

**NORTH HERTFORDSHIRE DISTRICT COUNCIL**



6 September 2019

Our Ref Overview and Scrutiny  
Committee  
Your Ref.  
Contact. Amelia McNally  
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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, 17TH SEPTEMBER, 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 - 16 JULY 2019</b> To take as read and approve as a true record the minutes of the meeting of the Committee held on the 16 July 2019.	(Pages 5 - 16)
<b>3. NOTIFICATION OF OTHER BUSINESS</b> Members should notify the Chairman of other business which they wish to be discussed at the end of either Part I or Part II 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, comments and questions from the public.	
<b>6. URGENT AND GENERAL EXCEPTION ITEMS</b> The Chairman to report on any urgent or general exception items which required their 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. RESOLUTIONS OF THE OVERVIEW AND SCRUTINY COMMITTEE</b> REPORT OF THE COMMITTEE, MEMBER AND SCRUTINY MANAGER	(Pages 17 - 38)
To consider the future format of the Resolutions Report and agree any future actions required in respect of resolutions previously agreed.	

- 9. OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME FOR 2019/20** (Pages 39 - 48)  
REPORT OF THE COMMITTEE, MEMBER AND SCRUTINY MANAGER

To consider the issues that the Overview and Scrutiny Committee plans to review at future meetings and the activities of its sub-groups.

- 10. CREMATORIUM PRESENTATION**  
The Legal Commercial Team Manager and Service Manager – Greenspace will be available to answer questions from Members regarding the Crematorium.

- 11. ANNUAL REVIEW OF SAFEGUARDING CHILDREN AND ADULTS AT RISK (2018-19)** (Pages 49 - 62)  
REPORT OF THE COMMUNITY HEALTH AND WELLBEING TEAM LEADER

A review of safeguarding children and adults at risk activity across NHDC from April 2018 - March 2019.

- 12. PRESENTATION BY THE SERVICE DIRECTOR - COMMERCIAL**  
REPORT OF THE SERVICE DIRECTOR – COMMERCIAL

To receive a verbal presentation from Steve Crowley, Service Director – Commercial.

- 13. Q1 2019/20 PERFORMANCE INDICATOR DATA** (Pages 63 - 68)  
REPORT OF THE SERVICE DIRECTOR - RESOURCES

Performance Indicator Exception Report for the first quarter of 2019/20.

- 14. Q1 2019/20 UPDATE ON PROJECTS IN THE CORPORATE PLAN** (Pages 69 - 92)  
REPORT OF THE SERVICE DIRECTOR - RESOURCES

To receive the 1<sup>st</sup> Quarter Monitoring Report on Key Projects for 2019/20.

- 15. MEMBERS' QUESTIONS**  
To receive and respond to any questions from Members either set out in the agenda or tabled at the meeting.

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# Agenda Item 2

## NORTH HERTFORDSHIRE DISTRICT COUNCIL

### OVERVIEW AND SCRUTINY COMMITTEE

MEETING HELD IN THE COUNCIL CHAMBER, COUNCIL OFFICES, GERON ROAD,  
LETCWORTH GARDEN CITY ON TUESDAY, 16TH JULY, 2019 AT 7.30 PM

#### MINUTES

**Present:** Councillors David Levett (Chairman), Kate Aspinwall (Vice-Chairman), Val Bryant, Sam Collins, George Davies, Morgan Derbyshire (In place of Terry Hone), Tony Hunter, Lisa Nash, Sue Ngwala, Helen Oliver, Adem Ruggiero-Cakir, Carol Stanier, Claire Strong and Tom Tyson

**In Attendance:** Vaughan Watson (Service Director - Place), Jamie Sells (Service Manager- Waste and Recycling), Reuben Ayavoo (Policy and Community Engagement Manager), Jo Dufficy (Customer Services Manager), Sarah Kingsley (Communications Manager), Geraldine Goodwin (Revenues Manager), Kirstie Wilson (Temporary Scrutiny Officer) and Hilary Dineen (Committee, Member and Scrutiny Manager)

#### 14 APOLOGIES FOR ABSENCE

*Audio Recording – 12 seconds*

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 Hone.

#### 15 MINUTES - 4 JUNE 2019

*Audio recording – 27 seconds*

**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.

#### 16 NOTIFICATION OF OTHER BUSINESS

*Audio recording – 1 minute 13 seconds*

There was no other business notified.

#### 17 CHAIRMAN'S ANNOUNCEMENTS

*Audio recording – 1 minute 17 seconds*

- (1) The Chairman welcomed those present at the meeting, especially those who had attended to give a presentation;
- (2) The Chairman advised that, in accordance with Council Policy, the meeting would be audio recorded;
- (3) 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.

- (4) The Chairman advised that Item 15 – Draft Developer Contributions SPD had been withdrawn pending clarification regarding the recent Planning Inspector's letter regarding the Local Plan. This item would be considered at a later meeting.
- (5) The Chairman advised that this was Kirstie Wilson's (Temporary Scrutiny Officer) last O&S meeting. She rose to the challenge of helping the Committee for more than a year and has been instrumental in getting the Hitchin Town Hall Review off to a flying start.
- (6) The Chairman reminded Members that the hearings for the Hitchin Town Hall Review would be held on 17 July 2019 in the Council Chamber and 18 July 2019 in Brotherhood Hall. The agenda, including statements of witnesses, were available on the public website. These meeting would be chaired by an independent person.

## **18 PUBLIC PARTICIPATION**

*Audio recording – 4 minutes 2 seconds*

There were no presentations by members of the public.

## **19 URGENT AND GENERAL EXCEPTION ITEMS**

*Audio recording – 4 minutes 7 seconds*

No urgent or general exception items were received.

## **20 CALLED-IN ITEMS**

*Audio recording – 4 minutes 12 seconds*

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

## **21 MEMBERS' QUESTIONS**

*Audio recording – 4 minutes 16 seconds*

No questions had been submitted.

## **22 PRESENTATION BY THE LEADER OF THE COUNCIL**

*Audio recording – 4 minutes 24 seconds*

Councillor Martin Stears-Handscorn, Leader of the Council, thanked the Chairman for inviting him to address the Committee. He gave a verbal presentation as follows:

- This presentation had traditionally considered the preceding year but for obvious reasons he would not be covering this;
- He expressed his commitment to Overview and Scrutiny and its role in being a critical friend to the Administration;
- He noted that the Committee had asked for a dedicated Scrutiny Officer and stated that he was sympathetic to the idea. The previous Administration agreed to provide support through Committee, Member and Scrutiny Services and the Committee should see how this worked, however he would review the situation in the Autumn. It was important there was sufficient support to service the activities of the Committee, with a level of independence;
- Work was being undertaken with the Local Government Association to institute a Peer Review as soon as possible with Overview and Scrutiny being part of the process;

**Tuesday, 16th July, 2019**

- How support and resources was provided was dependent of the financial situation;
- It is regrettable that there was no knowledge of how much the settlement would be for the coming year;
- Austerity was a political choice that almost squeezed the life out of Local Government;
- He was confident that, whilst working with what was available, the Council could work together to make a difference for the community;
- He was delighted that the Council had agreed to become a Co-operative Council;
- He wanted to engage and work with the communities and how this was done was important. The Council needed to be constructive, inclusive, manage expectations, learn from mistakes and make every effort to reach those who are hard to reach;
- Want to ensure that all 49 Councillors have an opportunity to input into Council decisions;
- Committed to a thorough review of our governance and the Constitution;
- Some Councils had gone back to a Committee structure and he may wish to talk to one of those Councils to learn about their experience
- Cabinet Panels and Task and Finish Groups were methods of involving other members of the Council;
- This Council had become very centralised and he was committed to expanding the work of Area Committees so that they could take more of a lead in their communities;
- Want to learn from the approach of other innovative Councils and be ambitious and proactive for our Council;
- It was notable that our towns are not included in larger infrastructure issues and it was important that our voice was heard;
- In respect of Churchgate they were talking to people about options and to pursue all avenues
- In respect of the Local Plan, he was disappointed at the change of goalposts by the Inspector;
- In respect of the Waste Contract, he had been kept up to speed, Urbasr had made changes to the staff teams and were taking actions to improve access to the payments system. Next year they would be including the option to pay by Direct Debit.

The following Members commented and asked questions:

- Councillor David Levett

The Chairman thanked Councillor Stears-Handscomb for his presentation.

## **23 COUNCIL PLAN 2020-2025 AND COUNCIL OBJECTIVES 2020-2025**

*Audio recording – 17 minutes 4 seconds*

The Leader of the Council presented the report entitled Council Plan 2020-2025 and Council Objectives 2020 – 2025 together with the following appendix:

- Appendix A - Draft Council Plan 2020-2025 Outline.

He advised that they would not be not asking Cabinet to adopt a Plan at the next meeting, but were starting a process.

Due to the change of Administration, the all Members workshop had been postponed.

The paper being considered was a top-level document which included the 5 main objectives:

- Be a more welcoming and inclusive council;
- Building thriving and resilient communities;
- Responding to challenges to the environment;
- Enabling an enterprising and co-operative economy;
- Supporting the delivery of good quality and affordable housing.

Cabinet would take into account any comments from this Committee.

Each Executive and Deputy Executive Member had been asked to consider what should be incorporated into the Plan from their area.

The all Member workshop would take place on 18 September 2019 where the Executive Members would present the priorities for their area and the view of Members would be taken into account.

An additional Cabinet meeting in October would then consider the Plan, which would then be considered by Council in November 2019.

He was indebted to the Policy and Community Engagement Manager for his work on this Plan.

The following Members commented on the Plan:

- Councillor Tony Hunter;
- Councillor David Levett.

Comments included:

- The objectives may be difficult to achieve as the Council had to work within legal frameworks;
- Budgetary issues probably have an impact on delivery of some of the objectives, particularly those regarding housing;
- In respect of Supporting Parishes and Neighbourhood Plans, the Government was no longer providing funding for this;
- Notes this was Policy led budgeting, but there was some caution that plans and actions be within the means of the council

The Leader of the Council acknowledge that some of the area would be difficult to achieve, but they aimed to do whatever they could. Housing was a difficult area, but there was a need and much of the work would be undertaken with Housing Associations.

**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.



## 24 WASTE COLLECTION FROM MULTI OCCUPANCY PROPERTIES (MOP)

*Audio Recording – 24 minutes 50 seconds*

The Executive Member for Recycling and Waste presented the report entitled Waste Collection from Multi Occupancy Properties (MOP) together with the following appendix:

- Appendix A - Urbasers financial claim to retain weekly collections except recycling.

The Executive Member for Recycling and Waste advised that the figure, highlighted in yellow, in recommendation 2.2 of the report should read £163,947.44 per annum.

The section, highlighted in yellow, in section 5.3 of the report should be deleted as this would not be included in the report to be presented to Cabinet.

Cabinet was not being asked to look at the history of this contract, however she was aware that Overview and Scrutiny may wish to ask questions.

There had been a decision to postponed phase two of the contract. Having looked at comprehensive data, collated by officers, it was shown that 61 percent of these properties were not suitable for fortnightly collections.

The alternatives were considered such as the costs of fortnightly collections and the reputational issues of doing this.

The additional costs had been fully costed.

The following Members made comments and asked questions:

- Councillor David Levett;
- Councillor Kate Aspinwall;
- Councillor Sam Collins;
- Councillor Tony Hunter.

In response to questions the Service Director Place referred Members to Paragraph 7.1 of the report. At the time the contract was let the Council was in receipt of £850,000 of DCLG funding for the collection of weekly food waste. Officer pulled together a report to support harmonising of collections from Multi Occupancy Properties, however, with hindsight there wasn't sufficient data.

The tender was based on moving to fortnightly collection of residual waste but, due to the initial issues, the contractors delayed implementation.

Officers noticed that further data was required prior to implementing fortnightly residual collections, however the contractor tendered on this basis.

Not moving to fortnightly collections meant that Urbaser could not make the savings they were expecting as part of the contract.

As it was Urbaser's choice to delay moving to fortnightly collections, they absorbed the costs for 14 months.

In respect of paragraphs 9.3, 9.4 and 7.3, the tender process needs to be considered and a written response provided regarding the question posed by Councillor Aspinwall.

**Tuesday, 16th July, 2019**

The Executive Member for Waste and Recycling advised that the Overview and Scrutiny Committee planned review of the Waste Contract may be best placed to look at any issues regarding the contract and procurement issues.

The Chairman advised that the planned Task and Finish Group on Waste would take place once the current Task and Finish Group had been completed.

**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.

## **25 REVIEW OF COMMENTS, COMPLIMENTS AND COMPLAINTS POLICY**

*Audio recording – 48 minutes 10 seconds*

Councillor David Levett advised Members that his wife worked in the Customer Services Department, however she had no input into any facts or figures used in this report.

The Customer Services Manager presented the report entitled Review of Comments, Compliments and Complaints Policy together with the following appendix:

- Appendix A – Comments, Compliments and Complaints Policy Updated May 2019.

She advised that

- The current Policy was well embedded and received good feedback from customers;
- 3Cs were recorded corporately on the Customer Relationship Management System;

She drew attention to the following paragraphs of the Policy that had been amended:

- Paragraph 4.4 - an additional paragraph regarding complaints regarding contractors;
- Paragraph 4.5 – regarding complaints about staff members;
- Paragraph 7.3 – an additional paragraph regarding social media;
- A separate Policy was in place regarding unreasonable and unacceptable behaviour;

Benchmarking had taken place against neighbouring authorities and NHDC was leading the way. The Local Government Ombudsman was content with the approach.

The following Members commented and asked questions:

- Councillor David Levett;
- Councillor Kate Aspinwall;
- Councillor Helen Oliver;
- Councillor Sue Ngwala.

Members were concerned that there were no definitions regarding unreasonable and unacceptable.

In response to questions the Customer Services Manager advised that in respect of Paragraph 4.4 and 4.5 of the Policy Data was received regarding 3Cs from contractors, the aim was to enable the contractor to put things right in the first instance and there were regular contract meetings to discuss issues.

It was very rare for a decision to cease contact with a customer was made and if this action was taken, there was a review process undertaken before action was taken.

If there was an issue contacting a contractor, customer services would take complaints.

**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.

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

*Audio recording – 1hour 5 minutes 10 seconds*

The Customer Service Manager presented the information note entitled Full Year Update on Comments, Compliments and Complaints together with the following appendices:

- Appendix A – Dashboard;
- Appendix B - Breakdown by Service Area;
- Appendix C – Facebook Dashboard;
- Appendix D – Twitter Dashboard;
- Appendix E – Instagram Dashboard.

She drew attention to Section 3 of the report that detailed a significant increase in the receipt of 3Cs, which were mostly regarding the changes to the waste service. A separate chart had been provided to show complaints regarding waste.

Careline was a service that received high numbers of compliments.

There were increased amounts of feedback from leisure centres following installation of feedback machines.

10 complaints had been taken to the Local Government Ombudsman. Unusually 4 complaints were upheld, 3 related to Planning and it had been identified by NHDC that a fault had occurred in the process. The enquiry by the Ombudsman echoed the internal findings and found that the remedies already put in place were sufficient, or that no further action was required.

One complaint was upheld by the Ombudsman where a remedy was required and it was recommended that a payment be made to the complainant also that processes be put in place to prevent this happening again.

