

NORTH HERTFORDSHIRE DISTRICT COUNCIL



3 July 2020

Our Ref O&S – 14.07.20
Contact. Committee Services
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To: Members of the Committee: Councillors David Levett (Chai), Kate Aspinwall (Vice-Chair), Val Bryant, Sam Collins, Terry Hone, Tony Hunter, Jim McNally, Lisa Nash, Sue Ngwala, Adem Ruggiero-Cakir, Claire Strong and Tom Tyson

Substitutes: Councillors Clare Billing, Ruth Brown, Bill Davidson, Morgan Derbyshire, Simon Harwood, Ian Mantle, Gerald Morris, Sam North, Helen Oliver and Kay Tart

NOTICE IS HEREBY GIVEN OF A

MEETING OF THE OVERVIEW AND SCRUTINY COMMITTEE

to be held as a

VIRTUAL MEETING

On

TUESDAY, 14TH JULY, 2020 AT 7.30 PM

Yours sincerely,

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.	NOTIFICATION OF OTHER BUSINESS Members should notify the Chair 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 Chair will decide whether any item(s) raised will be considered.	
3.	CHAIR'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 Chair of the nature of any interest declared at the commencement of the relevant item on the agenda. Members declaring a Disclosable Pecuniary Interest must withdraw from the meeting for the duration of the item. Members declaring a Declarable Interest, wishing to exercise a 'Councillor Speaking Right', must declare this at the same time as the interest, move to the public area before speaking to the item and then must leave the room before the debate and vote.	
4.	PUBLIC PARTICIPATION To receive petitions, comments and questions from the public.	
5.	URGENT AND GENERAL EXCEPTION ITEMS The Chair to report on any urgent or general exception items which required their agreement. At the time of printing the agenda, the Chair had not agreed any urgent or general exception items.	
6.	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.	
7.	PRESENTATION BY THE LEADER OF THE COUNCIL To receive a presentation from Councillor Martin Stears-Handscorn, Leader of the Council.	
8.	RESOLUTIONS OF THE OVERVIEW AND SCRUTINY COMMITTEE REPORT OF THE COMMITTEE, MEMBER AND SCRUTINY MANAGER To consider the outcome of Overview and Scrutiny Committee resolutions.	(Pages 5 - 8)

9. **OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME FOR 2020/21** (Pages 9 - 24)
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. **THE COUNCIL'S PLAN FOR RECOVERY FOLLOWING THE COVID-19 PANDEMIC**
- To receive a presentation from the Deputy Chief Executive regarding the Council's Plan for Recovery following the Covid-19 pandemic.
11. **FULL YEAR UPDATE ON COMMENTS, COMPLIMENTS AND COMPLAINTS (3CS)** (Pages 25 - 36)
INFORMATION NOTE OF THE CUSTOMER SERVICES MANAGER
- To provide the Committee with an update of Comments, Compliments and Complaints (3Cs) for the period 01 April 2019 - 31 March 2020.
12. **ANNUAL REPORT OF THE OVERVIEW AND SCRUTINY COMMITTEE 2019/20** (Pages 37 - 46)
REPORT OF THE COMMITTEE, MEMBER AND SCRUTINY MANAGER
- To consider the Overview and Scrutiny Annual Report 2019/20..
13. **MEMBERS' QUESTIONS**
- To receive and respond to any questions from Members either set out in the agenda or tabled at the meeting.