

NORTH HERTFORDSHIRE DISTRICT COUNCIL

DECISION SHEET

Meeting of the Overview and Scrutiny Committee held in the Council Chamber,
Council Offices, Gernon Road, Letchworth Garden City
on Tuesday, 18th September, 2018 at 7.30 pm

1 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Ben Lewis, Jean Green and Gerald Morris.

Having giving due notice Councillor Bill Davidson advised that he would be substituting for Councillor Ben Lewis.

Having giving due notice Councillor Mike Rice advised that he would be substituting for Councillor Jean Green.

2 MINUTES - 12 JUNE 2018

RESOLVED: That the Minutes of the Meeting of the Committee held on 12 June 2018 be approved as a true record of the proceedings and be signed by the Chairman.

3 MINUTES - 24 JULY 2018

RESOLVED: That the Minutes of the Meeting of the Committee held on 24 July 2018 be approved as a true record of the proceedings and be signed by the Chairman.

4 NOTIFICATION OF OTHER BUSINESS

No other business was submitted for consideration by the Committee.

5 CHAIRMAN'S ANNOUNCEMENTS

- (1) The Chairman thanked all who had attended the meeting;
- (2) The Chairman advised that she would be altering the order of the agenda and would take Item 6 - Public Participation immediately prior to Item 9 - Information Note: Mobilisation of Waste, Recycling and Street Cleansing Contract.
- (3) The Chairman asked Members to speak into the microphones;
- (4) The Chairman reminded those present that, in line with Council policy, the meeting would be audio recorded;
- (5) The Chairman drew attention to the item on the agenda front pages regarding Declarations of Interest and reminded Members that, in line with the Code of Conduct, any Declarations of Interest needed to be declared immediately prior to the item in question. Members declaring a declarable interest, wishing to exercise a 'Councillors speaking right' must declare this at the same time as the interest;
- (6) The Chairman reminded all present that this was not a single item meeting, there was other business on the agenda.

6 PUBLIC PARTICIPATION

Mr David Leal-Bennett thanked the Chairman for the opportunity to address the Committee and gave a verbal presentation regarding the new waste contract.

7 URGENT AND GENERAL EXCEPTION ITEMS

The Chairman advised that since the last meeting she had agreed, as Chairman of the Overview and Scrutiny Committee, the following urgent/general exception items:

- Cabinet - 31 July 2018 – St Ippolyts Neighbourhood Planning Area;
- Delegated Decision - 17 September 2018 – Business Rates Pilot and Pooling.

8 CALLED-IN ITEMS

No items had been called-in since the last meeting of the Committee.

9 INFORMATION NOTE: MOBILISATION OF WASTE, RECYCLING AND STREET CLEANSING CONTRACT

RESOLVED:

- (1) That a Task and Finish type review of the waste contract be undertaken shortly following the publication of the SIAS review of the service;
- (2) That the following issues be referred to the Task and Finish review mentioned in (1) above:
 - (i) Why a decision was made to mobilise the contract in an unrealistic timescale;
 - (ii) Why, when there was such a short mobilisation period, was a decision made to make major changes to the service in what were already challenging circumstances, rather than delay the implementation of changes to the service for one year;
 - (iii) Why sufficient staff resources were not made available prior to implementation of the contract;
 - (iv) What happened when high volumes of calls were received in terms of systems and staff;
 - (v) Consider the differences between area where the service worked well and those where the service was poor.
- (3) That the Service Manager- Waste be requested to publish details of the statistics regarding reports of missed bins and calls made regarding this and communicate the details publicly;
- (4) That the Service Manager Waste be requested to develop a communication strategy that includes Members that ensures they are kept updated on a regular basis and enables them to bring issues to the attention of Urbaser and/or the waste team;
- (5) That, subject to investigations into GDPR requirements, a list of the “hotspots” of missed bin collections be circulated to Ward Councillors.

RECOMMENDED TO CABINET:

- (1) That all efforts are made to ensure that staff resources within NHDC are sufficient to meet the needs of the service;

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- (2) That a plan demonstrating the actions to be taken in order to bring the Waste and Recycling Service to a "business as usual" status be published and communicated publicly;
- (3) That Cabinet confirm that a contingency plan detailing what will happen should the current contract continue to underperform is in place;
- (4) That the short term issues of staffing and systems to address the current high levels of calls to report missed bins be considered;

REASON FOR DECISION: To enable the Overview and Scrutiny Committee to consider the information note entitled Mobilisation of Waste, Recycling and Street Cleansing Contract and make relevant resolutions and recommendations to Cabinet.

10 2018-19 QUARTER 1 PERFORMANCE INDICATORS

RESOLVED; That the report entitled 2018-19 Quarter 1 Performance Indicators be noted.

REASON FOR DECISION: To enable the Overview and Scrutiny Committee to consider and comment on the 2018-19 Quarter 1 Performance Indicators.

11 1ST QUARTER MONITORING REPORT ON KEY PROJECTS FOR 2018-19

RESOLVED; That the report entitled 1st Quarter Monitoring Report on Key Projects For 2018-19 be noted.

REASON FOR DECISION: To enable the Overview and Scrutiny Committee to consider and comment on the 1st Quarter Monitoring Report on Key Projects for 2018-19.

12 REGULATION OF INVESTIGATORY POWERS ACT

RESOLVED: That the report entitled Regulation of Investigatory Powers Act - Quarterly Update be noted.

REASON FOR DECISION: To comply with best practice guidance and the Committee's terms of reference.

13 MEMBERS' QUESTIONS

No questions had been submitted.

14 RESOLUTIONS OF THE OVERVIEW AND SCRUTINY COMMITTEE

RESOLVED: That the report entitled Resolutions of the Overview and Scrutiny Committee be deferred to the next meeting of this Committee.

REASON FOR DECISION: To enable the Overview and Scrutiny Committee to review and monitor the progress of resolutions made.

15 OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME FOR 2018/19

RESOLVED: That the report entitled Overview and Scrutiny Committee Work Programme for 2018-19 be noted.

16 INFORMATION NOTE: MOBILISATION OF WASTE, RECYCLING AND STREET CLEANSING CONTRACT

The Part 2 item was considered following the presentation of, but prior to the debate and vote regarding, the Part 1 item (Minute 38 refers).

There was a lengthy session of questions and a thorough debate

The Chairman announced that the meeting would move back into Part 1 and that the press and public could be re-admitted.

17 ANNOUNCEMENT REGARDING FIRE SAFETY AND AUDIO VISUAL EQUIPMENT

The Acting Committee and Member Services Officer made an announcement regarding fire safety and instructed Members on how to use the new audio visual equipment, including the voting system.