The Ombudsman had very useful information and learning points, which was accessed by officers.

The following Members asked questions:

- Councillor David Levett;
- Councillor Val Bryant;
- Councillor Claire Strong;
- Councillor Tony Hunter;
- Councillor Sue Ngwala.

The Customer Services Manager advised that to her knowledge, process had been put in place to prevent further occurrences of events that generated the complaints to the Ombudsman.

The reason for the increase in feedback from Hitchin Swim Centre was the installation of feedback machines.

If somebody phoned for the first time with a complaint, this would be accepted as such, however if they were contacting us about an issue such as a missed bin this would be considered a service request, although further contact about the same issue would be recorded as a complaint.

Members asked that the link to the Local Government Ombudsman be sent to all Members and substitutes of the Committee.

North Herts Leisure Centre received an increase in complaints during the period that building work was being undertaken.

**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.

**27 FAIR COLLECTION POLICY**

**RESOLVED:**

- (1) That the Revenues and Benefits Manager be asked to undertake further work on the definitions within the Policy;
- (2) That the Revenues and Benefits Manager be requested to collect data available from Councils undertaking ethical debt collection and provide this detail to Members of this Committee and Cabinet;
- (3) That the Revenues and Benefits Manager be requested undertake some feedback checks on those customers that have been visited by collection agents.

**REASON FOR DECISIONS:** To enable the Overview and Scrutiny Committee to comment on the draft Fair Collection Policy.

**28 DRAFT DEVELOPER CONTRIBUTIONS SPD**

*Audio Recording – 1 hour 54 minutes 16 seconds*

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.

**29 RESOLUTIONS OF THE OVERVIEW AND SCRUTINY COMMITTEE**

*Audio recording – 1 hour 54 minutes 20 seconds*

The Temporary Scrutiny Officer presented the report entitled Resolutions of the Overview and Scrutiny Committee and drew attention to the following:

March 19 - Min 13 (5)

The first update regarding the waste contract was issues in MIS on 5 July 2019

June 19 - Min 10 (3) & (4)

Responses were sent on 19 July 2019.

June 19 - Min 12 (3)

The Waste Manager advised that the routes for waste collections had not changed, it was the timings that had changed.

Members were disappointed that the route maps had not been circulated.

June 19 - Min 13 (2)

Members were disappointed that the Service Director – Commercial had not yet attended the meeting to give a presentation and answer questions and asked that he be invited to the next meeting of the 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.

**30 OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME FOR 2019/20**

*Audio recording – 2 hour 4 minutes 35 seconds*

The Temporary Scrutiny Officer presented the report entitled Overview and Scrutiny Committee Work Programme for 2019/20 together with the following appendices:

- Appendix A - Work Programme for future Committee meetings;
- Appendix B - Forward Plan - 1 July 2019.

She drew attention to the following:

Hitchin Town Hall Review / North Hertfordshire Museum Project

The review hearings regarding the Hitchin Town Hall start on 17 July 2019  
Agendas for these meetings were available on the Council's website.

The Committee, Member and Scrutiny Manager advised that the report from this Task and Finish Group may not be presented to the Committee in September as planned as a number of witnesses could not attend the first two days if hearings and therefore a further day will need to be scheduled

Task and Finish Group on Waste

The Chairman asked that the Task and Finish Group on Waste be scheduled to start as soon as the current Task and Finish Group is completed.

Commercial Strategy Update

The Service Director – Commercial had provided an update regarding the Commercial Strategy at Appendix C.

Members were disappointed at the lack of update regarding the Commercial Strategy for this Committee.

They felt that the Commercial Strategy was one of the most crucial activities for the success of this Council.

Target setting and being held responsible were issues to be discussed. Not much had been achieved as yet and the Committee needed to be made aware of the actions being taken, the projects being considered and what success would look like

Forward Plan

This was provided at Appendix B

Recommendation 2.2

This recommendation should read:

“That the Committee agrees the list of items to be considered at its meeting on 17 September 2019.

**RESOLVED:**

- (1) That the report entitled Overview and Scrutiny Work Programme for 20169/20 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.

**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.

The meeting closed at 9.42 pm

Chairman

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**OVERVIEW AND SCRUTINY COMMITTEE  
17 SEPTEMBER 2019**

**PUBLIC DOCUMENT**

**TITLE OF REPORT: RESOLUTIONS OF THE OVERVIEW AND SCRUTINY COMMITTEE**

REPORT OF THE COMMITTEE, MEMBER AND SCRUTINY MANAGER

EXECUTIVE MEMBER: NOT APPLICABLE

COUNCIL PRIORITY: RESPONSIVE AND EFFICIENT

**1. EXECUTIVE SUMMARY**

- 1.1 For the Overview and Scrutiny Committee to consider the future format of the Resolutions report.
- 1.2 For the Overview and Scrutiny Committee to agree any future actions required in respect of resolutions previously agreed.

**2. RECOMMENDATIONS**

- 2.1. That the Committee comment on the proposed format of the Resolutions of the Overview and Scrutiny Committee report;
- 2.2. That the format for future Resolutions of the Overview and Scrutiny Committee report be agreed;
- 2.3. That the Committee comment on actions and feedback received regarding resolutions previously made;
- 2.4. That the Committee agrees any future actions required in respect of resolutions previously agreed.

**3. REASONS FOR RECOMMENDATIONS**

- 3.1. To enable the Overview and Scrutiny Committee to agree a format for the Resolutions of the Overview and Scrutiny Committee report and to review and comment on actions and feedback received regarding resolutions previously made;

#### **4. ALTERNATIVE OPTIONS CONSIDERED**

- 4.1. An alternative format of the Resolutions of the Overview and Scrutiny Committee report is presented for consideration.

#### **5. CONSULTATION WITH RELEVANT MEMBERS AND EXTERNAL ORGANISATIONS**

- 5.1. The Chairman of the Overview and Scrutiny Committee was consulted as to the preferred format for the report and agreed that an alternative format should be considered by the Committee.

#### **6. FORWARD PLAN**

- 6.1 This report does not contain a recommendation on a key Executive decision and has therefore not been referred to in the Forward Plan.

#### **7. BACKGROUND**

- 7.1. The Overview and Scrutiny Committee have reviewed actions, feedback and outcomes of resolutions previously made for many years.
- 7.2. The report has remained in the same format since it was first considered.
- 7.3. This report has become overly long, with resolutions either being duplicated or similar resolutions being made over a number of meetings making it difficult to assess.

#### **8. RELEVANT CONSIDERATIONS**

- 8.1. The current Resolutions of the Overview and Scrutiny Committee report contains duplicated or similar resolutions on the same subject, spread throughout the report making it difficult to assess actions and outcomes.
- 8.2. To make assessment of the history and current position of each resolution more efficient, it is proposed that resolutions on the same subject be grouped together.
- 8.3. It is proposed that, subsequently the report will be reduced to only include the latest and/or most relevant resolution(s) on each subject.
- 8.4. Following discussions with the Chairman of the Committee it was agreed that the Committee be presented with an alternative format of the report for the Committee to consider which they would prefer going forward.
- 8.5. The Committee are also asked to consider, comment on and agree any actions arising from previously agree resolutions.

## **9. LEGAL IMPLICATIONS**

- 9.1 Under Section 6.2.5 of the Constitution, the Committee is responsible for setting its own work programme. However, it must ensure it retains sufficient capacity within the programme to meet its statutory obligations.
- 9.2 Section 6.2.7 (u) of the Constitution allows the Committee “to appoint time limited task and finish Topic Groups to undertake detailed scrutiny work and report back to the Overview and Scrutiny Committee to make recommendations to the Cabinet.”.
- 9.3 The Resolutions report supports the Committee to set its work programme, including the appointment of any time limited Task and Finish Groups.

## **10. FINANCIAL IMPLICATIONS**

- 10.1 Dependent on how they are applied in practice, the scope of decisions made regarding previously made resolutions have the potential to be wide reaching. As detailed Section 14, Human Resource Implications, the wider the reach, the more significant the impact on officer time in terms of report writing, data analysis and committee meeting attendance. Given recent funding pressures and the consequent reduction in officer numbers, significant requests to support scrutiny work will limit officer time available to spend on activities such as identifying and delivering cost reductions, income generation and project management.
- 10.2 Although not significant, a committee attendance allowance of £25.17 per officer per evening meeting is payable to officers in attendance. This is in addition to providing time off in lieu, or overtime as an alternative.

## **11. RISK IMPLICATIONS**

- 11.1. Effective overview and scrutiny of policy, administrative, service delivery and expenditure decisions helps reduce the risk of an inappropriate decision being made. The scope and time frame for scrutiny interventions should be considered in the light of the potential impact of inappropriate scrutiny leading to decisions not being made, inappropriately made or not made at the right time.

## **12. EQUALITIES IMPLICATIONS**

- 12.1 In line with the Public Sector Equality Duty, public bodies must, in the exercise of their functions, give due regard to the need to eliminate discrimination, harassment, and victimisation, to advance equality of opportunity and foster good relations between those who share a protected characteristic and those who do not.
- 12.2 There are no direct equality implications arising from the report. Effective scrutiny is an essential part of ensuring that local government remains transparent, accountable and open which ensures that the delivery of public services benefits all aspects of the community, where practical.

### **13. SOCIAL VALUE IMPLICATIONS**

13.1 The Social Value Act and “go local” policy do not apply to this report.

### **14. HUMAN RESOURCE IMPLICATIONS**

14.1 The widening of the reach of scrutiny reviews has the potential to significantly impact on officer time in terms of the reprioritisation of already agreed projects, their scope or timetabling and resources. There is also the potential for additional resource requirements in relation to report writing, information collection and analysis and committee attendance. Delivery of service plans to achieve the Council’s agreed Corporate Plan objectives might, therefore, be potentially negatively impacted.

### **15. APPENDICES**

15.1. Appendix A - Resolution Report – Original Format

15.2. Appendix B – Resolutions Report – Proposed Format

### **16. CONTACT OFFICERS**

16.1 16.1 Hilary Dineen  
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Service Director- Resources  
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16.6 Tim Everitt  
Performance Improvement Officer  
01462 474646  
[Tim.everitt@north-herts.gov.uk](mailto:Tim.everitt@north-herts.gov.uk)

**17. BACKGROUND PAPERS**

17.1. Previous reports and Minutes of the Overview and Scrutiny Committee.

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**RESOLUTIONS OF THE OVERVIEW AND SCRUTINY COMMITTEE: AS AT 02 JULY 2019**

**SECTION 1: COMMITTEE RESOLUTIONS – IN DATE ORDER**

Ref	Resolution	Response/Outcome	Status as at 31.08.19
Jul 18 Min 28 (3)	<p><b>Work Programme</b> That the Waste Contract Scope be finalised and agreed by the scoping group in consultation with the Chairman of the Overview and Scrutiny Committee</p>	<p>The timing and process for agreeing the Waste Contract Scope to be agreed by the Committee, following publication of the SIAS review.</p> <p>The SIAS Review was sent to Members of the Committee on 6 September 2019</p>	In progress
Jul 18 Min 28 (4)	<p><b>Work Programme</b> That, in place of the proposed Task and Finish Group on Consultation, the Temporary Scrutiny Officer be requested to facilitate a meeting of Councillors Sam Collins, Steve Deakin - Davies and Sue Ngwala and the Communications Manager to discuss the Consultation Strategy and the Citizens Panel and that those Councillors be requested to report back to the Overview and Scrutiny Committee once the work is completed.</p>	<p>The Leader of the Council will be discussing the Consultation Strategy with the Chairman of the Overview and Scrutiny Committee</p>	In progress
Jul 18 Min 28 (5)	<p>That the group considering the Consultation Strategy and Citizens Panel (see 4 above), be requested to take into consideration the Interim Review of that Strategy (see Minute 25(3))</p>		In progress
Sept 18 Min 37 (4)	<p><b>Waste Contract</b> (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;</p> <p>(2) That the following issues be referred to the Task and Finish review mentioned in (1) above:</p> <p>(i) Why a decision was made to mobilise the contract in an unreasonable timescale;</p>	<p>(1) The SIAS report has been received and sent to Members of the Committee on 6 September 2019. The T&amp;F Group will be undertaken once the current T&amp;F Review is complete.</p> <p>(2) To be included within the Task &amp; Finish Scope, see Jul 18 Min 28 (3).</p>	<p>In progress</p> <p>In progress</p>

Ref	Resolution	Response/Outcome	Status as at 31.08.19
Page 24	<p>(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;</p> <p>(iii) Why sufficient staff resources were not made available prior to implementation of the contract;</p> <p>(iv) What happened when high volumes of calls were received in terms of systems and staff;</p> <p>(v) Consider the differences between area where the service worked well and those where the service was poor.</p> <p>(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;</p> <p>(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;</p>	<p>(3) A Waste Project Update is now included within the Controls, Risk &amp; Performance Manager's Performance monitoring reports</p> <p>(4) The Service Manager- Waste is planning on issuing out regular updates via the MIS. Advised the first update will be in 05/07/19 issue.</p>	<p><b>Complete – Dec 18</b></p> <p>In progress</p>
Jan 19 Min (3)	That Members insert a new section of the forthcoming revision to the Council's Statement of Community Involvement (SCI) which advised developers of major development sites to consider the issue of construction management and to engage with the wide community at the earliest possible stage in their development plans and preparations.	This will be incorporated by officers in the revised SCI. The statement is expected to go to Cabinet in December 19.	In progress
Mar 19 Min 10 (2)	That the Service Director – Customers be requested to present the planned policy on debt collection to this Committee at an early stage of development.	This report was considered on 16 July 2019	<p><b>Complete – July 2019</b></p> <p><b>To be removed from the report</b></p>



Ref	Resolution	Response/Outcome	Status as at 31.08.19
Mar 19 Min 10 (3)	That the Service Director - Customers be requested to present a report regarding the impact of Universal Credit, the Council Tax Reduction Scheme and other benefits to this Committee.	The Service Director – Customers has confirmed this will be brought to the December committee. Further clarification is sought from the committee on the report content requirements.	In progress
Mar 19 Min 11 (2)	That the Scrutiny Officer be requested to ask Group Leaders for nomination to a Task and Finish Group review of the Waste Contract.	Pending following the committee's decision on when the review into the Waste contract will begin.	In progress
Mar 19 Min 11 (3)	That the Scrutiny Officer be requested to identify which Group should chair the next Task and Finish Group review.	The Chairmanship of Task and Finish Groups circulate and the next Task and Finish Group should be Chaired by a Labour and Co-operative Member	<b>Complete</b>  <b>Remove from Report</b>
Mar 19 Min 13 (2) Page 25	That the Scrutiny Officer be requested to schedule a review of the Waste Contract Implementation and draw up a draft scope upon completion of the SIAS audit.	The SIAS Report was circulated to Members on 6 September 2019, A draft scope for the Task and Finish Group on the Waste Contract will be drawn up and, if the Committee agrees, be sent to the Chair of the Task and Finish Group and the Chair of this Committee for approval.	In progress
Mar 19 Min 13 (3)	That the Service Manager- Waste be requested to send details of the waste collection routes to all Members of the Committee.	The Service Manager Waste has advised that: Currently he can supply a list of roads with rounds and collection days – He has requested that Urbaser begin to look at producing maps of routes however, there are over 80 of these which cross various wards and areas so these cannot be produced quickly.  He asked whether the list of road, rounds and collection days was sufficient at this point.	In progress.
Mar 19 Min 13 (4)	That the Communications Manager be requested to continue to arrange the planned meeting to discuss the Consultation Strategy.	The Leader of the Council will be discussing this with the Chairman of the Overview and Scrutiny Committee,	In progress

