

30 November 2018

Our Ref O and S 11.12.18
Your Ref.
Contact. Hilary Dineen
Direct Dial. (01462) 474353
Email. hilary.dineen@north-herts.gov.uk

To: Members of the Committee: Councillors Cathryn Henry, Elizabeth Dennis-Harburg, Ian Albert, Kate Aspinwall, Sam Collins, Steve Deakin-Davies, Jean Green, Steve Jarvis, Ben Lewis, Gerald Morris, Ian Moody, Michael Muir, Helen Oliver, Janine Paterson, Val Shanley and Martin Stears-Handscomb

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

You are invited to attend a

MEETING OF THE OVERVIEW AND SCRUTINY COMMITTEE

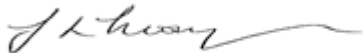
to be held in the

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

On

TUESDAY, 11TH DECEMBER, 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 - 24 JULY 2018 To take as read and approve as a true record the minutes of the meeting of this Committee held on the 24 July 2018.	(Pages 1 - 10)
3. MINUTES - 18 SEPTEMBER 2018 To take as read and approve as a true record the minutes of the meeting of this Committee held on the 18 September 2018. The Minutes will be dispatched on 7 December 2018.	
4. 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.	
5. 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.	
6. PUBLIC PARTICIPATION To receive petitions and presentations from members of the public.	
7. 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.	

- 8. 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.
- 9. ANNUAL REVIEW OF SAFEGUARDING CHILDREN AND ADULTS AT RISK (2017-18)** (Pages 11 - 20)
REPORT OF THE COMMUNITY HEALTH AND WELLBEING TEAM LEADER

To receive and comment on the annual report of progress made against the Council's fulfilment of the statutory duty to maintain an effective safeguarding function with regard to children and adults at risk.
- 10. INFORMATION NOTE: HALF YEAR UPDATE ON COMMENTS, COMPLIMENTS AND COMPLAINTS (3CS)** (Pages 21 - 36)
INFORMATION NOTE OF THE CUSTOMER SERVICE MANAGER

To update members of the Committee on the half year position in regards to the Comments, Compliments and Complaints (3Cs) for the Council and the Contractors that provide services on our behalf. Followed by Social Media Analytics.
- 11. COMMUNICATIONS STRATEGY 2019 - 2023** (Pages 37 - 70)
REPORT OF THE COMMUNICATIONS MANAGER

To consider the proposed North Hertfordshire District Council Communications Strategy 2019 - 2023, which sets out the strategic direction for the Council's communications over the next five years prior to consideration by Cabinet.
- 12. PRESENTATION BY THE SERVICE DIRECTOR - COMMERCIAL**
To receive a presentation from the Service Director- Commercial regarding his directorate.
- 13. 2018/19 QUARTER 2 PI DATA** (Pages 71 - 78)
REPORT OF THE SERVICE DIRECTOR - RESOURCES

To consider the Performance Indicator data for Quarter 2 of 2018/19.
- 14. 2ND QUARTER MONITORING REPORT ON KEY PROJECTS FOR 2018-19** (Pages 79 - 98)
REPORT OF THE SERVICE DIRECTOR – RESOURCES

To provide a 2nd quarter update on the delivery of the key projects for 18/19, first identified to the Committee in March 2018.

- 15. MEMBERS' QUESTIONS** (Pages 99 - 100)
To receive and respond to any questions from Members either set out in the agenda or tabled at the meeting.
- 16. RESOLUTIONS OF THE OVERVIEW AND SCRUTINY COMMITTEE** (Pages 101 - 108)
REPORT OF THE ACTING SCRUTINY OFFICER
To consider the outcome of Overview and Scrutiny Committee resolutions.
- 17. OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME FOR 2018/19** (Pages 109 - 124)
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.