

# NORTH HERTFORDSHIRE DISTRICT COUNCIL



5 July 2019

Our Ref O&S 16.07.19  
Your Ref.  
Contact. Hilary Dineen  
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To: Members of the Committee: Councillors David Levett, Kate Aspinwall, Val Bryant, Sam Collins, George Davies, Terry Hone, Tony Hunter, Jim McNally, Gerald Morris, Lisa Nash, Sue Ngwala, Helen Oliver, Adem Ruggiero-Cakir, Carol Stanier, Claire Strong and Tom Tyson

Substitutes: Councillors Ruth Brown, Bill Davidson, Morgan Derbyshire, Simon Harwood, Ian Mantle, Sam North and Kay Tart

You are invited to attend a

## **MEETING OF THE OVERVIEW AND SCRUTINY COMMITTEE**

to be held in the

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

On

**TUESDAY, 16TH JULY, 2019 AT 7.30 PM**

**\*\*MEMBERS PLEASE ENSURE THAT YOU DOWNLOAD ALL  
AGENDAS AND REPORTS VIA THE MOD.GOV APPLICATION  
ON YOUR TABLET BEFORE ATTENDING THE MEETING\*\***

Yours sincerely,

A handwritten signature in black ink, appearing to read 'J Thompson', written over a thin horizontal line.

Jeanette Thompson  
Service Director – Legal and Community

## **Agenda** **Part I**

<b>Item</b>	<b>Page</b>
<b>1. APOLOGIES FOR ABSENCE</b>	
<b>2. MINUTES - 4 JUNE 2019</b> To take as read and approve as a true record the minutes of the meeting of this Committee held on the 4 June 2019.  The Minutes will be published on 12 July 2019.	
<b>3. NOTIFICATION OF OTHER BUSINESS</b> 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.	
<b>4. CHAIRMAN'S ANNOUNCEMENTS</b> 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, wishing 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.	
<b>5. PUBLIC PARTICIPATION</b> To receive petitions and presentations from members of the public.	
<b>6. URGENT AND GENERAL EXCEPTION ITEMS</b> 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.	
<b>7. CALLED-IN ITEMS</b> 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.	
<b>8. MEMBERS' QUESTIONS</b> To receive and respond to any questions from Members either set out in the agenda or tabled at the meeting.	
<b>9. PRESENTATION BY THE LEADER OF THE COUNCIL</b> To receive a presentation from Councillor Martin Stears-Handscorn, Leader of the Council.	

- 10. COUNCIL PLAN 2020-2025 AND COUNCIL OBJECTIVES 2020-2025** (Pages 5  
REPORT OF THE POLICY AND COMMUNITY ENGAGEMENT MANAGER - 12)
- To consider the refreshed Council plan and objectives for 2020 -2025
- 11. WASTE COLLECTION FROM MULTI OCCUPANCY PROPERTIES (MOP)** (Pages  
REPORT OF THE SERVICE DIRECTOR – PLACE 13 - 22)
- To enable Overview and Scrutiny Committee to consider the report regarding Waste Collection From Multi Occupancy Properties (MOP).
- 12. REVIEW OF COMMENTS, COMPLIMENTS AND COMPLAINTS POLICY** (Pages  
REPORT OF THE SERVICE DIRECTOR - CUSTOMERS 23 - 38)
- To seek the Committee's views on the Review of Comments, Compliments and Complaints Policy prior to consideration by Cabinet
- 13. INFORMATION NOTE - FULL YEAR UPDATE ON COMMENTS, COMPLIMENTS AND COMPLAINTS** (Pages  
INFORMATION NOTE OF THE CUSTOMER SERVICES MANAGER 39 - 58)
- To provide an Information Note on the performance in regards to Comments, Compliments and Complaints.
- 14. FAIR COLLECTION POLICY** (Pages  
REPORT OF THE SERVICE DIRECTOR – CUSTOMERS 59 - 90)
- To provide the Overview and Scrutiny Committee with an opportunity to review an early draft of the proposed Fair Collection Policy before it is considered by Cabinet.
- 15. DRAFT DEVELOPER CONTRIBUTIONS SPD** (Pages  
REPORT OF THE SERVICE DIRECTOR REGULATORY 91 - 152)
- To provide the Overview & Scrutiny committee with the opportunity to review and provide any comment or recommendation upon the draft Developer Contributions SPD, prior to its consideration by Cabinet as a Key Decision on 30 July 2019.
- 16. RESOLUTIONS OF THE OVERVIEW AND SCRUTINY COMMITTEE** (Pages  
REPORT OF THE SCRUTINY OFFICER 153 -  
160)
- To consider the outcome of Overview and Scrutiny Committee resolutions.
- 17. OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME FOR 2019/20** (Pages  
REPORT OF THE SCRUTINY OFFICER 161 -  
174)
- To consider the issues that the Overview and Scrutiny Committee plans to review at future meetings and the activities of its sub-groups.