

NORTH HERTFORDSHIRE DISTRICT COUNCIL



8 January 2021

Our Ref O&S/19.01.21
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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, 19TH JANUARY, 2021 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.	WELCOME AND REMOTE/PARTLY REMOTE MEETINGS PROTOCOL SUMMARY 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: https://www.north-herts.gov.uk/home/council-and-democracy/council-and-committee-meetings .	(Pages 5 - 6)
2.	APOLOGIES FOR ABSENCE Members are required to notify any substitutions by midday on the day of the meeting. Late substitutions will not be accepted and Members attending as a substitute without having given the due notice will not be able to take part in the meeting.	
3.	MINUTES - 21 JANUARY 2020 TO 8 DECEMBER 2020 To take as read and approve as a true record the minutes of the meetings of the Committee held on the following dates: 21 January 2020; 16 June 2020; 14 July 2020; 8 September 2020; 8 December 2020.	(Pages 7 - 64)
4.	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.

5. 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.

6. PUBLIC PARTICIPATION

To receive petitions, comments and questions from the public.

7. 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.

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. 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.

10. RESOLUTIONS OF THE OVERVIEW AND SCRUTINY COMMITTEE (Pages
REPORT OF THE COMMITTEE, MEMBER AND SCRUTINY MANAGER 65 - 68)

To consider the outcome of Overview and Scrutiny Committee resolutions.

11. OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME 2020/21 (Pages
REPORT OF THE COMMITTEE, MEMBER AND SCRUTINY MANAGER 69 - 84)

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

12. REGULATION OF INVESTIGATORY POWERS ACT ('RIPA') ANNUAL REVIEW (Pages
REPORT OF THE LEGAL REGULATORY TEAM MANAGER 85 - 88)

This Report updates on the Council's current use of RIPA and reports on the annual policy review.

13. MID YEAR AMENDMENTS TO PERFORMANCE MONITORING TARGETS FOR 20/21 (Pages
REPORT OF THE CONTROLS, RISK AND PERFORMANCE MANAGER 89 - 94)

Amended targets due to the impact of Covid19 on the 20/21 Performance Monitoring.

14. MEMBERS' QUESTIONS

To receive and respond to any questions from Members either set out in the agenda or tabled at the meeting.

REMOTE/PARTLY REMOTE MEETINGS PROTOCOL SUMMARY

A protocol regarding remote meetings has been devised as a result of The Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority Police and Crime Panel Meetings) (England and Wales) Regulations 2020 No.392 ('the Regulations') to provide guidance for the conduct of any remote meeting of the Council, and its various Committees and Sub-Committees, held under the provisions of the Regulations and subsequent changes to the Constitution.

The full Remote / Partly Remote Meetings Protocol has been published and is available to view on the Council's website via the following link: <https://www.north-herts.gov.uk/home/council-and-democracy/council-and-committee-meetings>

The Council's adopted Constitution will continue to apply to meetings of the Council and its various Committees and Sub-Committees. Where there is a conflict between the protocol and Constitution the Constitution takes precedence.

The protocol applies to this meeting. It outlines processes for conducting remote meetings. Some key points are highlighted here for guidance:

- Prior to the start of a meeting the Committee, Member and Scrutiny Officer/Manager ('The Officer') will confirm the meeting is being streamed live. They will confirm that they can see and hear all participating Members, Officers and/or members of the public at the start or upon reconvening a meeting.
- Any person attending the meeting remotely should join no later than 15 minutes prior to allow for technical checks. They should ensure that their name on screen appears in the agreed format, as indicated in the Protocol. They should mute their microphone when not speaking. Their background should be nondescript or virtual/blurred if possible. Headsets are recommended to reduce audio feedback.
- Remember to stay in view of the camera. While on camera everything you do is visible; please observe as far as possible the etiquette you would as if attending a meeting in person.
- Be careful to prevent exempt or confidential papers being seen within the video-feed. When a meeting is in private session there should be only those entitled to be present in the room. The live stream will continue with a holding card displayed.
- If a Member wishes to speak, they should use the raise hand function. Please wait to be invited by the Chair to address the meeting. The normal procedure rules with respect to debate and speaking times will apply as per the Constitution.
- If a Member has declared a Disclosable Pecuniary Interest and is required to leave the meeting during the consideration of an item, they will be placed in the waiting room. It is the responsibility of the Member in question to remind the Chair at the start of such item. The Officer will remind the Chair to return the Member as appropriate.
- Members will need to use the tools in the "Participants" function to vote: using a green tick to indicate 'for', a red cross to indicate 'against', or the "raise hand" tool to indicate an abstention. Where a Member has had to dial into the meeting by telephone, the Chair will ask for verbal confirmation as to how they wish to vote. Leave the vote in situ until told otherwise by either the Chair or Officer.
- The Officer will clearly state the result of the vote and the Chair will then move on.
- Details of how Members voted will not be kept or minuted unless a Recorded Vote is requested or an individual requests that their vote be recorded, although voting may be seen and/or heard on the video recording.
- If there are Part 2 (confidential) items Members will be invited to join a breakout room for these items. You must accept this invitation.
- Once Part 2 (confidential) discussions have concluded Members will need to leave the breakout room. Please do not leave the meeting.

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NORTH HERTFORDSHIRE DISTRICT COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE

MEETING HELD IN THE COUNCIL CHAMBER, COUNCIL OFFICES, GERNON ROAD,
LETCWORTH GARDEN CITY
ON TUESDAY, 21ST JANUARY, 2020 AT 7.30 PM

MINUTES

Present: *Councillors: David Levett (Chair), Councillor Kate Aspinwall (Vice-Chair), Val Bryant, Sam Collins, George Davies, Terry Hone, Tony Hunter, Jim McNally, Gerald Morris, Lisa Nash, Helen Oliver, Adem Ruggiero-Cakir, Carol Stanier, Claire Strong and Tom Tyson*

In Attendance: *Howard Crompton (Service Director - Customers), Steve Crowley (Service Director - Commercial), Ian Fullstone (Service Director - Regulatory), Jeanette Thompson (Service Director - Legal and Community), Rebecca Coates (Community Protection Manager), Rachel Cooper (Controls, Risk and Performance Manager), Sam Dicocco (Planning Officer), Hilary Dineen (Committee, Member and Scrutiny Manager), Jo Dufficy (Customer Services Manager), Jamie Sells (Service Manager - Waste and Recycling), Geraldine Goodwin (Revenues Manager), Christopher Robson (Senior Estates Surveyor), Martin Lawrence (Strategic Housing Manager), Nigel Smith (Strategic Planning Manager), Chloe Gray (Commercial Manager) and Matthew Hepburn (Committee, Member and Scrutiny Officer)*

Also Present: *At the commencement of the meeting Councillors Ian Albert, Judi Billing, Paul Clark, Elizabeth Dennis-Harburg, Keith Hoskins, Sam North and Martin Stears-Handscorn and approximately 7 members of the public.*

53 APOLOGIES FOR ABSENCE

Audio Recording – Session 1 - 10 Seconds

Apologies for absence were received from Councillor Sue Ngwala.

54 MINUTES - 17 SEPTEMBER 2019

Audio Recording – Session 1 – 30 Seconds

RESOLVED: That the Minutes of the Meeting of the Committee held on 17 September 2019 be approved as a true record of the proceedings and be signed by the Chair.

55 MINUTES - 23 OCTOBER 2019

Audio Recording – Session 1- 52 Seconds

RESOLVED: That the Minutes of the Meeting of the Committee held on 23 October 2019 be approved as a true record of the proceedings and be signed by the Chair.

56 NOTIFICATION OF OTHER BUSINESS

Audio Recording – Session 1 – 1 Minute 4 Seconds

There was no other business notified.

57 CHAIR'S ANNOUNCEMENTS

Audio Recording – Session 1 – 1 Minute 5 Seconds

- (1) The Chair welcomed those present at the meeting;
- (2) The Chair advised that, in accordance with Council Policy, the meeting would be audio recorded;
- (3) The Chair 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 Chair advised that if the meeting were to go on beyond 9pm, he would call a 5 minute comfort break.

58 PUBLIC PARTICIPATION

Audio Recording – Session 1 – 3 Minutes 5 Seconds

There was no public participation.

59 URGENT AND GENERAL EXCEPTION ITEMS

Audio Recording – Session 1- 3 Minutes 9 Seconds

No urgent or general exception items were received.

60 CALLED-IN ITEMS

Audio Recording – Session 1- 3 Minutes 14 Seconds

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

61 MEMBERS' QUESTIONS

Audio Recording – Session 1 – 3 Minute 18 Seconds

No questions had been submitted.

62 CRIME AND DISORDER MATTERS

Audio Recording – Session 1 – 3 Minutes 26 Seconds

Members received a verbal presentation from Chief Inspector Sally Phillips, Hertfordshire Constabulary the North Herts Chief Inspector and the Community Protection Manager on matters relating to Crime and Disorder within North Hertfordshire.

The key information contained in the North Herts Chief Inspector's update was as follows:

- There was a decrease in crime by 2.8%;
- There was a 23% decrease in burglaries;
- There was a 4% increase in robberies;
- There was a 60% increase in the offence of possessing a weapon;
- There was an 8% increase in Anti-Social Behaviour;
- There was a growing threat of County Lines and Gangs;
- Work was being carried out to engage with youths in order to stop criminal behaviour;
- Officers were continuing to work to reduce the level of serious and organised crime using the 4 'P's framework: Pursue, Prevent, Protect and Prepare;
- The Fearless Campaign provided advice and support to people affected by County Lines;
- Gangs and County Lines were coming into North Hertfordshire from London and Bedfordshire; and
- There were 20 additional Scorpion Officers in North Herts.

The following Members asked questions:

- Councillor Gerald Morris;
- Councillor Kate Aspinwall;
- Councillor Tony Hunter; and
- Councillor Claire Strong.

In response to questions raised by Members, Chief Inspector Phillips responded as follows:

- That she was happy with the current number of Officers;
- Scorpion Officers would be working on the front line;
- The waiting time to answer the 101 non-emergency number was sometimes longer than liked. However, members of the public could use the 101 webchat as an alternative;
- There was a strong focus on tackling Domestic Violence;
- There was a lot of training taking place to ensure Officers knew how to respond to Domestic Violence incidences;
- There was an increase in the amount of Domestic Violence being reported. However, that also highlighted that members of the community had the confidence to report it to the Police;
- There was a Children's and Young People team at Farnham House who worked with young people to prevent them from joining a gang; and
- The date of the Rural Community Forum would be provided to Members.

The Chair thanked Chief Inspector Phillips for her presentation.

63 FAIR COLLECTION POLICY AND PRESENTATION BY PENHAM EXCEL LTD

Audio Recording – Session 1 – 27 Minutes

The Service Director – Customers presented the report entitled Fair Collection Policy and presentation from Penham Excel Ltd.

Mr Alan Wood and Mr Philip Hammonds, Penham Excel, gave a verbal presentation, with the aid of a PowerPoint Presentation, to Members of the Committee in relation their work and role as a civil enforcement agency.

In response to a series of questions raised by Members, the Service Director – Customers and the Revenues Manager along with Mr Wood, Mr Hammonds and Ms Lecia Fraser, North Hertfordshire Citizens Advice, provided the following responses:

- It was felt that the Fair Collection Policy struck the right balance between protecting vulnerable customers as well as ensuring finances were collected;
- Consultation had been carried out with Citizens Advice and the Money Advice Trust;
- Budgeting work was carried out with clients to ensure they were able to keep to the repayment agreement;
- There was a note on all Benefits correspondences that reminded customers to inform the Council if their circumstances were to change;
- The collection of arrears had improved;
- Letters were sent out in advance to customers to inform them that Council Tax arrears would be collected via an Attachment of Earnings; and
- Some customers contact the Council once they have noticed an Attachment of Earnings.

RESOLVED: That the presentation by Penham Excel Ltd be noted.

RECOMMENDED TO CABINET: That the Draft Fair Collection Policy be adopted.

REASONS FOR DECISIONS:

- (1) To better inform the Committee of the role of Collection Agents in North Hertfordshire; and
- (2) To allow the Committee to comment on the Draft Fair Collection Policy before it is considered by Cabinet.

64 RESOLUTIONS OF THE OVERVIEW AND SCRUTINY COMMITTEE

Audio Recording – Session 1 – 59 Minutes 57 Seconds

The Committee, Member and Scrutiny Manager presented the report entitled Resolutions of the Overview and Scrutiny Committee who referred to the table on pages 103-109 within the report.

The Committee, Member and Scrutiny Manager advised the following:

Waste and Recycling

- She had emailed Group Leaders asking for Members for the two proposed Task and Finish Groups on Waste and Recycling. She had asked for non - retiring Members, as the work of these groups would likely take some time;

- She was working on a scope for each of the Task and Finish Groups that would be agreed by the Chair of the relevant Task and Finish Group and Overview and Scrutiny Chair
- She suggested that this wait for the outcome of the Peer Review to see if there were any recommendations that would impact on this.

Homelessness

- The Strategic Housing Manager would be updating the Committee regarding target setting for Reg 1 & 2 during the report on Performance indicators.

Safeguarding

- 15 Members had completed the safeguarding e-learning;
- Could all Members please encourage their colleagues to complete this. It Was available on Members' tablets under Growzone and would take no more than 10 mins to complete; and
- It was recommended that all Members undertake Level 1 Safeguarding Training. Details had been published in Members Information service on 17 January 2020 alternatively Members could contact Gemma Mitchell.

RESOLVED: That the report entitled Resolutions of the Overview and Scrutiny Committee be noted.

REASON FOR DECISION: To enable the Overview and Scrutiny Committee to review and comment on actions and feedback received regarding resolutions previously made.

65 OVERVIEW AND SCRUTINY WORK PROGRAMME FOR 2019-2020

Audio Recording – Session 1 - 1 Hour 6 Minutes 50 Seconds

The Committee, Member and Scrutiny Manager presented the report entitled Overview and Scrutiny Work Programme for 2019-2020 and drew attention to the following:

Paragraph 8.1 (Appendix A)

- She would bring a draft of the Annual Report to the next meeting for consideration;

Review of Hitchin Town Hall

- The report of the Overview and Scrutiny Review of Hitchin Town Hall and North Hertfordshire Museum project and the comments of the Overview and Scrutiny Committee regarding that report were considered by Cabinet on 17 December 2019 and all the recommendations had been accepted

Task and Finish Protocol

- The review of the Hitchin Town Hall had drawn attention to some anomalies regarding the current protocol for Task and Finish Groups and recommended that the Protocol be reviewed at a future meeting.

Forward Plan

- The Committee, Member and Scrutiny Manager advised that the following items had already been selected from the Forward Plan to be considered at the March meeting:
 - Development Agreement for John Barker Place;
 - District Wide Survey; and
 - Greenspace Strategy 2021 - 2026 Scoping Document.

The Chair recommended that the following items be considered at the next meetings of the Overview and Scrutiny Committee:

- Revised Animal Licensing Policy;
- NHDC Draft Electric Vehicle Strategy; and
- Environmental Crime Vehicles.

In response to the Chair's question regarding the draft design SPD, the Service Director – Regulatory informed Members that:

- It was still the intention to bring the draft design SPD to Overview and Scrutiny; and
- There was a Government consultation underway for the Future Homes Standard which had been extended until February 2020, this may impact upon the timing of the SPD.

The Committee, Member and Scrutiny Manager provided a word of caution regarding the number of items placed on the Agenda of the Overview and Scrutiny Committee and recommended that fewer items be scheduled for the next meeting on 17 March 2020.

RESOLVED:

- (1) That the proposed topics for inclusion in the work programme and where appropriate, the high-level form and time of scrutiny input, be determined and prioritised;
- (2) That the following items be considered at its meeting on 17 March 2020:
 - Revised Animal Licensing Policy;
 - NHDC Draft Electric Vehicle Strategy; and
 - Environmental Crime Vehicles.

and;

- (3) That the Task and Finish Group Protocol be reviewed at the meeting due to be held on 17 March 2020.

REASON FOR DECISIONS: 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.

66 PRIORITIES FOR THE DISTRICT - KEY PROJECTS HALF YEAR MONITORING

Audio Recording – Session 1 - 1 Hour 13 Minutes 35 Seconds

The Controls, Risk and Performance Manager presented the report entitled Priorities for the District – Key Projects Half Year Monitoring and referred to Appendix A and drew attention to the following:

- The renovation of the play areas at Great Ashby and the Bancroft MUGA had been completed and therefore been removed from monitoring reports;
- The completion of the fit out and opening of the North Hertfordshire Museum was not marked as completed because they were waiting for the closure report to be brought to the next meeting of Overview and Scrutiny;
- The development of a Crematorium in North Hertfordshire was coded as amber as officers were still waiting for confirmation of the date of the Planning appeal; and
- The submission of the Local Plan was coded as amber as additional hearing dates were yet to be announced by the inspector.

