



# Watford Together

UNITED BY POSSIBILITY

COUNCIL PLAN 2022-26: **DELIVERY PLAN 2022-24**



**WATFORD**  
BOROUGH  
COUNCIL



# Tackling the matters that really matter

## SHAPING A BRIGHT FUTURE FOR WATFORD



We pride ourselves on thinking beyond the ordinary for Watford.

Watford is a place that thinks differently. We're always ready to challenge perceptions and the accepted way of doing things. We're a town and a council that believes anything is possible when it comes to achieving the best for Watford, our residents and our community.

Elected Mayor of Watford, Peter Taylor  
Watford Borough Council Plan 2022-26

Watford is a council that not only thinks beyond the ordinary for Watford, we make sure our big, and bold, ideas become a reality, focusing on translating our ambitions into delivery.

Our Council Plan 2022-26 sets out our ambitions and our overarching themes for Watford over the next four years - a council working with and for our community and serving our residents, a greener, brighter future, an inspiring, thriving and creative town, and a diverse, happy and healthy town. We know that our plans are ambitious, but we are driven by our shared purpose to make Watford even better for everyone.

This Delivery Plan 2022-24 shows how we will focus our work to bring the Council Plan to life over the next two years, making sure we deliver what we said we would to achieve.

Under each theme, we clearly set out our priority actions, which we are committed to achieving by 2024. These actions cut across and support the delivery of our themes, linking together to shape a bright future for Watford.

At Watford, we work as 'one team', with everyone, including our partners, playing their part in the success of this Delivery Plan. We thrive on achieving more and welcome regular checks on how well we are doing on delivering our achievements. We will report our progress every quarter to our Elected Mayor, Cabinet and Overview and Scrutiny Committee and will also publish an annual update for our residents and community, so they can be confident that we are keeping our promises.

Whilst not everything we do is captured in this plan, we apply the same rigour and high standards to all our work and the many services and projects we deliver. Sitting alongside both our Council Plan and Delivery Plan is our Organisational Development Strategy, which shows how we will support our staff to reach their potential and rise to the challenges of working at Watford, and our Financial Plan, which makes the vital link between our budget and our ambitions.



Theme 1:

# A council working for our community and serving our residents

## COMMITMENT

Make sure we deliver an outstanding customer experience and the high quality services our community expects

Our actions	What we'll do
1. Provide an excellent customer experience for everyone who engages with the council	We will prepare and deliver a new Customer Experience Strategy to transform how we engage with our customers over the next four years, delivering a real step change across all our services, embracing innovation and embedding a first class experience our customers will value.
2. Champion a greener and more sustainable council that strives to reduce our carbon footprint	We will embed our ambition to be net carbon neutral by 2030 by continuing to deliver our organisational Sustainability Action Plan so that it is intrinsic to everything and ensures we reduce our carbon footprint in line with our green goals.
3. Focus the right resources in the right places to secure future success	We will review how we employ our resources (including staff and finances) to make sure they are focussed on the areas which are most important to the council and support the delivery of this Plan.
4. Explore opportunities to share services with other councils where it delivers best value and better customer outcomes	We will work with other authorities to develop and implement business cases that explore opportunities to share more services where this will deliver improvements for our customers.
5. Make sure the council continues to hold successful and well run elections	We will support and prepare for the implementation of the Elections Act 2022 so that our elections continue to be effectively managed and voters are well informed on elections and how to exercise their right to vote.

## COMMITMENT

Pioneer new ways of working that challenge us to innovate, transform and consistently improve

Our actions	What we'll do
1. Adopt the right digital technology that matches and supports our ambition for excellent service delivery for our residents	We will develop and deliver a new four-year ICT strategy to drive forward how we use ICT and digital technology to deliver our ambitions, seeking opportunities to innovate to meet the needs of the council and our community.
2. Deliver a step change in how we use our data and information so it strengthens our drive for constant improvement	We will improve how we use our data and information to challenge our decisions, enhance performance and support excellent customer experience, using our information to monitor service delivery and to drive action if something needs improving.
3. Strengthen our approach to contract management to ensure we are making the most of our contracts and that they are delivering for us and the town	We will implement a robust contract management framework to ensure we deliver expected outcomes and excellent value for money from our contracts, providing the best service for our customers.
4. Embed social value through our procurement process	We will update our Procurement Strategy to strengthen our approach to evidencing economic, social and environmental outcomes when procuring, awarding and delivering contracts.