Ref	Resolution	Response/Outcome	Status as at 31.08.19
Mar 19 Min 13 (5)	That the Service Manager – Waste be requested to complete the actions in respect of a Communications Strategy for Waste as detailed in Resolution 37 (4) – September 2018	The Service Manager- Waste issued the first of his regular updates via the MIS on 05/07/19	<b>Complete</b>  <b>To be removed from the report</b>
Mar 19 Min 14 (5)	That, the proposed Crematorium be placed o the Committee's Work Programme.	The Legal Commercial Team Manager provided the following response: "In June 2019 the Council appealed the decision to refuse outline planning permission to develop a crematorium at Wilbury Hills. The planning inspector should confirm the date of the appeal in due course. The Legal Commercial Team Manager and Ground Maintenance Manager are happy to answer any questions from Members."	In progress
Jun 19 Min 10 (5)	That the Controls, Risk and Performance Manager be requested to circulate the link to the full Waste Performance breakdown to all Members and Substitutes of the Committee	This link is available at the top of the Performance report.	<b>Complete – July 19</b>  <b>To be removed from the report</b>
Jun 19 Min 10 (3)	That the Controls, Risk and Performance Manager be requested to identify a date when data will be available for REG 1 and 2;	Awaiting response from manager.	In progress
Jun 19 Min 10 (4)	That a target must be set regarding REG 1 and 2, based on the data available and the direction of travel at the next target setting review	Awaiting response from manager.	In progress
Jun 19 Min 10 (5)	That the Chairman be requested to discuss sickness data with the Head of Paid Service with the aim of identifying what breakdown of figures would be available to the Committee and to identify any problem areas and the reasons for those issues	Update pending.	In progress
Jun 19 Min 11 (2)	That the Service Director – Regulatory be requested to present a report to this Committee regarding the proposed crematorium	The Legal Commercial Team Manager provided the following response: "In June 2019 the Council appealed the decision to refuse outline planning permission to develop a crematorium at Wilbury Hills. The planning inspector should	In progress

Ref	Resolution	Response/Outcome	Status as at 31.08.19
		confirm the date of the appeal in due course. The Legal Commercial Team Manager and Ground Maintenance Manager are happy to answer any questions from Members.”	
Jun 19 Min 11 (3)	That the Service Director – Commercial be requested to present a report to this Committee regarding the proposed new trading company	The Service Director – Commercial will be attending the meeting due to be held on 17 September 2019 to give a presentation	In progress
Jun 19 Min 12 (2)	That the Scrutiny Officer be requested to ascertain when the SIAS audit report will be available.	The SIAS report has been received and circulated to Members of the Committee on 6 September 2019	In progress
Jun 19 Min 12 (3) Page 27	That the Service Director – Place be requested to supply Ward Councillors with details of changes to waste collection routes by email;	The Service Manager Waste has advised that: Currently he can supply a list of roads with rounds and collection days – He has requested that Urbaser begin to look at producing maps of routes however, there are over 80 of these which cross various wards and areas so these cannot be produced quickly.  He asked whether the list of road, rounds and collection days was sufficient at this point.	In progress
Jun 19 Min 12 (4)	That the Overview and Scrutiny Committee expresses concern regarding resources available to the Committee and other areas of the Council seem stretched. Therefore the Leader of the Council is requested to speak to the Chief Executive regarding these concerns.	At the meeting on 16 July 2019 the Leader of the Council explained that he was sympathetic to the idea. The previous Administration had agreed to provide support through Committee, Member and Scrutiny Services and the Committee should see how this worked, however he would review the situation in the Autumn.	In progress
Jun 19 Min 13 (2)	That the Service Director – Commercial be requested to make regular presentations to this Committee regarding commercial activities.	The Service Director – Commercial will be attending the meeting due to be held on 17 September 2019 to give a presentation.	In progress

Ref	Resolution	Response/Outcome	Status as at 31.08.19
July 19 Min 10	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.	Cabinet accepted the recommendations of the Committee	<b>Complete</b>  <b>To be removed from the report</b>
July 19 Min 11	That the Service Director – Place be requested to provide a written answer to the question raised by Councillor Kate Aspinwall regarding the contract.	The Legal Commercial Team Manager responded to Councillor Aspinwall on 25 July 2019, this was circulated to all Members of the Committee on 6 September 2019	<b>Complete</b>  <b>To be removed from the report</b>
July 19 Min 12 (2 & 3)	(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.	The policy has been updated to reflect the feedback from the Committee and is due to be discussed with the Leader of the Council on 05 September ahead of going to Cabinet on 24 September 2019	<b>Complete</b>  <b>To be removed from report</b>
July 19 Min 13 (1 & 2)	(1) That the Customer Services Manager be requested to circulate the link to the Local Government Ombudsman website to all Members and Substitutes of 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	The Link was circulated to all Members and Substitutes on 19 August 2019  Details were sent to all Members and Substitutes on 19 August 2019.	<b>Complete</b>  <b>Complete</b>  <b>To be removed from the report</b>
July 19 Min 16 (2 & 3)	(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	The Service Manager Waste has advised that: Currently he can supply a list of roads with rounds and collection days – He has requested that Urbaser begin to look at producing maps of routes however, there are over 80 of these which cross various wards and areas so these cannot be produced quickly.  He asked whether the list of road, rounds and collection days was sufficient at this point.	In Progress

<b>Ref</b>	<b>Resolution</b>	<b>Response/Outcome</b>	<b>Status as at 31.08.19</b>
July 19 Min 16 (4)	That the Service Director – Commercial be requested to attend the next meeting of this Committee to provide a presentation and answer questions.	The Service Director – Commercial will be attending the meeting due to be held on 17 September 2019 to give a presentation.	In Progress
July 19 Min 17 (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;		In progress
July 19 Min 17 (3)	That the Service Director – Commercial be made aware of the requirements of this Committee as detailed above.	The Service Director – Commercial will be attending the meeting due to be held on 17 September 2019 to give a presentation.	In Progress

## SECTION 2: RECOMMENDATIONS OF TASK AND FINISH GROUPS

Ref	Resolution	Response/Outcome	Status as at 06.03.19
Min 50 Sept 15  Page 30	<p><b>Task and Finish Group on the Commercialisation of Council Services</b></p> <p>The Task and Finish Group made 9 recommendations which were considered by Cabinet on 10 November 2015. Its recommendations were:</p> <ol style="list-style-type: none"> <li>1. The Council should appoint a senior commercial manager to lead and coordinate its commercial activities; and to identify and develop new commercial opportunities.</li> <li>2. The Council should appoint a high level commercial board comprised of councillors, officers and others with commercial experience. The board can advise the Cabinet about the feasibility of commercial opportunities and review the performance of existing ones.</li> <li>3. The Council should pursue income generation opportunities where it has the skills, experience and resources to do so. These should be compatible with the Council's strategic objectives, and at a level of risk which would not threaten the Council's core services in the event of an enterprise's failure.</li> <li>4. The Council should explore the possibilities of property investment as a means of generating revenue.</li> <li>5. The Council should use the expertise of its strategic partners to help manage its property portfolio.</li> <li>6. The Council should review its assets register to understand whether any of them could be used for property development or other commercial purposes.</li> <li>7. Commercial activities should bear the true cost - but no more than that – of any support they receive from the Council.</li> <li>8. The Council should review its training programmes for senior and other key staff to include more commercial training, networking and mentoring activities.</li> <li>9. The Council should have a scheme that recognises officers who make useful commercialisation proposals or make significant contributions to their success.</li> </ol>	<p>The newly appointed Service Director Commercialisation has been tasked with developing a Commercialisation Strategy.</p> <p>The Commercial Strategy was considered by this Committee at the January 2019 Committee meeting</p>	<p><b>Complete - 12 June 2018</b></p> <p><b>To be removed from the report</b></p>



Ref	Resolution	Response/Outcome	Status as at 31.08.19
	<p>(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;</p> <p>(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;</p>	<p>(3) A Waste Project Update is now included within the Controls, Risk &amp; Performance Manager's Performance monitoring reports</p> <p>(4) The Service Manager- Waste is planning on issuing out regular updates via the MIS. Advised the first update will be in 05/07/19 issue.</p>	<p><b>Complete – Dec 18</b></p> <p>In progress</p>
Mar 19 Min 11 (2)	That the Scrutiny Officer be requested to ask Group Leaders for nomination to a Task and Finish Group review of the Waste Contract.	Pending following the committee's decision on when the review into the Waste contract will begin.	In progress
Mar 19 Min 11 (2)	That the Scrutiny Officer be requested to identify which Group should chair the next Task and Finish Group review.	The Chairmanship of Task and Finish Groups circulate and the next Task and Finish Group should be Chaired by a Labour and Co-operative Member	<b>Complete</b> <b>Remove from Report</b>
Mar 19 Min 13 (2)	That the Scrutiny Officer be requested to schedule a review of the Waste Contract Implementation and draw up a draft scope upon completion of the SIAS audit.	The SIAS Report was circulated to Members on 6 September 2019, A draft scope for the Task and Finish Group on the Waste Contract will be drawn up and, if the Committee agrees, be sent to the Chair of the Task and Finish Group and the Chair of this Committee for approval.	In progress
Mar 19 Min 13 (3)	That the Service Manager- Waste be requested to send details of the waste collection routes to all Members of the Committee.	<p>The Service Manager Waste has advised that: Currently he can supply a list of roads with rounds and collection days – He has requested that Urbaser begin to look at producing maps of routes however, there are over 80 of these which cross various wards and areas so these cannot be produced quickly.</p> <p>He asked whether the list of road, rounds and collection days was sufficient at this point.</p>	In progress.
Mar 19	That the Service Manager – Waste be requested to	The Service Manager- Waste issued the first of	<b>Complete</b>



Ref	Resolution	Response/Outcome	Status as at 31.08.19
Min 13 (5)	complete the actions in respect of a Communications Strategy for Waste as detailed in Resolution 37 (4) – September 2018	his regular updates via the MIS on 05/07/19	<b>To be removed from the report</b>
Jun 19 Min 10 (2)	That the Controls, Risk and Performance Manager be requested to circulate the link to the full Waste Performance breakdown to all Members and Substitutes of the Committee	This link is available at the top of the Performance report.	<b>Complete – July 19</b>  <b>To be removed from the report</b>
Jun 19 Min 12 (2)	That the Scrutiny Officer be requested to ascertain when the SIAS audit report will be available.	The SIAS report has been received and circulated to Members of the Committee on 6 September 2019	In progress
Jun 19 Min 12 (3)  Page 33	That the Service Director – Place be requested to supply Ward Councillors with details of changes to waste collection routes by email;	The Service Manager Waste has advised that: Currently he can supply a list of roads with rounds and collection days – He has requested that Urbaser begin to look at producing maps of routes however, there are over 80 of these which cross various wards and areas so these cannot be produced quickly.  He asked whether the list of road, rounds and collection days was sufficient at this point.	In progress
July 19 Min 11	That the Service Director – Place be requested to provide a written answer to the question raised by Councillor Kate Aspinwall regarding the contract.	The Legal Commercial Team Manager responded to Councillor Aspinwall on 25 July 2019, this was circulated to all Members of the Committee on 6 September 2019	<b>Complete</b>  <b>To be removed from the report</b>
July 19 Min 16 (2 & 3)	(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	The Service Manager Waste has advised that: Currently he can supply a list of roads with rounds and collection days – He has requested that Urbaser begin to look at producing maps of routes however, there are over 80 of these which cross various wards and areas so these cannot be produced quickly.  He asked whether the list of road, rounds and collection days was sufficient at this point.	In Progress
July 19	That the Committee, Member and Scrutiny Manager be		In progress

Ref	Resolution	Response/Outcome	Status as at 31.08.19
Min 17 (2)	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;		
	<b>TASK AND FINISH ON CONSULTATION</b>		
Jul 18 Min 28 (4)	That, in place of the proposed Task and Finish Group on Consultation, the Temporary Scrutiny Officer be requested to facilitate a meeting of Councillors Sam Collins, Steve Deakin - Davies and Sue Ngwala and the Communications Manager to discuss the Consultation Strategy and the Citizens Panel and that those Councillors be requested to report back to the Overview and Scrutiny Committee once the work is completed.	The Leader of the Council will be discussing the Consultation Strategy with the Chairman of the Overview and Scrutiny Committee	In progress
Mar 18 Min 28 (4)	That the group considering the Consultation Strategy and Citizens Panel (see 4 above), be requested to take into consideration the Interim Review of that Strategy (see Minute 25(3))		In progress
Mar 19 Min 13 (4)	That the Communications Manager be requested to continue to arrange the planned meeting to discuss the Consultation Strategy.	The Leader of the Council will be discussing this with the Chairman of the Overview and Scrutiny Committee,	In progress
	<b>DEVELOPMENT</b>		
Jan 19 Min (3)	That Members insert a new section of the forthcoming revision to the Council's Statement of Community Involvement (SCI) which advised developers of major development sites to consider the issue of construction management and to engage with the wide community at the earliest possible stage in their development plans and preparations.	This will be incorporated by officers in the revised SCI. The statement is expected to go to Cabinet in December 19.	In progress
	<b>REVENUES AND BENEFITS</b>		

Ref	Resolution	Response/Outcome	Status as at 31.08.19
Mar 19 Min 10 (2)	That the Service Director – Customers be requested to present the planned policy on debt collection to this Committee at an early stage of development.	This report was considered on 16 July 2019	<b>Complete – July 2019</b>  <b>To be removed from the report</b>
Mar 19 Min 10 (3)	That the Service Director - Customers be requested to present a report regarding the impact of Universal Credit, the Council Tax Reduction Scheme and other benefits to this Committee.	The Service Director – Customers has confirmed this will be brought to the December committee. Further clarification is sought from the committee on the report content requirements.	In progress
	<b>CREMATORIUM</b>		
Mar 19 Min 14 (5)  Page 35	That, the proposed Crematorium be placed o the Committee's Work Programme.	The Legal Commercial Team Manager provided the following response: "In June 2019 the Council appealed the decision to refuse outline planning permission to develop a crematorium at Wilbury Hills. The planning inspector should confirm the date of the appeal in due course. The Legal Commercial Team Manager and Ground Maintenance Manager are happy to answer any questions from Members."	In progress
Jun 19 Min 11 (2)	That the Service Director – Regulatory be requested to present a report to this Committee regarding the proposed crematorium	The Legal Commercial Team Manager provided the following response: "In June 2019 the Council appealed the decision to refuse outline planning permission to develop a crematorium at Wilbury Hills. The planning inspector should confirm the date of the appeal in due course. The Legal Commercial Team Manager and Ground Maintenance Manager are happy to answer any questions from Members."	In progress
	<b>HOMELESSNESS</b>		
Jun 19 Min 10 (3)	That the Controls, Risk and Performance Manager be requested to identify a date when data will be available for REG 1 and 2;	Awaiting response from manager.	In progress