The following Members asked questions:

- Councillor David Levett;
- Councillor Claire Strong; and
- Councillor Sam Collins.

In response to questions raised, the Controls, Risk and Performance Manager responded as follows:

- The hearing appeal date for the crematorium was due to take place in April or May 2020; and
- With regard to the crematorium, once the outline planning application was refused, a report went back to Cabinet to request funding to proceed with the appeal.

In response to questions raised by Members, the Service Director – Commercial advised that:

- Some of the issues raised would be addressed in Part 2 as this information was exempt from disclosure; the Closure Report for the North Hertfordshire Museum would be sent to the Controls, Risk and Performance Manager in order for it to be presented at Overview and Scrutiny in March 2020.

NB: There was a comfort break at 20:52

RESOLVED:

- (1) That delivery against the key projects for 19/20 be noted;
- (2) That the Service Director- Commercial be requested to present the closure report regarding the Hitchin Town Hall and District Museum to the Overview and Scrutiny Committee for consideration.

REASON FOR DECISION: To enable achievements against the key projects for 2019/20 to be considered.

67 2ND QUARTER UPDATE ON PERFORMANCE AGAINST PERFORMANCE INDICATORS

Audio Recording – Session 2 – 37 Seconds

The Controls, Risk and Performance Manager presented the report entitled 2nd Quarter Update on Performance against Performance Indicators.

The Controls, Risk and Performance Manager drew attention to the following:

- There were 19 corporate performance indicators being monitored;
- 4 performance indicators were coded amber;
- The number of visits to leisure facilities was 783,268;
- In 2019/20, Letchworth Outdoor Pool reported 33,263 visits compared to 48,165 in 2018/19. The decrease in usage was the result of poor weather experienced over the outdoor pool season compared to last year;
- The overall tonnage of food waste collected was 2,397 which was coded as amber; and
- The overall tonnage of garden waste collected was 6,059 which was coded as amber.

The following Members asked questions:

- Councillor David Levett;
- Councillor Claire Strong; and
- Councillor Jim McNally.

In response to questions raised by Members, the Controls, Risk and Performance Manager responded as follows:

- The figures of the reported visits to Letchworth Outdoor Pool were up to the end of September 2019. Thus, they did not include figures from the visits to the ice rink at Letchworth Outdoor Pool at Christmas.

The Committee received a presentation from the Strategic Housing Manager on Housing Performance Indicators for 2020/21. His presentation included the following key points:

- There had been 1450 approaches for housing assistance;
- There were three housing performance indicators:
 - Reg 1 – rate of homelessness prevention;
 - Reg 2 – rate of homelessness relief; and
 - LI035a – total number of households in temporary accommodation.
- The current challenges were as follows:
 - Housing those with complex needs;
 - Welfare reform
 - The private rented sector being difficult to access; and
 - Some landlords did not want to accept tenants in receipt of benefits.
- North Hertfordshire District Council had a 49% success rate for Reg 1, 23% success rate for Reg 2 and 85 households in temporary accommodation; and
- Owing to the challenges and despite the efforts of front-line staff, the outcomes are often out of the Council's control. Targets could remain unmet creating a poor perception of the service and potentially de-motivating staff.

It was therefore proposed that Reg1, Reg2 and LI035a do not have targets set for 2020/21 and they remain as "data only". Benchmarking statistics from Hertfordshire authorities will be provided alongside the quarterly returns so performance can still be monitored and scrutinised.

The following Members asked questions:

- Councillor David Levett;
- Councillor Gerald Morris; and
- Councillor Claire Strong.

In response to questions raised by Members, the Strategic Housing Manager provided the following responses:

- All data was sent to Central Government;
- Local Authorities now had more responsibility to try and assist those in housing crisis, however there were still limited housing options;
- Some households lose touch and therefore the outcome was not always positive; and
- The data did not include those rough sleeping.

RESOLVED:

- (1) That the 2nd Quarter Update on Performance against Performance Indicators be noted.
- (2) That the Housing Performance Indicators Reg 1, Reg 2 and LI035a remain as “data only” for 2020/21 (benchmarking statistics for Hertfordshire authorities will be provided alongside the quarterly returns so performance can still be monitored and scrutinised).

REASONS FOR DECISIONS:

- (1) To update the Committee on the performance indicators as well as other indicators that officers have updated and activated on Pentana Risk.
- (2) To ensure there are appropriate monitoring arrangements in place for the Housing Performance Indicators for 2020/21.

68 COMMENTS, COMPLIMENTS AND COMPLAINTS - HALF YEAR UPDATE

Audio Recording – Session 2 - 21 Minutes 37 Seconds

The Customer Service Manager presented the report entitled Comments, Compliments and Complaints – Half Year Update and drew Members’ attention to the performance summary 1 April 2019 – 30 September 2019. The key points from her presentation were as follows:

- There had been a decrease in the number of 3Cs received compared to previous years;
- There were 12 stage 2 complaints received, 9 of which related to waste complaints;
- Waste complaints related to problems contacting Urbaser and missed bin collections; and
- The Local Government Ombudsman received three complaints during the period of 1 April 2019 – 30 September 2019.

The Customer Service Manager advised that there was an error with the figures contained in the table headed Waste and Recycling Data (Combined) on page 153.

The correct figures were as follows:

- Comments – 136 instead of 16
- Compliments – 22 instead of 6
- Complaints – 242 instead of 118

The Customer Service Manager stated that the Local Government Ombudsman upheld one complaint relating to Private Sector Housing and the Complainant received £200 in compensation. Furthermore, the Local Government Ombudsman would be invited to the next Senior Management Group meeting in March in order to discuss if there had been a change in their complaints process as it appeared that more complaints were being upheld by the Ombudsman.

The Service Director – Regulatory added that the one complaint upheld by the Local Government Ombudsman had previously been upheld internally by the Council and the Complainant had been informed of that decision. However, a complainant was still able to elevate their complaint to the Ombudsman even though it may have already been by upheld by the Council.

The following Members asked questions:

- Councillor David Levett;
- Councillor Claire Strong;
- Councillor Gerald Morris; and
- Councillor George Davies.

In response to questions raised by Members, the Customer Service Manager responded as follows:

- The complaint regarding private sector housing was in relation to poor living conditions and a delay by the council in responding. The reason for that delay would be investigated;
- Compliments were received in the same way as complaints – via a letter, email or submitted online;
- Contractor complaints included the Leisure Centre, John O'Connor and Urbaser; and

RESOLVED: That the Half Year Update on Comments, Compliments and Complaints be noted.

REASON FOR DECISION: To provide an update on the first six months performance of 2019/2020 in regards to Comments, Compliments and Complaints for the Council and the contractors that provide services on the Council's behalf.

69 GARDEN WASTE SERVICE

Audio Recording – Session 2 - 34 Minutes 50 Seconds

Prior to the commencement of the item, Councillor Carol Stanier declared a Declarable Interest in that being the Deputy Executive Member for Recycling and Waste Management, she had taken part in the development of the proposals contained in the report. She advised that would leave the room for the duration of the item and take no part in the debate or vote.

The Committee considered a report entitled Garden Waste Service on the implementation of concessionary rates and to reconsider implementation of direct debits for future garden waste charges commencing 2020/21.

The Shared Waste Services Manager Informed Members of the following:

- That the Council had approximately 55,000 households of which 90% were eligible for the garden waste service;
- In 2018/19 approximately 29,000 households had signed up to the service at a cost of £40;
- At the time of writing the report, 26,666 households had signed up to the service in 2019/20;
- There was a proposed concessionary rate of 50% reduction in the standard charge; and
- Concessions would only apply to households in receipt of Council Tax Reduction.

Members discussed at length their concerns with the proposals and the implementation of direct debits for future garden waste charges.

The following Members asked questions and took part in the debate:

- Councillor David Levett;
- Councillor Sam Collins;
- Councillor Claire Strong;
- Councillor Terry Hone;
- Councillor Terry Hone; and
- Councillor Helen Oliver.

In response to these concerns, the Shared Waste Services Manager and Councillor Elizabeth Dennis-Harburg, Executive Member for Recycling and Waste Management, responded as follows:

- Testing was being carried out to ensure the payment page was reliable in order to prevent any disruption to service users;
- The ability to pay by Direct Debit for future garden waste charges would only be available to households not in receipt of Council Tax reduction;
- The current contract allowed for Direct Debit payments;
- Consultation had not taken place with those in receipt of Council Tax Reduction regarding the proposed concessionary rate; and
- 60% of those in receipt of Council Tax reduction would be willing to pay the reduced rate.

RECOMMENDED TO CABINET:

- (1) That the concessionary rates principles as proposed in para 8.2 be agreed;
- (2) That the decision as to whether the implementation of Direct Debits is practicable for August 2020 be delegated to the Service Director of Place, in consultation with the Executive Member for Recycling and Waste Management.

REASON FOR DECISIONS: To deliver objectives set out in the Councils plan and to implement the recommendations in 2020/21.

70 DRAFT DEVELOPER CONTRIBUTIONS SPD

Audio Recording – 1 Hour 6 Minutes 20 Seconds

The Strategic Planning Manager presented the report entitled Draft Developer Contributions SPD and Members were provided with the following information:

- Through the planning system, contributions could be secured from developers;
- There were two strands to the report; the first being the proposed draft Developer Contributions SPD and the second being conducting a review to consider introducing a Community Infrastructure Levy (CIL);
- Supplementary Planning Documents added further detail to the policies in the development plan;
- The Developer Contributions SPD was the first of the proposed SPDs supporting the emerging Local Plan;
- Developer contributions were presently collected through legal agreements with developers which were specific to each development;
- CIL had not been pursued by the Council in the past.
- Section 106 agreements would continue to be used;
- The new Local Plan included clusters of sites, particularly in villages, that needed to contribute towards a specific project such as a school expansion; Section 106 was the preferred way of collecting that contribution; and
- Sites of 10 homes or fewer were normally exempt from making contributions through a Section 106 legal agreement. Officers now considered that there was merit in assessing whether smaller sites might be asked to contribute towards infrastructure requirements through CIL

The following Members asked questions:

- Councillor Sam Collins;
- Councillor Gerald Morris;
- Councillor Terry Hone; and
- Councillor David Levett.

In response to a series of questions, the Strategic Planning Manager responded as follows:

- A Sustainability Appraisal was not always required for SPDs as the parent policy was already appraised;
- The Standard Formula for health contributions was provided by the NHS;
- The Draft Developer Contributions Supplementary Planning Document primarily focused on what would be in a legal agreement.
- Biodiversity would be set out in planning policy; and
- In relation to Recommendation 2.2, the scope of the review to consider the feasibility of introducing a Community Infrastructure Levy could be made wider.

RESOLVED:

- (1) That the draft Developer Contributions SPD, attached as Appendix A to this report, be endorsed and approved for a six-week public consultation;
- (2) That Officers be instructed to conduct a review to consider the feasibility of introducing a Community Infrastructure Levy for residential sites of 10 units or less.

REASONS FOR DECISIONS:

- (1) To allow the Developer Contributions SPD to be progressed so that it may be (i) adopted at the same time as, or shortly after, any future decision to adopt the new Local Plan and (ii) taken into account in relevant planning decisions;
- (2) To determine whether there is scope to introduce a levy for small sites which are not normally subject to requests for contributions but which, collectively, result in additional burdens upon local infrastructure.

71 UPDATE ON COMMERCIAL WORK PROGRAMME

Audio Recording – Session 2 – 1 Hour 19 Minutes 40 Seconds

The Service Director – Commercial and the Commercial Manager presented the report entitled Update on Commercial Work Programme and drew attention to the following:

- Employees would be able to purchase annual leave; and
- The District Council was proposing to refurbish the former Careline offices at Harkness Court in Hitchin.

The following Members asked questions:

- Councillor Gerald Morris.

In response, the Service Director – Commercial detailed the Officers that were under his directorate.

RESOLVED: That the report be noted.

REASON FOR DECISION: The report is following the request of the Committee for a more detailed update on the work programme of the Commercial team and is for information only.

72 EXCLUSION OF PRESS AND PUBLIC

Audio Recording – Session 2 – 1 Hour 24 Minutes

RESOLVED: 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).

73 UPDATE ON COMMERCIAL WORK PROGRAMME

Audio Recording – Session 3 – 10 Seconds

The Service Director – Commercial and the Commercial Manager presented the Part 2 report entitled Update on Commercial Work Programme.

Following an in-depth discussion, it was:

RESOLVED: That the report entitled Update on Commercial Work Programme be noted.

REASON FOR DECISION: To keep the Overview and Scrutiny Committee updated on the work undertaken by the Commercial Team.

The meeting closed at 11.00 pm

Chair

NORTH HERTFORDSHIRE DISTRICT COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE

**MEETING HELD IN THE THIS WILL BE A VIRTUAL MEETING
ON TUESDAY, 16TH JUNE, 2020 AT 7.30 PM**

MINUTES

Present: *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*

In Attendance: *Anthony Roche (Deputy Chief Executive), Jeanette Thompson (Service Director - Legal and Community), Vaughan Watson (Service Director - Place), Rachel Cooper (Controls, Risk and Performance Manager), Sarah Kingsley (Communications Manager), Chloe Hipwood (Service Manager - Waste and Recycling) and Hilary Dineen (Committee, Member and Scrutiny Manager)*

1 WELCOME AND INTRODUCTION

Audio Recording – 2 minutes 9 seconds

The Chair welcomed everyone to this virtual Overview and Scrutiny Committee meeting that was being conducted with Members and Officers at various locations, communicating via audio/video and online and advised that there was the opportunity for the public and press to listen and view proceedings.

The Committee, Member and Scrutiny Manager gave advice regarding the following:

Attendance

A roll call of Members and Officers was undertaken to ensure that they could hear and be heard.

Live Streaming

The meeting was being streamed live on the Council's You Tube channel. If live streaming failed the meeting would adjourn. If the live stream was unable to be restored within a reasonable period then the remaining business would be considered at later date.

If for any reason the meeting was not quorate an Officer would notify attendees by interjecting the meeting. The meeting would adjourn immediately. Once the meeting was quorate the meeting would resume. If connection could not be restored within a reasonable period, then the remaining business would be considered at a later date.

Only Members present for the entire debate and consideration of an item were entitled to vote. If technology fails for a Member during the debate and they rejoined the meeting, they would not be able to vote on that item.

If a Member dropped out of the meeting and was unable to connect an email had been sent to each Member with telephone options,

Noise interference

Electronic devices should be muted and all present should have the mute button on their tablet or computer activated when not speaking.

Rules of Debate

The raise hand button (located under participants) should be used to alert the Chair that you wish to speak. Please wait for the Chair to invite you to speak before doing so.

Voting

Voting would be undertaken using the Green tick for “Yes”, Red Cross for “No” and Blue Raise Hand for “abstain”, located in the participants section at the bottom of the screen. To enable the votes to be counted, votes should not be cleared until requested to do so.

Details of how Members voted will not be kept or minuted unless a Recorded Vote was requested or an individual requests that their vote be recorded, and it will not be heard or seen on the audio and YouTube recordings of the meeting.

Part 2 Items

There was a Part 2 paper on the agenda. When the Committee had resolved to move into Part 2 the host would ask the Committee Members and relevant officers to join a Break Out Room where the Part 2 discussions would be held.

Once the Part 2 discussions had concluded Members would need to move back into the public part of the meeting.

Whilst the part 2 discussions were taking place the live stream of the meeting would not cease. The YouTube channel would remain live with a holding message.

The Chair, Councillor David Levett started the meeting proper.

2 APOLOGIES FOR ABSENCE

No apologies for absence were received.

3 NOTIFICATION OF OTHER BUSINESS

There was no other business notified.

4 CHAIR'S ANNOUNCEMENTS

Audio Recording – 9 minutes 25 seconds

1. The Chair welcomed everyone to the first meeting of the Overview and Scrutiny Committee in the 2020/21 Civic Year.
2. The Chair advised that, in accordance with Council policy this meeting was being audio recorded as well as filmed. The audio recordings would be available to view on Mod.gov and the film recording via the NHDC YouTube channel.
3. Members were reminded to make declarations of interest before an item, the detailed reminder about this and speaking rights was set out under Chair's Announcements on the agenda.

4. The Chair advised that he would take Item 16 the Part 2 Item after Item 15 – Garden Waste Collection Service. The Committee would then come back into Part one and take Item 15 the related Part 1 Item.

5 PUBLIC PARTICIPATION

Audio Recording – 10 minutes 19 seconds

There was no public participation.

6 URGENT AND GENERAL EXCEPTION ITEMS

Audio Recording – 10 minutes 53 seconds

The Chair advised that he had, as Chair of Overview and Scrutiny Committee, agreed to one urgent item to be considered this evening and by Cabinet on 23 June 2020. This being the Part 1 and Part 2 Items regarding the Commercial Waste Arrangements.

