

Overview and Scrutiny Committee

2023/2024 draft work programme

Date	Publishing	Topics	Type of item	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"> • Scrutiny business • Service performance • Service performance 	<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"> • Performance and delivery monitoring • Review of outside organisations 	<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 (Intelligence, Performance and Improvement Lead) • 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) 	<ul style="list-style-type: none"> • Performance and delivery monitoring 	<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 ((Intelligence, Performance and Improvement Lead)

		<ul style="list-style-type: none"> Spotlight on service delivery – waste and recycling. Local response to the cost-of-living crisis 	<ul style="list-style-type: none"> Service performance Review of outside organisations and partnerships 	<ul style="list-style-type: none"> Associate Director of Environment and Service Delivery Leads Representatives from Citizens' Advice, W3RT and Elim Church
18 October	10 October	<ul style="list-style-type: none"> SLM contract update Executive-Scrutiny protocol 	<ul style="list-style-type: none"> Service performance Scrutiny business 	<ul style="list-style-type: none"> Paul Stacey (Associate Director of Environment), Semeta Bloomfield (Community Commissioning Lead), Julietta Federico (Contract and Relationship Manager) Jodie Kloss (Senior Democratic Services Officer)
15 November	7 November	<ul style="list-style-type: none"> Update on hospital development Watford Business Park Establishment of task group 	<ul style="list-style-type: none"> Review of outside organisations and partnerships Service review Policy development 	<ul style="list-style-type: none"> Representatives from WHTHT Lauren Sharkey (Property Development Project Manager), Peter Hall (Associate Director of Property and Asset Management) Jodie Kloss (Senior Democratic Services Officer)
13 December	5 December	<ul style="list-style-type: none"> Council Plan and performance update (Quarter 2 2023/24) 	<ul style="list-style-type: none"> Performance and 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 (Intelligence, Performance and

		<ul style="list-style-type: none"> Spotlight on service delivery – street cleansing 	<p>monitoring</p> <ul style="list-style-type: none"> Service performance 	<p>Improvement Lead)</p> <ul style="list-style-type: none"> Associate Director for Environment and Service delivery leads
31 January	23 January	<ul style="list-style-type: none"> Update on recommendations of Sustainability Strategy Task Group Update on recommendations of the Sustainable Transport Strategy Task Group Update on the Electric Vehicle Task Group Performance of the high street 	<ul style="list-style-type: none"> Scrutiny business Scrutiny business Scrutiny business Review of outside organisations and partnerships 	<ul style="list-style-type: none"> Alan Gough (Director of Partnerships), Susheel Rao (Sustainability Officer) Ben Martin (Associate Director of Planning, Infrastructure and Economy) Ben Martin (Associate Director of Planning, Infrastructure and Economy) Representatives of the BID and Atria
21 February	13 February	<ul style="list-style-type: none"> Community Safety Partnership Task group final report 	<ul style="list-style-type: none"> Review of outside organisations and partnerships Scrutiny business 	<ul style="list-style-type: none"> Liam Fitzgerald (Community Safety Manager) and CSP partners Jodie Kloss (Senior Democratic Services Officer)

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"> • Performance and delivery monitoring • Service performance 	<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 (Intelligence, Performance and Improvement Lead) • Associate Director and Service Delivery Leads (TBC)
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Other items for longer-term planning:

- Briefing on the Parking Service and contract (arranged for October 2023)
- Recruitment and retention at WBC
- Update on the BID
- Visit Herts
- Shared services (St Albans/ Three Rivers)
- Voluntary Sector Commissioning Framework (End of Year Report – 2022-2023)
- Neighbourhood Locality Fund process review (2024/25)
- Review of CCTV service (2024/25)
- Affinity Water