Ref	Resolution	Response/Outcome	Status as at 31.08.19
Jun 19 Min 10 (4)	That a target must be set regarding REG 1 and 2, based on the data available and the direction of travel at the next target setting review	Awaiting response from manager.	In progress
	<b>STAFF</b>		
Jun 19 Min 10 (5)	That the Chairman be requested to discuss sickness data with the Head of Paid Service with the aim of identifying what breakdown of figures would be available to the Committee and to identify any problem areas and the reasons for those issues	Update pending.	In progress
Jun 19 Min 12 (6)	That the Overview and Scrutiny Committee expresses concern regarding resources available to the Committee and other areas of the Council seem stretched. Therefore the Leader of the Council is requested to speak to the Chief Executive regarding these concerns.	At the meeting on 16 July 2019 the Leader of the Council explained that he was sympathetic to the idea. The previous Administration had agreed to provide support through Committee, Member and Scrutiny Services and the Committee should see how this worked, however he would review the situation in the Autumn.	In progress
	<b>COMMERCIALISM</b>		
Jun 19 Min 11 (3)	That the Service Director – Commercial be requested to present a report to this Committee regarding the proposed new trading company	The Service Director – Commercial will be attending the meeting due to be held on 17 September 2019 to give a presentation	In progress
Jun 19 Min 13 (2)	That the Service Director – Commercial be requested to make regular presentations to this Committee regarding commercial activities.	The Service Director – Commercial will be attending the meeting due to be held on 17 September 2019 to give a presentation.	In progress
July 19 Min 16 (4)	That the Service Director – Commercial be requested to attend the next meeting of this Committee to provide a presentation and answer questions.	The Service Director – Commercial will be attending the meeting due to be held on 17 September 2019 to give a presentation.	In Progress

Ref	Resolution	Response/Outcome	Status as at 31.08.19
July 19 Min 17 (3)	That the Service Director – Commercial be made aware of the requirements of this Committee as detailed above.	The Service Director – Commercial will be attending the meeting due to be held on 17 September 2019 to give a presentation.	In Progress
	<b>COUNCIL PLAN</b>		
July 19 Min 10	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.	Cabinet accepted the recommendations of the Committee	<b>Complete</b>  <b>To be removed from the report</b>
	<b>3CS</b>		
July 19 Min 12 (2 & 3)	(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.	The policy has been updated to reflect the feedback from the Committee and is due to be discussed with the Leader of the Council on 05 September ahead of going to Cabinet on 24 September 2019	<b>Complete</b>  <b>To be removed from report</b>
July 19 Min 13 (2)	(1) That the Customer Services Manager be requested to circulate the link to the Local Government Ombudsman website to all Members and Substitutes of 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	The Link was circulated to all Members and Substitutes on 19 August 2019  Details were sent to all Members and Substitutes on 19 August 2019.	<b>Complete</b>  <b>Complete</b>  <b>To be removed from the report</b>

**SECTION 2: RECOMMENDATIONS OF TASK AND FINISH GROUPS**

Ref	Resolution	Response/Outcome	Status as at 06.03.19
Min 50 Sept 15  Page 38	<p><b>Task and Finish Group on the Commercialisation of Council Services</b></p> <p>The Task and Finish Group made 9 recommendations which were considered by Cabinet on 10 November 2015. Its recommendations were:</p> <ol style="list-style-type: none"> <li>1. The Council should appoint a senior commercial manager to lead and coordinate its commercial activities; and to identify and develop new commercial opportunities.</li> <li>2. The Council should appoint a high level commercial board comprised of councillors, officers and others with commercial experience. The board can advise the Cabinet about the feasibility of commercial opportunities and review the performance of existing ones.</li> <li>3. The Council should pursue income generation opportunities where it has the skills, experience and resources to do so. These should be compatible with the Council’s strategic objectives, and at a level of risk which would not threaten the Council’s core services in the event of an enterprise’s failure.</li> <li>4. The Council should explore the possibilities of property investment as a means of generating revenue.</li> <li>5. The Council should use the expertise of its strategic partners to help manage its property portfolio.</li> <li>6. The Council should review its assets register to understand whether any of them could be used for property development or other commercial purposes.</li> <li>7. Commercial activities should bear the true cost - but no more than that – of any support they receive from the Council.</li> <li>8. The Council should review its training programmes for senior and other key staff to include more commercial training, networking and mentoring activities.</li> <li>9. The Council should have a scheme that recognises officers who make useful commercialisation proposals or make significant contributions to their success.</li> </ol>	<p>The newly appointed Service Director Commercialisation has been tasked with developing a Commercialisation Strategy.</p> <p>The Commercial Strategy was considered by this Committee at the January 2019 Committee meeting</p>	<p><b>Complete - 12 June 2018</b></p> <p><b>To be removed from the report</b></p>

**OVERVIEW AND SCRUTINY COMMITTEE  
17 SEPTEMBER 2019**

**PUBLIC DOCUMENT**

**TITLE OF REPORT: OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME  
FOR 2019/20**

REPORT OF THE COMMITTEE, MEMBER AND SCRUTINY MANAGER

EXECUTIVE MEMBER: NOT APPLICABLE

COUNCIL PRIORITY: RESPONSIVE AND EFFICIENT

**1. EXECUTIVE SUMMARY**

- 1.1 This report highlights items scheduled in the Overview and Scrutiny Committee's work programme for 2019/20 and includes details of those that have yet to be assigned to a specific meeting.
- 1.2 The work programme includes both items previously agreed by the Committee and those that the Committee is required by the Constitution to consider.

**2. RECOMMENDATIONS**

- 2.1 That the Committee prioritises proposed topics for inclusion in the work programme and where appropriate, determines the high level form and timing of scrutiny input.
- 2.2 That the Committee agrees the list of items to be considered at its meeting on 10 December 2019.
- 2.3 That the Committee advise the number of Members to be appointed to the Task and Finish Group on the Waste Contract.
- 2.4 That the scope for the Task and Finish Group on the Waste Contract be approved by the Chairman of the Task and Finish Group and the Chairman of this Committee.

### **3. REASONS FOR RECOMMENDATIONS**

- 3.1 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.

### **4. ALTERNATIVE OPTIONS CONSIDERED**

- 4.1 The Committee has varied its approach to overview and scrutiny activity over recent years. Currently it seeks to enter the process of policy development at an early stage and consequently may consider items associated with service action plans.
- 4.2 The need to observe Constitutional requirements and monitor the Forward Plan for appropriate items to scrutinise remains a key aspect of work programming.

### **5. CONSULTATION WITH RELEVANT MEMBERS AND EXTERNAL ORGANISATIONS**

- 5.1 Each Committee meeting includes the opportunity for Members to comment on and input to the Committee's work programme.

### **6. FORWARD PLAN**

- 6.1 This report does not contain a recommendation on a key decision and has not been referred to in the Forward Plan.
- 6.2 The Committee is asked to review the Forward Plan at each regular meeting to identify potential issues for inclusion in the work programme. Identification of a focus for the Committee's future activity should be identified at this stage wherever possible.

### **7. BACKGROUND**

- 7.1 Executive Members no longer deliver regular general presentations on a rotational basis. Rather they are invited to either speak on an issue of specific interest or present a report being considered for constitutional reasons.
- 7.2 The Committee now considers a wide range of issues, where appropriate, commencing its reviews early in the policy development process. By doing this it seeks to ensure assumptions are challenged at an early stage, mistakes are avoided and eventual outcomes provide optimal benefit to the community.
- 7.3 The Committee seeks to ensure that consideration of agenda items minimises additional burdens on staff resources. Wherever possible, requests are made for the presentation of documents already in existence rather than the production of new documents specifically for the Committee.



## **8. RELEVANT CONSIDERATIONS**

### Work Programme

- 8.1 The Committee's work programme for the year requires reviewing and direction is sought from the Committee on the items they wish adding. Appendix A contains the current work programme.

### Forward Plan

- 8.2 The Forward Plan for 15 August 2019 is attached at Appendix B.

### Other Topics for Consideration

- 8.3 Potential topics for consideration and inclusion in the Committee's work programme will be considered as part of this meeting. When considering additional topics, their risk assessment and prioritisation will ensure that the most appropriate items are taken forward to the work programme.

### Hitchin Town Hall Review / North Hertfordshire Museum Project

- 8.4 The Panel for the Scrutiny review into this topic reviewed the 14 statements submitted in response to the call for evidence following which all 14 contributors were asked to attend the hearings to give verbal evidence and answer questions from the Panel.
- 8.5 The hearings were held over three days being 17 and 18 July and 2 August 2019.
- 8.6 The Panel considered that witnesses should be given the opportunity to respond to any evidence given by others and issued an invitation to all witnesses to submit a maximum of 2 pages. The closing date for submission of responses was 17 August 2019.
- 8.7 The Panel plans to review these submissions together with the previous written evidence and that given at the hearings before writing a report for consideration by this Committee.
- 8.8 It was hoped to present the report to this meeting of the Committee, however, the Chairman has arranged a special meeting of the Committee to consider this report on 23 October 2019.

### Universal Credit Impact Report – Council Tax Reduction Scheme

- 8.6 The Service Director – Customers has advised he will attend the December Committee in order to present a report on the impact of Universal Credit. By this point in the year the Council will have one year's data on Universal Credit and will therefore be more aware of the changes being considered to the Council Tax Reduction Scheme.

### Crime and Disorder Issues

- 8.7 The Committee can choose how they fulfil their obligation to consider Crime and Disorder issues.
- 8.8 Traditionally the Committee has invited the Chief Inspector from Hertfordshire Constabulary North Herts to attend the December meeting to give a presentation based on crime statistics and staffing issues.
- 8.9 The Committee could consider bringing together relevant people to discuss County Lines and Knife Crime. This could be presented with the support of the Community Protection Manager.
- 8.10 As the December meeting has a number of reports to consider, it would seem sensible to move the Crime and Disorder Issues to the January Meeting.

### Task and Finish Group on the Waste Contract

- 8.11 The SIAS report has now been received and has been sent to Members.
- 8.12 The Committee, Member and Scrutiny Manager will draw up a draft scope, taking into account the SIAS report findings and present it to the Chairman of the Task and Finish Group and the Chairman of this Committee for approval.
- 8.13 The Committee is asked to consider how many Members should sit on this Task and Finish Group.
- 8.14 The Chairmanship of Task and Finish Groups circulate round the political parties, Based on this the Labour and Co-operative Group will supply the Chair of this Task and Finish Group.
- 8.15 This Task and Finish Group will commence once the current Review of Hitchin Town Hall is completed and the reports have been presented to this Committee and Cabinet.

## **9. LEGAL IMPLICATIONS**

- 9.1 Under Section 6.2.5 of the Constitution, the Committee is responsible for setting its own work programme. However, it must ensure it retains sufficient capacity within the programme to meet its statutory obligations.
- 9.2 Section 6.2.7 (u) of the Constitution allows the Committee “to appoint time limited task and finish Topic Groups to undertake detailed scrutiny work and report back to the Overview and Scrutiny Committee to make recommendations to the Cabinet.”

## **10. FINANCIAL IMPLICATIONS**

- 10.1 Dependent on how they are applied in practice, the scope of the options presented in Sections 7 and 8 have the potential to be wide reaching. As detailed Section 14, Human Resource Implications, the wider the reach, the more significant the impact on officer time in terms of report writing, data analysis and committee meeting attendance. Given recent funding pressures and the consequent reduction in officer numbers, significant requests to support scrutiny work will limit officer time available to spend on activities such as identifying and delivering cost reductions, income generation and project management.
- 10.2 Although not significant, a committee attendance allowance of £25.17 per officer per evening meeting is payable to officers in attendance. This is in addition to providing time off in lieu, or overtime as an alternative.

## **11. RISK IMPLICATIONS**

- 11.1 Effective overview and scrutiny of policy, administrative, service delivery and expenditure decisions helps reduce the risk of an inappropriate decision being made. The scope and time frame for scrutiny interventions should be considered in the light of the potential impact of inappropriate scrutiny leading to decisions not being made, inappropriately made or not made at the right time.

## **12. EQUALITIES IMPLICATIONS**

- 12.1. In line with the Public Sector Equality Duty, public bodies must, in the exercise of their functions, give due regard to the need to eliminate discrimination, harassment, victimisation, to advance equality of opportunity and foster good relations between those who share a protected characteristic and those who do not.
- 12.2 There are no direct equality implications arising from the report. Effective scrutiny is an essential part of ensuring that local government remains transparent, accountable and open which ensures that the delivery of public services benefits all aspects of the community, where practical.

## **13. SOCIAL VALUE IMPLICATIONS**

- 13.1. The Social Value Act and “go local” requirements do not apply to this report.

## **14. HUMAN RESOURCE IMPLICATIONS**

- 14.1 The widening of the reach of scrutiny reviews has the potential to significantly impact on officer time in terms of the reprioritisation of already agreed projects, their scope or timetabling and resources. There is also the potential for additional resource requirements in relation to report writing, information collection and analysis and committee attendance. Delivery of service plans to achieve the Council’s agreed Corporate Plan objectives might, therefore, be potentially negatively impacted.

## **15. APPENDICES**

15.1 Appendix A – Work Programme for future Committee meetings

15.2 Appendix B – Forward Plan for 15 August 2019

## **16. CONTACT OFFICERS**

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## **17. BACKGROUND PAPERS**

17.1. Previous reports to the Overview and Scrutiny Committee and forward plans.

## PROGRAMME FOR FUTURE COMMITTEE MEETINGS 2019-20

10 December 2019	<p>Crime and Disorder Issues (Suggest this is moved to 21 January 2019)</p> <p>Annual review of Safeguarding</p> <p>Priorities for the District – Key Projects Half Year Monitoring</p> <p>2nd Quarter Performance against PIs</p> <p>3Cs Half Year Report</p> <p>Universal Credit and Council Tax Reduction Scheme report</p> <p>Resolutions Report</p> <p>Work Programme</p>
21 January 2020	<p>Resolutions Report</p> <p>Work Programme</p>
17 March 2020	<p>Annual Report</p> <p>Priorities For The District – Key Projects 2020/21</p> <p>3rd Quarter PIs</p> <p>3rd Quarter Key projects</p> <p>District Wide Survey</p> <p>New PIs for 2020/21</p> <p>Resolutions Report</p> <p>Work Programme</p>
	<p><b>To be Scheduled.</b></p>

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**NORTH HERTFORDSHIRE DISTRICT COUNCIL**

# Forward Plan of Key Decisions - 15 August 2019

The Forward Plan contains brief details of Key Decisions that the Council is likely to take over the next four month period and beyond. You will also find details of contacts who can provide further information and hear your views. **Please note that the dates of some of the decisions may change from month to month, please check with Committee Services on 01462 474353 before deciding to attend a meeting.**

Decision required	Overview and Scrutiny	Decision Maker	Date of Decision	Documents to be submitted to Decision Maker	Contact Officer from whom documents can be requested	Confirmation that other documents may be submitted to the Decision Maker	Procedure for requesting details of other documents
MEDIUM TERM FINANCIAL STRATEGY (07.06.19)		Council	12 Sep 2019		Ian Couper, Service Director - Resources ian.couper@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6
REVIEW OF COMMENTS, COMPLIMENTS AND COMPLAINTS (3CS) POLICY (15.08.19)		Cabinet	24 Sep 2019		Howard Crompton, Service Director - Customers howard.crompton@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6
COUNCIL TAX REDUCTION SCHEME 2020/2021 (15.08.19)		Cabinet	24 Sep 2019		Howard Crompton, Service Director - Customers howard.crompton@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6
LAND AT WINDMILL CLOSE, BARKWAY (15.08.19)		Cabinet	24 Sep 2019	Plan of Land at Windmill Close, Barkway	Christopher Robson, Senior Estates Surveyor christopher.robson@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6
SAFEGUARDING ADULTS AT RISK POLICY (15.08.19)		Delegated Decision by Cllr Judi Billing	15 Oct 2019		Helen Rae, Community Health and Wellbeing Team Leader helen.rae@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6

