

# NORTH HERTFORDSHIRE DISTRICT COUNCIL



27 November 2020

Our Ref O&S – 08.12.20  
Contact. Committee Services  
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To: Members of the Committee: Councillors David Levett (Chair), 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, Gerald Morris, Sam North and Helen Oliver

**NOTICE IS HEREBY GIVEN OF A**

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

to be held as

### **A VIRTUAL MEETING**

On

**TUESDAY, 8TH DECEMBER, 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**

<b>Item</b>	<b>Page</b>
<b>1. WELCOME AND REMOTE/PARTLY REMOTE MEETINGS PROTOCOL SUMMARY</b> Members are requested to ensure that they are familiar with the attached summary of the Remote/Partly Remote Meetings Protocol. The full Remote/Partly Remote Meetings Protocol has been published and is available here: <a href="https://www.north-herts.gov.uk/home/council-and-democracy/council-and-committee-meetings">https://www.north-herts.gov.uk/home/council-and-democracy/council-and-committee-meetings</a> .	(Pages 5 - 6)
<b>2. APOLOGIES FOR ABSENCE</b>	
<b>3. NOTIFICATION OF OTHER BUSINESS</b> 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.	
<b>4. CHAIR'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 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.	
<b>5. PUBLIC PARTICIPATION</b> To receive petitions, comments and questions from the public.	
<b>6. URGENT AND GENERAL EXCEPTION ITEMS</b> 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.	
<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.	

8. **RESOLUTIONS OF THE OVERVIEW AND SCRUTINY COMMITTEE** (Pages 7  
REPORT OF THE COMMITTEE, MEMBER AND SCRUTINY MANAGER - 12)
- To consider the outcome of Overview and Scrutiny Committee resolutions.
9. **OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME** (Pages  
REPORT OF THE COMMITTEE, MEMBER AND SCRUTINY MANAGER 13 - 32)
- To consider the issues that the Overview and Scrutiny Committee plans to review at future meetings and the activities of its sub-groups.
10. **ANNUAL REVIEW OF SAFEGUARDING AND PROTECTING CHILDREN AND ADULTS (2019-20)** (Pages  
REPORT OF THE COMMUNITY HEALTH AND WELLBEING TEAM LEADER 33 - 62)
- To 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 and adults at risk.
11. **INFORMATION NOTE: HALF YEAR UPDATE ON COMMENTS, COMPLIMENTS AND COMPLAINTS (3CS)** (Pages  
INFORMATION NOTE OF THE CUSTOMER SERVICE MANAGER 63 - 70)
- To update members of the Committee on the half year position in regards to the Comments, Compliments and Complaints (3Cs) for the Council and the Contractors that provide services on the Council's behalf.
12. **PRIORITIES FOR THE DISTRICT - KEY PROJECTS HALF YEAR MONITORING** (Pages  
REPORT OF THE CONTROLS, RISK AND PERFORMANCE MANAGER 71 - 88)
- To receive the Q2 Update on Projects to support the Council Plan.
13. **2ND QUARTERLY PERFORMANCE AGAINST PIS** (Pages  
REPORT OF THE CONTROLS, RISK AND PERFORMANCE MANAGER 89 - 100)
- To receive the Performance Monitoring report for Q2 2020/21.
14. **MEMBERS' QUESTIONS**  
To receive and respond to any questions from Members either set out in the agenda or tabled at the meeting.
15. **UPDATE OF THE COMMERCIAL DIRECTORATE'S PROGRESS AND FUTURE WORK PROGRAMME** (Pages  
REPORT OF THE SERVICE DIRECTOR – COMMERCIAL 101 - 108)
- To provide the Committee with an update on the progress of the Commercial Directorate and set out plans for the future work programme.

**16. EXCLUSION OF PRESS AND PUBLIC**

To consider passing the following resolution:

That under Section 100A of the Local Government Act 1972, the Press and Public be excluded from the meeting on the grounds that the following report will involve the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A of the said Act (as amended).

**17. UPDATE OF THE COMMERCIAL DIRECTORATE'S PROGRESS AND  
FUTURE WORK PROGRAMME PART II REPORT  
REPORT OF THE SERVICE DIRECTOR – COMMERCIAL**

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To provide the committee with an update on the progress of the Commercial Directorate and set out plans for the future work programme.