



**WATFORD
BOROUGH
COUNCIL**

OVERVIEW AND SCRUTINY COMMITTEE

21 June 2023

7.00 pm

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

Contact

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

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Committee Membership

Councillor A Grimston (Chair)

Councillor F Ezeifedi (Vice-Chair)

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

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 15 March 2023 to be submitted and signed.

4. Call-in

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

5. Customer Experience Strategy (Pages 4 - 21)

Report of the Customer Services Operations Manager

6. Report it review (Pages 22 - 29)

Report of the Digital Development Manager

7. Executive Decision Progress Report (Pages 30 - 32)

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

Councillor Grimston, the Council's appointed representative to the County Council's Health Scrutiny Committee to provide an update.

9. Work Programme (Pages 33 - 35)

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

10. Date of Next Meeting

- Wednesday 19 July 2023, 7pm
- Thursday 27 July 2023, 7pm (call-in only)