## Theme 1:

### COMMITMENT

Focus and challenge how we manage our budget so it is concentrated on delivering our commitments and securing greater investment for Watford



Our actions	What we'll do
1. Ensure our investment portfolio is ambitious and effectively managed to deliver maximum value to the council	We will ensure that we are actively managing our investment portfolio, including exploring new opportunities to protect our income, manage risk and maximise value over the longer term, so that we can continue to provide high quality services to our residents and businesses.
2. Assess the feasibility of a Growth Fund and its benefits for Watford	We will explore where our financial strength can support start-up and growth opportunities delivering a positive investment return for the council and renewed prosperity for the town.
3. Manage and direct the council finances effectively	We will ensure that our budgets align with our priorities and that budget management is robust, forward-looking and supports the best possible service outcomes from available resources, enabling us to keep council tax increases below inflation.
4. Identify new commercial opportunities that align with our ambition	We will look for new and innovative commercial opportunities that will align to our values, whilst ensuring a financial return that can be used to support the council's activities for the benefit of the borough.
5. Manage our ambitious capital programme so that it supports our aspirations	We will develop a commercial risk and mitigation strategy for our capital programme to protect the council against turbulence in global markets, whilst still delivering our ambitious programme of improvements.
6. Invest our Croxley Park funds in ethical investments	We will make sure the funds we receive from Croxley Park are invested in a sustainable way to deliver financial goals and better future for us all.

### COMMITMENT

Lead by example, securing our reputation as a forward thinking, caring and inspiring organisation where staff can thrive and achieve their best for our residents and businesses

Our actions	What we'll do
1. Build on our innovative approach to agile working, realising the benefits for our staff and our community	We will ensure our staff are able to provide timely high quality and efficient services to customers by opening up opportunities for staff to work in an agile way in a modern, collaborative and inspiring workplace, helping the council to become an employer of choice.
2. Secure robust succession planning, making sure we value and manage our talent to recruit and retain the best for Watford	We will open up opportunities for our staff to grow and develop, building their skills and knowledge to achieve. Where we do recruit, we will appoint the best, ensuring we recruit people with the right experience and behaviours to be part of 'team Watford'.
3. Embed our values and behaviours so they inspire our staff to achieve even more and underpin how we work	We will collaboratively develop meaningful corporate values and behaviours with our staff and use these as the foundation to implement a behaviours framework. This will help develop the skills of our people at all levels, and from all backgrounds, to recognise individual contributions, expertise and knowledge and to improve the resident and customer focused services we deliver.
4. Refresh our Organisational Development approach so that it effectively underpins and supports our Council Plan	We will ensure we develop, motivate and inspire our staff so they are supported and empowered to do their best for our residents and businesses by refreshing our Organisational Development approach.
5. Seek and implement opportunities for people to have fulfilling local government careers	We will create apprenticeship opportunities for local people at the beginning of their working life, providing them with experience, skills and knowledge from across the council to help kick start their careers.
6. Protect the physical and mental health and wellbeing of our staff	We will ensure that we protect the physical and mental health and wellbeing of our staff by developing their resilience and providing opportunities for genuine two-way engagement.



Theme 2:

# A greener, brighter future

**COMMITMENT**

Encourage people to make greener travel choices, reducing congestion and improving the health and wellbeing of the town

