

7 July 2017

Our Ref Overview and Scrutiny 07.17
Your Ref.
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To: Members of the Committee: Councillor Cathryn Henry (Chairman), Councillor Steve Hemingway (Vice-Chairman), Councillor Ian Albert, Councillor Clare Billing, Councillor John Booth, Councillor Bill Davidson, Councillor Steve Deakin-Davies, Councillor Elizabeth Dennis, Councillor Jean Green, Councillor Steve Jarvis, Councillor Ben Lewis, Councillor Gerald Morris, Councillor Michael Muir, Councillor Janine Paterson, Councillor Frank Radcliffe and Councillor Valentine Shanley.

Substitutes: Councillor John Bishop, Councillor Paul Clark, Councillor Simon Harwood, Councillor Terry Hone, Councillor Paul Marment, Councillor Mike Rice, Councillor Adrian Smith and Councillor Martin Stears-Handscomb

You are invited to attend a

MEETING OF THE OVERVIEW AND SCRUTINY COMMITTEE

to be held in the

**FOUNDATION HOUSE, ICKNIELD WAY, LETCHWORTH
GARDEN CITY**

On

TUESDAY, 18 JULY, 2017 AT 7.30 PM

Yours sincerely,



David Miley
Democratic Services Manager

Agenda Part I

Item	Page
1. APOLOGIES FOR ABSENCE	
2. MINUTES - 6 JUNE 2017 To take as read and approve as a true record the minutes of the meeting of this Committee held on the 6 June 2017.	(Pages 1 - 22)
3. NOTIFICATION OF OTHER BUSINESS 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. The Chairman will decide whether any item(s) raised will be considered.	
4. CHAIRMAN'S ANNOUNCEMENTS 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.	
5. PUBLIC PARTICIPATION To receive petitions and presentations from members of the public.	
6. URGENT AND GENERAL EXCEPTION ITEMS 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.	
7. CALLED-IN ITEMS To consider any matters referred to the Committee for a decision in relation to a call-in of decision. At the time of printing the agenda, no items of business had been called-in.	
8. TASK AND FINISH GROUP ON THE COUNCIL'S MANAGEMENT OF LARGER PROJECTS REPORT OF THE SCRUTINY OFFICER To consider the revised report of the Task and Finish Group on the Council's Management of Larger Projects.	(Pages 23 - 78)

- 9. INFORMATION NOTE - CHANNEL SHIFTING** (Pages 79 - 82)
 INFORMATION NOTE OF THE CUSTOMER SERVICE MANAGER AND COMMUNICATIONS MANAGER
- To receive an information note on Channel Shifting.
- 10. INFORMATION NOTE- FULL YEAR REPORT ON COMMENTS, COMPLIMENTS AND COMPLAINTS (3CS)** (Pages 83 - 90)
 INFORMATION NOTE OF THE CUSTOMER SERVICE MANAGER
- To update Members on the end of year position in regards to the Comments, Compliments and Complaints (3Cs).
- 11. CORPORATE PLAN 2018 TO 2023** (Pages 91 - 108)
 REPORT OF THE STRATEGIC DIRECTOR OF FINANCE, PERFORMANCE AND GOVERNANCE
- To consider the Corporate Plan 2018 to 2023 prior to consideration by Cabinet.
- 12. INFORMATION NOTE - GREEN SPACE STRATEGY** (Pages 109 - 124)
 INFORMATION NOTE OF THE HEAD OF LEISURE AND ENVIRONMENTAL SERVICES
- To receive an information note on the Green Space Strategy.
- 13. INFORMATION NOTE - CITIZENS ADVICE NORTH HERTFORDSHIRE - MAJOR FUNDERS** (Pages 125 - 128)
 INFORMATION NOTE OF THE STRATEGIC DIRECTOR OF FINANCE, POLICY AND GOVERNANCE
- To receive an information note on Citizens Advice North Hertfordshire – Major Funders.
- 14. MEMBERS' QUESTIONS**
 To receive and respond to any questions from Members either set out in the agenda or tabled at the meeting.
- 15. RESOLUTIONS OF THE OVERVIEW AND SCRUTINY COMMITTEE** (Pages 129 - 140)
 REPORT OF THE SCRUTINY OFFICER
- To consider the outcome of Overview and Scrutiny Committee resolutions.
- 16. OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME** (Pages 141 - 154)
 REPORT OF THE SCRUTINY OFFICER
- To consider the issues that the Overview and Scrutiny Committee plans to review at future meetings and the activities of its sub-groups.