

8 January 2016

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

(Councillors Cathryn Henry (Chairman), Steve Hemingway (Vice-Chairman), Clare Billing, Bill Davidson, Jean Green, Sal Jarvis, David Leal-Bennett, Ben Lewis, Sandra Lunn, Paul Marment, Gerald Morris, M.R.M. Muir, Janine Paterson, 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, GERON ROAD,
LETCWORTH GARDEN CITY**

on

TUESDAY, 19 JANUARY 2016

at

7.30 p.m.

Yours sincerely,



David Miley
Democratic Services Manager

AGENDA
PART I

ITEM	PAGE
1. APOLOGIES FOR ABSENCE	-
2. MINUTES – 8 DECEMBER 2015	-
<p>To take as read and approve as a true record the Minutes of the meeting of the Overview and Scrutiny Committee held on 8 December 2015.</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	-
<p>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.</p>	
8. PRESENTATION BY THE EXECUTIVE MEMBER FOR COMMUNITY ENGAGEMENT AND RURAL AFFAIRS	-
<p>To receive a presentation from Councillor Tony Hunter, Executive Member for Community Engagement and Rural Affairs.</p>	
9. COMMENTS, COMPLIMENTS AND COMPLAINTS (3CS) HALF YEAR UPDATE – 1 APRIL 2015 TO 30 SEPTEMBER 2015. REPORT OF THE STRATEGIC DIRECTOR OF CUSTOMER SERVICES	1
<p>To provide the Committee with a summary of Comments, Compliments and Complaints (3Cs) received by North Hertfordshire District Council (NHDC) and its contractors for the period 1 April 2015 to 30 September 2015.</p>	
10. MEMBERS' QUESTIONS	-
<p>To receive and respond to any questions from Members either set out in the agenda or tabled at the meeting.</p>	
11. PROTOCOL FOR TASK AND FINISH GROUPS REPORT OF THE SCRUTINY OFFICER	13
<p>For the Committee to consider and agree new principles for Task Finish groups.</p>	
12. RESOLUTIONS OF THE OVERVIEW AND SCRUTINY COMMITTEE REPORT OF THE SCRUTINY OFFICER	21
<p>To consider the outcome of Overview and Scrutiny Committee resolutions.</p>	
13. OVERVIEW & SCRUTINY COMMITTEE WORK PROGRAMME REPORT OF THE SCRUTINY OFFICER	31
<p>To consider the issues that the Overview and Scrutiny Committee plans to review at future meetings and the activities of its sub-groups.</p>	

The Overview and Scrutiny Committee Meetings for the Civic Year 2015 – 2016 will be held on:

22 March 2016.

**The Overview and Scrutiny Committee Meetings for the Civic Year
2016 – 2017 will be held on:**

7 June 2016

19 July 2016

20 September 2016

13 December 2016

17 January 2017

21 March 2017