**Our actions**

**What we'll do**

- |  |  |
|--|--|
| <b>1. Investigate greener travel and transport solutions that work for Watford</b>   | We will continue to investigate the potential for a low-carbon transport hub in Watford town centre to encourage more use of public transport, reducing congestion and improving air quality for everyone.   |
| <b>2. Promote ways of to travel that support people make greener choices</b>   | We will explore initiatives such as secure cycle parking and school travel plans to give people options other than using their car for every journey.  |
| <b>3. Champion sustainable travel initiatives and greener vehicles options</b>   | We will introduce initiatives such as electric vehicles, e-cargo bikes, electric charging points and e-car clubs to encourage more use of green transport, reducing congestion and improving air quality.  |
| <b>4. Work with our partners to improve our cycling and walking network, including designing and implementing a green loop</b> | We will work with Hertfordshire County Council and our cycling and walking communities to improve the cycling and walking network across our town so more people choose to cycle and walk.   |
| <b>5. Champion proposals for a sustainable transport option for Watford Junction to Croxley</b>                                | We will work closely with Hertfordshire County Council on the Watford to Croxley Link, examining the feasibility of options to secure the best transport system for our town, offering greater choice for our residents, visitors and commuters to travel sustainably. |

**COMMITMENT**

Promote improvements to Watford's biodiversity to enhance the range of habitats, plants and wildlife in the town

**Our actions**

**What we'll do**

- |  |  |
|--|--|
| <b>1. Set out our commitments to improving Watford's biodiversity</b>  | We will develop our Strategy and Biodiversity Action Plan, recognising the importance of our range of habitats across the town and setting out how we will improve and enhance these for future generations.     |
| <b>2. Enhance and extend our green canopy, through our proactive tree planting initiative</b>                        | We will work with our community to plant 20,000 trees across the town by 2026, increasing our green canopy, making Watford a more pleasant place to live, work and enjoy recreation time.                        |
| <b>3. Rediscover the River Colne to enhance the river, the river corridor, as a place for our community to enjoy</b> | We will improve the River Colne through Watford to make it a more appealing place for local people to enjoy and a better environment for plants and wildlife to flourish.  |
| <b>4. Reinvigorate the Cassiobury Wetlands as an important part of our natural environment</b>                       | We will improve the wetland and habitat of the former watercress beds on the River Gade in Cassiobury Park to enhance biodiversity, water quality and preserve and protect relevant related historical features. |
| <b>5. Celebrate and enhance Whippendell Woods as a site of special scientific interest</b>                           | We will protect Whippendell Woods, a Site of Special Scientific Interest (SSSI), in order to preserve its 'favourable condition' status.   |
| <b>6. Promote healthy and sustainable gardening across the town</b>  | We will continue compost give-aways using our green waste recycling to bring back the organic material as free, nutrient-rich compost for Watford residents to grow plants and vegetables.                       |
| <b>7. Provide clear guidance on improving biodiversity in the town</b>   | We will set out guidance for developers on how to improve and enhance biodiversity in developments so they contribute to the town's goals for better habitats and environmental diversity.                       |

Theme 2:

**COMMITMENT**

Work alongside our community and businesses to find the right ways to reach net carbon neutral, seeking not just to learn from others but to explore innovative solutions that will work for Watford



Our actions	What we'll do
1. <b>Develop and implement our new Sustainability Strategy</b>	We will work with our community and businesses to develop and implement our new Sustainability Strategy which will set out how together, we can contribute to our target to be a net carbon neutral borough by 2030.
2. <b>Prepare for legislative changes to help protect our environment</b>	We will respond to the requirements of the Environment Act 2021 to ensure we deliver on our role in improving air quality, tackling waste, improving biodiversity and making other environmental improvements.
3. <b>Explore opportunities that will contribute financially to our green commitments and goals</b>	We will explore innovative, economically viable ideas that contribute to net carbon zero tapping into emerging trends, including investigating the possibility of green bonds to raise funds for planned projects.
4. <b>Investigate generating energy from renewable sources</b>	We will examine including sustainable energy generation in council developments so we lead by example and demonstrate how it can work effectively.
5. <b>Improve the energy performance of the Town Hall and Watford Colosseum</b>	We will carry out extensive de-carbonisation works to our Town Hall and Colosseum to improve their energy efficiency and ensure they have a reduced carbon footprint.
6. <b>Ensure the council's own buildings are energy efficient</b>	We will explore ways to improve the energy performance of all properties within our portfolio.
7. <b>Promote sustainable construction in our own developments</b>	We will actively encourage the use of sustainable materials in any of our new developments so we can role model to others who develop in our town.

