

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 • Health integration • Watford Business Park 	<ul style="list-style-type: none"> • Review of outside organisations and partnerships • Service review • Service review 	<ul style="list-style-type: none"> • Representatives from West Herts Teaching Hospital Trust • Donna Nolan (Chief Executive), Toby Hyde (West Herts Teaching Hospital Trust) • Lauren Sharkey (Property Development Project Manager), Peter Hall (Associate Director of Property and Asset Management)

13 December	5 December	<ul style="list-style-type: none"> • Council Plan and performance update (Quarter 2 2023/24) • Spotlight on service delivery – street cleansing 	<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), Claire Dow (Intelligence, Performance and Improvement Lead) • 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 • Performance of the high street 	<ul style="list-style-type: none"> • Scrutiny business • Review of outside organisations and partnerships 	<ul style="list-style-type: none"> • Alan Gough (Director of Partnerships), Susheel Rao (Sustainability Officer) • 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) 	<ul style="list-style-type: none"> • Performance and delivery monitoring 	<ul style="list-style-type: none"> • Liam Hornsby (Associate Director of Customer and Corporate Services), Claire Dow (Intelligence, Performance and Improvement Lead)

		<ul style="list-style-type: none"> Spotlight on service delivery 	<ul style="list-style-type: none"> Service performance 	<ul style="list-style-type: none"> 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