

8 July 2016

Ref: HD/O&S/07.16  
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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), Ian Albert, Clare Billing, Bill Davidson, Steve Deakin – Davies, Elizabeth Dennis, Jean Green, S.K. Jarvis, Ben Lewis, Paul Marment, Gerald Morris, M.R.M. Muir, Janine Paterson, Frank Radcliffe and Valentine Shanley).

[Substitutes: Councillors John Bishop, Paul Clark, Simon Harwood, Lorna Kercher, Alan Millard, Mike Rice, 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 JULY 2016**

at

**7.30 p.m.**

Yours sincerely,



David Miley  
Democratic Services Manager

**AGENDA**  
**PART I**

<b>ITEM</b>	<b>PAGE</b>
<b>1. APOLOGIES FOR ABSENCE</b>	-
<b>2. MINUTES – 7 JUNE 2016</b>	-
<p>To take as read and approve as a true record the Minutes of the meeting of the Overview and Scrutiny Committee held on 7 June 2015.</p>	
<b>3. NOTIFICATION OF OTHER BUSINESS</b>	-
<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>	
<b>4. CHAIRMAN'S ANNOUNCEMENTS</b>	-
<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>	
<b>5. PUBLIC PARTICIPATION</b>	-
<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>	
<b>6. URGENT/GENERAL EXCEPTION ITEMS</b>	-
<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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<b>7. CALLED-IN ITEMS</b>	-
<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>	
<b>8. PRESENTATION BY THE EXECUTIVE MEMBER FOR FINANCE AND I.T.</b>	-
<p>To receive a presentation from Councillor Terry Hone, Executive Member for Finance and I.T. regarding issues within his portfolio.</p>	
<b>9. PRESENTATION BY THE EXECUTIVE MEMBER FOR HOUSING AND ENVIRONMENTAL HEALTH</b>	-
<p>To receive a presentation from Councillor Bernard Lovewell, Executive Member for Housing and Environmental Health regarding issues within his portfolio which are housing matters.</p>	
<b>10. ADOPTION OF AN UPDATED COMMON HOUSING ALLOCATION SCHEME</b>	<b>1</b>
<p>REPORT OF THE HEAD OF HOUSING AND PUBLIC PROTECTION</p> <p>To consider the updated Common Housing Allocation Scheme prior to consideration by Cabinet.</p>	
<b>11. REGULATION OF INVESTIGATORY POWERS ACT UPDATE AND USE OF SOCIAL NETWORKING SITES IN INVESTIGATIONS UPDATE</b>	<b>69</b>
<p>REPORT OF THE CORPORATE LEGAL MANAGER</p> <p>To update the Committee on the Council's current use of RIPA and on the Use of Social Networking Sites in Investigations.</p>	
<b>12. COMMENTS, COMPLIMENTS AND COMPLAINTS (3Cs) FULL YEAR UPDATE – 1 APRIL 2015 TO 31 MARCH 2016</b>	<b>73</b>
<p>REPORT OF THE STRATEGIC DIRECTOR OF CUSTOMER SERVICES</p> <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 31 March 2016.</p>	
<b>13. PERFORMANCE INDICATOR MONITORING REPORT – 2015/16 YEAR END</b>	<b>87</b>
<p>To consider Performance Indicator information for 2015/16.</p>	

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<p><b>14. MONITORING REPORT ON PROJECTS IN THE PRIORITIES FOR THE DISTRICT FOR 2015/16</b>  REPORT OF THE HEAD OF FINANCE, PERFORMANCE AND ASSET MANAGEMENT</p> <p>To provide an update on the delivery of the key projects for 2015/16.</p>	<b>97</b>
<p><b>15. ANNUAL SAFEGUARDING PERFORMANCE UPDATE FOR APRIL 2015 – MARCH 2016</b>  REPORT OF THE HEAD OF POLICY AND COMMUNITY SERVICES</p> <p>To provide an update to the Overview and Scrutiny Committee regarding current performance at NHDC relating to the safeguarding of children and vulnerable adults.</p>	<b>111</b>
<p><b>16. REVISED POLICIES FOR SAFEGUARDING CHILDREN AND SAFEGUARDING VULNERABLE ADULTS</b>  REPORT OF THE HEAD OF POLICY AND COMMUNITY SERVICES</p> <p>To consider proposed revised policies for Safeguarding Children and Safeguarding Vulnerable Adults.</p>	<b>123</b>
<p><b>17. THE CORPORATE PLAN 2017 TO 2021</b>  REPORT OF THE STRATEGIC DIRECTOR OF FINANCE, POLICY AND GOVERNANCE</p> <p>To consider the Corporate Plan 2017 to 2021 prior to consideration by Cabinet.</p>	<b>153</b>
<p><b>18. TASK AND FINISH GROUP ON PERFORMANCE INDICATORS</b></p> <p>To receive a verbal presentation regarding the Task and Finish Group on Performance Indicators and consider any recommendations made.</p>	<b>-</b>
<p><b>19. MEMBERS' QUESTIONS</b></p> <p>To receive and respond to any questions from Members either set out in the agenda or tabled at the meeting.</p>	<b>-</b>
<p><b>20. RESOLUTIONS OF THE OVERVIEW AND SCRUTINY COMMITTEE</b>  REPORT OF THE SCRUTINY OFFICER</p> <p>To consider the outcome of Overview and Scrutiny Committee resolutions.</p>	<b>169</b>

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<p><b>21. OVERVIEW &amp; SCRUTINY COMMITTEE WORK PROGRAMME</b> REPORT OF THE SCRUTINY OFFICER</p> <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>	<p><b>183</b></p>
<p><b>22. SHARED SERVICE FOR WASTE AND STREET CLEANSING</b> REPORT OF THE HEAD OF LEISURE AND ENVIRONMENTAL SERVICES</p> <p>To consider the Outline Business Case for the Joint Waste Contract with East Hertfordshire District Council.</p>	<p><b>193</b></p>
<p><b>23. EXCLUSION OF PRESS AND PUBLIC</b> To consider passing the following resolution:</p> <p>That under Section 100A of the Local Government Act 1972, the Press and Public be excluded from the meeting on the grounds that the following reports will involve the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A of the said Act.</p>	<p><b>-</b></p>
<p><b>24. SHARED SERVICE FOR WASTE AND STREET CLEANSING</b> REPORT OF THE HEAD OF LEISURE AND ENVIRONMENTAL SERVICES</p> <p>To consider the Part 2 Outline Business Case (Appendix A to the report at Item 22 above)</p>	<p><b>209</b></p>

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

**20 September 2016**  
**13 December 2016**  
**17 January 2017**  
**21 March 2017**