**COMMITMENT**

Encourage residents and businesses to recycle more, reusing materials and reducing waste and what they throw away

Our actions	What we'll do
1. <b>Increase how much our residents recycle and reduce the waste we throw away as a town</b>	We will build on the success of our waste and recycling scheme to boost household recycling rates across the borough, introducing the opportunity for food waste collections for all households and setting targets that reflect our sustainability ambitions.
2. <b>Support our partners to reduce waste and increase recycling</b>	We will work with our partners, including our environmental services provider and leisure services provider to deliver the next step change in reducing waste and increasing recycling, particularly through campaigns and changing behaviours.



Theme 3:

# An inspiring, thriving and creative town

**We will use our Shared Prosperity Fund to boost our ambitions for prosperity, jobs and skills, spreading opportunities and building our sense of community pride**



## COMMITMENT

Position Watford as a town where start-ups and business innovation can thrive, supported by strong local skills, generating a range of job opportunities, including for our young people

### Our actions

### What we'll do

- |   |   |
|---|---|
| <b>1. Deliver our Innovation and Incubation Hub</b>   | We will provide a new Innovation and Incubation Hub, as part of our Town Hall Quarter, which will support start-up businesses in the town and give our key sectors a boost, tapping into the significant opportunity provided by the flourishing creative sector and drawing businesses into the borough. |
| <b>2. Develop a skills and employment plan for Watford that supports the current, and future, needs of our local businesses and life chances of residents</b> | We will work with our business community and education partners, linking to the Hertfordshire LEP Skills and Employment Plan to develop and deliver a Watford Skills and Employment Plan, connecting local skills to business needs.  |
| <b>3. Maximise economic potential and harness new opportunities from Watford's future growth sectors</b>  | We will engage with our successful business sectors and partners at local, county and regional levels, building on the economic drive our sectors provide for Watford's economy, promoting clustering where it makes sense for our town to create greater growth and encourage inward investment.         |
| <b>4. Make the most of our Shared Prosperity Fund allocation</b>  | We will use our Shared Prosperity Fund to boost our ambitions for prosperity, jobs and skills, spreading opportunities and building our sense of community pride.   |

**Theme 3:**

**COMMITMENT**

Tell Watford's story as a great location for businesses where they can invest, grow and succeed as part of our flourishing business community and networks that connect people

Our actions	What we'll do
<p><b>1. Promote what makes Watford a great location for business, connecting to building pride in the town and our profile as a great place to visit</b></p>	<p>We will work with partners to shape our place narrative and brand, sharing what is great about Watford, attracting more visitors and supporting our local economy, putting the town on the map as a great place for business.</p>
<p><b>2. Ensure there is a strong voice for local businesses by fostering effective business networks and forums</b></p>	<p>We will engage with Watford businesses, encouraging an empowered business community that can be a strong voice for the town, making the most of opportunities and new ventures and encouraging vibrant networks and forums that bring businesses together in a meaningful and effective way.</p>
<p><b>3. Engage with wider economic, business and planning partnerships to make sure Watford's interests are represented</b></p>	<p>We will work closely with our partners in Hertfordshire LEP, Herts Growth Board and the South West Herts Joint Strategic Partnership to shape and influence wider discussions on our economic role and impact.</p>



**COMMITMENT**

Create a distinctive and successful neighbourhood at the heart of our town, providing space and time for residents, businesses and the community to enjoy and experience

Our actions	What we'll do
<p><b>1. Progress our transformational plans for the Town Hall Quarter</b></p>	<p>We will take forward plans to revitalise the north end of Watford High Street to create a vibrant and attractive neighbourhood within our Town Hall Quarter for our residents to enjoy, as well as establishing a new area in the town for culture to flourish.</p>
<p><b>2. Secure the future of Watford Colosseum, improving the heritage building and attracting a new operator</b></p>	<p>We will refurbish the Watford Colosseum so it remains a first-class entertainment venue, attracting a new operator to bring an exciting and diverse range of performances and creative events to boost the town's cultural offer and local economy.</p>
<p><b>3. Enhance a sustainable town centre with a mixed economy that will have a broad appeal to all ages and interests</b></p>	<p>We will develop our Town Centre Strategy and Town Centre Framework to ensure that our vibrant and diverse town centre continues to attract residents, businesses and visitors to live, work, shop, eat, drink and enjoy spending time</p>
<p><b>4. Enhance our outdoor public spaces to make them welcoming and attractive</b></p>	<p>We will improve a number of our public spaces to provide excellent, safe and attractive outdoor spaces that support a greener Watford. This work will include the enhancement of key areas of our town such as St Mary's Churchyard, Market Street, Queens Road and St Albans Road.</p>
<p><b>5. Promote the appeal of our town centre and all it has to offer</b></p>	<p>We will continue to deliver our 'Shop and Eat Local' campaign to attract people to our town centre, supporting our local businesses and their unique appeal.</p>
<p><b>6. Promote Watford Market and our offer as a market town</b></p>	<p>We will support our local traders by continuing to run our popular 'Market Late' events, showcasing the great range of food and drink stalls in the market and trialling specialist markets.</p>



