmental Services), Chris Fennell (Head of Leisure and Environmental Services), Kim Bloomfield (Contract and Relationship Manager - Sustainable Transport) Liam Hornsby (Head of Enterprise Programme Management Office), Claire Dow (Business Intelligence Manager)
27 July	20 July	<i>Call-in only</i>	<i>To be cancelled if no call-in.</i>
21 September	13 September	<ul style="list-style-type: none"> Quarter 1 2022/23 Council Performance Report - to monitor and challenge results 	<ul style="list-style-type: none"> Liam Hornsby (Associate Director of Customer and Corporate Services), Claire Dow (Business Intelligence Manager)

		<ul style="list-style-type: none"> Update on WBC's Strategic Framework – to review progress achieved on the Council Plan and the Organisation Development Strategy 	<ul style="list-style-type: none"> Kathryn Robson (Executive Head of Strategy & Initiatives (Communications, Partnerships & Community)), Liam Hornsby (Associate Director of Customer and Corporate Services), Executive Head of HR and OD
19 October	11 October	<ul style="list-style-type: none"> Voluntary Sector Commissioning Framework (End of Year Report – 2021-2022) – to review the end of year report Community Safety Partnership update 	<ul style="list-style-type: none"> Paul Stacey (Associate Director of Environment), Julietta Federico (Contract and Relationship Manager) Liam Fitzgerald (Community Safety Manager)
16 November	8 November	<ul style="list-style-type: none"> Update on voluntary sector strategy and W3RT task group 2020/2021 ICT Strategy 	<ul style="list-style-type: none"> Paul Stacey (Associate Director of Environment), Julietta Federico (Contract and Relationship Manager), representatives from W3RT Emma Tiernan (Associate Director of ICT & Shared Services)
14 December	6 December	<ul style="list-style-type: none"> Update on WBC's Strategic Framework – to review progress achieved on the Council Plan and Organisation Development Strategy and Quarter 2 2022/23 Council Performance Report - to monitor and challenge results 	<ul style="list-style-type: none"> Liam Hornsby (Associate Director of Customer and Corporate Services), Kathryn Robson (Director of Performance), Claire Dow (Business Intelligence Manager)

01 February	24 January	<ul style="list-style-type: none"> • Tree maintenance contract • Update on Electric Vehicles Task Group • Update on Sustainable Transport Strategy including task group recommendations • Sustainability Strategy Task Group final report 	<ul style="list-style-type: none"> • Paul Stacey (Associate Director of Environment) • Andy Smith (Senior Transport and Infrastructure Projects Officer) • Tom Dobrashian (Executive Director of Place) • Councillor Mark Hofman (Task Group Chair), Susheel Rao (Sustainability Officer)
22 February	14 February	<ul style="list-style-type: none"> • Community Safety Partnership – to review the update on the 2022/23 plan and consider objectives for 2023/24 	<ul style="list-style-type: none"> • Liam Fitzgerald (Community Safety Manager)
15 March	7 March	<ul style="list-style-type: none"> • Update on WBC’s Strategic Framework – to review progress achieved on the Council Plan and Organisation Development Strategy and Quarter 2 2022/23 Council Performance Report - to monitor and challenge results • Report it improvements • Customer Experience Strategy – delivery plan 	<ul style="list-style-type: none"> • Liam Hornsby (Associate Director of Customer and Corporate Services), Kathryn Robson (Director of Performance) Claire Dow (Business Intelligence Manager) • Danielle Negrello (Customer Experience Lead) • Danielle Negrello (Customer Experience Lead)

Other items to be scheduled

2023/24

- Update on ArrivaClick service (June/July 2023)
- Update on the waste and recycling service (beginning 23/24)
- Voluntary Sector Commissioning Framework Annual Report (July 2023)
- Parking services - resources and levels of responsiveness to residents' needs (Cllr Hannon suggestion)
- Review of CCTV service following move to new police station.
- Review changes to NLF applications following implementation.