

RESOLUTIONS OF THE OVERVIEW AND SCRUTINY COMMITTEE: 17 MARCH 2015

Part 1: Outstanding Resolutions

Ref	Resolution	Response/Outcome	State of Play
Min 15 Jun 13	<p>Task and Finish Group on Grants</p> <p>That, once reviewed, the document presented to the Task and Finish group on the Council's Grant Process and Related Community Benefit entitled Grants from North Hertfordshire District Council (or a suitable web link to the document) be circulated to all Members of the Council.</p>	<p>A report on the Grants Policy review was presented to the Committee at its meeting in July 2014. There are a number of further changes needed before the guidance notes are finalised and can be circulated to members.</p>	<p>Deferred until June 2015</p>
Min 42 Sept 14	<p>DBS Checks For NHDC Councillors – Policy Position</p> <p>That the Head of Policy and Community Services be requested to include a review of the policy for Disclosure Barring Service checks on elected Members and any proposal for change in the annual review of Safeguarding, due to be presented to this Committee in July 2015.</p>	<p>Passed to the Head of Policy and Community Services for action.</p>	<p>Pending - due July 2015</p>
Min 43 Sept 14	<p>Work Programme</p> <p>That the Scrutiny Officer be requested to ascertain the appropriate timing to review the performance criteria regarding the Waste and Street Cleansing Contract;</p>	<p>Officers will use a range of opportunities to engage with Members as the project progresses. The first of these will begin shortly and the project plan will detail other opportunities as the project progresses up to and beyond (if approved) the business case report to Cabinet. The business case is now scheduled to go to Cabinet in June. Performance criteria will be developed during the specification of the contract which will be after June's Cabinet meeting. Officers are working to complete the timetable and this will be reported to the Overview and Scrutiny Committee when it is available.</p>	<p>Committee to note</p>

<p>Min 48 Dec 14</p>	<p>Chief Inspector for North Hertfordshire</p> <ul style="list-style-type: none"> • That the Head of Development and Building Control be asked to ensure that consideration is given to crime issues when new builds are developed; • That the Scrutiny Officer be requested to liaise with Hertfordshire Constabulary to discuss and develop closer working relationships between the police, elected Members and the local community. 	<p>Passed to the Head of Development and Building Control for consideration.</p> <p>The Scrutiny Officer wrote to Chief Inspector Wheatley who has confirmed that she intends to make community engagement one of the police's priorities, including how police interact with local councillors. The Chief Inspector has indicated that she intends to develop a strategic plan regarding police engagement. As a first step, she has indicated the need to take stock of how the police engage with the public and councillors. The police are due to attend all area committees this month to provide a performance update, and the Chief Inspector has asked them to include the issue of engagement in their presentations, looking at how police engage with communities and local councillors.</p>	<p>In hand</p> <p>Committee to note</p>
<p>Min 59 & 61 Dec 14</p>	<p>Update on Negotiations for New Leases of Three Community Centres</p> <ul style="list-style-type: none"> • That the Overview and Scrutiny welcomed the report and that it was considered as a draft report; • That the Head of Finance and Asset Management be requested to include the following information in the final report: <ul style="list-style-type: none"> ○ Previous expenditure on the buildings mentioned; ○ Costs for the necessary repair work needed; ○ Usage of the buildings mentioned; ○ How many Community Centres presented accounts to NHDC; ○ How many Community Centres were in receipt of rate 	<p>A revised report will be presented to the Committee on 9 June and Cabinet on 16 June 2015.</p>	<p>Committee to note</p>