Decision required	Overview and Scrutiny	Decision Maker	Date of Decision	Documents to be submitted to Decision Maker	Contact Officer from whom documents can be requested	Confirmation that other documents may be submitted to the Decision Maker	Procedure for requesting details of other documents
SAFEGUARDING CHILDREN POLICY (15.08.19)		Delegated Decision by Cllr Judi Billing	15 Oct 2019		Helen Rae, Community Health and Wellbeing Team Leader helen.rae@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6
DRAFT DESIGN SPD (15.08.19)		Cabinet	17 Dec 2019		Helen Leitch, Principal Landscape and Urban Designer hilary.dineen@north-herts.gov	Yes	Via the Contact Officer named in Column 6
FAIR COLLECTION POLICY (13.06.19)		Cabinet	17 Dec 2019		Howard Crompton, Service Director - Customers howard.crompton@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6
APPROVAL OF A NEW DEVELOPMENT AGREEMENT FOR THE JOHN BARKER PLACE AREA OF HITCHIN (01.07.19)		Cabinet	17 Dec 2019		Martin Lawrence, Strategic Housing Manager martin.lawrence@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6
DRAFT BUDGET 2020/21 (01.07.19)		Cabinet	17 Dec 2019		Ian Couper, Service Director - Resources ian.couper@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6



**OVERVIEW AND SCRUTINY COMMITTEE  
17 SEPTEMBER 2019**

**PUBLIC DOCUMENT**

**TITLE OF REPORT: ANNUAL REVIEW OF SAFEGUARDING CHILDREN AND ADULTS  
AT RISK (2018-19)**

REPORT OF THE COMMUNITY HEALTH AND WELLBEING TEAM LEADER

EXECUTIVE MEMBER: EXECUTIVE MEMBER FOR COMMUNITY ENGAGEMENT

COUNCIL PRIORITY: PROSPER AND PROTECT

**1. EXECUTIVE SUMMARY**

- 1.1 The Council has robust procedures in place that govern how staff and members deal with concerns about children and adults at risk in order to maintain our statutory duty to safeguard their welfare. Work is ongoing to ensure that these procedures are understood and followed throughout the organisation.

**2. RECOMMENDATIONS**

That the Committee be recommended to:

- 2.1 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.
- 2.2 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 adults at risk.
- 2.3 Agree that sufficient and robust processes are in place at NHDC for application and review of safeguarding processes, and that an annual review and presentation to this committee should continue.

**3. REASONS FOR RECOMMENDATIONS**

- 3.1 The recommendation(s) contained within paragraph 2.1, 2.2 and 2.3 are made due to this being the best course of action that can be accommodated within the approved budget and officer resources, that will fulfil our statutory and lawful obligations but also ensure that a regular, corporate review exists.

#### **4. ALTERNATIVE OPTIONS CONSIDERED**

4.1 None applicable.

#### **5. CONSULTATION WITH RELEVANT MEMBERS AND EXTERNAL ORGANISATIONS**

5.1 The Executive Member for Community Engagement has been consulted and has endorsed the content of the report.

#### **6. FORWARD PLAN**

6.1 This report does not contain a recommendation on a key decision and has not been referred to in the Forward Plan.

#### **7. BACKGROUND**

7.1 Section 11 of the Children Act 2004 places a duty on all statutory agencies working with children and young people to 'safeguard and promote their welfare'. The duty means that key people and bodies must make arrangements to ensure their functions are discharged with full regard to the need to safeguard and promote the welfare of children. This also includes responsibility to monitor sufficient arrangements in services they contract out to others.

7.2 The Care Act 2014 came into effect on 1<sup>st</sup> April 2015 and places a statutory duty on top tier local authorities to provide services to meet the needs of adults who require care and support. A duty to establish a Safeguarding Adults Board in every local authority area was introduced and a duty placed on Districts Councils and other local organisations to cooperate fully with the board. This duty involves both referring concerns and providing information when requested to assist with investigations. District Council representation is maintained at the Hertfordshire Safeguarding Adults Board, Children's Board and Hertfordshire Districts Safeguarding Group.

7.3 Our statutory function remains that of referring concerns to the relevant agency for necessary action. When making a formal referral, the Council should receive notification as to whether the referral has met the threshold for further enquiry or not. An officer who has significant dealings with the victim could be asked to contribute to further proceedings and/or provide further information. Where this is not the case, we would rarely be informed of further action.

7.4 The Overview and Scrutiny Committee receive an annual report detailing safeguarding activity undertaken by the Council over the previous year and significant actions that will be undertaken in the coming year.

#### **8. RELEVANT CONSIDERATIONS**

8.1 Between April 2018 and March 2019 the Council made 148 referrals to agencies, concerning 202 individuals, where there was a safeguarding concern, an increase from 114 (about 30%) in 2017/18. Children living in the same household would be referred as a single referral, hence the discrepancy between the number of referrals and the number of individuals.

- 8.1.1 Seventy two children were referred to social care due to concerns that they were experiencing abuse. These involved 37 different families and involved a mixture of suspected physical, emotional and sexual abuse, gang violence, homelessness and concerns of neglect.
- 8.1.2 Six referrals were made to the Hertfordshire Multi Agency Risk Assessment Conference (MARAC) concerning individuals at the highest risk from domestic violence. Four referrals made to the Hertfordshire Independent Domestic Violence Advisor (IDVA) concerning individuals at medium risk from domestic violence. In all ten cases no children were present in the household. In cases where domestic abuse is evident but the current risk level is assessed as low or the individual does not want to be referred, advice and guidance is given about organisations that can offer victim support such as Herts Sunflower.
- 8.1.3 Thirty five domestic abuse notifications were made where children were referred to social services because they were present in a household where domestic abuse was taking place. 19 different families were affected. This referral is automatic and does not require the consent of the parent/carer. Adults however do have to provide consent to be referred themselves to the MARAC or IDVA for support with domestic violence.
- 8.1.4 Seventy eight adults were referred to social care due to concerns that they were experiencing abuse. To make this referral an adult has to provide consent unless the referring professional believes the adult lacks the mental capacity to make an informed decision about this.
- 8.1.5 Eight adults were referred to the Hertfordshire Single Point of Access (SPA) due to a concern that they had an unmet mental health need. As above, unless the adult is deemed to lack mental capacity they must consent to this referral. The SPA will also deal with any associated safeguarding concerns.
- 8.1.6 No referrals were made to the Prevent Channel panel due to concerns around radicalisation. Adults have to provide consent to be referred for support if they are deemed to be at risk of radicalisation.
- 8.1.7 Three children were referred to social care because a decision was made that their parent/carer was intentionally homeless. This referral is automatic when a family is deemed to be intentionally homeless and children are present in the household.
- 8.1.8 In addition, officers logged concerns about 10 children and 27 adults that did not meet the threshold for a referral. Early help will have been offered to individuals or families and/or referrals made to other agencies who can offer early intervention and support. These could include Homestart, Hertswise, Citizens Advice and Herts Independent Living Services amongst others. All concerns are logged in a central database, allowing us to cross reference new concerns and make a referral if and when the threshold is reached.

8.1.9 The number of total referrals made by the Council has steadily risen over the last five years. Across the same period, referral rates into social care have remained fairly static and fluctuate up and down between quarters. Developments at the Council such as a central database of all referrals, corporate safeguarding training and numerous awareness raising campaigns have likely resulted in both an increased awareness and confidence amongst staff as well as improved corporate oversight about the safeguarding actions undertaken across the organisation. This has resulted in a greater number of recorded referrals.

8.2 The following data is intended to provide context on the prevalence of adult safeguarding cases in Hertfordshire, using the most current and relevant data available. When District ranking is shown, 1<sup>st</sup> indicates the District with the highest prevalence and 10<sup>th</sup> indicates the lowest.

- At the end of 2018/19, North Herts ranked 4<sup>th</sup> out of the ten District/Boroughs in Hertfordshire with 105 adult safeguarding concerns reported per 10,000 population. Stevenage ranked 1<sup>st</sup> with 122 concerns per 10k population and Broxbourne 10<sup>th</sup> with 87 concerns per 10k population. Comparative figures for 2017/18 were not available from the board. These figures combine concerns received by Hertfordshire County Council and the Hertfordshire Partnership Found Trust (HPFT) who respond to safeguarding where a mental health concern is also present.
- Equivalent data was requested from the Hertfordshire Safeguarding Children Partnership but not provided.

### 8.3 **Actions completed April 2018 to March 2019:**

8.3.1 Basic, level one and two safeguarding training has been delivered to all officers. Three Councillors have attended safeguarding training offered by the Council since 2014.

8.3.2 Representation has been maintained at the Hertfordshire District Safeguarding group which brings together all ten districts and the adults board and children's partnership.

8.3.3 The Corporate Safeguarding group continues to meet twice a year.

8.3.4 Continued attendance at the Hertfordshire District Safeguarding Group and Learning Hubs, formerly known as Local Multi Agency Safeguarding Forums.

8.3.5 Continued delivery of corporate safeguarding learning and development programme to ensure all new starters first day information sheet and learning needs analysis, a corporate induction briefing and the relevant level of training.

- 8.3.6 Continued maintenance of the corporate safeguarding database, including responses to Section 17 and 47 enquiries for children and Section 42 information sharing requests for adults.
- 8.3.7 Completed annual audit from the Hertfordshire Safeguarding Adults Board (see action plan in appendix A). Our audit results were highly commended by the board as the most comprehensive District/Borough response. An action plan was produced identifying actions to encourage safeguarding training for members, introduce corporate procedures for recruitment and management of volunteers and update officer training on Modern Slavery, County Lines and Prevent.
- 8.3.8 Corporate training on modern slavery was completed by all officers and offered to Councillors. This has now been incorporated into our safeguarding e-learning.
- 8.3.9 Staff e-survey circulated to assess knowledge of child safeguarding procedures. 42% staff completed the survey which identified 95% of staff knew who to report safeguarding concerns to and where to find information to help them with safeguarding, the best response from all the District/Boroughs in Hertfordshire.
- 8.3.10 Modern Slavery Action Plan agreed and implemented (as at July 2019 – presented to Cabinet - [CLICK HERE](#)). Note that this has been updated to include subsequent actions (see below).

**8.4 Work planned for April 2019 to March 2020 (some already completed):**

- 8.4.1 Presentations to senior managers on County Lines and Prevent scheduled for September 2019 to be followed by corporate awareness raising activity via the intranet / Insight.
- 8.4.2 Modern Day Slavery Transparency statement to be completed and taken to Cabinet / Council. *(Action completed June/July 2019 – key performance indicators to be presented to Cabinet annually and then included in this report in future years).*
- 8.4.3 The Council is a signatory to the Charter against Modern Slavery as per Full Council's resolution from 11 July 2019. Note that reports regarding implementation of this (and any Transparency Actions outcomes) shall be reported in the first year firstly to Cabinet in June 2020 as part of the annual monitoring and incorporated into the Annual Safeguarding report annually after that.
- 8.4.4 Continue to carry out any ongoing or outstanding actions from the Modern Day Slavery Action Plan.

- 8.4.5 Newly presented separate policies for safeguarding children and safeguarding adults at risk to be finalised.
- 8.4.6 Completion of guidance documents for services utilising volunteers.
- 8.4.7 Corporate safeguarding e-learning programme to be expanded to include Modern Slavery and County Lines.
- 8.4.8 Continuation of all ongoing day to day safeguarding functions: training for new staff and refresher training for existing staff; maintenance of database and information sharing requests; representation on relevant networks and partnership groups; coordination of Corporate Safeguarding Group.
- 8.4.9 Staff e-survey to assess adult safeguarding knowledge due to be completed.
- 8.4.10 To review the Council's strategy concerning the Prevent duty

## **9. LEGAL IMPLICATIONS**

- 9.1 The Council's Constitution at paragraph 6.2.7(y) states that the terms of reference for the Overview and Scrutiny Committee includes to "Consider reports relating to the authority's safeguarding responsibilities".
- 9.2 The relevant legislation includes the Children Act 2004, the key points of which are:-
  - Section 11 places a statutory duty on key people and bodies – including district councils to make arrangements to ensure that in discharging their functions they have regard to the need to safeguard and promote the welfare of children.
  - Section 10 outlines the duty to promote inter-agency cooperation between named agencies (including district councils).
- 9.3 Legislation to reform multi-agency safeguarding arrangements for children formed part of the Children and Social Work Act 2017, which sets out new safeguarding duties. Local Safeguarding Children's Boards (LSCB's) have been abolished and new requirements have been placed on top tier local authorities, the police and health to make arrangements for safeguarding children in their local area. In Hertfordshire, the Hertfordshire Safeguarding Children's Partnership (HSCP) has been established, lead by the local authority, police and health with partnership engagement from other organisations including the District and Borough Council's.
- 9.4 The Care Act 2014 came into effect on 1<sup>st</sup> April 2015 and places a statutory duty on local authorities to provide services to meet the needs of adults who require care and support. A duty to establish a Safeguarding Adults Board in every local authority area was introduced and a duty has been placed on Districts Councils alongside other local organisations to cooperate fully with the board.

- 9.5 The key responsibility for safeguarding in Hertfordshire lies with the County Council and it is important to remember that it is not the responsibility of any District Council member, employee, volunteer or contracted service provider to determine whether abuse is being experienced, or has taken place, or indeed the nature of any abuse.

The role of the member, employee, volunteer or contracted service provider is to inform and report concerns, not to investigate or judge. A District Council is not responsible for investigating any safeguarding incidents or allegations, involving children, young people or adults at risk, but provides the local 'eyes and ears' to enable a route to report any concerns.

- 9.6 In respect of modern day slavery, the Modern Slavery Act 2015 places two specific duties on local authorities under sections 43 and 52 of the Act, to co-operate with the Independent Anti-slavery Commissioner and a duty to identify and refer victims through to the National Referral Mechanism, or Home Secretary (for non-consenting adult victim situations), respectively. Modern Day Slavery will be treated as falling under the over-arching area of Safeguarding and reported through to the Overview & Scrutiny Committee as part of the annual report accordingly (see 8.5 above).
- 9.7 Section 26 of the Counter Terrorism and Security Act 2015 places a duty on local authorities to have due regard to the need to prevent people from being drawn into terrorism. As per 9.6 this area also falls within the over-arching area of safeguarding and will be reported through to the Overview & Scrutiny Committee as part of the annual report accordingly (see 8.5 above).

## **10. FINANCIAL IMPLICATIONS**

- 10.1 Currently, the corporate training budget provides funding for all levels of safeguarding training. However it should be noted that there are increased training needs for both staff and members in response to the national agenda e.g. Child Sexual Exploitation, Prevent, domestic abuse which may in future place additional pressure on learning and development budgets. In addition, we continue to source training opportunities that are provided free of charge by partners such as Hertfordshire Constabulary.
- 10.2 There are no capital implications.

