

## 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"> <li>• OSC work programme 2023/24</li> <li>• Customer Experience Strategy</li> <li>• Report-it update</li> </ul>	<ul style="list-style-type: none"> <li>• Scrutiny business</li> <li>• Service performance</li> <li>• Service performance</li> </ul>	<ul style="list-style-type: none"> <li>• Jodie Kloss (Senior Democratic Services Officer)</li> <li>• Liam Hornsby (Associate Director of Corporate and Customer Services), Michelle Carty (CSC Operations)</li> <li>• Lee Anderson (Digital Improvement Manager)</li> </ul>
19 July	11 July	<ul style="list-style-type: none"> <li>• Council Plan and performance update (Quarter 4 2022/23)</li> <li>• Establishment of task group - housing</li> </ul>	<ul style="list-style-type: none"> <li>• Performance and delivery monitoring</li> <li>• Review of outside organisations</li> </ul>	<ul style="list-style-type: none"> <li>• Liam Hornsby (Associate Director of Corporate and Customer Services), Lee Pound (Executive Head of HR and OD), Claire Dow (Intelligence, Performance and Improvement Lead)</li> <li>• Jodie Kloss (Senior Democratic Services Officer)</li> </ul>
20 September	12 September	<ul style="list-style-type: none"> <li>• Council Plan and performance update (Quarter 1 2023/24)</li> </ul>	<ul style="list-style-type: none"> <li>• Performance and delivery monitoring</li> </ul>	<ul style="list-style-type: none"> <li>• Liam Hornsby (Associate Director of Corporate and Customer Services), Lee Pound (Executive Head of HR and OD), Claire Dow ((Intelligence, Performance and Improvement Lead)</li> </ul>

		<ul style="list-style-type: none"> <li>• Spotlight on service delivery – waste and recycling.</li> <li>• Local response to the cost-of-living crisis</li> </ul>	<ul style="list-style-type: none"> <li>• Service performance</li> <li>• Review of outside organisations and partnerships</li> </ul>	<ul style="list-style-type: none"> <li>• Associate Director of Environment and Service Delivery Leads</li> <li>• Representatives from Citizens’ Advice, W3RT and Elim Church</li> </ul>
18 October	10 October	<ul style="list-style-type: none"> <li>• SLM contract update</li> <li>• Executive-Scrutiny protocol</li> </ul>	<ul style="list-style-type: none"> <li>• Service performance</li> <li>• Scrutiny business</li> </ul>	<ul style="list-style-type: none"> <li>• Paul Stacey (Associate Director of Environment), Semeta Bloomfield (Community Commissioning Lead), Julietta Federico (Contract and Relationship Manager)</li> <li>• Jodie Kloss (Senior Democratic Services Officer)</li> </ul>
15 November	7 November	<ul style="list-style-type: none"> <li>• Update on hospital development</li> <li>• Health integration</li> <li>• Watford Business Park</li> </ul>	<ul style="list-style-type: none"> <li>• Review of outside organisations and partnerships</li> <li>• Service review</li> <li>• Service review</li> </ul>	<ul style="list-style-type: none"> <li>• Representatives from West Herts Teaching Hospital Trust</li> <li>• Donna Nolan (Chief Executive), Toby Hyde (West Herts Teaching Hospital Trust)</li> <li>• Lauren Sharkey (Property Development Project Manager), Peter Hall (Associate Director of Property and Asset Management)</li> </ul>

13 December	5 December	<ul style="list-style-type: none"> <li>• Council Plan and performance update (Quarter 2 2023/24)</li> <li>• Spotlight on service delivery – street cleansing</li> </ul>	<ul style="list-style-type: none"> <li>• Performance and delivery monitoring</li> <li>• Service performance</li> </ul>	<ul style="list-style-type: none"> <li>• Liam Hornsby (Associate Director of Customer and Corporate Services), Claire Dow (Intelligence, Performance and Improvement Lead)</li> <li>• Associate Director for Environment and Service delivery leads</li> </ul>
31 January	23 January	<ul style="list-style-type: none"> <li>• Update on recommendations of Sustainability Strategy Task Group</li> <li>• Performance of the high street</li> </ul>	<ul style="list-style-type: none"> <li>• Scrutiny business</li> <li>• Review of outside organisations and partnerships</li> </ul>	<ul style="list-style-type: none"> <li>• Alan Gough (Director of Partnerships), Susheel Rao (Sustainability Officer)</li> <li>• Representatives of the BID and Atria</li> </ul>
21 February	13 February	<ul style="list-style-type: none"> <li>• Community Safety Partnership</li> <li>• Task group final report</li> </ul>	<ul style="list-style-type: none"> <li>• Review of outside organisations and partnerships</li> <li>• Scrutiny business</li> </ul>	<ul style="list-style-type: none"> <li>• Liam Fitzgerald (Community Safety Manager) and CSP partners</li> <li>• Jodie Kloss (Senior Democratic Services Officer)</li> </ul>
13 March	7 March	<ul style="list-style-type: none"> <li>• Council Plan and performance update (Quarter 3 2023/24)</li> </ul>	<ul style="list-style-type: none"> <li>• Performance and delivery monitoring</li> </ul>	<ul style="list-style-type: none"> <li>• Liam Hornsby (Associate Director of Customer and Corporate Services), Claire Dow (Intelligence, Performance and Improvement Lead)</li> </ul>

		<ul style="list-style-type: none"> <li>Spotlight on service delivery</li> </ul>	<ul style="list-style-type: none"> <li>Service performance</li> </ul>	<ul style="list-style-type: none"> <li>Associate Director and Service Delivery Leads (TBC)</li> </ul>
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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