

NORTH HERTFORDSHIRE DISTRICT COUNCIL



10 January 2020

Our Ref Overview and Scrutiny
Committee
Your Ref.
Contact. Committee Services
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To: Members of the Committee: Councillors David Levett (Chairman), Kate Aspinwall (Vice-Chairman), 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

NOTICE IS HEREBY GIVEN OF A

MEETING OF THE OVERVIEW AND SCRUTINY COMMITTEE

to be held in the

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

On

TUESDAY, 21ST JANUARY, 2020 AT 7.30 PM

Jeanette Thompson

Service Director – Legal and Community

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

Agenda Part I

Item	Page
1. APOLOGIES FOR ABSENCE	
2. MINUTES - 17 SEPTEMBER 2019 To take as read and approve as a true record the minutes of the meeting of the Committee held on the 17 September 2019.	(Pages 5 - 18)
3. MINUTES - 23 OCTOBER 2019 To take as read and approve as a true record the minutes of the meeting of the Committee held on the 23 October 2019.	(Pages 19 - 26)
4. NOTIFICATION OF OTHER BUSINESS 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.	
5. CHAIRMAN'S ANNOUNCEMENTS Members are reminded that any declarations of interest in respect of any business set out in the agenda, should be declared as either a Disclosable Pecuniary Interest or Declarable Interest and are required to notify the Chairman of the nature of any interest declared at the commencement of the relevant item on the agenda. Members declaring a Disclosable Pecuniary Interest must withdraw from the meeting for the duration of the item. Members declaring a Declarable Interest, 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.	
6. PUBLIC PARTICIPATION To receive petitions, comments and questions from the public.	
7. URGENT AND GENERAL EXCEPTION ITEMS 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.	
8. CALLED-IN ITEMS To consider any matters referred to the Committee for a decision in relation to a call-in of decision. At the time of printing the agenda, no items of business had been called-in.	

- 9. MEMBERS' QUESTIONS**
To receive and respond to any questions from Members either set out in the agenda or tabled at the meeting.
- 10. CRIME AND DISORDER MATTERS**
To receive a verbal presentation from Hertfordshire Constabulary supported by the Community Protection Manager in respect of Crime and Disorder Issues to discuss County Lines and Knife Crime.
- 11. FAIR COLLECTION POLICY AND PRESENTATION BY PENHAM EXCEL LTD** (Pages 27 - 102)
REPORT OF THE SERVICE DIRECTOR - CUSTOMERS

To receive the Draft Fair Collection Policy for consideration. The Committee will be provided with a presentation by Penham Excel Ltd.
- 12. RESOLUTIONS OF THE OVERVIEW AND SCRUTINY COMMITTEE** (Pages 103 - 110)
REPORT OF THE COMMITTEE, MEMBER AND SCRUTINY MANAGER

To consider future actions required in respect of resolutions previously agreed.
- 13. OVERVIEW AND SCRUTINY WORK PROGRAMME FOR 2019-2020** (Pages 111 - 124)
REPORT OF THE COMMITTEE, MEMBER AND SCRUTINY MANAGER

To consider the issues that the Overview and Scrutiny Committee plan to review at future meetings and the activities of its sub-groups.
- 14. PRIORITIES FOR THE DISTRICT - KEY PROJECTS HALF YEAR MONITORING** (Pages 125 - 142)
REPORT OF THE SERVICE DIRECTOR – RESOURCES

To update the Committee on the Progress Against Key Projects.
- 15. 2ND QUARTER UPDATE ON PERFORMANCE AGAINST PERFORMANCE INDICATORS** (Pages 143 - 148)
REPORT OF THE SERVICE DIRECTOR - RESOURCES

To receive the 2nd quarter update on PI's.
- 16. COMMENTS, COMPLIMENTS AND COMPLAINTS - HALF YEAR UPDATE** (Pages 149 - 156)
INFORMATION NOTE OF THE CUSTOMER SERVICES MANAGER

To receive the half year update on Comments, Compliments and Complaints (3C's).
- 17. GARDEN WASTE SERVICE** (Pages 157 - 166)
REPORT OF THE SERVICE DIRECTOR – PLACE

To Consider the Report on Garden Waste Concessionary Charges.

- 18. DRAFT DEVELOPER CONTRIBUTIONS SPD** (Pages
REPORT OF THE SERVICE DIRECTOR – REGULATORY 167 -
232)
- To receive the draft Developer Contributions SPD for consideration.
- 19. UPDATE ON COMMERCIAL WORK PROGRAMME** (Pages
REPORT OF THE SERVICE DIRECTOR - COMMERCIAL 233 -
246)
- To provide the Committee with an update on the work that the Commercial Directorate has undertaken in the last year and what it is planning to undertake in future years.
- 20. EXCLUSION OF PRESS AND PUBLIC**
- To consider passing the following resolution:
- “That under Section 100A(4) of the Local Government Act 1972, the public and press be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A of the said Act (as amended)”.
- 21. UPDATE ON COMMERCIAL WORK PROGRAMME** 247 -
REPORT OF THE SERVICE DIRECTOR - COMMERCIAL 288
- To provide the Committee with an update on the work that the Commercial Directorate has undertaken in the last year and what it is planning to undertake in future years.