

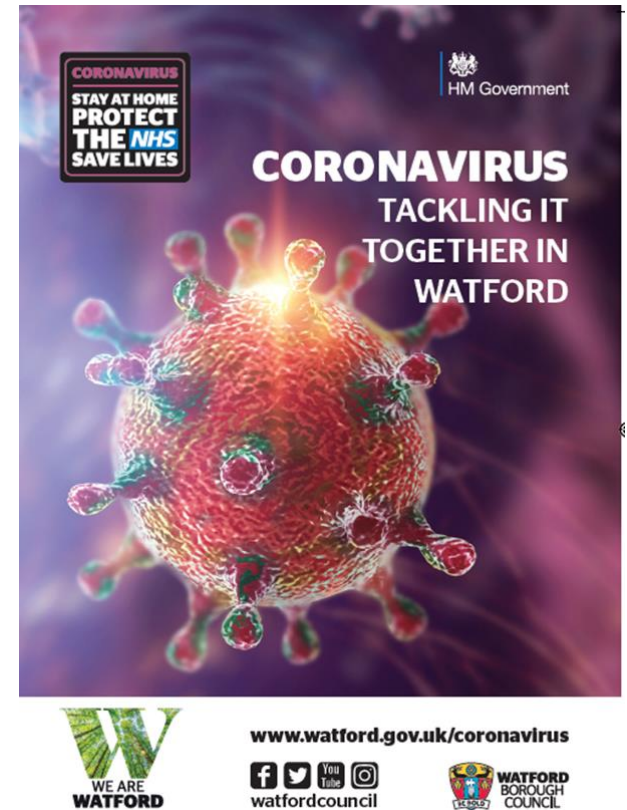
Covid-19: Learning through a crisis

Donna Nolan

Managing Director

Watford Borough Council

20 June 2020



Introduction

- Guiding principals
- Meeting the needs of our community
- Two challenges and the greatest success
- Reset: Post Covid-19

WBC Guiding Principles

1

Take care of each other

2

Flexible Leadership operating model

3

Flexible Council operating model

4

Take the long view

5

Ask deliberate questions

6

Manage communications

Meeting the needs of our Community

- **Watford Helps** – delivering help where it was most needed
- **Watford Ahead** - supporting our businesses
- **Watford Together** - bringing out the best in a time of adversity



Watford Helps
COVID-19 charities appeal

Please support the frontline charities who are helping our local community survive the coronavirus - your donation could help save a life

To donate £1, text **WATFORD** to 70201
To donate £3, text **WATFORD** to 70331
To donate £5, text **WATFORD** to 70970
To donate £10, text **WATFORD** to 70191

www.watfordcovidappeal.org

WE ARE WATFORD

WATFORD BOROUGH COUNCIL



**COVID-19:
Watford Helps**

We have over 1,000 volunteers ready to help people in need and self-isolating with:

- Shopping
- Emergency food supplies
- Prescription collection
- Telephone tech support
- Dog walking
- Friendly phone conversations

If you need support or you know someone who does go to:

www.watford.gov.uk/watfordhelps
01923 278503
enquiries@watford.gov.uk

WE ARE WATFORD

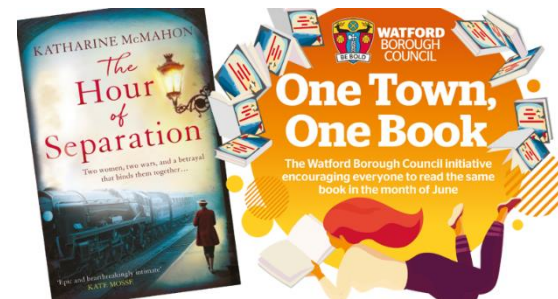
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#WATFORDTOGETHER
Bringing out the best in our town in a time of adversity

FIND OUT MORE ► FUNDING & GRANTS ►

UPCOMING QUIZ on 3 May (8pm to 9.30pm) - Hosted by Mayor, Patsy Taylor and Luthee Blassett with special guests to raise money for our Community fund to support charities involved in the COVID-19 relief effort.



