

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, 16th July, 2019 at 7.30 pm

1 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Terry Hone and Jim McNally.

Having given due notice Councillor Morgan Derbyshire advised that he would be substituting for Councillor Hone0

2 MINUTES - 4 JUNE 2019

RESOLVED: That the Minutes of the Meeting of the Committee held on 4 June 2019 be approved as a true record of the proceedings and be signed by the Chairman.

3 NOTIFICATION OF OTHER BUSINESS

There was no other business notified.

4 CHAIRMAN'S ANNOUNCEMENTS

1. The Chairman welcomed everyone to the meeting
2. The Chairman advised that, in accordance with Council policy this meeting was being audio recorded. Members of the public and the press may use their devices to film/photograph, or do a sound recording of the meeting but the meeting should not be disrupted
3. The Chairman reminded Members 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.
4. The Chairman advised that Item 15 – Draft Developer Contributions SPD has been withdrawn from the agenda.
5. The Chairman advised that this was Kirstie Wilson's last O&S meeting. She rose to the challenge of helping the Committee for more than a year and had` 1 been instrumental in getting the HTH Review off to a flying start.

5 PUBLIC PARTICIPATION

The were no presentations from members of the public.

6 URGENT AND GENERAL EXCEPTION ITEMS

No urgent or general exception items were notified.

7 CALLED-IN ITEMS

Since the last meeting, no decisions had been called-in by the Overview and Scrutiny Committee.

8 MEMBERS' QUESTIONS

No questions had been submitted.

9 PRESENTATION BY THE LEADER OF THE COUNCIL

Councillor Martin Stears-Handscomb, Leader of the Council, thanked the Chairman for inviting him to address the Committee. He gave a verbal presentation regarding the Plans of the Administration for the coming year.

The Chairman thanked Councillor Stears-Handscomb for his presentation.

10 COUNCIL PLAN 2020-2025 AND COUNCIL OBJECTIVES 2020-2025

RESOLVED: That the report entitled Council Plan 2020-2025 and Council Objectives 2020 – 2025 be noted:

RECOMMENDED TO CABINET: That the comments above be taken into consideration during the process of drawing up and adopting the Council Plan and Council Objectives.

REASON FOR DECISION: To enable the Overview and Scrutiny Committee to consider the report entitled Council Plan 2020-2025 and Council Objectives 2020 – 2025 prior to consideration by Cabinet.

11 WASTE COLLECTION FROM MULTI OCCUPANCY PROPERTIES (MOP)

RESOLVED: That the Service Director – Place be requested to provide a written answer to the question raised by Councillor Kate Aspinwall regarding the contract.

RECOMMENDED TO CABINET: That the recommendations contained in the report be endorsed.

REASON FOR DECISION: To enable the Overview and Scrutiny Committee to consider the report entitled Waste Collection from Multi Occupancy Properties (MOP) prior to consideration by Cabinet.

12 REVIEW OF COMMENTS, COMPLIMENTS AND COMPLAINTS POLICY

RESOLVED:

- (1) That the report be noted;
- (2) That Paragraph 4.4 of the policy be reworded to ensure that the Council's responsibility and willingness to take complaints was made clear and to set out steps to be taken;
- (3) That definitions be included regarding unreasonable, unacceptable and vexacious.

REASONS FOR DECISIONS: To enable the Overview and Scrutiny Committee to comment on the report entitled Review of Comments, Compliments and Complaints Policy.

13 INFORMATION NOTE - FULL YEAR UPDATE ON COMMENTS, COMPLIMENTS AND COMPLAINTS

RESOLVED:

- (1) That the Customer Services Manager be requested to circulate the link to the Local Government Ombudsman website to all Members and Substitutes if this Committee;
- (2) That the Customer Services Manager be asked to clarify the reasons for the increased number of complaints regarding the Hitchin Swim Centre and reduced number of complaints for North Herts Leisure Centre;
- (3) That the information note be noted.

REASON FOR DECISIONS: To enable the Overview and Scrutiny Committee to consider the report entitled Full Year Update on Comments, Compliments and Complaints.

15 DRAFT DEVELOPER CONTRIBUTIONS SPD

The Chairman had previously advised that the report entitled Draft Developer Contributions SPD had been withdrawn pending clarification regarding the recent Planning Inspector's letter regarding the Local Plan and that this item would be considered at a later meeting.

16 RESOLUTIONS OF THE OVERVIEW AND SCRUTINY COMMITTEE

RESOLVED:

- (1) That the report entitled Resolutions of the Overview and Scrutiny Committee be noted;
- (2) That the Service Director – Place be urgently requested to provide maps for the waste collection routes, or a suitable link that enables access to them and that this be circulated to all Members within the next 4 weeks;
- (3) That, if resolution (1) above is not able to be actioned, the Service Director – Place be requested to explain why'
- (4) That the Service Director – Commercial be requested to attend the next meeting of this Committee to provide a presentation and answer questions.

REASON FOR DECISIONS: To enable the Overview and Scrutiny committee to monitor actions following resolutions made at previous meetings.

17 OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME FOR 2019/20

RESOLVED:

- (1) That the report entitled Overview and Scrutiny Work Programme for 2019/20 be noted;
- (2) That the Committee, Member and Scrutiny Manager be asked to liaise with the Chairman to schedule in the Task and Finish Group on Waste to start as soon as the current Task and Finish Group is concluded;
- (3) That the Service Director – Commercial be made aware of the requirements of this Committee as detailed above.

Tuesday, 16th July, 2019

REASON FOR DECISION: To allow the Committee to set a work programme which Provides focussed Member oversight, encourages open debate and seeks to achieve service improvement through effective policy development and meaningful policy and service change.