	<p>relief;</p> <ul style="list-style-type: none"> ○ How many Community Centres were in receipt of discretionary rate relief. <ul style="list-style-type: none"> ● That the Overview and Scrutiny Committee were minded, on the information contained in the draft report, to support recommendations 2.1 (i) and 2.2 (i) as detailed in the report. ● That the Head of Finance and Asset Management be requested to present the final report to this Committee for consideration at it's meeting due to be held on 20 January 2015. 		
Min 71 Dec 14	<p>Hitchin Town Hall</p> <p>That, once matters regarding the Development Agreement between North Hertfordshire District Council and Hitchin Town Hall Limited had progressed, a further report be prepared for consideration by the Overview and Scrutiny Committee;</p> <p>That, at a later date, the Overview and Scrutiny Committee to consider the approach of NHDC to larger projects.</p>	<p>See Min 87 below</p> <p>Committee to consider the best way of addressing this resolution.</p>	<p>Pending</p> <p>Committee to consider</p>
Min 80 Jan 15	<p>Portfolio Holder for Planning and Enterprise</p> <p>That the Scrutiny Officer be requested to invite the Portfolio Holder for Planning and Enterprise to give a presentation to this Committee at the meeting due to be held on 9 June 2015.</p>	<p>Portfolio holder has been invited to the Committee's meeting on 9 June. The Committee will need to decide which topics they would like him to cover.</p>	<p>Committee to comment</p>
Min 82 Jan 15	<p>Task and Finish group on the NHDC Website: Update</p> <p>That the Head of Development and Building Control be requested to look at reducing the use of abbreviations in planning paperwork:</p>	<p>Passed to the Head of Development and Building Control for consideration.</p>	<p>In hand</p>

	<p>That the Communications Manager be requested to investigate whether required documents can be uploaded through the website by customers;</p> <p>That the Communications Manager consider the following suggestion, made by Members, whilst continuing to develop the new NHDC website:</p> <ul style="list-style-type: none"> • That under the Council/Democracy area there be one click access to the Committee Administration System, therefore giving easier access to Minutes, agendas and reports; • That under the Planning area there be easier access to planning documents 	<p>This question referred to parking permits. The Customer Services Manager and Communications Manager have confirmed that currently applicants can upload supporting documents for parking permits.</p> <p>The Communications Manager has confirmed that members will be able to access the Committee Administration System and its contents in two clicks from the homepage. There are virtually no pages on the entire website that can be accessed in one click as each section has its own landing page behind the home page. However, the new structure means that it will be a lot easier to navigate and access what visitors are looking for.</p> <p>Passed to the Head of Development and Building Control for consideration</p>	<p>Committee to note</p> <p>Committee to note</p> <p>In hand</p>
<p>Min 84 Jan 15</p>	<p>Comments, Compliments and Complaints (3Cs)</p> <p>That the Customer Services Manager be requested to investigate if effective equalities information can be gathered from customers using the 3Cs process;</p> <p>That the Performance and Risk Manager be requested to investigate the introduction of a percentage based performance</p>	<p>The Customer Services Manager is considering this issue. She has discussed it with colleagues in NHDC and other Councils, most of whom do not collect this data. There are difficulties relating equalities information to the complaints data as the two may not be connected, so further consideration is needed.</p> <p>The Council already has a target in place which is to respond to 80% of complaints within 10 days. The</p>	<p>In hand</p> <p>Committee to note</p>

	target regarding responding to complaints within 10 days.	Customer Services Manager is in the process of updating the complaints policy and has made clear reference to it in the Policy itself and in any accompanying information.	
Min 85 Jan 15	Common Housing Allocation Scheme That the Head of Housing and Public Protection be requested to provide a further update on the implementation of the Common Housing Allocation Scheme, including equalities information in 12 months time.	Added to the work programme for January 2016	In hand
Min 87 Jan 15	Overview & Scrutiny Committee's Work Programme That the item on the Forward Plan entitled "Garrison Court Garages, Hitchin", due to be considered by Cabinet on 24 March 2015, be brought to the attention of the Chairman of the Hitchin Committee; That the Scrutiny Officer be requested to draw up a draft scoping document for a Task and Finish Group on the Quality of the Council's Reports, which would include Member and Public perspectives particularly regarding the use of jargon. That the following items on the Forward Plan be considered by the Overview and Scrutiny Committee: <ul style="list-style-type: none"> • Consultation Strategy due to be considered by Cabinet on 24 March 2014; • North Hertfordshire Museum and Hitchin Town Hall Contractual Obligations, due to be considered by Cabinet at a date to be arranged. 	The Committee Clerk has drawn this to the attention of the Chairman of Hitchin Committee. Scope drafted and sent to the Chairman for his consideration and approval This item will no longer be considered by Cabinet in March and will be considered by this Committee and Cabinet at a later date. An Information Note entitled North Hertfordshire Museum and Community Facility at Hitchin Town Hall will be presented to all Area Committees during March 2015. The Project Executive has no further information	Complete In hand Pending Committee to note