**One Town,
One Book**

The Watford Borough Council initiative encouraging everyone to read the same book in the month of June

KATHARINE McMAHON
The Hour of Separation
Two women, two wars, and a betrayal that binds them together...

WATFORD BOROUGH COUNCIL

Two challenges and the greatest success

- Personal reflection
- Watford: a hotspot for Covid-19
- Staff as the engine for delivery

Post Covid-19: Watford Together. Our Town. Our Future

- Resetting strategic direction
- Path to renewal
- A budget to enable renewal
- Focusing on our people



COUNCIL PLAN ON A PAGE 2020-24

Watford Together

OUR TOWN. OUR FUTURE

WATFORD BOROUGH COUNCIL PLAN

20 24

We are ambitious for our town, our residents and our businesses, and we want to see them flourish, now more than ever. Our Council Plan gives us the chance to look at our commitments to the town and our community for the next four years. It links our long-term goals and what we know is important to Watford now, given everyone's experiences of COVID-19. As our future roadmap, it informs our budget setting, is an essential tool for the planning and delivery of services, and helps our staff understand how the work they do makes a real difference to the people of Watford.

Our corporate themes

- 1 A council that serves our residents**

We are a different kind of council – pioneering and always searching for better answers; a bold council that gets things done, focuses on opportunity and challenges old-fashioned thinking. We work as 'one team' and everything we do is to make our town successful and improve the lives of our residents.
- 2 A thriving, diverse and creative town**

We want Watford to be an outstanding place for everyone: residents, business owners and visitors alike. Our plans have created a thriving and attractive town, but we know we cannot stand still. We must always look to the future and be ambitious for Watford, to guarantee our continued success and prosperity. This has never been more important as we look to thrive post COVID-19.
- 3 A healthy and happy town**

Our community are the strength and the heart of Watford. We know they have great civic pride and enjoy getting involved in the life of the town. We have seen them care for each other like never before and we want this great spirit to be the launchpad for something very special for Watford in the years to come. Our diverse town inspires us every day and we want its community to really feel a part of our joint future.

Our commitments

- Make sure our council is a caring and collaborative organisation that puts what matters to people at the heart of everything we do.
- Deliver high-quality, sustainable services.
- Empower leaders at all levels in our council to inspire our organisation and our communities.
- Focus our budget to deliver on our commitments and secure investment to work for Watford.
- Welcome innovation, technology and new ways of working to continuously improve.

Our commitments

- Promote Watford as an enterprising town where businesses can invest, grow and succeed.
- Create thriving and affordable neighbourhoods and the right environment for businesses to flourish.
- Ensure the right mix of facilities, services and transport links as part of new developments to create successful, well-designed new communities.
- Make sure we have quality homes to meet the needs of residents, including housing that is affordable through ownership, private rental and social housing.
- Build on our new, greener ways to travel in and around Watford and promote the transition to a low-carbon economy.

Our commitments

- Celebrate our diversity, heritage and culture, to make Watford a place for people to succeed from childhood to old age.
- Enable our cultural and creative sectors to flourish.
- Ensure we have quality events, recreational opportunities and outdoor spaces for people to get together, feel part of the town and boost their health and wellbeing.
- Work even more closely with the voluntary and community sector, to build a resilient community where people support each other.
- Work with partners to end rough sleeping and help people enjoy better lives.

OUR GUIDING PRINCIPLES UNDERPIN HOW WE DELIVER ON OUR THEMES AND COMMITMENTS

Excellence Work with partners to deliver excellent outcomes for our customers and communities.
Promotion Promote Watford widely to maximise our town's potential.
Impact Use our resources wisely to maximise financial, social and environmental impact.
Enterprise Challenge ourselves to be ambitious and entrepreneurial.
Leadership Bring people who care about the town together to get things done.
Caring Respond thoughtfully to show our readiness to help others.

www.watford.gov.uk