7 CALLED-IN ITEMS

Audio Recording – 10 minutes 44 seconds

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

8 RESOLUTIONS OF THE OVERVIEW AND SCRUTINY COMMITTEE

Audio Recording – 10 minutes 40 seconds

The Committee, Member and Scrutiny Manager presented the report entitled Resolutions of the Overview and Scrutiny Committee and drew attention to the following:

Two versions of the report had been published, one the full report, the other a version with completed items removed.

Page 6 – Waste Task and Finish Group

This would be discussed in the Work Programme Item.

Page 9 – Hitchin Town Hall Closure Report

The closure report had been published as part of the March Agenda as Appendix B to the Q3 Update on Projects supporting the Corporate Plan. Although the meeting was cancelled, all Members had seen the agenda and had the opportunity to comment on it through the consultation that took place.

RESOLVED: That the report entitled Resolutions of the Overview and Scrutiny Committee be noted.

REASON FOR DECISION: To enable the Overview and Scrutiny Committee to review and comment on actions and feedback received regarding resolutions previously made.

9 OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME

Audio Recording – 12 minutes 54 seconds

The Committee, Member and Scrutiny Manager presented the report entitled Overview and Scrutiny Work Programme together with the following appendices:

- Appendix A - Work Programme;
- Appendix B - Forward Plan - 8 June 2020.

She drew attention to the following:

Paragraph 8.1 – Work Programme

- The Annual Report did not go to Annual Council this year;
- A draft of the Annual Report would be presented to the next meeting for the Committee to consider;
- The Chair had requested that this report be presented to Council, although at this time it wasn't clear which meeting it would be presented to.

Paragraph 8.2 – Forward Plan

- The Committee may like to consider the Forward Plan to identify any items they would wish to examine.

Paragraph 8.5 – Hitchin Town Hall Closure Report

- As stated in the Resolutions report this was published as part of the March Agenda as Appendix B to Q3 Update on Projects supporting the Corporate Plan.
- Although the meeting was cancelled, all Members saw the agenda and had the opportunity to comment on it through the consultation that took place.

Paragraph 8.5 – 8.12 – Task and Finish Groups regarding the Waste Contract

- Due to Covid-19 situation and the pressure for officers relating to this, officers had not yet managed to allocate time to drawing up draft scoping documents.
- This type of review would require evidence being gathered from many people and organisations from various areas including canvassing Members of the public and some thought should be given as to how this could be achieved in the current circumstances or whether the review should be postponed.

Paragraph 8.13 – Task and Finish Protocol

- The current Protocol for Task and Finish Groups was agreed in 2016 and since this time the Committee had opted to undertake Task and Finish Group Reviews using different methods and receiving reports in different ways, meaning that the protocol had not been adhered to by the Committee.
- It seemed sensible to await the outcome of the Peer Challenge, in case this had an impact on how the Committee would wish future Task and Finish Groups to be undertaken.
- A revised protocol would be drawn up and presented to the Committee for consideration as soon as is practicable.

The following Members took part in the debate:

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

The debate included:

That the Peer Review had recommended that the Committee engage more with outside organisations and that the Local Enterprise Partnership and settle should be invited either to a future meeting or a Task and Finish Group

Following detailed discussion as to whether to continue, postpone or cancel the task and finish Group on the Waste Contract, the consensus was that this should remain on the work programme but, due to the challenge of undertaking engagement with the public and organisations, thought must be given to how this could be achieved effectively at this time.

That the proposed Task and Finish Group on Communication regarding the Waste Contract should be widened to include communication and engagement generally.

Members requested that information regarding the Council's plan for recovery following the Covid-19 pandemic including views on the new normal regarding delivery of services be presented to the Committee.

Members commented that attendance at meetings had improved since remote meetings had been in place and suggested that remote meetings should remain in place permanently

The Service Director – Legal and Community advised that the change of law that allowed remote meetings was currently only in place until 7 May 2021.

RESOLVED:

- (1) That the Task and Finish Group on the Waste Contract continue to be undertaken, but consideration be given to timing in light of Covid 19 and the need to engage with the community.
- (2) That the Committee, Member and Scrutiny Manager be requested to prepare a proposed Protocol on Task and Finish Reviews, taking into account research and the Peer Challenge report and that it be presented to the Committee as soon as is practicable.
- (3) That the scope of the proposed Task and Finish Group on communication in relation to the Waste Contract be widened to encompass Communication and Engagement generally.
- (4) That the following outside organisations be requested to attend a future meeting of the Overview and Scrutiny Committee or a Task and Finish Group:
 - Local Enterprise Partnership
 - Settle
- (5) That the Deputy Chief Executive be requested to make a presentation or present a report to the Overview and Scrutiny Committee regarding the Council's plan for recovery following the Covid-19 pandemic including views on the new normal regarding delivery of services.

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.

10 DISTRICT WIDE SURVEY 2019 - KEY FINDINGS

Audio Recording – 41 minutes 44 seconds

Councillor Martin Stears-Handscomb, Leader of the Council, presented the report entitled District Wide Survey 2019 – Key Findings and informed Members of the following:

- The Peer Review recommended that reports should be presented by Executive Members.
- The District Wide Survey was carried out every two years.
- Drew attention to various elements within the report.
- He thanked the Communications Manager and her team for the work and analysis of the survey.

The following Members took part in the debate and asked questions:

- Councillor David Levett;
- Councillor Claire Strong;
- Councillor Val Bryant;
- Councillor Sam Collins;
- Councillor Sue Ngwala

In response to questions the Communications Manager advised:

- That the search facilities for Mod.gov and the Council's website had not been integrated although this was being looked at;
- The website platform would be upgraded and this created the opportunity to look at the design of the website;
- Drupal 7 was not affecting the performance of the website;
- E-bulletins now had 12,000 subscribers;
- The vast majority of customers were engaging with the Council as opposed to contacting the Council via social media;
- The survey was intended as a snapshot and further information could be sought if desired;
- The Consultation Strategy would be updated later this year.

RESOLVED: That the report entitled District Wide Survey 2019 – Key Findings be noted.

RECOMMENDED TO CABINET:

- (1) That Cabinet comment on and note the key findings and observations from the District Wide Survey.
- (2) That Cabinet note that the results will be considered by Senior Management Team in conjunction with Executive Members, to inform the service planning process and future consultation activity.

REASON FOR DECISION: To ensure that Cabinet is aware of the results and any trends from previous surveys and how the results will be used to inform future service delivery.

11 CORPORATE PEER CHALLENGE - ACTION PLAN

Audio Recording – 1 hour 10 minutes 2 seconds

Councillor Martin Stears-Handscorn presented the report entitled Corporate Peer Challenge Action Plan together with the following appendix:

- Appendix A – Draft Corporate Peer Challenge Action Plan.

He drew attention to the following:

- The Peer Review set the Council a number of challenges including to be risk aware rather than risk averse and to better understand our customer experience
- Paragraph 8.3 – we need to reimagine our customer experience and be flexible and brave enough to change.
- Paragraph 8.4 – There was an opportunity to take the lead in sustainability and put climate change at the centre of how the community recovers from Covid-19.
- In listening to the Black Lives Matter Campaign the Council needed to consult with black staff and customers.
- This was a work in progress and there would be further engagement with all Members as the Action Plan was moved forward.
- Thanks were given to the Deputy Chief Executive, Chief Executive, Leadership Team and Cabinet colleagues for the work undertaken.

The Deputy Chief Executive advised that there was an additional recommendation to read:

“2.4. That agreeing the specification for, and intended outcomes of, the transformation programme be delegated to the Leader, Deputy Leader, Executive Member for Finance and IT, Managing Director and Service Director Resources.”

The following Members took part in the debate and asked questions:

- Councillor Sam Collins;
- Councillor Sue Ngwala;
- Councillor David Levett;
- Councillor Claire Strong

The debate included:

- That consultation be done with all minority groups.
- That Planning Training should be for all Members of the Council and be mandatory.
- That training was offered to all Members although take up was often not high.

In response to questions the Councillor Martin Stears-Handscorn advised:

- The County Council had consulted with their black staff and the Council would also need to look at the customer experience.
- That getting all Members to attend training was not easy.

Councillor Paul Clark, Deputy Leader and Executive Member for Planning and Transport advised:

- That he was agreeable to Planning training for all.
- That consideration was being given to external training for Members;

The Service Director – Legal and Community advised that Group Leaders could request that Planning training be compulsory.

RESOLVED: That the report entitled Corporate Peer Challenge Action Plan be noted,

RECOMMENDED TO CABINET:

- (1) That the draft Action Plan at Appendix A be approved.
- (2) That agreeing the timescales for the actions within the Action Plan be delegated to the Leader, Deputy Leader and Managing Director.
- (3) That Cabinet recommend to Full Council that the Special Reserve be used to fund a small transformation team for a period of 18 months from October 2020, with an estimated total cost of £150k (£50k in 2020/21 and £100k in 2021/22).
- (4) That agreeing the specification for, and intended outcomes of, the transformation programme be delegated to the Leader, Deputy Leader, Executive Member for Finance and IT, Managing Director and Service Director Resources.
- (5) That Cabinet consider making Planning training compulsory for all Members

REASON FOR DECISION: To ensure that the Council responds to the matters identified within the CPC report, ensuring that the benefits of the CPC process are realised.

12 2019/20 QUARTER 4 PERFORMANCE INDICATORS

Audio Recording – 1 hour 26minutes 27 seconds

The Controls, Risk and Performance Manager presented the report entitled 2019/20 Quarter 4 Performance Indicators and drew attention to the following:

Status Summary

- This showed the projects that were green amber and red status.
- There were 7 indicators that were for information only.

BV8, MIP&R001, BV9 and BV10

- These are all meeting the targets for the year.

BV12

- NHDC had the third lowest sickness rates against the 47 Districts that were benchmarked.
- BV12a and BV12b shows the breakdown of short term and long term absence.
- There were no Covid-19 related absences reported.

REG 3

- The data was 100 percent at year end.

MI LI 015

- This indicator was amber
- The outdoor pool attendance was lower mainly due to the poor weather during the summer season.
- The drop in attendance at other facilities was directly related to the restrictions put in place regarding the Covid-19 pandemic.

NI191 and NI192

- Both met the targets for year end.

FW1 and GW1

- The campaign was to reduce food waste therefore in 20/21 the figures would reduce.
- The tonnage of overall garden waste collected was difficult to predict although it was expected that the figures would reduce in 2020/21 partly due to the suspension of collections due to Covid-19

RESOLVED: That the 4th Quarter Update on Performance against Performance Indicators be noted.

REASONS FOR DECISIONS: To update the Committee on the performance indicators as well as other indicators that officers have updated and activated on Pentana Risk.

13 4TH QUARTER MONITORING REPORT ON KEY PROJECTS FOR 2019-20

Audio Recording – 1 hour 32 minutes

The Controls, Risk and Performance Manager presented the report entitled 4th Quarter Monitoring Report on Key Projects for 2019/20 together with the following appendices:

- Appendix A – 4th Quarter Monitoring against Key Projects for 2019/2020;
- Appendix B – Waste Missed Bins data for 2019-2020.

She drew attention to the following:

Paragraphs 8.3 and 8.4

- Due to the return of the Waste Manager and the effects of Covid-19 it was not possible to get detailed data for this quarter. However the missed bins data was included.

Paragraph 8.6

- The North Herts Community Facility and District Museum was now completed and had been removed from future monitoring reports.

Development of a Crematorium in North Hertfordshire

- A date had been set for 13 May 2020 for the Planning appeal regarding the crematorium however this was cancelled due to Covid-19. A new date was awaited from the Planning Inspectorate.

Investigating a range of options to improve use of Council assets

- The Main company had been set up although the property company had not.
- Officer would keep this under review.

Submission of a Local Plan for North Herts

- The hearing related to the Local Plan had been cancelled due to Covid-19. New dates were awaited from the Planning Inspectorate.

Designating air quality management areas in Hitchin to address the improvement of the air quality

- Following recruitment of a new staff member this action plan may be amended.

Missed Bins Data

- Missed Bins will be a Performance Indicator for 2020/21.

The following Members took part in the debate:

- Councillor David Levett.
- Councillor Sam Collins.

In response to questions Councillor Martin Stears-Handscomb advised that there was a pilot in Oxfordshire on taking their Local Plan forward and the results are awaited.

The Service Director- Legal and Community advised that the Policy Manager was instructing consultants to update the Council's carbon footprint and benchmarking.

Members asked that the Cabinet Panel on the Environment be requested to consider air quality in the District, in particular the effect that the Covid-19 pandemic has had on areas of poor air quality.

RESOLVED: That delivery against the key projects for 19/20 be noted.

RECOMMENDED TO THE CABINET PANEL ON THE ENVIRONMENT: That the Cabinet Panel on the Environment be requested to consider air quality in the District, in particular the effect that the Covid-19 pandemic has had on areas of poor air quality.

REASON FOR DECISIONS: To enable achievements against the key projects for 2019/20 to be considered

14 REGULATION OF INVESTIGATORY POWERS ACT ('RIPA') UPDATE AND ANNUAL REVIEW

Audio Recording – 1 hour 40 minutes 37 seconds

Councillor Martin Stears-Handscomb, Leader of the Council presented the report entitled Regulation of Investigatory Powers Act ('RIPA') Update and Annual Review together with the following appendices:

- Appendix A – IPCO inspection report;
- Appendix B – RIPA Policy amended draft showing tracked changes;
- Appendix C – RIPA Social Media Policy amended showing tracked changes.

He advised Members that

- the Authority required Council approval of the Policy.
- The available powers had not been used for 9 years;
- The Inspector believed that NHDC had effective systems in place.

Councillor Terry Hone suggested that TikTok should be added to the list of Social Media.

RESOLVED: That the content of the report entitled Regulation of Investigatory Powers Act ('RIPA') Update and Annual Review and the Investigatory Powers Commissioner's Office Inspection report (Appendix A) be noted.

RECOMMENDED TO CABINET: That the RIPA Policy and Social Media in Investigations Policy as amended (in Appendices B-C) be approved.

REASON FOR DECISIONS: To comply with the Inspector's recommendations and best practice.

NB: The Committee adjourned at 9.15pm for a comfort break and the meeting reconvened at 9.29pm.

The Committee, Member and Scrutiny Manager undertook a roll call.

15 MEMBERS' QUESTIONS

Audio Recording – 1 hour 59 minutes 57 seconds

No questions had been submitted.

16 GARDEN WASTE COLLECTION SERVICE IMPACTS OF COVID 19

Audio Recording – 1 hour 59 minutes 57 seconds

Councillor Elizabeth Dennis-Harburg, Executive Member for Recycling and Waste Management, presented the report entitled Garden Waste Collection Service Impacts of Covid 19 and drew attention to the following:

- Three collection had been missed due to Covid-19 out of 26 collections in the year;
- An extension to the existing period was the most reasonable outcome which would result in a loss of £186,000;
- This extension would mean the renewal would be in October, which was a low gardening period, which could result in an initial low renewal rate;
- With the uncertainty of the future relating to Covid-19 it may be that the service has to be suspended again in future;

The following Members took part in the debate and asked questions:

- Councillor David Levett;
- Councillor Terry Hone;
- Councillor Tony Hunter;
- Councillor Sam Collins;
- Councillor Claire Strong

In response to questions Councillor Dennis-Harburg advised:

- Residents received a one year service from the date they paid;
- There had been a number of issues with implementing direct debits although it was hoped that this service would be available by the renewal date;
- It had never been policy to collect garden waste from those who had not paid;
- This was a joint contract with East Herts;
- There had been a number of collection staff who had self isolated due to Covid 19 and this had affected the ability to continue collections;
- Drivers of waste vehicles were specialist HGV drivers and could not easily be replaced;

RESOLVED: That the report entitled Garden Waste Collection Service Impacts of Covid-19 be noted.

RECOMMENDED TO CABINET: That Council agrees an extension of the current 12 months payment period for green waste collection, for a further period of 2 months [The loss of income based on current (48%) uptake is approximately £186,000].

REASON FOR DECISION: To acknowledge service disruption / suspension in our garden waste collection service and demonstrate to residents that the Council accepts the inconvenience caused during the seasonal peak of garden waste production.

17 COMMERCIAL WASTE COLLECTION SERVICE IMPACTS OF COVID 19

Audio Recording – 3 hours 9 minutes 10 seconds

This item was considered after the Part 2 item of the same name (Minute 20 refers)

The Committee, Member and Scrutiny Manager undertook a roll call.

NB: Councillor Bryant did not return to the meeting.

The Chair paused the meeting to allow time for Councillor Bryant to reconnect either by video or by phone. Councillor Bryant was unable to reconnect to the meeting and the Chair made the decision to continue with business.

