

7 March 2014

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To: The Members of the Overview and Scrutiny Committee of the North Hertfordshire District Council

(Councillors R.L. Shakespeare-Smith (Chairman), Cathryn Henry (Vice-Chairman), Bill Davidson, Jean Green, John Harris, Steve Hemingway, Sal Jarvis, David Kearns, David Leal-Bennett, Ben Lewis, Sandra Lunn, Gerald Morris, M.R.M. Muir, Frank Radcliffe, Mike Rice and Deborah Segalini).

[Substitutes: Councillors Alan Bardett, John Bishop, John Booth, S.K. Jarvis, Ian Mantle, Alan Millard, Adrian Smith and Michael Weeks]

You are invited to attend a

MEETING OF THE OVERVIEW AND SCRUTINY COMMITTEE

to be held in

**COUNCIL CHAMBER, COUNCIL OFFICES, GERNON
ROAD, LETCHWORTH GARDEN CITY**

on

TUESDAY, 17 JUNE 2014

at

7.30 p.m.

Yours sincerely,



David Miley
Democratic Services Manager

AGENDA
PART I

ITEM	PAGE
1. APOLOGIES FOR ABSENCE	-
2. MINUTES – 18 MARCH 2014	-
<p>To take as read and approve as a true record the Minutes of the meeting of the Overview and Scrutiny Committee held on 18 March 2014.</p>	
3. NOTIFICATION OF OTHER BUSINESS	-
<p>Members should notify the Chairman of other business which they wish to be discussed by the Committee at the end of the business set out in the agenda. They must state the circumstances which they consider justify the business being considered as a matter of urgency.</p> <p>The Chairman will decide whether the item(s) raised will be considered.</p>	
4. CHAIRMAN'S ANNOUNCEMENTS	-
<p>Members are reminded that any declarations of interest in respect of any business set out in the agenda, should be declared as either a Disclosable Pecuniary Interest or Declarable Interest and are required to notify the Chairman of the nature of any interest declared at the commencement of the relevant item on the agenda. Members declaring a Disclosable Pecuniary Interest must withdraw from the meeting for the duration of the item. Members declaring a Declarable Interest which requires they leave the room under Paragraph 7.4 of the Code of Conduct, can speak on the item, but must leave the room before the debate and vote.</p>	
5. PUBLIC PARTICIPATION	-
<p>To receive petitions, comments and questions from members of the public.</p> <p>Public participation requests received within the agreed time will be notified to Members as soon as practicable.</p> <p>Members of the public who have contributed to Task and Finish groups are invited to attend the meeting at which the report is presented.</p>	
6. URGENT/GENERAL EXCEPTION ITEMS	-
<p>The Chairman to report on any urgent or general exception items which required his agreement. At the time of printing the agenda, the Chairman had not agreed any urgent or general exception items.</p>	

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7.	CALLED-IN ITEMS	-
	To consider any matters referred to the Committee for a decision in relation to a call-in of a decision. At the time of printing the agenda, no items of business had been called-in.	
8.	MEMBERS' QUESTIONS	-
	To receive and respond to any questions from Members either set out in the agenda or tabled at the meeting.	
9.	RESOLUTIONS OF THE OVERVIEW AND SCRUTINY COMMITTEE REPORT OF THE SCRUTINY OFFICER	1
	To consider the outcome of Overview and Scrutiny Committee resolutions.	
10.	REGULATION OF INVESTIGATORY POWERS ACT UPDATE REPORT OF THE CORPORATE LEGAL MANAGER	13
	To update the Committee on the Council's current use of RIPA.	
11.	PERFORMANCE INDICATOR MONITORING REPORT – APRIL 2013 TO MARCH 2014	17
	To consider the Performance Indicator information for the period April 2013 to March 2014	
12.	YEAR END MONITORING REPORT ON PROJECTS IN THE PRIORITIES FOR THE DISTRICT 2013/14 REPORT OF THE HEAD OF FINANCE, PERFORMANCE AND ASSET MANAGEMENT	27
	To receive an update on the delivery of the projects identified in the Priorities for the District 2013/14.	
13.	CORPORATE BUSINESS PLANNING TIMETABLE 2015/16 REPORT OF THE STRATEGIC DIRECTOR OF FINANCE, POLICY AND GOVERNANCE	35
	To consider the Corporate Business Planning Timetable for 2015/16 onwards.	
14.	COMMENTS, COMPLIMENTS AND COMPLAINTS (3CS) FULL YEAR UPDATE - 1 APRIL 2013 TO 31 MARCH 2014 REPORT OF THE STRATEGIC DIRECTOR OF CUSTOMER SERVICES	41
	To provide the Overview and Scrutiny Committee with a summary of Comments, Compliments and Complaints (3Cs) received by North Hertfordshire District Council (NHDC) and its contractors for the period 12 April 2013 to 31 March 2014.	

**15. OVERVIEW & SCRUTINY COMMITTEE WORK PROGRAMME
REPORT OF THE SCRUTINY OFFICER**

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To consider the issues that the Overview and Scrutiny Committee plans to review at future meetings and the activities of its sub-groups.

The dates of the Overview and Scrutiny Committee Meetings for the Civic Year 2014 – 2015 will be as follows:

29 July 2014;

16 September 2014;

9 December 2014;

20 January 2015;

17 March 2015.