## **11. RISK IMPLICATIONS**

- 11.1 Progress on implementing and reviewing "Policies for Safeguarding Children and Safeguarding Adults at Risk of Harm" is assessed on the risk register via risk entry RR278. The latest assessment of the identified risks, completed in March 2019, scored the Impact as being "High" but the Likelihood as being "Low".
- 11.2 NHDC's safeguarding policies and procedures outline the various steps taken by the Council to reduce the risk to employees, children and adults at risk accessing our services, including procedures for safe recruitment, learning and development for employees and reporting procedures for employees with concerns.

## **12. EQUALITIES IMPLICATIONS**

- 12.1 In line with the Public Sector Equality Duty, public bodies must, in the exercise of their functions, give due regard to the need to eliminate discrimination, harassment, victimisation, to advance equality of opportunity and foster good relations between those who share a protected characteristic and those who do not.
- 12.2 Due to their age, development and dependency on adults including in the delivery of services, children are vulnerable and therefore often more open to abuse. They have a legal right to be protected and for organisations to take appropriate action to prevent and report suspected abusive behaviour. The Equality Act supports the Children Act 2004 to provide this protection to vulnerable children.
- 12.3 Equally, adults who are more vulnerable, either through decreased mental capacity/age related dementia, learning difficulties, or their personal domestic situation i.e. changing from one residential care home to another, have a legal right to be protected and for organisations to take appropriate action to prevent and report suspected abusive behaviour.

## **13. SOCIAL VALUE IMPLICATIONS**

- 13.1 The Social Value Act and “go local” policy do not apply to this report.

## **14. HUMAN RESOURCE IMPLICATIONS**

- 14.1 The Human Resources role in safeguarding is, in the main, covered by processes contained in the Recruitment and Selection Policy and the Disclosure Barring Service Employment Checks Policy. HR also assist with learning and development and there are no additional human resource implications to this report.

## **15. APPENDICES**

- 15.1 Appendix A – Hertfordshire Safeguarding Adults board audit action plan

## **16. CONTACT OFFICERS**

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**17. BACKGROUND PAPERS**

17.1 None

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**Appendix A: Hertfordshire Safeguarding Adults Board**

**North Hertfordshire District Council (July 2019)**

**Safeguarding Adults at Risk – Action plan for recommendations arising from self assessment visit**

**(self assessment completed 2018, HSAB visit held Jan 2019)**

Action No.	Recommendation agreed with Hertfordshire Safeguarding Adults Board	Full description of task and intended outcome	Responsible officer	Timescale for completion	Status
1.	<p>The Council needs to ensure that a significant number of its members are trained in adult safeguarding (B2).</p> <p>(The HSAB will take forward the issue of members requiring adult safeguarding training across the county.)</p>	<p>Less than 10% of members have undertaken either generic or themed safeguarding training at NHDC.</p> <p>Increase numbers of members completing e-learning, attending level one child and adult safeguarding or attending themed briefings.</p>	Jeanette Thompson	TBC	In progress – our Service Director Legal & Community has written to all newly elected members to assess training needs and accreditation of prior learning. Awaiting further update from HSAB on their progress.
2.	To refresh prevent training, identifying the level of training appropriate to different roles. This should be undertaken every 3 years (B2).	<p>Training on adult and child safeguarding, and modern slavery (MDS) have been deemed mandatory by senior management team (SMT).</p> <p>Proposal to be taken to SMT for Prevent training (&amp; County</p>	<p>Community Protection Manager (SMT approval)</p> <p>Community Health and Wellbeing Team Leader &amp; Safeguarding Support Officer (learning needs analysis, identification &amp; development of e-</p>	County Lines & Prevent presentations booked for senior managers group and Designated Safeguarding Officers September 2019.	In progress – MDS to be incorporated into e-learning July 19, County Lines & Prevent to be considered following Sept briefings.

		<p>Lines) to also be mandatory.</p> <p>Include Prevent &amp; County Lines content in current e-learning.</p> <p>Roll out mandatory e-learning / briefings in line with MDS process.</p>	learning and roll out of corporate programme).		
3.	The HR department to complete a volunteer recruitment policy (A1).	There is currently no corporate oversight of procedures used to recruit & supervise volunteers across the council.	Jo Keshishian (HR)	December 2019 – potentially much sooner	HR have identified a list of key documents to assist officers in the safe recruitment and management of volunteers. These are being edited and an intranet page created.
4.	Share best practice with other councils (A5).	Share best practice in areas such as domestic violence with other Hertfordshire Districts and Boroughs via the Hertfordshire District Safeguarding Group (DSG).	Community Health & Wellbeing Team Leader / Safeguarding Support Officer to ensure representation at quarterly DSG meetings.	Ongoing	Ongoing
5.	To undertake a survey monkey or similar to ascertain the impact of training (C3).	Currently the Council has no way of assessing the impact of training and the levels of understanding around referral procedures	Community Health & Wellbeing Team Leader	HSAB disseminated a survey to this effect April 2019 but it was not sent to District Councils. We only got it late June with one week to complete so	In progress – awaiting HSAB feedback

		and sources of support. Suggestion that we could use a survey monkey online survey to do so.		unclear what response level we will get.	
6.	To ensure that the HSAB business plan are part of the agenda at the relevant meeting (D1).	To ensure dissemination of information between the board and the council, relevant items from the HSAB business plan should be shared at the twice yearly Corporate Safeguarding (CSG) Meetings.	Community Health & Wellbeing Team Leader / Safeguarding Support Officer	CSG meeting June 14 <sup>th</sup> 2019 had updates from HSAB on agenda.	Ongoing – first meeting complete

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## 2019/20 Quarter 1 PI Data

For 2019/20, NHDC will report 19 corporate performance indicators. This report presents the red and amber performance indicators, as well as other indicators to note, and displays the latest period that officers have updated and activated on Pentana Risk. The full report can be found on the intranet at the following location.

<http://intranet.north-herts.gov.uk/home/doing-business/performance-and-risk-management/performance-management>

Performance indicator data is cumulative and represents performance between 1 April 2019 and the end of the latest reporting period. The report will indicate if any data relates to a different reporting period. Where available, the commentary for an indicator will include national benchmarking data. When targets are set, any national minimum requirements are taken into account.



### Key for the Report

Status	
	Data value has met or exceeded the target figure
	Data value has not achieved the target figure but it is within the agreed tolerance range
	Data value has not achieved the target figure and it is outside the agreed tolerance range
	Data value is for information only and a traffic light status is not applicable





Direction of Travel	
	Data value has improved compared with the same time last year
	Data value has deteriorated compared with the same time last year
	Data value has not changed compared with the same time last year
N/A	A direction of travel is not applicable, as the performance indicator was introduced in 2019/20




### Summaries







Status Summary		Direction of Travel Summary	
	7		8
	3		8
	2		2
	7	N/A	1

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
<b>Executive Member for Finance and IT</b>								
2	MI P&R 001	Percentage of raised sales invoices due for payment that have been paid	June 2019	79.43%	93%		 June 18 98.13%	As at 30 June 2019: Total value of invoices raised by NHDC - £2,409,119 Total value of invoices raised by NHDC that were not due for payment yet - £398,420 Total value of payments received for invoices raised by NHDC - £1,597,069  Due to the low levels of outstanding debt, a small number of outstanding larger value invoices can have a big impact on the collection rate. Outstanding Invoices have been reviewed and collection levels are back on track for July
<b>Executive Member for Housing and Environmental Health</b>								



Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
8	REG 1	Rate of homelessness prevention	Q1 2019/20	45.95%	Not Applicable		 Q1 18/19 50%	<p><b>REG1</b> - During Q1 2019/20, 34 out of 74 households had homelessness prevented. Where homelessness was not prevented, a <i>relief</i> duty would have been triggered.</p> <p><b>REG2</b> – During Q1 2019/20, there were 67 cases where a Relief Duty ended. This occurs when a household has become homeless and 15 households out of 67 were successfully rehoused.</p>
9	REG 2	Rate of homelessness relief	Q1 2019/20	22.39%	Not Applicable		 Q1 18/19 56%	<p><b>National Benchmarking</b> – Awaiting publication and analysis of the full first year of H-CLIC homelessness data. <b>Officers plan to provide an overview of homelessness services and available benchmarking data at the December 2019 meeting.</b></p>

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
10	LI 035a	Number of households living in temporary accommodation	Q1 2019/20	88	Not Applicable		 Q1 18/19 83	<p>88 households in temporary accommodation as at 30 June 2019, of which, eight were in bed and breakfast accommodation. This was the total number of households accommodated under the relevant legislation by the Council, although placement was with a third party.</p> <p><b>National Benchmarking</b> – Awaiting publication and analysis of the full first year of H-CLIC homelessness data. <b>Officers plan to provide an overview of homelessness services and available benchmarking data at the December 2019 meeting.</b></p>
11	REG 3	Percentage of Environmental Health programmed inspections completed	Q1 2019/20	23.5%	24%		Not Applicable	<p>97 inspections were completed in Q1 2019/20 out of a total of 103 inspections scheduled to be completed. Scheduled inspections not completed in Q1 2019/20: 6 Industrial Installations</p> <p>The inspection outcome is very slightly below the profiled target. This is due to staffing issues within the Environmental Health Service. Officers expect the Service to meet the annual target of 95% at the year-end.</p>

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary																								
<b>Executive Member for Environment and Leisure</b>																																
15	MI LI 015	Number of visits to leisure facilities	June 2019	374,664	380,600		 June 18 380,647	<table border="0"> <tr> <td>Facility</td> <td><u>2019/20</u></td> <td><u>2018/19</u></td> </tr> <tr> <td>North Herts LC</td> <td>135,894</td> <td>140,117</td> </tr> <tr> <td>Fearnhill</td> <td>4,005</td> <td>4,011</td> </tr> <tr> <td>Letchworth OP</td> <td>10,502</td> <td>14,375</td> </tr> <tr> <td>Hitchin SC</td> <td>85,057</td> <td>87,018</td> </tr> <tr> <td>Archers</td> <td>35,854</td> <td>35,106</td> </tr> <tr> <td>Royston LC</td> <td>103,352</td> <td>100,020</td> </tr> <tr> <td></td> <td><b>374,664</b></td> <td><b>380,647</b></td> </tr> </table> <p>The decrease in usage mainly relates to the poor weather we experienced in June compared with last year. In addition, a new gym opened in Hitchin town centre, which also had an impact on usage figures at Hitchin Swim Centre.</p>	Facility	<u>2019/20</u>	<u>2018/19</u>	North Herts LC	135,894	140,117	Fearnhill	4,005	4,011	Letchworth OP	10,502	14,375	Hitchin SC	85,057	87,018	Archers	35,854	35,106	Royston LC	103,352	100,020		<b>374,664</b>	<b>380,647</b>
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<b>Executive Member for Recycling and Waste Management</b>																																
18	FW 1	Overall tonnage of food waste collected	June 2019	1,117	1,245		 June 18 698	Food Waste collection is on the increase, however the target we have set is challenging. A waste composition analysis audit is planned for later in the year where we will be looking at participation levels, including food waste.																								
19	GW 1	Overall tonnage of garden waste collected	June 2019	3,003	3,300		 June 18 4,051	An amnesty at the commencement of the contract in 18/19 meant that garden waste levels remained high at this time last year. Garden waste sign up currently at 47% compared to 51.3 % this time last year. Sign up period still continues following the 3 month extension given to residents.																								

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**OVERVIEW AND SCRUTINY COMMITTEE  
17 September 2019**

**PUBLIC DOCUMENT**

**TITLE OF REPORT: 1st QTR MONITORING REPORT ON KEY PROJECTS FOR 2019-20**

REPORT OF: THE SERVICE DIRECTOR: RESOURCES

EXECUTIVE MEMBER: LEADER OF THE COUNCIL: COUNCILLOR MARTIN STEARS - HANDSCOMB

COUNCIL PRIORITY: ATTRACTIVE AND THRIVING / PROSPER AND PROTECT / RESPONSIVE AND EFFICIENT

**1. EXECUTIVE SUMMARY**

This monitoring report provides a 1st quarter update on the delivery of the key projects for 19/20, first identified to the Committee in March 2019.

**2. RECOMMENDATIONS**

2.1 That delivery against the key projects for 19/20 be noted and commented on by the Overview & Scrutiny Committee

**3. REASONS FOR RECOMMENDATIONS**

3.1 To enable achievements against the key projects for 2019/20 to be considered.

**4. ALTERNATIVE OPTIONS CONSIDERED**

4.1 There are no alternative options as this is a monitoring report.

**5. CONSULTATION WITH RELEVANT MEMBERS AND EXTERNAL ORGANISATIONS**

5.1 No external consultation has been undertaken in the preparation of this report as it is a monitoring report. Members will, however, be aware that a report setting out the key projects was brought to this Committee on 19 March 2019.







## 6. FORWARD PLAN

- 6.1 This report does not contain a recommendation on a key decision and has not been referred to in the Forward Plan.

## 7. BACKGROUND

- 7.1 This report provides details on the status of the key projects for 19/20. It does not include any projects initiated after the document was agreed and is not a full report on all the projects that the Council is undertaking.
- 7.2 This report summarises the status of each of the key projects. The following symbols have been used to summarise progress.

Status key	
	Project Halted / funding not available/ Extremely Late
	Project behind original due date/ unlikely to hit original due date.
	Project not due for completion in 2018/19 or has not reached due date
	Project Completed.

## 8. RELEVANT CONSIDERATIONS

- 8.1 The 1st Quarter monitoring report against key projects for 2019/20 is included in Appendix A.
- 8.2 Appendix A includes the original milestones which were reported to this Committee in March 2019 and progress made against those actions. In addition, updates may have been provided to Executive Members and where relevant through the Members Information Service. Progress against some, will also have been monitored through the Capital monitoring reports to the Finance Audit and Risk Committee and to Cabinet.
- 8.3 At the Overview & Scrutiny committee meeting in March 2019, the Waste Project and the Construction of Roadway and Paths at Wilbury Hills Cemetery were reported as completed projects, and have therefore been removed from future monitoring reports.
- 8.4 At the September 2018 meeting of the Overview and Scrutiny meeting it was requested 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. In order to fulfil this request, a more detailed update on the Waste Project has been provided in Appendix B. In addition, a regular waste update is now being sent via MIS.

- 8.5 Updates on Brexit have now been incorporated into the regular monitoring reports for 2019/20. Whilst not a traditionally defined project for the Council, it was decided that this would provide the best mechanism to monitor key issues and risk and report back on any actions undertaken.

## **9. LEGAL IMPLICATIONS**

- 9.1 No direct legal implications arise from this report. Legal implications for the projects listed in Appendix A are considered as part of those projects and will include (but are not limited to ) governance, property, planning and contractual issues. Under the Local Government Act 2000 there is a legal requirement for Councils operating Executive arrangements to appoint an overview and scrutiny committee with remit to review decisions and other actions.
- 9.2 Overview and Scrutiny's terms of reference include at paragraph 6.2.7(s) of the Constitution "to review performance against the Council's agreed priorities and scrutinise the performance of the Council in relation to its policy objectives, performance targets and/or service areas". This report gives the Committee an opportunity to comment on progress made against the projects that have been identified for delivery against the Council's objectives.