The Chair advised that this had been discussed in Part 2. No Members requested to speak further on this item

RESOLVED: That the report entitled Commercial Waste Collection Service Impacts of Covid-19 be noted.

RECOMMENDED TO CABINET: That Cabinet consider two options being:

- (a) The recommendation contained in the Part 2 report
- (b) The option detailed in Paragraph 4.3 of the Part 2 report

REASON FOR DECISIONS: To consider the impact of Covid 19 on the commercial waste collection service and consider what charges should be made for the 1st Quarter.

18 EXCLUSION OF PRESS AND PUBLIC

Audio Recording – 2 hours 27 minutes 59 seconds

RESOLVED: 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 Paragraphs 3 and 5 of Part 1 of Schedule 12A of the said Act.

19 COMMERCIAL WASTE COLLECTION SERVICE IMPACTS OF COVID 19

This item was considered prior to the Part 1 Item of the same name (Minute 17 refers).

There is no audio recording of this item as it formed part of a private meeting in accordance with Minutes 18 above.

Councillor Elizabeth Dennis-Harburg, Executive Member for Recycling and Waste Management presented that Part 2 report entitled Commercial Waste Collection Service Impacts of Covid-19.

The following Members took part in the debate and asked questions:

- Councillor David Levett;
- Councillor Sam Collins;
- Councillor Tony Hunter;
- Councillor Claire Strong

Councillor Dennis-Harburg and the Service Manager-Waste answered questions.

Councillors Martin Stears-Handscorn, Leader of the Council and Ian Albert, Executive Member for Finance and IT offered some advice.

Following detailed debated:

It was proposed by Councillor David Levett and Seconded by Councillor Sam Collins that Cabinet be requested to consider two option being:

- (a) The recommendation contained in the report
- (b) The option detailed in Paragraph 4.3 of the report

Upon the vote it was:

RESOLVED: That the report entitled Commercial Waste Collection Service Imapcts of Covid-19 be noted.

RECOMMENDED TO CABINET: That Cabinet consider two options being:

- (c) The recommendation contained in the report
- (d) The option detailed in Paragraph 4.3 of the report

REASON FOR DECISIONS: To consider the impact of Covid 19 on the commercial waste collection service and consider what charges should be made for the 1st Quarter

The meeting closed at 10.46 pm

Chair

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NORTH HERTFORDSHIRE DISTRICT COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE

**MEETING HELD AS A VIRTUAL MEETING
ON TUESDAY, 14TH JULY, 2020 AT 7.30 PM**

MINUTES

Present: *Councillors: David Levett (Chair), Kate Aspinwall (Vice-Chair), Val Bryant, Sam Collins, Terry Hone, Tony Hunter, Lisa Nash, Sue Ngwala, Adem Ruggiero-Cakir, Claire Strong and Tom Tyson*

In Attendance: *Councillor Martin Stears-Handscomb (Leader of the Council), Anthony Roche (Managing Director), Ian Fullstone (Service Director - Regulatory), Jo Dufficy (Customer Services Manager), Sarah Kingsley (Communications Manager) and Hilary Dineen (Committee, Member and Scrutiny Manager)*

Also Present: *At the commencement of the meeting Councillor Keith Hoskins.*

20 WELCOME AND INTRODUCTION

Audio Recording – 6 seconds

The Chair welcomed everyone to this virtual Overview and Scrutiny Committee meeting that was being conducted with Members and Officers at various locations, communicating via audio/video and online and advised that there was the opportunity for the public and press to listen and view proceedings.

The Committee, Member and Scrutiny Manager gave advice regarding the following:

Attendance

A roll call of Members and Officers was undertaken to ensure that they could hear and be heard.

Live Streaming

The meeting was being streamed live on the Council's You Tube channel. If live streaming failed the meeting would adjourn. If the live stream was unable to be restored within a reasonable period then the remaining business would be considered at later date.

If for any reason the meeting was not quorate an Officer would notify attendees by interjecting the meeting. The meeting would adjourn immediately. Once the meeting was quorate the meeting would resume. If connection could not be restored within a reasonable period, then the remaining business would be considered at a later date.

Only Members present for the entire debate and consideration of an item were entitled to vote. If technology fails for a Member during the debate and they rejoined the meeting, they would not be able to vote on that item.

If a Member dropped out of the meeting and was unable to connect an email had been sent to each Member with telephone options.

Noise interference

Electronic devices should be muted and all present should have the mute button on their tablet or computer activated when not speaking.

Rules of Debate

The raise hand button (located under participants) should be used to alert the Chair that you wish to speak. Please wait for the Chair to invite you to speak before doing so.

Voting

Voting would be undertaken using the Green tick for "Yes", Red Cross for "No" and Blue Raise Hand for "abstain", located in the participants section at the bottom of the screen. To enable the votes to be counted, votes should not be cleared until requested to do so.

Details of how Members voted will not be kept or minuted unless a Recorded Vote was requested or an individual requests that their vote be recorded, and it will not be heard or seen on the audio and YouTube recordings of the meeting.

The Chair, Councillor David Levett started the meeting proper.

21 APOLOGIES FOR ABSENCE

Audio recording – 4 minutes 44 seconds

Apologies for absence were received from Councillor Jim McNally.

22 NOTIFICATION OF OTHER BUSINESS

Audio recording – 4 minutes 56 seconds

There was no other business notified.

23 CHAIR'S ANNOUNCEMENTS

Audio recording – 5 minutes

- (1) The Chair welcomed everyone to this meeting of the Overview and Scrutiny Committee.
- (2) The Chair advised that, in accordance with Council policy this meeting was being audio recorded as well as filmed. The audio recordings would be available to view on Mod.gov and the film recording via the NHDC YouTube channel.
- (3) Members were reminded to make declarations of interest before an item, the detailed reminder about this and speaking rights was set out under Chair's Announcements on the agenda.

24 PUBLIC PARTICIPATION

Audio recording – 5 minutes 25 seconds

There were no presentations by members of the public.

25 URGENT AND GENERAL EXCEPTION ITEMS

Audio recording – 5 minutes 28 seconds

The Chair advised that he had agreed, as Chair of Overview and Scrutiny Committee, that an urgent report regarding Leisure Recovery following Covid-19 be considered by Cabinet.

26 CALLED-IN ITEMS

Audio recording – 5 minutes 51 seconds

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

27 PRESENTATION BY THE LEADER OF THE COUNCIL

Audio recording – 5 minutes 55 seconds

The Leader of the Council thanked the Chairman for the invitation to address the Committee and gave a PowerPoint presentation regarding progress in the last year, priorities going forward and responding to Covid-19 and drew attention to the following:

Progress in the last year

Highlights included that they had:

- Set out to be a more welcoming and inclusive Council;
- There was an effective joint administration of two parties;
- Included all Members, for example the workshop for the Council Plan;
- Overview and Scrutiny was an important critical friend to Cabinet;
- They had a positive partnership with Directors and staff;
- Turned around the Recycling and Waste performance and maintained the service to flats;
- Extended the reach of our community engagement including through expanded Town Talks and Community Surgeries;
- Continued work against modern slavery and around domestic abuse and safeguarding;
- Took seriously the Climate emergency and set up a Cabinet Panel which had made good progress drawing ideas from community;
- Instigated the Climate change Implementation Group to take ideas forward;
- Stepped up to needs of the pandemic and maintained services;
- Thank you to all our officers and staff.

Priorities going forward

- Continue the flexible response to the Covid-19 pandemic;
- Review the Council Plan and Financial Strategy;
- Taking forward the Peer Challenge Action Plan;
- Look at ways to use technology where possible to do things differently;
- Working with Partners;
- Building back better with a green focus;
- Listening to our Black and Minority Ethnic staff to respond appropriately to Black Lives Matter;
- Get the NHDC Local Plan adopted;

- Working with other Districts and Boroughs in strategic planning;
- Supporting Strategic Planning in Northern E-W Corridor;
- Initiating Cabinet Panels on:
 - Community Engagement and Co-operative Development;
 - Housing and Strategic Planning.

Responding to Covid-19

- Holding weekly Leaders' online Meetings;
- Co-operating in Operation Shield and Sustain;
- Responded to the Government request to "do what it takes" and they will pay, although the payments will leave the Council short;
- LGA Surveys show that our residents value our response;
- Preparing for any local outbreaks;
- Reopening services whilst keeping safe
- Part of the Local Outbreak Plan Board which includes all District and Borough leaders
- Part of the Officers' Board and Environmental Health officers' group, which is led by Jim McManus – Director of Public Health

Latest data

- 236 Covid-19 cases in North Herts (26.2 per 10,000);
- 4,089 cases in Hertfordshire as a whole (34.4 per 10,000);
- 96 Covid-19 related deaths in North Herts (7.2 per 10,000);
- 1,055 deaths in Hertfordshire as a whole (8.9 per 10,000) being 51 in hospital, 40 in care homes and 5 in the community;
- NHDC was prepared for local outbreak;
- Provide a register of high-risk settings;
- NHDC to take part in contact tracing.

The following Members took part in the debate and asked questions:

- Councillor Sue Ngwala;
- Councillor Terry Hone;
- Councillor Tony Hunter;
- Councillor David Levett;
- Councillor Claire Strong;
- Councillor Sam Collins.

In response to questions the Leader of the Council advised that:

- As part of the Shaping Our Future programme, BAME staff would be asked to share their experience so that lessons could be learnt;
- Recruitment was anonymised up to interview stage;
- It was important to engage with all groups in the community;
- Worked hard to maintain as many services as possible whilst maintaining services and recompensed customers for the suspension of the brown bun service;
- Churchgate was on the agenda for the future;
- Currently share Building Control with other Districts and were always considering opportunities to work with other Districts;
- He was of the opinion that decisions regarding North Herts should remain in North Herts;
- There were many options for local government re-organisation and he would work hard to maintain the interests and safety of our residents.

The Deputy Chief Executive advised that:

- It took approximately 4 weeks to prepare the outside pools at a cost of £12,000. The daily cost per pool was £2,000 when open. If the pools had been kept in readiness to open the total costs would have been approximately £75,000 with no guarantee that they would be able to open;
- There would be a public announcement later in the week regarding protections being put in place in leisure centre to enable opening.

The Chair thanked the Leader of the Council for his presentation.

RESOLVED: That the Leader of the Council be requested to provide comparative National figures regarding Covid -19 to all Members of the Overview and Scrutiny Committee.

28 RESOLUTIONS OF THE OVERVIEW AND SCRUTINY COMMITTEE

Audio recording – 57 minutes 6 seconds

The Committee, Member and Scrutiny Manager presented the report entitled Resolutions of the Overview and Scrutiny Committee and drew attention to the following:

- The resolutions marked as complete at the last meeting or duplicated had been removed;
- In respect of the Waste Task and Finish Group, the impact on all services of Covid-19 had resulted in a delay in the ability of officers to allocate time to draw up the scope;
- It was unlikely that this Task and Finish Group would take place until the Council was closer to a business as usual situation;
- A lot of thought was required regarding how to successfully engage with the community, particularly those who may not be familiar with IT;
- There was a possibility that the Local Plan examinations may take place remotely.

The following Members asked questions and took part in the debate:

- Councillor Claire Strong;
- Councillor David Levett.

In response to questions the Committee, Member and Scrutiny Manager advised that:

- The list of issues to be addressed at the Task and Finish Group on Waste was a starting point rather than an exhaustive list.

RESOLVED: That the report entitled Resolutions of the Overview and Scrutiny Committee be noted.

REASON FOR DECISION: To enable the Overview and Scrutiny Committee to review and comment on actions and feedback received regarding resolutions previously made.

29 OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME FOR 2020/21

Audio recording – 1 hour 2 minutes 56 seconds

The Committee, Member and Scrutiny Manager presented the report entitled Overview and Scrutiny Committee Work Programme together with the following appendices:

- Appendix A - Work Programme for Future Committee Meetings;
- Appendix B - Forward Plan for 26 June 2020;
- Appendix C - Corporate Peer Challenge Extracts from Action Plan.

She drew attention to the following:

- Appendix C was an extract from the Corporate Peer Challenge Action Plan of actions relating to Overview and Scrutiny;
- It was recommended that this extract is appended to the Work Programme report in future to:
 - Act as an aide memoire when considering the work programme;
 - Consider any actions that need further work;
 - Assess the effectiveness of changes made.

The following Members asked questions and took part in the debate:

- Councillor David Levett;
- Councillor Claire Strong;

It was proposed that the Committee receive regular update regarding the Growth Board

RESOLVED:

- (1) That the report entitled Overview and Scrutiny Work Programme 2020/21 be noted:
- (2) That the Committee consider the following items on the Forward Plan at the meeting due to be held on 8 September 2020:
 - Careline Future Provision;
 - Draft Design SPD;
- (3) That the Corporate Peer Challenge Action Plan Extract be appended to future work programme reports

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.

30 THE COUNCIL'S PLAN FOR RECOVERY FOLLOWING THE COVID-19 PANDEMIC

Audio recording – 1 hour 8 minutes 32 seconds

The Deputy Chief Executive gave a PowerPoint presentation regarding the Council's Plan for Recovery Following the Covid-19 Pandemic and drew attention to the following:

- The scale and nature of the had been unprecedented;
- That business as usual for our communities and the Council would not look the same in future;
- Business as usual was unlikely to be a smooth curve given the likelihood of second and perhaps third and fourth Covid-19 outbreaks requiring further periods of lockdown;
- Other external factors will affect the return to normal for example the EU Transition.

Countywide Emergency Response

- Was being led by Hertfordshire Local Resilience Forum (LRF), a partnership of over 60 organisations including the emergency services, local councils, health services and volunteers;
- The LRF linked to Central Government;
- There was a Countywide strategic recovery plan and the Chief Executive/Managing Director was the NHDC representative;
- They were petitioning Government for additional funding.

NHDC Emergency Response

- Full home working had been deployed within days, from 80 staff working from home pre Covid-19 to nearly 250 (275 max) post Covid-19;
- There had been development of paperless operations such as planning;
- Video conferencing and live streaming of council meetings had been introduced;
- There had been a 10% increase in benefits caseload;
- Business grants had been paid out as follows:
 - 2,004 business grants totalling £25.22m;
 - 213 discretionary business grants totalling £1.335m;
- All rough sleepers had been rehoused within the 24 hours notice given;
- 1,500 welfare calls had been made, 1,000 food parcels provided to local organisations and 7,000 letters sent by NHDC staff volunteers.

NHDC Recovery Response (so far)

- The focus was on resuming service delivery, in partnership with contractors where required;
- NHDC was working with partners to develop recovery plans such as SLL and leisure;
- Plans were being developed for re-opening DCO when appropriate;
- The North Herts Museum reopened on 4 July 2020;
- NHDC had worked closely with Hitchin Market to enable them to reopen on 2 June 2020;
- NHDC had worked with other authorities across the county, to develop approaches and with HCC to reopen high streets;
- A Local Outbreak Plan was in place.

Next Step - Recovery Plan Governance

- It had been agreed that a Recovery Plan Project Board would be instigated to;
 - Oversee and monitor delivery of the Recovery Plan;
 - Act on behalf of the Council to provide the necessary strategic guidance and direction;
 - Ensure effective project management arrangements are in place;
 - Ensure there was an effective risk management system in place and consider on-going risks;
 - Ensure sufficient and effective use of resources;
 - Ensure collaboration and integration, where appropriate, with other public and private sector recovery plans;
 - Advise on Member engagement as appropriate;
 - Have input to reports and present to appropriate committees.

Ideas for Building Back Better

- This time of disruption was being used to test and trial new and innovative ways of doing things;
- Recognise the community groups and look to their future;
- Get applications ready for central government funding opportunities;
- Recognise areas of opportunity and commercial growth;
- Recognise our role, less bureaucracy, off-setting of fees and charges;
- Get people back into the towns and establish confidence;
- Re-imagine the high street and set up 'meanwhile uses';
- Re-think economic growth, recognise that Business as Usual will be different for everyone.

The following Members asked questions and took part in the debate:

- Councillor David Levett;
- Councillor Sam Collins;
- Councillor Terry Hone;
- Councillor Claire Strong.

In response to questions the Deputy Chief Executive advised that:

- A survey would be sent to all staff regarding their experiences working at home during the pandemic;
- If the number of people working from home could be increased it could potentially free up a floor of the building to let out or use for community or other use;
- The approach to homeworking has been to work with the staff rather than impose it on people;
- The amount of household waste was being monitored in light of more people working from home;
- The Licensing and Environmental Health Teams had been visiting premises who were selling take away alcohol. There was little that the Council could do about people who were drinking outside of licensed premises.