	<ul style="list-style-type: none"> • Citizens' Panel due to be considered by Cabinet on 24 March 2014; 	<p>that can be reported to the Overview and Scrutiny Committee meeting due to be held on 17 March 2015. Progress and discussions are ongoing and the Overview and Scrutiny Committee will receive an update at a future meeting.</p> <p>The report on the Citizens Panel has been removed from the Forward Plan as consideration of the panel report would not constitute a key decision. Furthermore the item has been withdrawn from the Cabinet agenda as it is largely a technical paper used to pose specific questions by particular service areas when contemplating service change or improvements. The broader District Wide Survey would probably be of greater interest to the Committee as it covers the whole range of NHDC services, satisfaction with place etc., and is regularly reported via Cabinet. The next planned District Wide Survey takes place later this year and it expected to report to Cabinet in March 2016. It has been added to the Committee's agenda for March 2016.</p>	<p>Committee to note</p>
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Part 2: Ongoing Resolutions

Ref	Resolution
Min 13 June 2012	Corporate Priorities That the Finance and Risk Manager provide comprehensive comments on exceptions in future reports.
Min 17 June 2012	Portfolio Holders That the Scrutiny Officer request that Portfolio Holders circulate a brief overview of their presentation to all members of the Overview and Scrutiny Committee prior to the meeting;
Min 27 July 2012	Resolutions Report That the Scrutiny Officer identify in future reports which resolutions are considered by Cabinet and which are referred to officers; That the Scrutiny Officer ensure no further actions could be taken regarding a resolution before marking it as completed;
Minute 29 July 2012	Scoping Documents That the Scrutiny Officer includes a heading entitled "Community Engagement" on all future scoping documents to ensure outcomes for the public are considered.
Min 72 Jan 13	Updates That updates be circulated to all Members of the Committee and, should any Members feel that discussion is needed, they contact the Chairman to ask for an item to be placed on the next agenda;
Min 78 Jan 13	Task and Finish Groups That the scope of future task and finish groups include a "green" element wherever possible.
Min 10 Jun 13	Regulation of Investigatory Powers Act That the Acting Corporate Legal Manager be requested to include more detail in future update reports such as circumstances that led to authorisations being sought and reasons for authorisations not being used.

Min 11 Jun 13	Safeguarding That the Head of Policy and Community Services be requested to provide an update on Safeguarding Performance annually.
Min 14 Jun 13	Performance Indicator Report 2012/13 That the Performance and Risk Manager be requested to include details of the number of homeless people that NHDC were able to help in future Performance Indicator reports.
Min 25 July 13	Call Ins (Feasibility of a Crematorium at Wilbury Hills Cemetery) That the Committee and Member Services Officer be requested to circulate any call-in request with the agenda in future.
Min 29 July 13	Year End Monitoring Report on Projects in the Priorities for the District 2012/13 That future monitoring of projects in the Priorities for the District reports be considered by the Overview and Scrutiny Committee with exceptions being referred to Cabinet.
Min 57 Dec 14	Mid Year Monitoring Report on Projects in the Priorities for the District 2014/15 That the Performance and Risk Manager be requested to include key target dates in future reports;