

NORTH HERTFORDSHIRE DISTRICT COUNCIL



3 September 2021

Our Ref Overview and Scrutiny
Committee/14.09.21
Contact. Committee Services
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To: Members of the Committee: Councillors David Levett, Daniel Allen, Kate Aspinwall, Tony Hunter, Nigel Mason, Jim McNally, Ian Moody, Lisa Nash, Sue Ngwala, Carol Stanier, Claire Strong and Terry Tyler

Substitutes: Councillors Clare Billing, Ruth Brown, Morgan Derbyshire, Terry Hone, Gerald Morris, Sam North and Kay Tart

NOTICE IS HEREBY GIVEN OF A

MEETING OF THE OVERVIEW AND SCRUTINY COMMITTEE

to be held in the

**COUNCIL CHAMBER, DISTRICT COUNCIL OFFICES, GERON
ROAD, LETCHWORTH GARDEN CITY**

On

TUESDAY, 14TH SEPTEMBER, 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	
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 - 22 JUNE 2021 AND 13 JULY 2021 To take as read and approve as a true record the minutes of the meetings of the Committee held on: <ul style="list-style-type: none">• 22 June 2021; and• 13 July 2021.	(Pages 5 - 24)
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 including:
- Community Lottery New Policies; and
 - Allocation of Homelessness Funding.
- 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. PRESENTATION FROM SETTLE**
To receive a presentation from Settle concerning the provision of rented social housing.
- 10. RESOLUTIONS OF THE OVERVIEW AND SCRUTINY COMMITTEE** (Pages 25 - 26)
REPORT OF THE COMMITTEE, MEMBER AND SCRUTINY MANAGER

To consider the outcome of Overview and Scrutiny Committee resolutions.
- 11. OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME** (Pages 27 - 42)
REPORT OF THE COMMITTEE, MEMBER AND SCRUTINY MANAGER

To consider the issues that the Overview and Scrutiny Committee plans to review at future meetings and the activities of its sub-groups.
- 12. QUARTER 1 2021/22 PERFORMANCE AGAINST PERFORMANCE INDICATORS** (Pages 43 - 50)
REPORT OF THE CONTROLS, RISK AND PERFORMANCE MANAGER

To consider the Quarter 1 2021/22 update on performance against PIs.
- 13. 1ST QUARTER MONITORING REPORT ON KEY PROJECTS FOR 2021/22** (Pages 51 - 66)
REPORT OF THE CONTROLS, RISK AND PERFORMANCE MANAGER

To consider the quarterly update on progress of key projects to support delivery of the Council Plan 2020 – 2024.
- 14. CUSTOMER SERVICE STRATEGY** (Pages 67 - 80)
REPORT OF THE CUSTOMER SERVICE MANAGER

To consider the Customer Service Strategy and Customer Care Standards prior to consideration by Cabinet.
- 15. MEMBERS' QUESTIONS**
To receive and respond to any questions from Members either set out in the agenda or tabled at the meeting.