The Service Director – Regulatory advised that:

- At the end of January there were 93 people in temporary accommodation;
- Over lockdown there were approximately 15 more homeless clients than usual;
- The Government announced that night shelters should close and this involved helping a further 16 people;
- Whilst waiting for the Housing and Planning Bill to be passed by Government, it was for the District Council to make decisions regarding the use of tables and chairs and this would be in liaison with Hertfordshire County Council colleagues where it involved the highway and taking into account social distancing guidelines;
- The Council was looking at pedestrianisation opportunities;
- In respect of use of parking bays the Council was balancing priorities including disability bays, loading bays, social distancing and the needs of the businesses.

The Chair thanked the Deputy Chief Executive and Service Director – Regulatory for the presentation.

NB at 9.33pm the Chair announced that there would be a short comfort break. The meeting resumed at 9.41pm.

31 FULL YEAR UPDATE ON COMMENTS, COMPLIMENTS AND COMPLAINTS (3CS)

Audio Recording – 2 hours 12 minutes 4 seconds

The Leader of the Council 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 - Social Media Report.

He drew attention to the following:

- This was the full year update up to 31 March 2020;
- There had been a reduction in the number of 3Cs received compared to the previous year;
- 80 percent of complaints and 74 percent of compliments related to services delivered by contractors;
- It was important to listen to and learn from the feedback from customers;
- There were 16 stage 2 complaints received, 10 complaints were escalated to the ombudsman of which one was upheld.
- 74 percent of complaints were resolved within 10 days;
- It should be noted that the number of contacts was very high, however the number of these resulting in a complaint was very low;
- In respect of social media, most engagement was through Facebook and it was clear that this method should be the priority for communicating in a crisis.

The following Members asked questions and took part in the debate:

- Councillor David Levett;

In response to questions the Customer Services Manager advised that:

- The number of contacts relating to Urbaser related to the number of collections made;
- The number of contacts regarding leisure centres related to the number of visits;
- Compliment and complaint machines had been installed in leisure centres which had resulted in higher numbers of 3Cs.

RESOLVED: That the information note entitled Full Year Update on Comments, Compliments and Complaints be noted.

REASON FOR DECISION: To keep the Overview and Scrutiny Committee updated regarding Compliments, Comments and Complaints received regarding NHDC and its contractors.

32 ANNUAL REPORT OF THE OVERVIEW AND SCRUTINY COMMITTEE 2019/20

Audio recording – 2 hours 11 minutes 30 seconds

The Chair advised that, due to the time, he would ask that Members consider the draft Annual Report of the Overview and Scrutiny Committee 2019//20 outside of the meeting and contact him with any suggested amendments.

The Annual Report would be presented to Council in September 2020.

33 MEMBERS' QUESTIONS

Audio recording – 2 hours 23 minutes 19 seconds

No questions had been submitted.

The meeting closed at 9.55 pm

Chair

NORTH HERTFORDSHIRE DISTRICT COUNCIL
OVERVIEW AND SCRUTINY COMMITTEE
MEETING HELD AS A VIRTUAL MEETING
ON TUESDAY, 8TH SEPTEMBER, 2020 AT 7.30 PM

MINUTES

Present: *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*

In Attendance: *Ian Fullstone (Service Director - Regulatory), Howard Crompton (Service Director - Customers), Jo Dufficy (Customer Services Manager), Rachel Cooper (Controls, Risk and Performance Manager), Louise Symes (Strategic Infrastructure and Projects Manager), Helen Leitch (Principal Landscape and Urban Designer), David Martins Hesp (Assistive Technology Manager), Hilary Dineen (Committee, Member and Scrutiny Manager) and Anna Gouveia (Committee, Member and Scrutiny Officer)*

34 WELCOME AND INTRODUCTION

Audio recording – 7 seconds

The Chair welcomed everyone to the meeting and advised that it was being conducted with Members and Officers at various locations, communicating via audio/video and online. There was also the opportunity for the public and press to listen and view proceedings.

The Committee, Member and Scrutiny Manager undertook a roll call of Members and Officers to ensure that they could hear and be heard and gave the following advice.

The meeting was being streamed live on the Council's You Tube channel and also recorded via Zoom. If live streaming failed the meeting would adjourn. If the live stream could not be restored within a reasonable period then the remaining business would be considered at a later date.

Please stay in view of the camera at all times.

If for any reason the meeting was not quorate an Officer would notify attendees by interjecting the meeting. The meeting would adjourn immediately. Once the meeting was quorate the meeting would resume. If connection could not be restored within a reasonable period, then the remaining business would be considered at a later date.

If a remote Member lost connection the Chair may adjourn the meeting for a short period to enable connection to be re-established. If the Chair did not adjourn the meeting the Member would be deemed to have left the meeting at the point of failure and be deemed to have returned at the point of re-establishment. Only Members present for the entirety of debate and consideration of an item are entitled to vote.

Mobile phones and other noise emitting devices should be muted and the mute button on tablets and computers should be muted when not speaking.

When requested to vote, voting would be via the Green tick for “Yes”, Red Cross for “No” and Blue Raise Hand for “abstain” functions.

The Chair of the Overview and Scrutiny Committee, Councillor David Levett, started the meeting proper.

35 APOLOGIES FOR ABSENCE

Audio recording – 4 minutes 5 seconds

There were no apologies for absence.

36 NOTIFICATION OF OTHER BUSINESS

Audio recording – 4 minutes 12 seconds

There was no other business notified.

37 CHAIR'S ANNOUNCEMENTS

Audio recording – 4 minutes 17 seconds

- (1) The Chair advised that, in accordance with Council policy, this meeting was being audio recorded as well as filmed. The audio recordings would be available to view on Mod.gov and the film recording via the NHDC YouTube channel.
- (2) Members were reminded to make declarations of interest before an item, the detailed reminder about this and speaking rights was set out under Chair's Announcements on the agenda.
- (3) The Chair informed Members that he would take Item 9 – Draft Design SPD immediately after Item 6 – Called in Items.

38 PUBLIC PARTICIPATION

Audio recording – 4 minutes 57 seconds

There were no presentations by members of the public.

39 URGENT AND GENERAL EXCEPTION ITEMS

Audio recording – 5 minutes 2 seconds

No urgent or general exception items were received.

40 CALLED-IN ITEMS

Audio recording – 5 minutes 9 seconds

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

41 RESOLUTIONS OF THE OVERVIEW AND SCRUTINY COMMITTEE

Audio recording – 49 minutes

The Committee, Member and Scrutiny Manager presented the report entitled Resolutions of the Overview and Scrutiny Committee and drew attention to the following:

September 19 – Minute 44 (2)

Dates had now been set for the Local Plan Examination to take place via Zoom.

The Chair noted that the proposed Task and Finish Group Protocol would be considered by the Committee at the meeting due to be held on 8 December 2020.

RESOLVED: That the report entitled Resolutions of the Overview and Scrutiny Committee be noted.

REASON FOR DECISION: To enable the Overview and Scrutiny Committee to review and comment on actions and feedback received regarding resolutions previously made.

42 OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME

Audio recording – 50 minutes 7 seconds

The Committee, Member and Scrutiny Manager presented the report entitled Overview and Scrutiny Committee Work Programme together with the following appendices:

- Appendix A – Work Programme for future Committee meetings;
- Appendix B – Forward Plan for 14 August 2020;
- Appendix C – Corporate Peer Challenge Action Plan in regard to the Overview and Scrutiny Committee.

The following Members took part in the debate and asked questions:

- Councillor David Levett;
- Councillor Kate Aspinwall.

Member comments included:

- That the Finance, Audit and Risk Committee and Overview and Scrutiny Committee needed to work in conjunction with each other in scrutinising the commercial functions of the Council;
- The Commercial functions should be accountable and monitored;
- Monitoring of this area of work required performance indicators to be set so that there could be effective monitoring;
- That regular updates on commercial activity should be presented to the Committee.

RESOLVED:

- (1) That the report entitled Overview and Scrutiny Committee Work Programme be noted;
- (2) That the Service Director – Commercial be requested to attend the Overview and Scrutiny Committee meetings in March and December annually to provide an update;
- (3) That the Managing Director be requested to provide a report and update on Devolution and Recovery at the meeting due to be held on 19 January 2021.

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.

43 DRAFT DESIGN SPD

Audio recording – 5 minutes 15 seconds

The Executive Member for Planning and Transport, Councillor Paul Clark, presented the report entitled Draft Design SPD together with the following documents:

- Draft Design SPD – Addendum;
- Appendix A - Draft Design SPD.

The Principal Landscape and Urban Designer informed Members:

- That the SPD supported the emerging Local Plan;
- That this was an update to the current policy;
- The Design SPD had been structures to give guidance.

The following Members took part in the debate and asked questions:

- Councillor Sam Collins;
- Councillor Toy Hunter;
- Councillor David Levett;
- Councillor Claire Strong.

Member discussion included:

- That this was an opportunity to be more prescriptive;
- That minimum standards should be applied to new housing or redevelopment;
- There were sections that did not give much guidance;
- Wording throughout the document needed to be stronger;
- Higher standards such as BREEAM or PACIF should be required;
- That words like “expected to” should be replace with “required to” for example in Paragraph 5.1.3;
- That the section regarding shopfronts be amended to take into account DDA accessibility requirements such as wider doorways and ramps;
- Paragraph 6.27 should include parking facilities for town centre apartments;
- The document should be a set of specific regulations rather than guidance;
- Council in February had agreed three years of funding for Town Centre Strategies from April 2021.

In response to questions the Executive Member for Planning and Transport advised:

- That this was an update to the 2011 version;
- The consultation would be directed by the Consultation Strategy and would be publicised and promoted;
- Parish Councils would be consulted.

The Service Director - Resources advised:

- That a bid had been submitted for a single policy review for environmental reasons;
- That the Government were limiting standards to Future New Homes Standards;

- This document showed an initial direction of travel, however officers were looking for a stronger policy upon adoption of the Local Plan;
- That, in respect of the Design Review Board, Officers could refer prior to getting payment. There may be cases where the Council would make the referral and absorb the costs;
- That town centre parking had been used as a reason for refusal, only to be overturned.

RESOLVED: That the Chair of the Overview and Scrutiny Committee and Councillor Sam Collins be requested to consult with the Executive Member for Planning and Transport, the Service Director – Regulatory and the Principal Landscape and Urban Designer to consider strengthening the wording of the document in accordance with the comments made in the body of the Minutes, prior to the Cabinet meeting where the report would be considered.

RECOMMENDED TO CABINET:

- (1) That the Draft Design SPD be amended to take into account the comments made by the Overview and Scrutiny Committee, as detailed in the Minute above;
- (2) That the Draft Design SPD be amended in line with the outcome of the meeting mentioned in the resolution above;
- (3) That the consultation period on the Draft Design SPD be extended from the standard 6 weeks.

REASON FOR DECISIONS: To enable the Overview and Scrutiny Committee to comment on the report entitled Draft Design SPD prior to consideration by Cabinet.

44 QUARTER 1 2020/21 PERFORMANCE AGAINST PERFORMANCE INDICATORS

Audio Recording – 56 minutes 14 seconds

The Controls, Risk and Performance Manager presented the report entitled Quarter 1 2020/21 Performance Against Performance Indicators and drew attention to the following:

Summary

The summary showed that there were 6 red indicators. This was mainly due to the impacts of Covid-19.

RES 1 - Gas and electricity energy consumption

This was a new indicator. As the District Council Offices were currently closed, with very few staff working on site and the air conditioning turned off at the moment, this showed a very low consumption rate.

MI P&R 001 - Percentage of raised sales invoices due for payment that have been paid

This indicator was red. The Council had supported customers by providing initiative such as payment holidays. The resulting debt was being closely monitored.

The collection rate for July was 66.9 percent.

BV 10 - Percentage of NNDR collected in year

This indicator was red. A lot of businesses took up the offer of deferred payments. Some businesses were continuing to struggle.

REG 3 - Percentage of Environmental Health programmed inspections completed

A lot of businesses were not open during lockdown and therefore could not be inspected. Food and Hygiene Standards had now given permission for inspections to take place.

MI LI 015 - Number of Visits to Leisure Facilities

Leisure facilities had remained closed during April to June 2020 due to Covid-19 restrictions. They had reopened in July 2020 and attendance was increasing as demonstrated by the figure below:

July 2020 6,126

August 2020 35,412.

145 subscriptions (15 percent) had been cancelled.

NI 191 - Kg residual waste per household and NI 192 - Percentage of household waste sent for reuse, recycling and composting (Government target is 50% by 2020)

These targets may not recover to target.

The following Members took part in the debate and asked questions:

- Councillor David Levett;
- Councillor Terry Hone;
- Councillor Claire Strong;
- Councillor Sam Collins;
- Councillor Kate Aspinwall.

Comments from Members included:

- That all waste collected had increased during lockdown;
- That, in respect of collection routes, there were a number of routes which included roads with schools in where bins were being collected at school drop off and collection times;
- That the request for route maps remained outstanding and that route optimisation should be considered by this Committee.

In response to questions the Controls, Risk and Performance Manager advised:

- That, in respect of missed bins, each property was counted separately.

RESOLVED:

- (1) That the Quarter 1 Update on Performance against Performance Indicators be noted;
- (2) That the Controls, Risk and Performance Manager be requested to clarify protocols regarding route optimisation and how many routes include collection from roads with schools in at school drop off and collection times;
- (3) That the Executive Member for Recycling and Waste be requested to attend this Committee to discuss Waste Collection Route Maps and Optimisation.

REASON FOR DECISIONS: To update the Committee on the performance indicators as well as other indicators that officers have updated and activated on Pentana Risk.

45 1ST QUARTER MONITORING REPORT ON KEY PROJECTS FOR 2020/21

Audio recording – 1 hour 13 minutes 1 second

The Controls, Risk and Performance Manager presented the report entitled 1st Quarter Monitoring on Key Projects for 2020/21 together with the following appendix:

- Appendix A - 1st Quarter Monitoring against Key Projects 2020/21.

She drew attention to the following:

- The Local Plan virtual Examiner Hearings would take place between 28 September 2020 and 19 October 2020;
- The Planning Inspector's hearing regarding the crematorium would be held on 27 October 2020;
- The purpose-built depot, transfer facility and household waste recycling centre was delayed for at least 12 months and it was proposed that this be removed from the monitoring report for 2020/21 and that monitoring resume in 2021/22.

The following Members took part in the debate and asked questions:

- Councillor Terry Hone;
- Councillor Martin Stears-Handscomb.

RESOLVED:

- (1) That delivery against the key projects for 20/21 be noted;
- (2) That monitoring of the project to provide a purpose-built depot, transfer facility and household waste recycling centre be removed from the monitoring report for 2020/21 and that monitoring resume in 2021/22.

REASON FOR DECISIONS: To enable achievements against the key projects for 2020/21 to be considered.

46 MEMBERS' QUESTIONS

Audio recording – 1 hour 16 minutes 48 seconds

No questions had been submitted.

NB: The Committee took a comfort break at 8.49pm. The meeting resumed at 8.58 pm

The Committee Member and Scrutiny Manager undertook a roll call to ensure that all present could hear and be heard.

47 CARELINE FUTURE PROVISION

Audio recording – 1 hour 28 minutes 5 seconds

The Chair advised that most of the discussion would necessarily be in Part 2 therefore the Part 2 report would be considered before consideration of the Part 1 report.

The Executive Member for Housing and Environmental Health presented the report entitled Careline Future Provision together with the following appendix:

- Appendix 1 – Scope of Delegation Section 9EA Agreement.

RESOLVED: That the report entitled Careline Future Provision be noted.

RECOMMENDED TO CABINET:

- (1) That the Overview and Scrutiny Committee did not believe that the project was ready for delegation and that Cabinet consider the comments and recommendations contained in the Part 2 Minute;

(2) That the recommendations contained in the Part 2 referral be considered.

REASON FOR DECISIONS: To secure the on-going viability of the Careline Service and the excellent service to customers that it provides.

48 EXCLUSION OF PRESS AND PUBLIC

Audio recording – 1 hour 28 minutes 25 seconds

RESOLVED: 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).

49 CARELINE FUTURE PROVISION PART II REPORT

This item was not audio or video recorded.

The Part 2 report was considered prior to the Part 1 report

The Committee, Member and Scrutiny Manager undertook a roll call to ensure that all present could hear and be heard.

The Executive Member for Housing and Environmental Health presented the Part 2 report entitled Careline Future Provision.

Due to the content of the discussion and the decisions made the Minute for this item is confidential and is therefore a Part 2 Exempt Minute [not for publication by virtue of paragraph (3) of Schedule 12A to the Local government Act 1972].