## **10. FINANCIAL IMPLICATIONS**

- 10.1 There are no specific revenue implications.
- 10.2 The actions identified were resourced through the corporate business planning process cycle for 2019/20 that was undertaken in 2018/19.. A number of these projects formed part of the Council's capital programme for 2019/20.
- 10.3 The Council continues to face difficult spending decisions in view of the reduction in government support in future years and the availability of funding continues to impact on the projects that can be undertaken.

## **11. RISK IMPLICATIONS**

- 11.1 The Lead Officer for each project is responsible for identifying any risks to the successful delivery of the Project.
- 11.2 Some of these major projects have been identified as Corporate Risks for the Council and these are monitored quarterly by the Finance, Audit & Risk Committee. These include:
- Local Plan
  - Hitchin Town Hall
  - Asset Management
  - Brexit

## **12. EQUALITIES IMPLICATIONS**

- 12.1 In line with the Public Sector Equality Duty, public bodies must, in the exercise of their functions, give due regard to the need to eliminate discrimination, harassment, victimisation, to advance equality of opportunity and foster good relations between those who share a protected characteristic and those who do not.
- 12.2 By reporting delivery against the key projects for 2019/20 this provides a means to monitor whether the council are meeting the stated outcomes of the district priorities, its targets or delivering accessible and appropriate services to the community to meet different people's needs. This assists the Council to fulfil a number of its obligations arising from the Public Sector Equality Duty.

## **13. SOCIAL VALUE IMPLICATIONS**

- 13.1 The Social Value Act and "go local" policy do not apply to this report.

## **14. HUMAN RESOURCE IMPLICATIONS**

- 14.1 There are no additional human resource implications arising from this monitoring report. The resources needed to deliver projects should be considered through the Corporate Business Planning process.

## **15. APPENDICES**

- 15.1 Appendix A – 1<sup>st</sup> Quarter Monitoring against Key Projects for 2019/20  
Appendix B – Waste Project Update and Charts

## **16. CONTACT OFFICERS**

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**17. BACKGROUND PAPERS**

17.1 None.

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Appendix A – 2019/2020 reporting against Projects identified in the Corporate Plan – as at 21/08/2019



For Q1 2019/2020 North Hertfordshire District Council is reporting against 8 Projects identified in the Corporate Plan 2019 - 24



Key for the Report

Status key	
	Project Halted / Funding not available / Extremely Late
	Project behind original due date/ unlikely to hit original due date.
	Project not due for completion in 2018/19 or has not reached due date
	Project Completed.



Status	Q1	Summary of Movement this Qtr
	1	
	2	
	3	
	2	Bancroft MUGA / Great Ashby District Park Renovation
Total	8	

- Where projects are carried over from previous years, their status is retained until they are complete – to ensure transparency


Description in Corporate Plan	Corporate Objective	Portfolio	Milestones – current year and beyond	Due Date	Overall Status	Comments
<b>Status – RED - 1</b>						
Complete the fit out and open the North Hertfordshire Museum and Community Facility  <b>Prince II</b> <b>Date of Last Project Board – 18 July 2017.</b> <b>Exception report since last Quarter – None.</b>	Prosper & Protect	Leisure	Continue to negotiate on possible acquisition of 14/15 Brand Street.  Report to Cabinet on proposed way forward.  Complete fit out of Museum.	Original due date 30 September 2015  31/07/2018 ✓  September 2018 ✓  ✓		Following the successful opening of the new museum on 6 July 2019, we are now awaiting publication of the Hitchin Town Hall and North Hertfordshire Museum Panel Review findings (final oral evidence session held on 2 August 2019) and officers are producing the Project Closure Report/Lessons Learned, prior to the formal sign-off by Project Board. Once signed off, the project will be marked as complete.
<b>Status – AMBER - 2</b>						
Development of a Crematorium in North Hertfordshire - subject to approval by Cabinet March 2017  <b>NOT Prince II</b>	Prosper & Protect	Waste, Recycling & Env	Obtain outline planning permission from Central Beds.  Agree the Heads of Terms and Options Agreements with our nominated partner.  Prospective tenant exercises the option and	July 2018  July 2018 ✓  31 Dec 2018		Central Bedfordshire refused the outline planning application in March 2019. Cabinet approved funding for an appeal on 26 March 2019 and this has now been submitted. Officers are working on the detailed statement of case, to be submitted by the 10 September.  The prospective tenant will be responsible for delivering the

			<p>enters into an agreement for lease (the prospective tenant will be responsible for applying for detailed planning permission).</p> <p>The prospective tenant enters into a lease, in accordance with the Heads of Terms, following the grant of detailed planning permission</p> <p>Practical Completion of Crematorium</p>	<p>31 Mar 2019</p> <p>December 2020</p>		<p>project. The due date for this milestone and for practical completion of the project will depend on the timescale and outcome of the appeal process.</p>
<p>Investigating a range of options to improve use of Council assets</p> <p><b>NOT Prince II Project spans more than one year.</b></p>	Responsive & Efficient	Various	<p>Report to Cabinet Shareholder Sub-Committee on potential options</p> <p>Obtain Cabinet approval to establish a Property Company</p> <p>Set up Property Company</p>	<p>15 March 2018 </p> <p>31 Mar 2018</p> <p>Mid 2018</p>		<p>Officers continue to work through the details to ensure a viable business plan. Regulations / Council Constitution, require the Council to complete and approve the business plan prior to company registration. Officers will present a progress report to the Cabinet Sub-Committee (Local Authority Trading Companies' Shareholder) in September 2019. Following completion of relevant works in 2019/20, the letting of the redeveloped Harkness Court is now expected to commence in</p>






						early 2020/21.
<b>Status – GREEN -3</b>						
Submission of a Local Plan for North Herts  Project spans more than one year.  <b>Not Prince II</b>	Prosper & Protect	Planning & Enterprise	Consultation on major modifications (timescale dependant upon Planning Inspectorate)  Publication of Inspectors Report (timescale dependant upon Planning Inspectorate)  Adoption of the new local plan report to Full Council (timescale dependant upon Planning Inspectorate)	Jan - April 2019  TBC  TBC		On 9 July and 9 August 2019 , letters from the Inspector confirmed completion of his review of consultation responses. The letter raised a number of further queries and questions. Copies of the letters have been published via MIS and are on the Councils website. Officers are currently reviewing the additional requests in order to advise on a response.
Brexit (Preparation for Brexit - deal or no deal) and implementation / management of those impacts, challenges and risks).	Prosper & Protect	Leader of Council	Working with regional lead and Local resilience forums to prepare for Brexit (deal or no deal).  Work with strategically important contractors to understand the risks they will potentially face and to ensure plans are being taken to mitigate those risks if possible.  Contribute to countywide preparations for			<b><i>NB Rating relates to the Council's actions, rather than the national issue of Brexit.</i></b>  Work ongoing since 2018 and overseen by SMT. First officer project meeting in June 2019. Web page set up – signposting to government links for individuals and business. Link to web page added to official orders sent to suppliers. <a href="#">CLICK HERE FOR BREXIT PREPARATION PAGE</a>


		<p>managing potential emergency incidents associated with Brexit, e.g. local food resilience/ strategic co-ordination group and local resilience forums</p> <p>Work with LLG and MHCLG on process mapping for governance/secondary legislation process mapping. Constitution/delegation and warrant checks being undertaken. Relevant managers to check policies for compliance and enforcement post Brexit issues.</p> <p>Draft contract clause to cover data transfer – use of change of law provision to impose</p> <p>Exceptions and tension monitoring reports to be sent and received.</p> <p>Elections Board preparation for snap election/further referendum</p>		<p>Project board convened on 29 July. There has been communication from the Minister for MHCLG regarding approach and support of business, appointment of a District Lead officer and additional new burdens distribution of funding for £17,484 for 19/20. This is further to early funding of £35,000. Initial use for environmental (Food) officers to prepare for import and export certification processes/ and back up for domestic food inspections.</p> <p>Service Director L&amp;C has been in contact with Regional Lead Officer, Herts Lead Officer, MHCLG.</p> <p>Local BIDS have been contacted to raise any concerns directly (so they can be highlighted to Leads and/ or MHCLG). Economic Development Officer to liaise with relevant businesses groups/ partners on highlighting issues/ concerns.</p> <p>Member update provided 9 August. Staff briefings/ further updates to be provided in September.</p>
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<p><b>Not Prince II</b></p>			<p>considerations (September 2019).</p>			
<p>Designating air quality management areas in Hitchin to address the improvement of the air quality – Stevenage Road and Paynes Park. (5 Year Plan commenced 2018)</p> <p><b>Not Prince II</b></p>	<p>Attractive &amp; Thriving</p>	<p>Housing &amp; Env Health</p>	<ul style="list-style-type: none"> <li>•Development of ECOstars scheme for business to reduce emissions from freight deliveries</li> <li>•Investigate options for extending and improving electric vehicle recharging facilities in the district</li> </ul>	<p>To be confirmed</p> <p>On-going</p>		<p>The Council were unsuccessful with a bid to DEFRA for a grant to progress this scheme. Officers are reviewing alternative funding options and have created a new milestone, "Work with businesses to reduce emissions from freight deliveries and buses/coaches" for 2019/20.</p> <p>Briefing meeting held with Executive and Shadow Executive Members leading to a one-off bid for funding to support the provision of a strategy in association with the Council's revised Parking Strategy. Full Council approved the funding on 7 February 2019. Officers are negotiating with developers through the planning process to implement charging points within</p>



			<ul style="list-style-type: none"> <li>•Anti-idling campaign to encourage drivers to switch off when stationary, including investigation of enforcement options</li> </ul>	Spring/Summer 2019	new homes  Initial survey of Hitchin town centre completed February 2019. Research for and preparation of an anti-idling leaflet is underway
			<ul style="list-style-type: none"> <li>•Review of on-street parking in air quality management areas</li> </ul>	TBC subject to Parking strategy Action Plan	Will be co-ordinated with next general review of parking in Hitchin - date to be confirmed
			<ul style="list-style-type: none"> <li>•Participate in National Clean Air Day</li> </ul>	Annual 	Due to other work priorities, it was not possible to undertake any activity around National Clean Air Day in June 2019
			<ul style="list-style-type: none"> <li>•Contribute development of Air Alert texting scheme with HCC and other partners</li> </ul>	2019 	Air Alert texting scheme launched 1 March 2019.

<p>Churchgate</p> <p>Project will span more than one financial year</p> <p>Once actual project commences will be</p> <p>Prince II</p> <p>Date of Last Project Board</p> <p>n/a</p>	<p>Attractive &amp; Thriving</p>	<p>Commercial</p>	<p>Full Council approval obtained to principle of joint venture funded by the Council. Further work required to look at detail of proposals before reporting back to Full Council.</p> <p>Further work to be undertaken to explore potential options prior to reporting back to Full Council at a future date</p>	<p>Tbc</p>		<p>Full Council voted to put Churchgate forward for a "Future High Streets Fund" bid. On 15 July 2019 MHCLG announced the 5 bids to be taken forward. Churchgate was not successful. Officers continue to explore the options around Churchgate with a report back to Full Council in due course.</p>

<b>Status – COMPLETE -2</b>						
Renovation of Play area, District Park, Great Ashby (£75,000)  <b>Not Prince II</b>	Attractive & Thriving	Leisure & Environment	Consultation on design	Sept 2018		
			Carry out procurement exercise	Nov 2018		
			Completion of Works	July 2019		
Bancroft recreation ground MUGA (£170,000) Subject to securing Sport England grant  <b>Not Prince II</b>	Attractive & Thriving	Leisure & Environment	Procurement Exercise	Oct 2018		Works complete. Official opening set for early September.
			Completion of MUGA	July 2019		

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## Recycling & Waste Briefing Note August 2019

### Garden waste service re-subscriptions

There have been a steady number of residents subscribing to this year's service. At the time of writing there have been just over 23,000 subscribers, which represent about 46% of the total customer base. Due to the high level of customer telephone contacts to re-subscribe, the deadline for re-subscription to ensure an uninterrupted service was extended to 11 August.

Both existing and new residents wishing to receive a garden waste collection service can subscribe at any time through the 2019/2020 period to receive collections.

Preparations for this year's service are complete and subscribers will begin to receive their new permit sticker's week commencing 19 August and in line with our payment extension. Residents can continue to present their garden waste bins for collection prior to receiving the permit and fixing it to their bins. An example of the permit pack is attached for information.

### Garden waste permit packs

Residents who subscribe to the garden waste service will receive a permit pack in the post. The pack includes an introductory letter about the brown bin garden waste service, a permit sticker - which will have the resident's subscription number and address on it and information on where the sticker should be fixed to their garden waste bin to make it visible for waste crews. NHDC Communications will post messages about these packs on their social media platforms to raise awareness of when the permits are due to arrive.

### Urbaser call centre provision

Throughout the subscription period there has been an extremely high level of customer contacts at the Urbaser contact centre relating to re-subscription. In light of this, additional capacity was installed at the contact centre. Additional resource, at Urbaser's cost, was also put into the Council's own contact centre to ensure the increase in calls were

handled effectively. We have also seen a large number of residents subscribing via the Council website and kiosk payment service. The website has been advertised as the quickest and easiest way to subscribe to the service.

### Other waste and recycling services

#### Phase 2 implementation

Our other recycling and waste services continue to settle after the implementation of Phase 2 of the waste element of the contract whereby some round efficiencies were made.

#### Fortnightly waste collection at flats

A decision not to implement a fortnightly collection of residual (rubbish) at multi occupancy properties (MOP) was agreed at July 19 Cabinet. This means that flats will continue to have a weekly waste collection service.

#### Street cleansing

Stickers have begun to be fixed public litter bins which give Urbaser's contact details to report on if the bin is full. For members' convenience, the best number to report full litterbins bins on is 0800 328 6023 or via email at [northhertsenquiries@urbaser.co.uk](mailto:northhertsenquiries@urbaser.co.uk) This is designed to encourage residents to report if they see a full litter bin prior to the scheduled emptying.

