

## Part A

**Report to:** Overview and Scrutiny Committee

**Date of meeting:** Thursday, 24 October 2019

**Report author:** Watford 2020 Programme Manager

**Title:** Watford 2020 Update

### 1.0 Summary

- 1.1. Watford 2020 is a transformational programme which will review the internal workings and processes of the entire organisation to develop and implement a new operating model<sup>1</sup> for Watford Borough Council.
- 1.2 In October 2017, Cabinet approved the vision of the programme to ensure that 'Watford in 2020 will be a customer-focused, digitally-enabled, commercially-minded council'. An Outline Business Case, presented to Cabinet in June 2018, and subsequently to Council in July 2018, provided an overview of both financial and non-financial benefits of the programme and the approach for realising them.
- 1.3 The Outline Business Case was approved and it was agreed that the council's Overview and Scrutiny Committee would receive regular updates on the progress of Watford 2020 in order to ensure continual oversight of the programme. The attached document is the programme status update report that provides an overview of the Watford 2020 programme and its constituent projects.

### 2.0 Recommendations

- 2.1 Overview and Scrutiny Committee are requested to note the report and raise any queries with the Watford 2020 Programme Manager

**Further information:**

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**Report approved by:** Andrew Cox, Group Head of Service Transformation

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<sup>1</sup> An operating model is a model of the future organisation - its working practices and processes, its structure and organisation, the information it requires and the infrastructure and technology that supports its operations to deliver the vision statement.

## **Appendices**

- Watford 2020 Programme Status Report dated 1 October 2019

## **Background papers**

The following background papers were used in the preparation of this report. If you wish to inspect or take copies of the background papers, please contact the officer named on the front page of the report.

- 'Watford 2020 Programme' Cabinet report dated 9 October 2017
- 'Watford 2020 Outline Business Case, Future Operating Model and Implementation Plan' Cabinet report dated 4 June 2018