### Theme 3:

#### COMMITMENT

Ensure the right mix of facilities, services and transport links as part of new developments to create successful, well-designed new communities

Our actions	What we'll do
1. <b>Take forward plans for the Watford Junction Quarter</b>	We will bring landowners together so we can progress with our long-term plans to create a new Watford neighbourhood that successfully combines new homes, station facilities, jobs, public space, school provision and community facilities for both our existing and new residents.
2. <b>Continue our transformation of Watford Business Park</b>	We will complete the Gateway development at Watford Business Park to continue our plans to create new and high quality business space to maximise local employment opportunities and generate income for the council to support its wider priorities.
3. <b>Continue to deliver the neighbourhood at Riverwell</b>	We will continue to develop the Riverwell scheme to deliver a high quality mix of new homes, jobs, open spaces and community facilities, maintaining an income source for the council to support its wider priorities. The work at Riverwell will support the opportunity for West Hertfordshire Hospitals NHS Trust to deliver its ambition for an acute hospital in Watford.
4. <b>Achieve the right long-term balance of development, services and transport links for our town</b>	We will adopt our new Local Plan for Watford which will shape how the town will develop sustainably over the next 30 years and make sure that key development sites are underpinned with creative, sustainable and well-considered planning frameworks.



**We will provide guidance to inform how new homes and buildings should be designed**



#### COMMITMENT

Make sure we have quality homes to meet the needs of residents, including housing that is affordable through direct ownership, private rental, affordable and social rent housing

Our actions	What we'll do
1. <b>Deliver a new Housing Strategy for Watford</b>	We will deliver a Housing Strategy that sets out the strategic direction for housing activity in Watford for the next five years. The delivery of housing growth, bringing inward investment into the borough, ensuring existing homes are of good quality, and preventing homelessness will all contribute to meeting the housing challenges faced by our residents.
2. <b>Review and refresh our Nominations Policy</b>	We will deliver a new Nominations Policy for Watford to help our residents apply to our housing register, how we manage the register, your choice about where you live, how we assess applications and allocate properties.
3. <b>Improve housing provision for those local families who need homes that are affordable</b>	We will work with partners to deliver high quality new homes for social rent, for local families who need them the most and support the housing needs of the most vulnerable members of our community.
4. <b>Develop planning guidance to ensure developers provide new homes that support local needs</b>	We will provide guidance to inform how new homes and buildings should be designed so they meet the needs of Watford and are built to a high standard.
5. <b>Deliver a refreshed Private Sector Renewal Policy</b>	We will review and refresh our Private Sector Renewal policy to support the improvement of Watford's housing stock, setting out how we can help the private sector improve and maintain housing quality in the town.

Theme 4:

# A diverse, happy and healthy town



**COMMITMENT**

Continue our investment in our outstanding parks and open spaces so they remain the best in the area

Our actions	What we'll do
<b>1. Deliver improvements to Meriden Park</b>	We will, in consultation with our residents, improve the popular and well-loved Meriden Park, including providing new paths, planting and landscaping, for the whole community to enjoy.
<b>2. Continue our programme of investment and improvements in Watford's parks</b>	We will carry out a range of improvements across our award winning parks and open spaces, including improving footpaths, refurbishing grass tennis courts, and carrying out cycling path repairs. In addition, we will promote the 'cycling code of conduct' and associated engagement programme to support considerate cycling.
<b>3. Enhance Woodside Playing Fields so it offers improved facilities and opportunities for leisure and sport</b>	We will invest in Woodside Playing Fields to enhance the activities on offer, including improvements to both the current boxing and cricket facilities.
<b>4. Complete our work in partnership for a new crematorium for south west Hertfordshire</b>	We will complete the new crematorium and agree future running arrangements, with our partner local authorities, to deliver enhanced facilities, including a remembrance chapel and gardens.