The meeting closed at 9.41 pm

Chair

NORTH HERTFORDSHIRE DISTRICT COUNCIL
OVERVIEW AND SCRUTINY COMMITTEE
MEETING HELD AS A VIRTUAL MEETING
ON TUESDAY, 8TH DECEMBER, 2020 AT 7.30 PM

MINUTES

- Present:** *Councillors: David Levett (Chair), Kate Aspinwall (Vice-Chair), Val Bryant, Sam Collins, Tony Hunter, Jim McNally, Lisa Nash, Sue Ngwala, Adem Ruggiero-Cakir and Claire Strong*
- In Attendance:** *Jeanette Thompson (Service Director - Legal and Community), Rachel Cooper (Controls, Risk and Performance Manager), Jo Dufficy (Service Director - Customers), Chris Jeffery (Customer Service Manager), Helen Rae (Community Health and Wellbeing Team Leader), Gemma Mitchell (Safeguarding Support Officer), Rebecca Coates (Community Protection Manager), Steve Crowley (Service Director - Commercial), Chloe Gray (Commercial Manager), Christopher Robson (Senior Estates Surveyor), Hilary Dineen (Committee, Member and Scrutiny Manager), Anna Gouveia (Committee, Member and Scrutiny Officer) and William Edwards (Committee, Member and Scrutiny Officer)*
- Also Present:** *Councillor Martin Stears-Handscorn (Leader of the Council), Councillor Ian Albert (Executive Member for Finance and IT), Councillor Judi Billing (Executive Member for Community Development), Councillor Elizabeth Dennis-Harburg (Executive Member for Recycling and Waste Management), Councillor Keith Hoskins (Executive Member for Enterprise and Co-operative Development), Councillor Helen Oliver (Deputy Executive Member for Enterprise and Co-operative Development)*

50 WELCOME AND REMOTE/PARTLY REMOTE MEETINGS PROTOCOL SUMMARY

Audio recording - 16 seconds

The Chair welcomed everyone to this Overview and Scrutiny Committee meeting that was being conducted with Members and Officers at various locations, communicating via audio/video and online. There was also the opportunity for the public and press to listen to and view proceedings.

The Chair invited the Committee, Member and Scrutiny Officer to explain how proceedings would work and to confirm that Members and Officers were in attendance.

The Committee, Member and Scrutiny Officer undertook a roll call to ensure that all Members, Officers and registered speakers could hear and be heard and gave advice regarding the following:

Extracts from the Remote/Partly Remote Meetings Protocol were included with the agenda and the full version was available on the Council's website which included information regarding:

- Live Streaming;
- Noise Interference;
- Rules of Debate;
- Voting; and
- Part 2 Items

Members were requested to ensure that they were familiar with the Protocol.

The Chair of the Overview and Scrutiny Committee, Councillor David Levett started the meeting proper.

51 APOLOGIES FOR ABSENCE

Audio recording – 4 minutes 42 seconds

Apologies for absence were received from Councillors Terry Hone and Tom Tyson.

Having given due notice Councillor Morgan Derbyshire advised that he would be substituting for Councillor Terry Hone.

52 NOTIFICATION OF OTHER BUSINESS

Audio recording – 4 minutes 59 seconds

There was no other business notified.

53 CHAIR'S ANNOUNCEMENTS

Audio recording – 5 minutes 4 seconds

- (1) The Chair welcomed those present at the meeting, especially those who had attended to give a presentation;
- (2) The Chair advised that, in accordance with Council Policy, the meeting would be audio recorded as well as filmed. The audio recordings would be available to view on Mod.gov and the film recording via the NHDC YouTube channel.
- (3) The Chair 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.

54 PUBLIC PARTICIPATION

Audio recording – 5 minutes 30 seconds

There were no presentations by members of the public.

55 URGENT AND GENERAL EXCEPTION ITEMS

Audio recording – 5 minutes 34 seconds

The Chair advised that he had agreed, as Chair of Overview and Scrutiny Committee, that an urgent report regarding Business Rate Pooling be considered by Cabinet.

56 CALLED-IN ITEMS

Audio recording – 5 minutes 51 seconds

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

57 RESOLUTIONS OF THE OVERVIEW AND SCRUTINY COMMITTEE

Audio recording – 5 minutes 55 seconds

The Committee, Member and Scrutiny Manager presented the report entitled Resolutions of the Overview and Scrutiny Committee and drew attention to the following:

Page 9 - Commercial Update

The Service Director - Commercial would be presenting the Commercial Update at this evening's meeting.

Page 9 - Devolution and Recovery

The Managing Director had advised that the White Paper regarding Devolution and Recovery had been delayed therefore his attendance before the Committee on this matter would be deferred until a revised timetable was known.

Page 10 – Design SPD

This would now be considered by Cabinet in March so it would come to the Committee at that time.

Page 10 – Waste Routes

Councillor Dennis-Harburg was in attendance at this evening's meeting to discuss waste routes under Item 13 – 2ND Quarterly Performance Against PIs.

RESOLVED: That the report entitled Resolutions of the Overview and Scrutiny Committee be noted.

REASON FOR DECISION: To enable the Overview and Scrutiny Committee to review and comment on actions and feedback received regarding resolutions previously made.

58 OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME

Audio recording – 7 minutes 33 seconds

NB Councillor Val Bryant joined the meeting at 7.38pm

The Committee, Member and Scrutiny Manager presented the report entitled Overview and Scrutiny Committee Work Programme together with the following appendices:

- Appendix A – Work Programme for Future Committee Meetings;
- Appendix B – Forward Plan for 16 November 2020;
- Appendix C – Corporate Peer Challenge Action Plan in regard to the Overview and Scrutiny Committee;
- Appendix D – Current Task and Finish Protocol (March 2016)
- Appendix E – Proposed Task and Finish Group Protocol

and drew attention to the following:

Crime and Disorder Meeting

The Annual Overview & Scrutiny Committee crime and disorder meeting would be held in January. The Committee, Member and Scrutiny Manager asked Members to email her with any subjects that they would like this presentation to focus on.

Task and Finish Group Protocol

The revised Task and Finish Protocol was attached at Appendix E. The Committee, Member and Scrutiny Manager had reviewed Task and Finish Protocols of 10 other authorities and found NHDC's to be extremely comprehensive in comparison. Members were asked to choose which of 3 options of they would prefer for paragraphs 1.10 and 4.2 which referred to the procedure regarding presentation of the Leadership Team's report.

The following Members took part in debate:

- Councillor Kate Aspinwall;
- Councillor Claire Strong;
- Councillor David Levett;
- Councillor Tony Hunter.

Members discussed the benefits of being able to see the Leadership Team's report in advance and having the opportunity to provide comment on it.

Members congratulated the Committee, Member and Scrutiny Manager for her work on the Protocol.

RESOLVED:

- (1) That the report entitled Overview and Scrutiny Committee Work Programme be noted;
- (2) That Members be requested to contact the Chair and the Committee, Member and Scrutiny Manager to advise them of any topics for consideration under the Crime and Disorder agenda item of the January Overview and Scrutiny Committee meeting and that the following subjects be considered:
 - Policing during the Covid-19 pandemic;
 - Domestic violence, particularly in relation to the Covid-19 pandemic;
 - Anti-social behaviour, particularly in relation to the Covid-19 pandemic.
- (3) That Members be requested to inform the Chair and the Committee, Member and Scrutiny Manager of any items to be considered at the Overview and Scrutiny Committee meeting of 19 January 2021 and beyond.
- (4) Councillor David Levett proposed and Councillor Kate Aspinwall seconded that the Task and Finish Protocol attached at Appendix E be approved to include the following paragraphs (as per Option 3):

Paragraph 1.10 to read:

"The report of the Leadership Team will accompany the Task and Finish Group report to Cabinet/Council/Executive Member however the Overview and Scrutiny Committee/Chairman may opt for this report to also be considered by the Overview and Scrutiny Committee at the same time as the Task and Finish Group report."

Paragraph 4.2 to read:

“The Scrutiny Officer will share all drafts of the report with the lead officer. The lead officer will seek the comments of the Leadership Team and prepare a report on their behalf. This report will accompany the Task and Finish Group report to Cabinet/Council/Executive Member however the Overview and Scrutiny Committee/Chairman may opt for this report to also be considered by the Overview and Scrutiny Committee at the same time as the Task and Finish Group report.”

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.

59 ANNUAL REVIEW OF SAFEGUARDING AND PROTECTING CHILDREN AND ADULTS (2019-20)

Audio recording - 23 minutes 11 seconds

Councillor Judi Billing, Executive Member for Community Engagement presented the report entitled Annual Review of Safeguarding and Protecting Children and Adults (2019-20) together with the following appendices:

- Safeguarding Adults at Risk – Action Plan for Recommendations arising from HSAB Self-Assessment Process (September Quarterly Update);
- North Herts District Council Modern Slavery and Human Trafficking Action Plan (Apr 20 to Mar 21).

The Executive Member for Community Engagement informed Members that the report covered the period up to March 2020 when the pandemic started.

The following Members asked questions and took part in discussion:

- Councillor David Levett;
- Councillor Sue Ngwala;
- Councillor Claire Strong

Member discussion included:

- an acknowledgement that the pandemic would affect the reporting and identifying of abuse due to lockdowns and that lower reporting figures might not reflect the real-life situation;
- reporting figures were reviewed monthly at the Police and Crime Commissioner meetings;
- there was a real risk that some safeguarding issues may not be picked up due to the circumstances brought about by lockdowns;
- there was also a risk that older people had suffered from neglect as a result of the pandemic but it was also noted that the pandemic had brought many communities closer together;
- the role of schools and social landlords checking in on people was noted;
- safeguarding training had been very useful and was recommend to all Members.

The Community Health and Wellbeing Team Leader drew attention to the following:

- Section 8.8 of the report looked at the impact of Covid-19 on safeguarding;
- Some analysis had been done comparing the period of April to September 2019 to 2020;

- Referrals for both children and adults for reasons other than domestic abuse had remained static or dropped slightly in 2020;
- It was known that more abuse was taking place within homes as a result of the pandemic conditions;
- Domestic abuse referral rates had risen significantly in 2020;
- Any reduction of referrals was thought to be down to a decrease in contact with professionals so the safeguarding team, in conjunction with Herts County, the Police and all agencies involved, were trying to encourage members of the public to be observant and report any concerns.

Members thanked the Safeguarding Team for their valuable work in safeguarding children and adults in the community.

RESOLVED:

- (1) That 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 be noted;
- (2) That 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 be noted;
- (3) That it be agreed that sufficient and robust processes were in place at NHDC for application and review of safeguarding processes, and that an annual review and presentation to this committee should continue.

REASON FOR DECISIONS: To fulfil the statutory and lawful obligations within the approved budget and officer resources, and to ensure that a regular corporate review exists.

60 INFORMATION NOTE: HALF YEAR UPDATE ON COMMENTS, COMPLIMENTS AND COMPLAINTS (3CS)

Audio recording - 37 minutes 38 seconds

The Leader of the Council presented the Information Note entitled Half Year Update on Comments, Compliments and Complaints (3Cs) together with the following appendices:

- Appendix A – Dashboard;
- Appendix B – Breakdown by Service Area.

He drew attention to the following:

- The number of comments, compliments and complaints during the first six months of the 2020/2021 period which included the pandemic were down on the same period last year;
- The number of complaints had decreased significantly from 446 in the previous period to 233, almost a 50% reduction;
- 58% of complaints related to services delivered by key contractors, while 53% of compliments received related to the same contractors: waste and the leisure centres;
- The percentage of 3Cs resolved within 10 days had improved again (79%) compared to the same period last year, which reflected an increase in monitoring and chasing to accompany the automatic escalations;
- There had been 13 stage 2 complaints and 5 complaints escalated to the Local Government Ombudsman, one of which was upheld relating to Planning and Development as noted in the main report.

The Leader of the Council gave the Committee a verbal report on social media including:

- From April to September 2020, Facebook fans had increased by 1,800 bringing the total number of fans to 4,600. Twitter followers had increased by 701 bringing total followers to 11,000;
- In total, Facebook posts had reached 1.6 million people from April to September;
- Engagement on Twitter had increased. The most popular tweet which gained the most likes and retweets was in May 2020 about food and garden waste collections resuming. The post had over 50 likes and 27 retweets;
- On both Twitter and Facebook the most popular inbound message topics (all Facebook comments, Twitter mentions and direct messages) were coronavirus and waste;
- Less posts had been shared on Twitter and Facebook compared to April – September 2019 but engagement was higher suggesting the quality of posts was better;
- Instagram was becoming more popular – by the end of September 2020 NHDC had 1,499 followers, up from 788 at the start of April 2019. The most popular post on Instagram had been an image of the Broadway Gardens fountain with blue water to show support for NHS, care workers and key support workers with 110 likes.

The following Members took part in discussion:

- Councillor David Levett;
- Councillor Martin Stears-Handscorn;
- Councillor Sam Collins;
- Councillor Claire Strong.

Member discussion included:

- There had been an increase in the number of people watching the Council's YouTube videos;
- The number of views on the YouTube Channel was higher than the number of members of the public who had attended meetings in person;
- The possibility of continuing to live-stream meetings from the Council Chamber after the pandemic was being actively explored;
- The lockdown had meant that more people were looking for information on social media;
- The Council needed to remain mindful of reaching those who did not have access to social media;
- A Task and Finish Group for Community Engagement was due to be initiated as part of the Committee's forward work programme;
- The Waste Task and Finish Group was scheduled for February 2021, however it was noted that the waste team was currently under a lot of pressure which may cause some delay.

RESOLVED: That the Information Note entitled Half Year Update on Comments, Compliments and Complaints (3Cs) and appendices be noted.

REASON FOR DECISIONS: To update the Committee on the first six months performance of 2020/21 regarding the Comments, Compliments and Complaints (3Cs) received for the Council and the contractors that provide services on the Council's behalf.

61 PRIORITIES FOR THE DISTRICT - KEY PROJECTS HALF YEAR MONITORING

Audio recording – 50 minutes 57 seconds

The Leader of the Council introduced the report entitled 2ND Quarter Monitoring Report on Key Projects for 2020-21 together with the following appendix:

- Appendix A – 2nd Quarter Monitoring against Key Projects for 2020/2021

He drew attention to the following:

- It was the last week of the Local Plan examination hearings, after which the deliberations of the Planning Inspector would be awaited;
- There would be one or two further sessions in the new year related to particular items.

The Controls, Risk and Performance Manager gave an update and drew attention to the following:

- The status of the 14 projects could be seen on page 72;
- There were 9 projects with Green Status, 3 Amber, 1 Completed and 1 Pending (the Churchgate project);
- The full list of projects was attached at Appendix A;
- The crematorium (paragraph 8.5) was showing as Amber status, the hearing had been changed to an inquiry to be held on 22nd February 2021. A barrister had been appointed and the Statement of Common Ground was being prepared.

The following Members took part in discussion:

- Councillor David Levett;
- Councillor Claire Strong.

Comments from Members included:

- The Brexit Project Board was meeting regularly;
- The Museum Storage Solution project had been ongoing for a long time.

The Service Director – Commercial confirmed that the Museum Storage Solution project was on target within the programme of work which had been set out.

RESOLVED: That delivery against the key projects for 2020/21 be noted.

REASON FOR DECISIONS: To enable achievements against the key projects for 2020/21 to be considered.

62 2ND QUARTERLY PERFORMANCE AGAINST PIs

Audio Recording – 57 minutes 06 seconds

The Controls, Risk and Performance Manager presented the report entitled 2020/21 Quarter 2 PI Data and drew attention to the following:

Summary

The summary showed that there were 6 red indicators. This was mainly due to the impacts of Covid-19.

RES 1 – Electricity and gas energy consumption (kWh)

This indicator continued to remain green although this was due to the District Council Office only being partly used during the pandemic.

MI P&R 001 – Percentage of raised sales invoices due for payment that have been paid

This indicator remained red. Recovery processes had been relaxed in order to support customers during the Covid-19 lockdown. Collection rates continued to increase each month.

The Leadership Team and Corporate Debt Management Group continued to monitor the debt closely.

BV 10 – Percentage of NNDR collected in year

There were indications that some businesses continued to struggle which would have an ongoing negative effect on collection rates.

REG 2 - Rate of homelessness prevention and relief

Rates were much improved on this time last year due to the hard work of officers reflecting the government's 'Everyone In' initiative, however this had an impact on the number of households living in temporary accommodation (LI 035a).

REG 3 – Percentage of Environmental Health programmed inspections completed

This indicator was red. Formal food inspections had resumed at a much reduced level due to businesses being shut down but it was unlikely that the target would be achieved by year end.

MI LI 015 – Number of visits to leisure facilities

This was a red indicator with August and September figures lower than expected in the recovery plan. Following the second lockdown, officers were working with SLL to discuss the implications for the recovery plan.

NI 191 – Kg residual waste per household and NI192 – Percentage of household waste sent for reuse, recycling and composting

These indicators were red and it was thought that these figures would be unlikely to recover by the end of the year.

The Controls, Risk and Performance Manager advised that a report would be taken to Cabinet in January with proposed changes to targets in-year to reflect the current position caused by the pandemic. The Overview and Scrutiny Committee would be given the chance to review the report and make recommendations to Cabinet at its January meeting.

