

Overview and Scrutiny Committee

2023/2024 draft work programme

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

		<ul style="list-style-type: none"> Local response to the cost-of-living crisis Establishment of task group 	<ul style="list-style-type: none"> Representatives from Citizens' Advice, W3RT and other partners. Jodie Kloss (Senior Democratic Services Officer)
18 October	10 October	<ul style="list-style-type: none"> SLM contract update 	<ul style="list-style-type: none"> Paul Stacey (Associate Director of Environment), Semeta Bloomfield (Community Commissioning Lead), Julietta Federico (Contract and Relationship Manager)
15 November	7 November	<ul style="list-style-type: none"> Update on hospital development 	<ul style="list-style-type: none"> Representatives from WHHT / other partners
13 December	5 December	<ul style="list-style-type: none"> Council Plan and performance update (Quarter 2 2023/24) Spotlight on service delivery 	<ul style="list-style-type: none"> Liam Hornsby (Associate Director of Customer and Corporate Services), Lee Pound (Executive Head of HR and OD), Claire Dow (Business Intelligence Manager) Associate Director / Service delivery leads TBC
31 January	23 January	<ul style="list-style-type: none"> Update on recommendations of Sustainability Strategy Task Group Performance of the high street 	<ul style="list-style-type: none"> Alan Gough (Director of Partnerships), Susheel Rao (Sustainability Officer) Economic development officers, representatives of the BID and Atria

21 February	13 February	<ul style="list-style-type: none"> Community Safety Partnership 	<ul style="list-style-type: none"> Liam Fitzgerald (Community Safety Manager) and CSP partners
13 March	7 March	<ul style="list-style-type: none"> Council Plan and performance update (Quarter 3 2023/24) Spotlight on service delivery 	<ul style="list-style-type: none"> Liam Hornsby (Associate Director of Customer and Corporate Services), Lee Pound (Executive Head of HR and OD), Claire Dow (Business Intelligence Manager) Associate Director and Service Delivery Leads (TBC)

Other items for longer-term planning:

- Briefing on the Parking Service and contract
- Recruitment and retention at WBC
- Update on the BID
- Veolia contract update
- Visit Herts
- Shared services (St Albans/ Three Rivers)
- Voluntary Sector Commissioning Framework (End of Year Report – 2022-2023)
- Follow-up on previous task groups:
 - Sustainable Transport Strategy
 - Electric vehicles
 - BAME task group
 - W3RT task group
- Neighbourhood Locality Fund process review (2024/25)
- Review of CCTV service (2024/25)
- Affinity Water