

NORTH HERTFORDSHIRE DISTRICT COUNCIL



3 December 2021

Our Ref Overview and Scrutiny Committee/14
December 2021
Contact. Committee Services
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To: Members of the Committee: Councillors David Levett (Chair), Daniel Allen (Vice-Chair), David Levett, Daniel Allen, Kate Aspinwall, Mike Hughson, Tony Hunter, Nigel Mason, Jim McNally, Ian Moody, Lisa Nash, 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 DECEMBER, 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 - 14 SEPTEMBER 2021 To take as read and approve as a true record the minutes of the meeting of the Committee held on the 14 September 2021.	(Pages 5 - 12)
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. RESOLUTIONS OF THE OVERVIEW AND SCRUTINY COMMITTEE** (Pages 13 - 14)
REPORT OF THE COMMITTEE, MEMBER AND SCRUTINY MANAGER
To consider the outcome of Overview and Scrutiny Committee resolutions.
- 10. OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME** (Pages 15 - 28)
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.
- 11. INTEGRATED PERFORMANCE MANAGEMENT** (Pages 29 - 34)
REPORT OF THE SERVICE DIRECTOR – RESOURCES
- 12. Q2 PERFORMANCE INDICATORS 2021-22** (Pages 35 - 44)
REPORT OF THE CONTROLS, RISK AND PERFORMANCE MANAGER
An update on performance to the end of September 2021.
- 13. PROGRESS AGAINST PROJECTS TO SUPPORT THE COUNCIL PLAN** (Pages 45 - 60)
REPORT OF THE CONTROLS, RISK AND PERFORMANCE MANAGER
To receive update on progress against projects to support delivery of the Council Plan in the last quarter.
- 14. COMMENTS, COMPLIMENTS AND COMPLAINTS HALF YEAR REPORT** (Pages 61 - 68)
REPORT OF THE CUSTOMER SERVICE MANAGER
To receive a half year update on the 3Cs data from April to September 2021.
- 15. COMMERCIAL UPDATE** (Pages 69 - 76)
REPORT OF THE SERVICE DIRECTOR – COMMERCIAL
To receive an update on the progress of the Commercial Directorate and set out plans for the future work programme.
- 16. EXCLUSION OF PRESS AND PUBLIC**
To consider passing the following resolution:

That under Section 100A of the Local Government Act 1972, the Press and Public be excluded from the meeting on the grounds that the following report will involve the likely disclosure of exempt information as defined in Paragraphs 3 of Part 1 of Schedule 12A of the said Act (as amended).
- 17. COMMERCIAL UPDATE - PART 2** 77 - 86
REPORT OF THE SERVICE DIRECTOR – COMMERCIAL
To receive an update on the progress of the Commercial Directorate and set out plans for the future work programme.

18. MEMBERS' QUESTIONS

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