The following Members took part in debate and asked questions:

- Councillor David Levett;
- Councillor Claire Strong.

Comments from Members included:

- There was some concern over how meaningful any revised targets could be due to the uncertainty caused by the pandemic;
- It was hoped that the pre-pandemic targets could be re-instated in future.

In response to questions the Controls, Risk and Performance Manager advised:

- The intention was to make the scrutiny more meaningful by adjusting the targets;
- In keeping the same targets, the PIs would remain at red status and not reflect the progress being made.

Members noted the Shared Internal Audit Service (SIAS) report dated November 2020 concerning performance indicators.

Members were reminded to challenge the performance data, which was now circulated one month in advance of each Overview and Scrutiny Committee meeting, to ensure that the relevant Executive Members or officers could be invited to address the Committee.

The Executive Member for Recycling and Waste Management gave a verbal update on waste routes and advised that a spreadsheet containing the waste routes was available and could be circulated to Members. She advised that an online map had been considered but this would be resource and cost intensive to produce.

The following Members asked questions and took part in debate:

- Councillor Sam Collins;
- Councillor Claire Strong;
- Councillor Kate Aspinwall.

Comments from Members included:

- The matter had been ongoing for some considerable length of time;
- There were areas where waste collections had been repeatedly missed;
- A website page was available where a postcode could be input to find the date of collection;
- Routes had been changed which had made collections more inconvenient for some areas due to traffic congestion;
- The situation had improved over time, but there were still areas where the routes/scheduling could be improved.

RESOLVED:

- That the Quarter 2 Update on Performance against Performance Indicators be noted;
- That the Committee, Member and Scrutiny Manager be requested to circulate the spreadsheet containing waste route map information to the Committee;
- That any Members who were aware of any issues with regard to waste collection routes be requested to inform the Executive Member for Recycling and Waste Management so that this information could be passed on to the contractor;
- That Recommendation No.2 of the Shared Internal Audit Service (SIAS) report dated November 2020 concerning performance indicators, which concerned the role of Overview and Scrutiny Members in challenging performance data, be noted.

RECOMMENDED TO CABINET:

- (1) That Cabinet be requested to consider reviewing the PIs for Environmental Health to allow for the lockdown period where no business was possible;
- (2) That Cabinet be requested to consider revising the PI in relation to usage figures for the leisure centres in line with the revised recovery programme, due to the loss of business caused by the Covid-19 pandemic.

REASON FOR DECISIONS: To update the Committee on the performance indicators as well as other indicators that officers have updated and activated on Pentana Risk.

63 MEMBERS' QUESTIONS

Audio recording – 1 hour 25 minutes 35 seconds

No questions had been submitted.

64 UPDATE OF THE COMMERCIAL DIRECTORATE'S PROGRESS AND FUTURE WORK PROGRAMME

Audio recording – 2 hours 29 minutes 58 seconds

NB This item was discussed after Item 17.

The Committee, Member and Scrutiny Officer undertook a roll call to ensure that all present could hear and be heard.

The Executive Member for Enterprise and Co-operative Development presented the report entitled Update of the Commercial Directorate's Progress and Future Work Programme.

The following Members took part in the debate and asked questions:

- Councillor Kate Aspinwall;
- Councillor Tony Hunter;
- Councillor Sue Ngwala;
- Councillor David Levett.

Comments from Members included:

- Members were aware of the amount of re-deployment which had taken place within the commercial team during the year due to the pandemic. Even in light of that there had been some significant progress and congratulations were conveyed to the Commercial Team;
- Members' thanks were given to all those across the community and workforce who had taken on extra workload to progress the commercial agenda during the pandemic.

The Service Director - Commercial advised that:

- A lot of work had been done to look at the viability of a Community Lottery and it was thought it should be able to make money as it would be run by a company rather than an officer which had been looked at previously;
- The lottery 'player population' included those of an eligible age to play the lottery and the figure could be confirmed after the meeting;
- The idea of using Think Tanks rather than consultants could usefully be explored;
- An external consultant had been used due to the vacancy in the Commercial Team; this individual had been very effective in the work they had done and had achieved completion of projects and taken many reports to Cabinet;
- Other consultants were only used when required for their specialist skills;
- The team was looking at acquiring assets to improve the financial position as well as disposal.

RESOLVED:

- (1) That the report entitled Update of the Commercial Directorate's Progress and Future Work Programme be noted;
- (2) That the Service Director – Commercial be requested to provide the Committee with the figures for the 'player population' of the Community Lottery;
- (3) That the Service Director – Commercial be requested to consider the potential benefits of using of Think Tanks in the development of future projects.

REASON FOR DECISIONS: To update the Committee on the work of the Commercial Directorate and its Future.

65 EXCLUSION OF PRESS AND PUBLIC

Audio recording – 1 hour 26 minutes 11 seconds

RESOLVED: 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).

66 UPDATE OF THE COMMERCIAL DIRECTORATE'S PROGRESS AND FUTURE WORK PROGRAMME PART II REPORT

This item was considered prior to the Part 1 Item of the same name (Minute 64 refers).

There is no audio recording of this item as it formed part of a private meeting in accordance with Minute 65 above.

The Committee, Member and Scrutiny Officer undertook a roll call to ensure that all present could hear and be heard.

The Executive Member for Enterprise and Co-operative Development presented the Part 2 report entitled Update of the Commercial Directorate's Progress and Future Work Programme.

The following Members took part in debate and asked questions:

- Councillor Claire Strong;
- Councillor Helen Oliver;
- Councillor Terry Hone;
- Councillor Sam Collins;
- Councillor Keith Hoskins;
- Councillor Kate Aspinwall;
- Councillor Sue Ngwala.

The Service Director – Commercial responded to the questions asked by Members.

RESOLVED: That the report entitled Update of the Commercial Directorate's Progress and Future Work Programme Part II Report be noted.

REASON FOR DECISION: To update the Committee on the work of the Commercial Directorate and its Future.

The meeting closed at 10.14 am

Chair

RESOLUTIONS OF THE OVERVIEW AND SCRUTINY COMMITTEE

COMMITTEE RESOLUTIONS

REF	RESOLUTION	RESPONSE/OUTCOME	STATUS
	Recycling and Waste		
Sept 18 Min 37 (4)	<p>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>(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>	To be included within the Task & Finish Scope	In progress
Mar 19 Min 11 (2)	That the Scrutiny Officer be requested to ask Group Leaders for nominations to a Task and Finish Group review of the Waste Contract.	<p>The Committee, Member and Scrutiny Officer has contacted Group Leaders asking for Panel Members and Chairs for the 2 proposed T&F Groups.</p> <p>Conservative nominations are awaited.</p>	In progress
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.	<p>The SIAS Report was circulated to Members on 6 September 2019.</p> <p>Drafting of scopes for the Task and Finish Group on the Waste Contract continues to be delayed due to the pressures on both Waste and Committee Officers due to the Covid-19 pandemic. Once Council business is able to</p>	In progress

REF	RESOLUTION	RESPONSE/OUTCOME	STATUS
		return to a more normal structure and pressures are reduced, a draft scope will be prepared	
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;	<p>At the meeting held on 16 June 2020 the Committee discussed the difficulties of effective engagement with other organisations and members of the public regarding this task and finish group under the current circumstances.</p> <p>The effects and impacts of Covid-19 on all services of the Council has resulted in a delay in the ability for officers to prepare and organise Task and Finish Groups.</p> <p>Officers will draft a scope as soon as the business of the Council returns to some normality.</p> <p>The commencement of this task and finish group is likely to be delayed some time.</p>	In progress
Sept 19 Min 38 (3)	That the Task and Finish Group for the Waste Contract be divided into two separate groups: (i) Tender and Contract; (ii) Community Engagement	At the meeting on 16 June the Committee agreed that the scope of the proposed Task and Finish Group on communication in relation to the Waste Contract be widened to encompass Communication and Engagement generally.	In progress
Sept 19 Min 39 (4)	That the Scope for the Task and Finish Group on the Waste Contract be approved by the Chairman of that Task and Finish Group, and the Chairman of the Overview and Scrutiny.	Please see the comments above regarding the preparation of draft scopes.	
June 20 Min 9 (1)	That the Task and Finish Group on the Waste Contract continue to be undertaken, but consideration be given to timing in light of Covid 19 and the need to engage with the community.	Please see the notes above	In Progress
	Task and Finish Group on Community Engagement		
June 20 Min 9 (3)	That the scope of the proposed Task and Finish Group on communication in relation to the Waste Contract be widened to encompass Communication and Engagement generally.	Please see notes above	In progress

REF	RESOLUTION	RESPONSE/OUTCOME	STATUS
	Task and Finish Group Protocol		
June 20 Min 9 (2)	That the Committee, Member and Scrutiny Manager be requested to prepare a proposed Protocol on Task and Finish Reviews, taking into account research and the Peer Challenge report and that it be presented to the Committee as soon as is practicable.	The revised Task and Finish Group Protocol was agreed by the Committee on 8 December 2020	Complete – To be Removed
	STAFF		
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
	PERFORMANCE MONITORING		
Sept 19 Min 44 (2) Page 67	That whilst it had been reported to the Committee that the Local Plan had been marked as complete, following consideration by the Inspector, there was still further work to be prepared. The Controls, Risk and Performance Manager was requested to continue to report to the Overview and Scrutiny Committee on the Local Plan.	This continues to be reported on by the Controls, Risk and Performance Manager	In progress
	COMMERCIAL UPDATE		
Sep 20 Min 42 (2)	That the Service Director – Commercial be requested to attend the Overview and Scrutiny Committee meetings in March and December annually to provide an update	An update from the Service Director Commercial has been scheduled for March and December annually	Complete – To be Removed
	DEVOLUTION AND RECOVERY		
Sep 20 Min 42 (3)	That the Managing Director be requested to provide a report and update on Devolution and Recovery at the meeting due to be held on 19 January 2021.	Listed on the Work Programme	Complete – To be Removed
	DRAFT DESIGN SPD		
Sep 20 Min 43	That the Chair of the Overview and Scrutiny Committee and Councillor Sam Collins be requested to consult with the Executive Member for Planning and Transport , the Service Director – Regulatory and the Principal Landscape and Urban Designer to consider strengthening the wording of the document in accordance with the comments made in the body of the Minutes, prior to the Cabinet meeting		

REF	RESOLUTION	RESPONSE/OUTCOME	STATUS
	<p>where the report would be considered.</p> <p>RECOMMENDED TO CABINET:</p> <p>(1) That the Draft Design SPD be amended to take into account the comments made by the Overview and Scrutiny Committee, as detailed in the Minute above;</p> <p>(2) That the Draft Design SPD be amended in line with the outcome of the meeting mentioned in the resolution above;</p> <p>(3) That the consultation period on the Draft Design SPD be extended from the standard 6 weeks.</p>	<p>The Draft Design SPD will now be considered by Cabinet in March 2021 at which point the referral from O&S will be considered</p>	<p>Report back once considered by Cabinet in March 2021</p>
	WASTE ROUTES		
<p>Sep 20 2020</p> <p>Page 68</p>	<p>(2) That the Controls, Risk and Performance Manager be requested to clarify protocols regarding route optimisation and how many routes include collection from roads with schools in at school drop off and collection times.</p> <p>(3) That the Executive Member for Recycling and Waste be requested to attend this Committee to discuss Waste Collection Route Maps and Optimisation.</p>	<p>The Executive Member attended the meeting on 8 December 2020. The link to the waste route maps have been circulated to all Members and Substitutes of the Committee</p>	<p>Complete - To be Removed</p>

OVERVIEW AND SCRUTINY COMMITTEE 19 JANUARY 2021

*PART 1 – PUBLIC DOCUMENT

TITLE OF REPORT: OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME FOR 2020/21

REPORT OF THE COMMITTEE, MEMBER AND SCRUTINY MANAGER

EXECUTIVE MEMBER: NOT APPLICABLE

COUNCIL PRIORITY: BE A MORE WELCOMING AND INCLUSIVE COUNCIL / RESPOND
TO CHALLENGES TO THE ENVIRONMENT / ENABLE AN ENTERPRISING AND CO-
OPERATIVE ECONOMY

1. EXECUTIVE SUMMARY

- 1.1 This report highlights items scheduled in the Overview and Scrutiny Committee's work programme and items that may be considered in 2020/21. It includes details of those items 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 attached as Appendix A and, where appropriate, determines the high level form and timing of scrutiny input.
- 2.2 That the Committee, having considered the Forward Plan attached as Appendix B, suggests a list of items to be considered at its meeting on 9 March 2021 and beyond.
- 2.3 That the Corporate Peer Challenge Action Plan Extract as attached as Appendix C be considered.

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 In line with the recommendation of the Corporate Peer Challenge 2020 Executive Members are invited to present reports that fall under their remit and to make presentations on specific issues that the Committee wish to consider.
- 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 at each meeting and direction is sought from the Committee on the items they wish adding. Appendix A contains the work programme for 2020/2021.
- 8.2 When considering additional topics, their risk assessment and prioritisation will ensure that the most appropriate items are taken forward to the work programme.

Forward Plan

- 8.3 The Forward Plan for 7 December 2020 is attached at Appendix B for consideration.

Corporate Peer Challenge

- 8.4 The Committee agreed at the meeting held on 14 July 2020 that the actions regarding the Overview and Scrutiny Committee included in the Corporate Peer Challenge Action Plan be appended to all future reports in order to:

- Act as an aide memoire when considering the work programme;
- Consider any actions that need further work;
- Assess the effectiveness of changes made.

- 8.5 The Committee is asked to consider the Action Plan and any updates provided at Appendix C.

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 16 November 2020
- 15.3 Appendix C – Corporate Peer Challenge Action Plan in regard to the Overview and Scrutiny Committee

16. CONTACT OFFICERS

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17. BACKGROUND PAPERS

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

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PROGRAMME FOR FUTURE COMMITTEE MEETINGS 2020-21

19 January 2021	Crime and Disorder Matters Resolutions Report Work Programme RIPA Annual Review New PIs for 2020/21 Priorities for the District – Key Projects 2020/21
9 March 2021	Resolutions Report Work Programme Annual Report 3rd Quarter PIs 3rd Quarter Key projects Commercial Update (March Annually)
	To be Scheduled. Invitations to: Settle & LEP Commercial Update (December Annually) Devolution & Recovery White Paper Update (Once White Paper is published)

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NORTH HERTFORDSHIRE DISTRICT COUNCIL

Forward Plan of Key Decisions - 7 December 2020

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, Member and Scrutiny Services on (01462) 474655 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
RISK MANAGEMENT UPDATE (14.08.20)		Cabinet	15 Dec 2020		Rachel Cooper, Controls, Risk and Performance Manager rachel.cooper@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6
INVESTMENT STRATEGY (CAPITAL AND TREASURY) MID-YEAR REVIEW 2020/21 (14.08.20)		Cabinet	15 Dec 2020		Ian Couper, Service Director - Resources ian.couper@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6
SECOND QUARTER REVENUE MONITORING 2020/21 (14.08.20)		Cabinet	15 Dec 2020		Ian Couper, Service Director - Resources ian.couper@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6
ANNUAL REVIEW OF RISK MANAGEMENT FRAMEWORK (12.11.20)		Cabinet	15 Dec 2020		Rachel Cooper, Controls, Risk and Performance Manager rachel.cooper@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
COMMUNITY LOTTERY (12.11.20)		Cabinet	15 Dec 2020		Steve Crowley, Service Director - Commercial steve.crowley@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6
COVID-19 LEISURE CONTRACTS RECOVERY (12.11.20)		Cabinet	15 Dec 2020		Louise Randall, Leisure Contracts Manager louise.randall@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6
LAND AT HITCHIN ROAD, WESTON (12.11.20)		Cabinet	15 Dec 2020		Peter Lapham, Interim Property Consultant peter.lapham@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6
FUTURE PROPOSALS FOR HARNWOOD HOUSE, HITCHIN (12.11.20)		Cabinet	15 Dec 2020		Peter Lapham, Interim Property Consultant peter.lapham@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6
DRAFT REVENUE BUDGET 2021/22 (16.11.20)		Cabinet	15 Dec 2020		Ian Couper, Service Director - Resources ian.couper@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6
AMENDMENTS TO THE COUNCIL'S PROCUREMENT STRATEGY (14.10.20)		Cabinet	26 Jan 2021		Isabelle Alajooz, Legal Commercial Team Manager isabelle.alajooz@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6
LOCAL PLAN - FURTHER MODIFICATIONS (16.09.20)		Cabinet	26 Jan 2021		Nigel Smith, Strategic Planning Manager nigel.smith@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
NORTH HERTFORDSHIRE CONSERVATION AREAS SUMMARY REPORT (14.10.20)		Cabinet	26 Jan 2021		Helen Leitch, Principal Landscape and Urban Designer Helen.Leitch@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6
COMMUNITY FACILITIES CAPITAL PROJECTS FUNDS CRITERIA REVIEW (14.10.20)		Cabinet	26 Jan 2021		Reuben Ayavoo, Policy and Community Engagement Manager reuben.ayavoo@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6
REVENUE BUDGET 2021/22 (14.10.20)		Cabinet	26 Jan 2021		Ian Couper, Service Director - Resources ian.couper@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6
CLIMATE CHANGE STRATEGY UPDATE (14.10.20)		Cabinet	26 Jan 2021		Reuben Ayavoo, Policy and Community Engagement Manager reuben.ayavoo@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6
COMMUNITY ASSET TRANSFER (07.12.20)		Cabinet	26 Jan 2021		Christopher Robson, Senior Estates Surveyor christopher.robson@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6
BALDOCK, BYGRAVE AND CLOTHALL NEIGHBOURHOOD PLAN (07.12.20)		Cabinet	26 Jan 2021		Clare Skeels, Senior Planning Officer clare.skeels@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
DRAFT DESIGN SPD (15.08.20)		Cabinet	23 Mar 2021		Helen Leitch, Principal Landscape and Urban Designer Helen.Leitch@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6
2021/2022 PERFORMANCE MANAGEMENT MEASURES (12.11.20)		Cabinet	23 Mar 2021		Rachel Cooper, Controls, Risk and Performance Manager rachel.cooper@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6
RISK MANAGEMENT UPDATE (12.11.20)		Cabinet	23 Mar 2021		Rachel Cooper, Controls, Risk and Performance Manager rachel.cooper@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6