**COMMITMENT**

Celebrate and promote our town's rich and diverse culture and creativity

Our actions	What we'll do
<b>1. Reimagine our Museum and its place in telling the history of our town</b>	We will develop proposals for a modern, inspiring Heritage and Museum service based in our historic Town Hall that engages and educates our residents and visitors by telling the story of our town and its rich and diverse history, including ensuring that the service and sacrifice of fallen service men and women is recognised.
<b>2. Celebrate 100 years of Watford Borough, building a legacy for future generations</b>	We will lead a programme of celebrations across the town commemorating 100 years since the formation of the borough of Watford.
<b>3. Bring our local heritage to life for our community</b>	We will create a new innovative heritage trail across the town to recognise Watford's rich culture and past.
<b>4. Enhance the town's creative and cultural appeal through a new Public Art Strategy</b>	We will develop a Public Art Strategy for Watford, to explore how art in all its forms, can animate and enhance our public spaces, building on Watford's strong sense of identity and creativity and linking to improved wayfinding across the town.
<b>5. Commemorate the town's links to our past</b>	We will introduce a Blue Plaque scheme which will commemorate links between our historic buildings and famous residents, events or former buildings.
<b>6. Mark and reflect on Watford's response to COVID-19</b>	We will install a public memorial providing a place for reflection and commemoration to build on the community spirit and recognising the outstanding work across the town during the COVID-19 pandemic.
<b>7. Enhance our town's historical features and character</b>	We will develop a series of conservation management plans to enhance and protect the historical features, and character, of different areas across the town.



## Theme 4:

### COMMITMENT

Promote our welcoming and respectful town

Our actions	What we'll do
1. <b>Ensure everyone feels welcome, included and safe in Watford</b>	We will continue to make sure people feel welcome and safe in Watford, working closely with our partners to bid for funding that will support ways to have a positive impact on levels of violence against women and girls.
2. <b>Establish our commitment to the wellbeing of women and girls</b>	We will deliver 'White Ribbon' accreditation for Watford Borough Council as a part of our ongoing commitment to tackle violence against women and girls, and continue our productive engagement with our One Watford partnership, which is bringing together all strands of this work across the town.
3. <b>Make sure our town remains clean and free from litter</b>	We will trial a new mobile CCTV approach, as part of our overall CCTV review, which allows us to target litter and fly-tipping hotspots and obtain evidence so that we can prosecute offenders, helping to keep our streets clean and litter-free.
4. <b>Develop a range of information and signposting to create a 'welcome to Watford' resource</b>	We will develop a digital 'welcome to Watford' resource for new residents, setting out how they can be fully involved in the life of the town and make the most of Watford and all it has to offer.

**Establish our commitment to the wellbeing of women and girls**

### COMMITMENT

Listen to and hear the diverse voices of Watford

Our actions	What we'll do
1. <b>Engage with our community to support better outcomes for our town and residents</b>	We will develop our strategic approach, setting out how we will proactively work and engage with our community and our voluntary and community sector.
2. <b>Continue to engage with our community so we actively listen to their views and ideas</b>	We will continue to run our Pensioners Forum to provide support, guidance and companionship for our older residents, who contribute so much to the life of our town.
3. <b>Understand and support specific groups within our community</b>	We will introduce a new Veterans Forum for ex-forces personnel, who have done so much for our town and country, building on our commitment to the Hertfordshire Armed Forces Covenant, which provides support between our civilian community and local Armed Forces community.
4. <b>Support the voluntary sector in Watford to provide positive outcomes for our residents</b>	We will develop a new Voluntary Sector Commissioning Framework and work in partnership with charitable, community and voluntary organisations focused on helping our residents live healthy, happy and independent lives, understanding and meeting their needs through initiatives such as opening up the Town Hall to wider community use.
5. <b>Ensure our community buildings benefit local residents</b>	We will work with our community tenants to ensure our community buildings are well maintained, and, that our buildings maximise the benefits for local people.
6. <b>Deliver our Equality and Diversity policy so it underpins what we do and how we engage with our community</b>	We will develop an Equality and Diversity policy for Watford, making sure it reflects our diverse town and our commitment to being a place where everyone can thrive.
7. <b>Work with partners to end rough sleeping on the streets of Watford</b>	We will continue to deliver our Homelessness Strategy for Watford, reviewing this on an annual basis and adapting it regularly to ensure that it remains innovative and effective, supporting our target of minimising rough sleepers on the streets of Watford.

