

13 July 2018

Our Ref O&S Committee -24.07.18
Your Ref.
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To: Members of the Committee: Councillor Cathryn Henry, Councillor Elizabeth Dennis-Harburg, Councillor Ian Albert, Councillor Kate Aspinwall, Councillor Sam Collins, Councillor Steve Deakin-Davies, Councillor Jean Green, Councillor Steve Jarvis, Councillor Ben Lewis, Councillor Paul Marmont, Councillor Gerald Morris, Councillor Michael Muir, Councillor Helen Oliver, Councillor Janine Paterson, Councillor Valentine Shanley and Councillor Martin Stears-Handscomb

Substitutes: Councillor Ruth Brown, Councillor Val Bryant, Councillor Bill Davidson, Councillor Simon Harwood, Councillor Terry Hone, Councillor Sue Ngwala and Councillor Mike Rice

You are invited to attend a

MEETING OF THE OVERVIEW AND SCRUTINY COMMITTEE

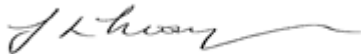
to be held in the

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

On

TUESDAY, 24TH JULY, 2018 AT 7.30 PM

Yours sincerely,



Jeanette Thompson
Service Director – Legal and Community

Agenda **Part I**

Item	Page
1. APOLOGIES FOR ABSENCE	
2. MINUTES - 12 JUNE 2018 To take as read and approve as a true record the minutes of the meeting of this Committee held on the 12 June 2018 These Minutes are to follow.	
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, wished to exercise a 'Councillor Speaking Right', must declare this at the same time as the interest, move to the public area before speaking to the item and then 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. **CORPORATE PLAN 2019 - 2024 AND CORPORATE OBJECTIVES FOR 2019-2024** (Pages 1 - 18)
 REPORT OF: SENIOR POLICY OFFICER & LEADER OF THE COUNCIL (CORPORATE POLICY DEVELOPMENT): COUNCILLOR LYNDA NEEDHAM
- To consider the report entitled Corporate Plan 2019 - 2024 and Corporate Objectives 2019 – 2024 prior to consideration by Cabinet.
9. **INFORMATION NOTE - FULL YEAR UPDATE ON COMMENTS, COMPLIMENTS AND COMPLAINTS (3CS)** (Pages 19 - 22)
 INFORMATION NOTE OF THE CUSTOMER SERVICE MANAGER
- To provide an update on the full year (2017/18) performance in regards to the Comments, Compliments and Complaints (3Cs) for the Council and the Contractors that provide services on the Council's behalf.
10. **A NEW APPROACH TO SERVICE PLANNING** (Pages 23 - 48)
 REPORT OF THE DEPUTY CHIEF EXECUTIVE
- To note the new approach to service planning adopted by the Senior Management Team (SMT).
11. **MEMBERS' QUESTIONS**
- To receive and respond to any questions from Members either set out in the agenda or tabled at the meeting.
12. **RESOLUTIONS OF THE OVERVIEW AND SCRUTINY COMMITTEE** (Pages 49 - 56)
 REPORT OF THE ACTING SCRUTINY OFFICER
- To consider the outcome of Overview and Scrutiny Committee resolutions.
13. **OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME FOR 2018/19** (Pages 57 - 68)
 REPORT OF THE ACTING 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.