#### Communications

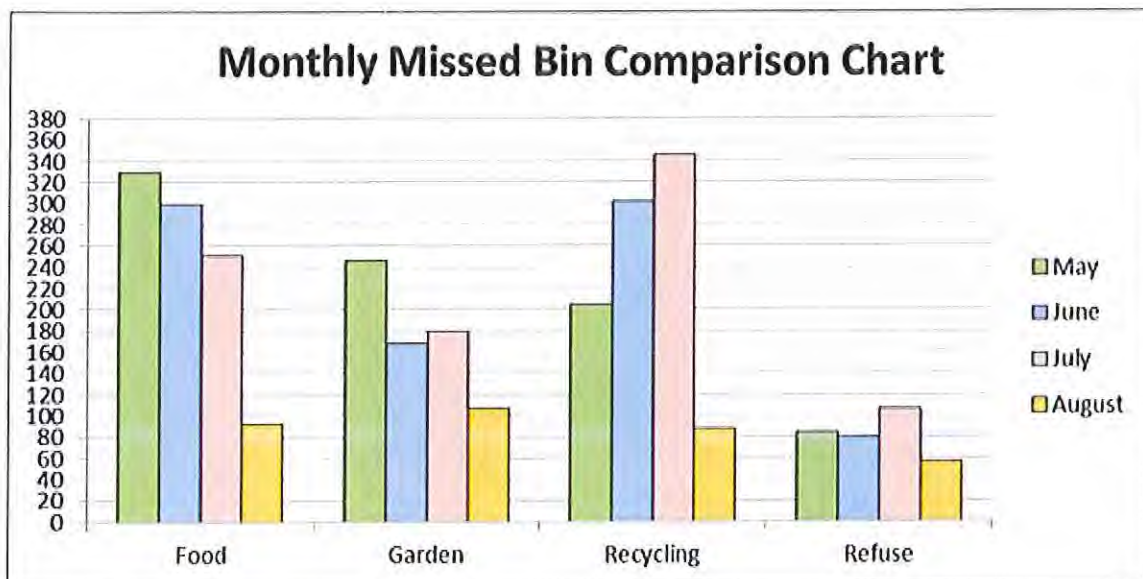
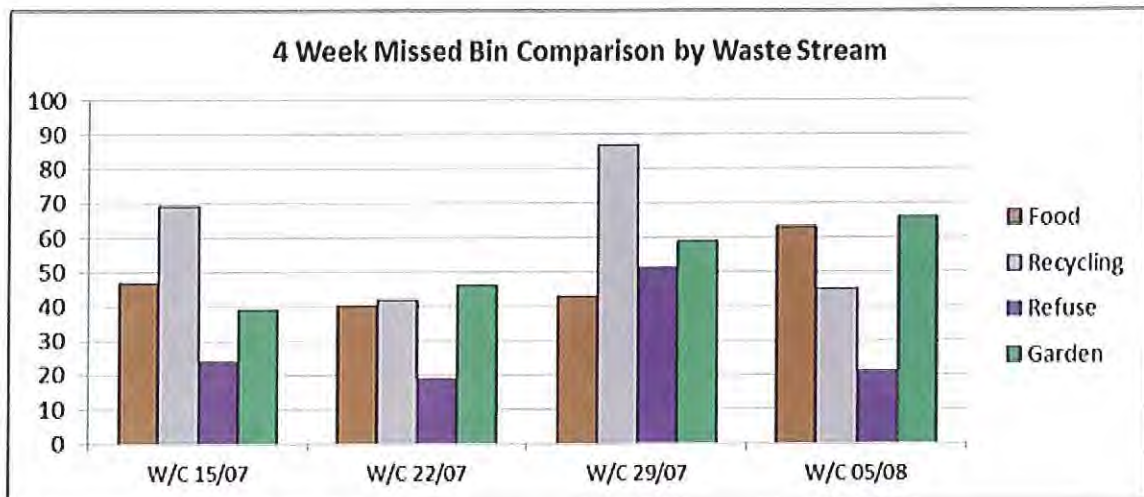
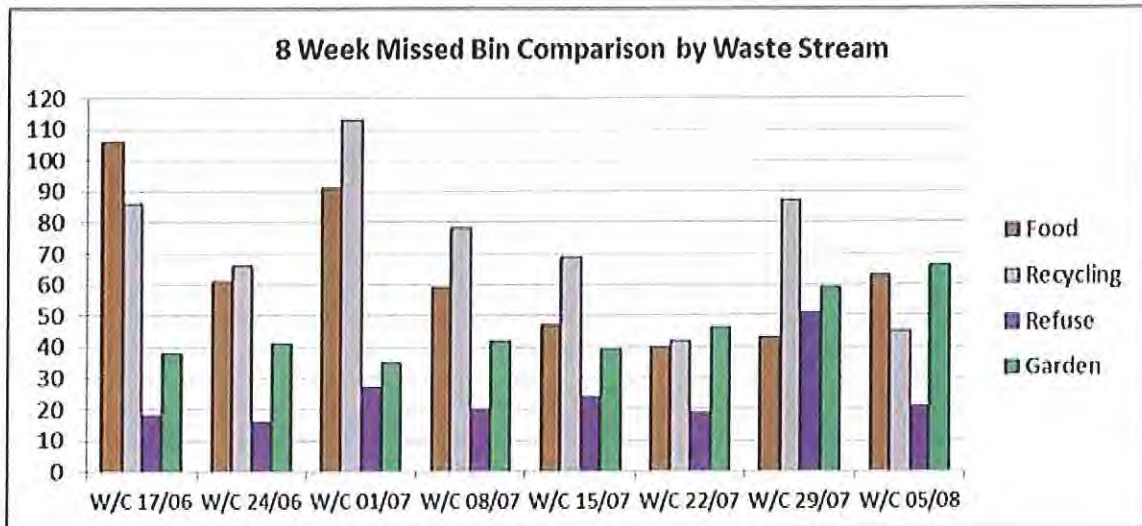
The waste team now have a new member of the team who will be dedicated to carrying out talks at schools with pupils about recycling and will also be carrying out public engagement events, including recycling roadshows around the District.

#### For more information please contact:

Name Jamie Sells  
Title Waste Service Manager - North and East District Councils  
Tel: 01462 474 339  
Email: [jamie.sells@north-herts.gov.uk](mailto:jamie.sells@north-herts.gov.uk)

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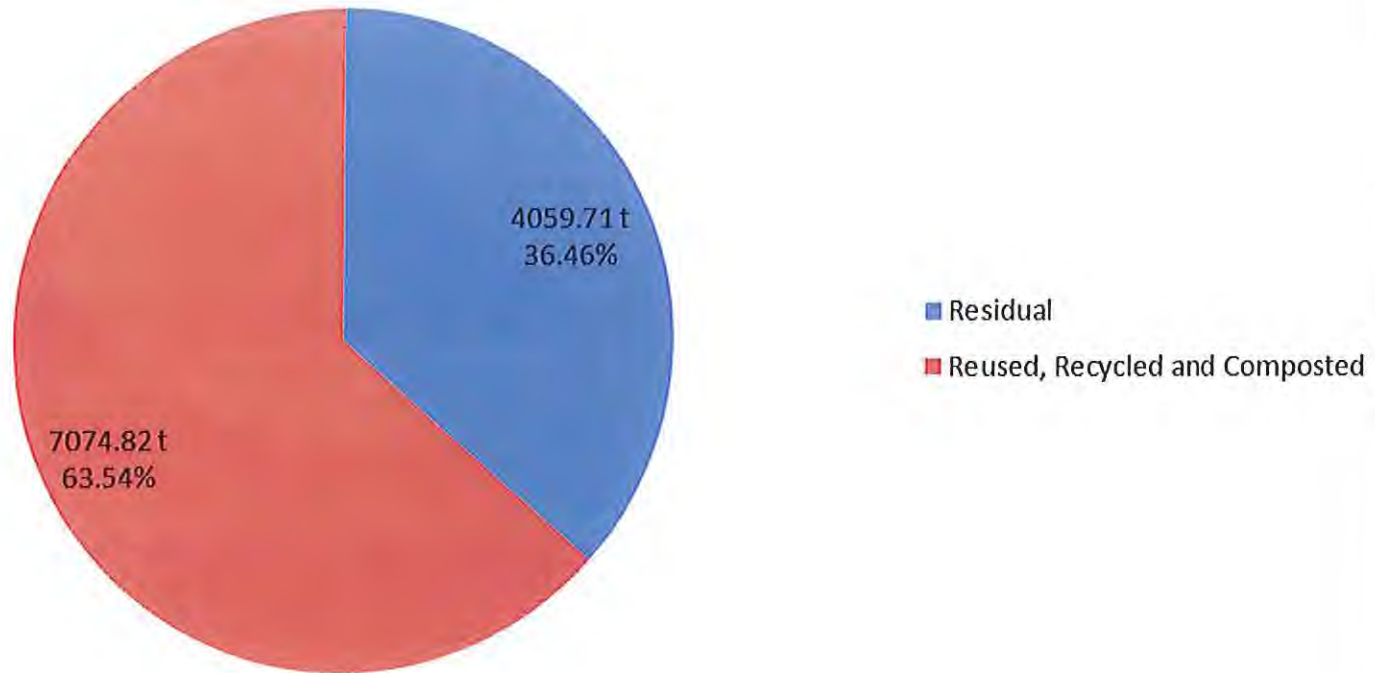




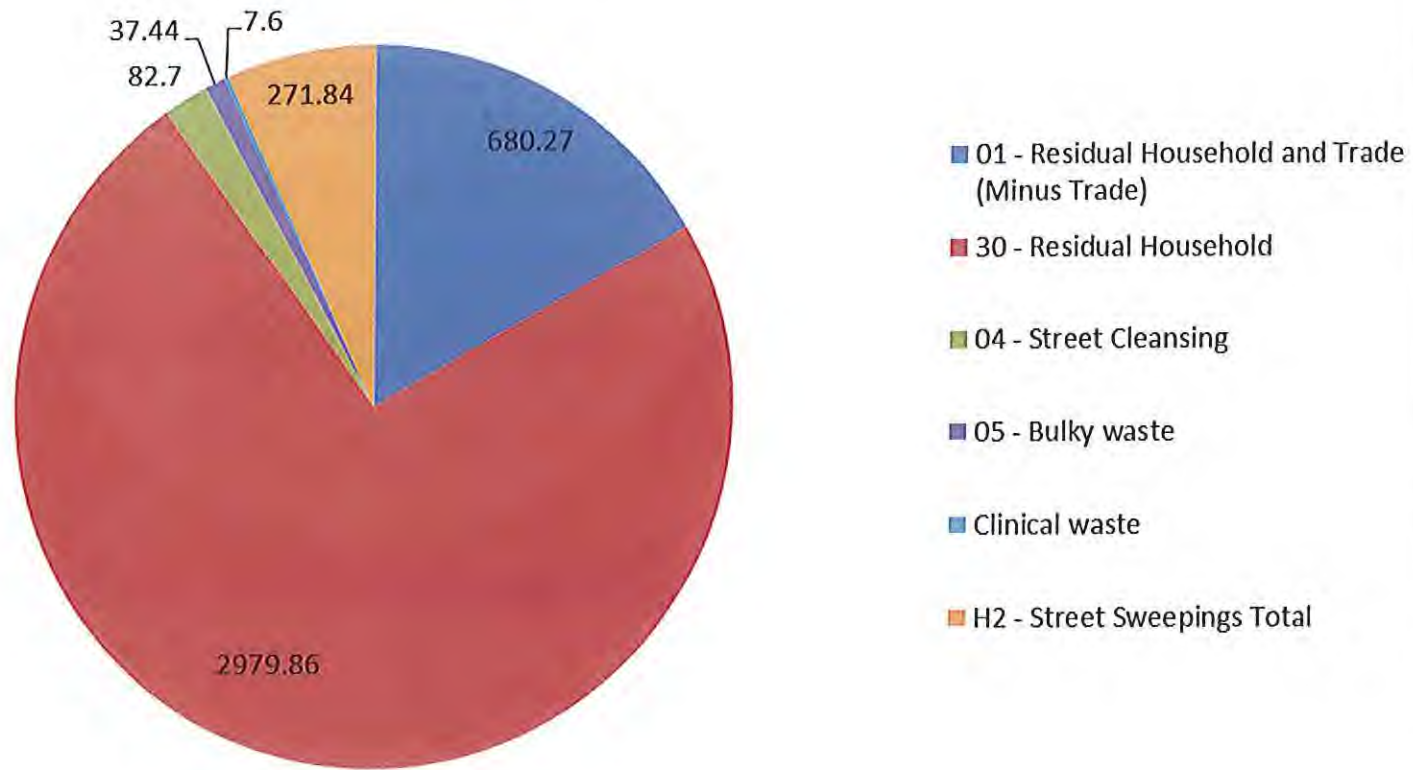
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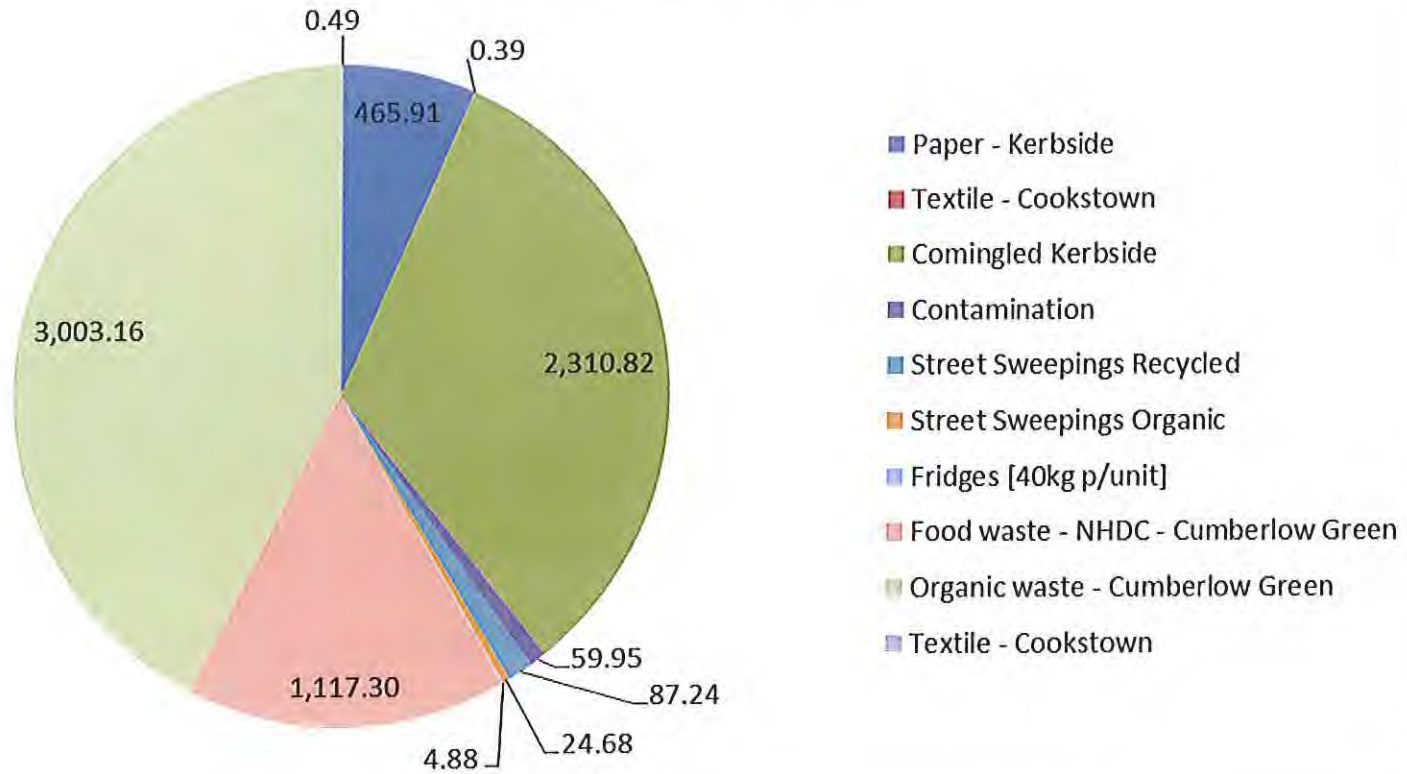
### NI192 - Percentage of Household Waste Sent for Reuse, Recycling and Composting



### NI191 - Residual Household Waste (Tonnes)



## NI192 - Household Waste Sent for Reuse, Recycling and Composting (Tonnes)



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