## Theme 4:

### COMMITMENT

Support improved health and wellbeing across the town

Our actions	What we'll do
<b>1. Encourage Watford to develop as an age friendly town</b>	We will work towards making Watford an age-friendly town which residents and visitors of all ages can enjoy, ensuring local services are accessible to and inclusive of older people with varying needs and capacities.
<b>2. Tackle digital isolation so residents can effectively engage using new technology</b>	We will work with our partners, volunteers and community groups to support residents who do not have access to technology, choose not to do so or do not currently have the skills to use IT so that they have the same opportunities as others in our town.
<b>3. Develop services to support our residents' health and wellbeing</b>	We will work closely with our partners to develop a mental health strategy for Watford, ensuring the right support is available for residents who need it. Watford's Healthy Hub will provide a pivotal link to assistance and guidance, including opening up conversations about the menopause and for those needing help with mental health issues.
<b>4. Engage with health partners to improve public health and health inequalities for our residents</b>	We will engage across our health partners to make sure the health and wellbeing needs of Watford are represented in new health structures and commissioning of services.
<b>5. Support single homeless people to access accommodation and support</b>	We will continue to establish and embed our single homelessness pathway, focusing on the root causes of homelessness and working closely with our partners to support individuals on every part of their journey into independent living.



**We will continue to offer our young people exciting things to do during the Easter and summer holidays**



### COMMITMENT

Bring together ways to help our residents who might be struggling financially

Our actions	What we'll do
<b>1. Make sure residents are aware of what help we offer to support them manage their finances</b>	We will promote our council tax discount scheme so residents know support might be available to help them pay their bills.
<b>2. Coordinate advice in the town for those seeking information on how to cope with the cost of living crisis</b>	We will work with partners to ensure people can access the advice and information they need when they face financial difficulties, particularly those who are vulnerable or are dealing with debt.
<b>3. Use innovative ways to support our local community financially</b>	We will build upon the success of our COVID-19 Fund, Ukraine Community Funds and Watford Community Fund to investigate a new local lottery to support our local community so that they can continue their good work in our town.
<b>4. Welcome the whole town and visitors to our Big Events</b>	We will deliver our exciting, free programme of Big Events across the town, including our Big Screen, Big Beach and Fireworks, bringing our community together regularly in our town centre and parks.
<b>5. Provide an appealing and lively programme of holiday activities for young people</b>	We will continue to offer our young people exciting things to do during the Easter and summer holidays so they can be engaged and involved in an enjoyable range of free activities.
<b>6. Improve private sector housing across the town, focusing on how it can contribute to both environmental and community benefits</b>	We will support the sustainability of the town's privately owned homes making use of Energy Company Obligation funding to improve the energy efficiency and warmth of those who are vulnerable or on low incomes.
<b>7. Help our community better access the benefits of Watford's economic growth</b>	We will explore ways to create a resilient and inclusive economy that benefits our community, building on foundations from the Hertfordshire Community Wealth Building project, linking local people with opportunities and supporting our voluntary, community and social enterprise (VCSE) sector link to make a greater economic contribution.



**WATFORD  
BOROUGH  
COUNCIL**

---

T: 01923 226400

W: [www.watford.gov.uk](http://www.watford.gov.uk)

E: [customerservices@watford.gov.uk](mailto:customerservices@watford.gov.uk)



**/watfordcouncil**