EXTRACT OF ITEMS ON THE CORPORATE PEER CHALLENGE ACTION PLAN THAT RELATE TO THE OVERVIEW AND SCRUTINY COMMITTEE

		Recommendation	Action	Led by	Timescale	Update
ONGOING ACTIONS						
28	Organisational Leadership and Governance	Peers understand that the full performance report is sent to councillors one month before O&S to provide the opportunity for requesting the appropriate lead executive member and officer to attend O&S to be accountable for questioning. This opportunity has never been requested and should be used in order to strengthen the debate and challenge at O&S.	Agreed. Chair of Overview and Scrutiny to remind committee members of this opportunity	Members of Overview and Scrutiny Committee Controls, Risk and Performance Manager	Ongoing	Members receive the Performance Indicator report one month before the meeting. Members are reminded to contact the Controls, Risk and Performance Manager at least 2 week prior to the meeting date if they wish a particular indicator to be considered in more detail
54	Overview and Scrutiny Committee	Future meetings would benefit from taking a longer-term view of the key issues for the district (not just focussing on the next immediate meeting), fewer, more targeted agenda items, and be focused on key areas informed by performance reports and a forward work plan. Fewer agenda items will support more allocated time for meaningful scrutiny and related debate.	Agreed. To be taken forward as part of the training for the committee members	Chair and vice chair of O+S Scrutiny support	Ongoing	The Committee to bear this in mind when considering the work programme

56	Overview and Scrutiny Committee	It is recommended that all O&S members undertake formal training to ensure a robust base of skills and expertise can be deployed in the O&S environment.	Formal scrutiny training has previously been provided to the Committee, but given changes to committee membership agree it makes sense to put in place further training and ensure that any new members receive training in the future	Chair and Vice Chair of O+S Scrutiny support Member training champions	Pending	
57	Overview and Scrutiny Committee	Use the task and finish programme to support early engagement and involvement with policy making.	Agreed. To be taken forward by the Leader (on behalf of Cabinet) and Chair and vice chair of Overview and Scrutiny, to discuss work programme	Leader Chair and Vice Chair of O+S Scrutiny support	Ongoing	The Chair and Vice-Chair have met with the Leader. The Chair to provide an update
58	Overview and Scrutiny Committee	It is recommended that finish times should be agreed in the constitution and meetings end promptly at those times. There was a concern around individual personal effectiveness, accessibility, external public perception and health & safety / personal welfare of both members and officers from such excessively long and late meetings.	<p>Moving meeting times is not supported politically at the current time due to concerns it may dissuade people with caring responsibilities from standing to be Councillors.</p> <p>Alternative of allowing officers to attend meetings virtually from home to be explored</p> <p>A 'guillotine' provision on committee meetings is not supported politically at the current time due to concerns it might stifle debate. It is proposed that this is considered once the other recommendations have been</p>	Service Director Legal and Community Member training champions	Pending	

			<p>implemented regarding work programme, training and chairing of meetings to establish whether it remains an issue or has been resolved by other action.</p> <p>Training is provided to Chairs and Vice Chairs, but this could be reviewed to ensure that Chairs and Vice Chairs are able to confidently manage meetings to ensure they proceed in a timely manner</p>			
59	Overview and Scrutiny Committee	Peers recommend clarification of the governance arrangements between O&S and cabinet panels.	Proposal to Full Council to clarify relationship	Group Leaders Monitoring Officer	Annual Council (May/June 2020)	
60	Overview and Scrutiny Committee	Ensure the O&S forward work plan includes scrutiny of external partners and contractors as a contribution to the leadership of 'place'.	Agreed as recommendation	Chair and Vice Chair of O+S Scrutiny support	Immediate & Ongoing	The Committee have identified two partner organisations. Further work is needed to consider the format and timing.
COMPLETED ACTIONS						
27	Organisational Leadership and Governance	The peer team were surprised that only low / negative PI's were debated at O&S and those reports were shared publicly. Publishing positive performance alongside	Agreed. Reports will reflect this going forwards	Chair and Vice Chair Overview and Scrutiny Committee Controls, Risk and Performance Manager		The Controls, Risk and Performance Manager is now presenting the complete report to the Committee.

		amber and red performance would provide the public with a rounded summary of performance, allowing NHDC to outwardly celebrate what is being delivered to agreed performance levels.				This can now be marked as complete
53	Overview and Scrutiny Committee	Executive members should lead at O&S and be visibly accountable for decisions and performance.	Agreed as recommendation	Executive Members	Immediate	Executive Members are now presenting reports under their remit This can now be marked as complete
55	Overview and Scrutiny Committee	The current membership of O&S was considered to be too large and would benefit from reducing from 15 members to 11 or 9.	Proposal to Full Council to reduce Committee size to 12	Group Leaders Monitoring Officer	Annual Council (May/June 2020)	The Committee membership was reduced from 16 to 12 at Annual Council on 4 June 2020 This can now be marked as complete

OVERVIEW & SCRUTINY 19 JANUARY 2021

PART 1 – PUBLIC DOCUMENT

TITLE OF REPORT: REGULATION OF INVESTIGATORY POWERS ACT ('RIPA') ANNUAL REVIEW

REPORT OF: LEGAL REGULATORY TEAM MANAGER & DEPUTY MONITORING OFFICER

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

COUNCIL PRIORITY: BUILD THRIVING AND RESILIENT COMMUNITIES

1. EXECUTIVE SUMMARY

- 1.1 This Report updates on the Council's current use of RIPA and reports on the annual policy review.

2. RECOMMENDATIONS

- 2.1. That the content of the report be noted by Committee.

3. REASONS FOR RECOMMENDATIONS

- 3.1. To comply with best practice guidance and the Committee's terms of reference.

4. ALTERNATIVE OPTIONS CONSIDERED

- 4.1. None.

5. CONSULTATION WITH RELEVANT MEMBERS AND EXTERNAL ORGANISATIONS

- 5.1. None.

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 Council is required to have arrangements and a RIPA Policy in place. The current one was last approved by Cabinet in June 2020 (updated together with the Social Media in Investigations Policy¹).

- 7.2. The Social Media in Investigations Policy was slightly updated at the time to reflect the use of open (not covert) enforcement Facebook pages. Only one page being partially implemented for the Community Safety team. The account is not live as yet and will only be live once compliant with data protection requirements
- 7.3. Members should note the Council has not used surveillance powers or accessed communications data for some time, lastly noted in **2011**.
- 7.4. The Shared Anti-Fraud Service ('SAFs') does, however, utilise such powers and these are regulated through Herts County Council's processes. External training was nevertheless arranged for enforcement officers and authorising officers in January 2020 from ActNow and in August 2020 from the Nafn (National Anti-Fraud Network), to keep officers up to date.
- 7.5. Members will also note that in accordance with good practice guidelines Members receive quarterly updates on the use of any powers via the Member Information Service.

8. RELEVANT CONSIDERATIONS

- 8.1 There are no ongoing authorisations.

9. LEGAL IMPLICATIONS

- 9.1. The Regulation of Investigatory Powers Act 2000 ("RIPA") enables local authorities to carry out certain types of surveillance activity, as long as specified procedures are followed. The information obtained as a result of surveillance operations can be relied upon in court proceedings providing RIPA is complied with. The Investigatory Powers Act 2016 ("IPA") is the main legislation governing the acquisition of communications data. The information obtained as a result of these acquisitions can also be relied upon in court proceedings providing IPA is complied with. Full details of the RIPA requirements and compliance are set out in the Policy, with relevant documents and guidance document available to relevant officers via the intranet should they consider it necessary to use these powers.
- 9.2. The Overview and Scrutiny Committee's Terms of Reference in the Council's Constitution at paragraph 6.2.7(r) states that it shall be entitled to consider reports relating to the authority's use of the Regulation of Investigatory Powers Act (2000) (RIPA).

10. FINANCIAL IMPLICATIONS

- 10.1. There are no financial implications arising from this Report.

11. RISK IMPLICATIONS

- 11.1. It is important that the Council continues to operate in accordance with RIPA to ensure that it is able to effectively manage its reputational risk whilst also exercising its legitimate evidence gathering powers in connection with enforcement activity.

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. The contents of this report do not directly impact on equality, in that it is not making proposals that will have a direct impact on equality of access or outcomes for diverse groups.

13. SOCIAL VALUE IMPLICATIONS

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

14. ENVIRONMENTAL IMPLICATIONS

- 14.1. There are no known Environmental impacts or requirements that apply to this report

15. HUMAN RESOURCE IMPLICATIONS

- 15.1 The officer involvement required to comply with these statutory obligations are factored into service plans and work plans. Further training is in the process of being arranged relating to the use of communications data in investigations and application process by SAFs with relevant officers.

16. APPENDICES

- 16.1 None – although see link to Cabinet papers and Policies reviewed as set out above.

<https://democracy.north-herts.gov.uk/ieListDocuments.aspx?CId=133&MId=2401&Ver=4>

<https://democracy.north-herts.gov.uk/ieListDocuments.aspx?CId=134&MId=2431&Ver=4>

17. CONTACT OFFICERS

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18. BACKGROUND PAPERS

- 18.1 Policy documents referred to above and previous Cabinet reports.

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**CABINET
26 JANUARY 2021**

***PART 1 – PUBLIC DOCUMENT**

TITLE OF REPORT: PROPOSED AMENDMENTS TO PERFORMANCE MANAGEMENT MEASURES FOR 20/21

REPORT OF: REPORT OF THE SERVICE DIRECTOR - RESOURCES

EXECUTIVE MEMBER: LEADER OF THE COUNCIL

NEW COUNCIL PRIORITY: BE A MORE WELCOMING AND INCLUSIVE COUNCIL / BUILD THRIVING AND RESILIENT COMMUNITIES / RESPOND TO CHALLENGES TO THE ENVIRONMENT / ENABLE AN ENTERPRISING AND CO-OPERATIVE ECONOMY / SUPPORT THE DELIVERY OF GOOD QUALITY AND AFFORDABLE HOMES

1. EXECUTIVE SUMMARY

To present the proposed amendment to performance indicators (PIs) and associated targets for 2020/21 which were agreed by Executive Members in conjunction with the relevant Service Directors.

2. RECOMMENDATIONS

- 2.1. That Cabinet considers and formally approves the proposed amendments to the PIs and any associated targets that will continue to be monitored throughout 2020/2021 by Overview & Scrutiny

3. REASONS FOR RECOMMENDATIONS

- 3.1. To ensure that Performance Monitoring is effective and reflects the current national situation.

4. ALTERNATIVE OPTIONS CONSIDERED

- 4.1. The current targets could be retained; however, this will mean that performance monitoring in these areas will not reflect the true position of progress in these areas given that the Council is currently responding to and seeking to recover from, the Covid-19 pandemic.

5. CONSULTATION WITH RELEVANT MEMBERS AND EXTERNAL ORGANISATIONS

- 5.1. All Service Directors were sent PI setting templates for 2020/21, to complete in association with the Executive Members. This is the process agreed by Cabinet on 26 July 2016 following a task and finish group on the performance monitoring process.
- 5.2. A revised PI setting template was completed by the Service Directors to reflect the changed position due to Covid-19.
- 5.3. The proposal was taken to the meeting of the Overview and Scrutiny Committee on 8 December 2020 as part of the Performance monitoring update.

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 & Scrutiny Committee has received quarterly reports on the Council's performance against a range of performance indicators. It is also able to request presentations from Executive Members on their service area, where performance of the service can be monitored and challenged in detail.
- 7.2. As part of the Corporate Business Planning Process, the performance measures to be collected and any associated targets are reviewed prior to the start of the next financial year. Service Directors and Service Managers undertake the review in conjunction with Executive Members.
- 7.3. The unprecedented actions taken by the Government in response to the Covid19 Pandemic has had a dramatic impact on the Council's on-going ability to achieve targets set at the beginning of the year. In order to ensure that Performance Monitoring is effective, it is important that the Council has the agility to change targets to allow appropriate comparisons to be made.
- 7.4. Throughout 2020, the Environmental Health team in addition to their resources being fully committed to managing the Covid-pandemic, have been unable to carry out planned inspections due in part to the full lockdown during Q1, and the ongoing nationally imposed restrictions covering most of the target organisations during Q2. For most of this year, the Food Standards Agency had instructed that in order to restrict the burden on food businesses, food inspections were not to take place, and when this restriction was lifted in mid-September, inspections had to follow full Covid-19 risk mitigation measures meaning that fewer than 10% of the inspections due could be carried out. The pre-pandemic target set for the year has become entirely unachievable and continuing to monitor against it, would provide no benefit. As such, given the resource commitment to the pandemic and future workload associated with the EU transition, it is proposed to report the achieved performance as an information only indicator for the remainder of 2021. .

- 7.5. The leisure facilities reopened on 20 July 2020 with social distancing measures in place. The Government instigated new national restrictions from 5 November 2020 until 2 December 2020 and further restrictions from the 20 December 2020, which included the closure of leisure facilities. The forced closures completely removed the ability to achieve the target set at the beginning of the year. Operationally, current usage levels are now being compared with the targets specified in the agreed recovery plan, as this provides a more realistic view of progress, rather than the targets set at the beginning of the year. Following the third lockdown in December, Officers have been working with SLL to assess the implications for the current recovery plan. Reporting on progress against the agreed recovery plan would provide more effective scrutiny of the effectiveness of measures taken.

8. AMENDED PERFORMANCE MEASURES

- 8.1. The indicators listed in Table 1 are the proposed amendments to be made for the 2020/21 Monitoring year.

Table 1 –Amendments to Performance Indicators proposed for 20/21

	Description	Current Target For 20/21	Proposed Target For 20/21	Comments
MI LI015	Number of visits to leisure facilities	1,530,000	205,440	The target is set with the assumption that the centres will reopen in March 2021. However, if the facilities do not reopen in March the target will be reduced to 162,950.
REG3	Percentage of Environmental Health programmed inspections completed	95.0%	For information only, no target	Given the current resource commitment to the pandemic and future commitments to the EU transition this PI is for reporting purposes only.

9. LEGAL IMPLICATIONS

- 9.1.1 There are no direct legal implications arising from this report. The Cabinet has remit (other than those functions specifically reserved to Full Council) under its Terms of Reference to:
- Prepare and agree to implement policies and strategies, and
 - Oversee the provision of all the Councils services.
- This report seeks to confirm the provision and targets for such service matters to be agreed by Cabinet.

10. FINANCIAL IMPLICATIONS

- 10.1 There are no direct financial implications arising from this report. The reduction in the visits to leisure facilities impacts the income that SLL can generate and creates additional costs for the Council. The additional costs will be monitored through the quarterly budget monitoring process, and separate reports to Cabinet and Council.

11. RISK IMPLICATIONS

- 11.1 There are no direct risk implications arising from this report. Risks to service delivery, and hence to performance levels, are reviewed and captured on Pentana, the Council's performance and risk management software.

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 Performance reporting provides a means to monitor whether the Council is meeting the stated outcomes of the district priorities, its targets or delivering accessible and appropriated services to the Community to meet different people's needs.

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 There are no additional human resource implications

15. APPENDICES

None

16. CONTACT OFFICERS

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17. BACKGROUND PAPERS

None

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