

26/08/22

Our Ref. Overview and Scrutiny Committee/6/09/22
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To: Members of the Committee: David Levett (Chair), Val Bryant (Vice Chair), Adam Compton, Alistair Willoughby, Carol Stanier, Claire Strong, Ian Moody, Nigel Mason, Phil Weeder, Raj Bhakar, Tamsin Thomas and Tony Hunter

Substitutes: Councillors Kay Tart, Lisa Nash, Morgan Derbyshire, Sean Nolan, Simon Bloxham, Terry Hone and Terry Tyler

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**

On

TUESDAY, 6TH SEPTEMBER, 2022 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
<p>1. APOLOGIES FOR ABSENCE Members are required to notify any substitutions by midday on the day of the meeting.</p> <p>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.</p>	
<p>2. MINUTES - 12 JULY 2022 To take as read and approve as a true record the minutes of the meeting of the Committee held on the 12 July 2022.</p>	(Pages 5 - 10)
<p>3. 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.</p> <p>The Chair will decide whether any item(s) raised will be considered.</p>	
<p>4. 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.</p>	
<p>5. PUBLIC PARTICIPATION To receive petitions, comments and questions from the public.</p>	
<p>6. 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.</p>	
<p>7. CALLED-IN ITEMS To consider any matters referred to the Committee for a decision in relation to</p>	

a call-in of decision. At the time of printing the agenda, no items of business had been called-in.

8. MEMBERS' QUESTIONS

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

9. PRESENTATION FROM THE LOCAL ENTERPRISE PARTNERSHIP (LEP)

To receive an update from the Local Enterprise Partnership (LEP) regarding the projects and work they have ongoing in the district.

10. RESOLUTIONS OF THE OVERVIEW AND SCRUTINY COMMITTEE (Pages
REPORT OF THE COMMITTEE, MEMBER AND SCRUTINY MANAGER 11 - 12)

To consider the outcome of Overview and Scrutiny Committee resolutions.

11. Q1 COUNCIL DELIVERY PLAN UPDATE (Pages
REPORT OF THE SERVICE DIRECTOR – RESOURCES 13 - 36)

To report progress on delivering the Council Delivery Plan for 22-23 at the end of Quarter 1.

12. COUNCIL PLAN AND PRIORITIES 2022-27 (Pages
The report details the Council Plan as agreed at Council in September 2021. 37 - 52)
There are no proposed changes to the objectives or themes of the Plan in this report and it has been provided at the request of Overview & Scrutiny Members for consideration.

13. FULL YEAR UPDATE ON COMPLIMENTS, COMMENTS AND COMPLAINTS (3CS) 2021-2022 (Pages
INFORMATION NOTE OF THE CUSTOMER SERVICE MANAGER 53 - 62)

To provide an update on the full year (21/22) performance regarding Comments, Compliments and Complaints (3Cs) for the Council and the contractors that provide services on the Council's behalf.

14. 3CS POLICY UPDATE (Pages
REPORT OF THE CUSTOMER SERVICE MANAGER 63 - 82)

Proposed amendments to the Comments, Compliments and Complaints (3Cs) policy, based on experiences, learning and discussions since the last policy review in 2019.

15. 2022 - 27 COMMUNITY CONSULTATION STRATEGY (Pages
To outline the Council's proposed approach to community consultation and engagement for the five-year period from 2022 - 2027 83 - 96)

16. 2022 DISTRICT WIDE SURVEY (Pages
To advise the Overview and Scrutiny Committee of the key findings and action points arising from the 2022 District Wide Survey. 97 - 114)

17. UPDATE OF THE ENTERPRISE DIRECTORATE WORK PROGRAMME - PART 1 (Pages
REPORT OF THE SERVICE DIRECTOR – ENTERPRISE 115 - 122)

To provide the committee with an update on the progress of the Enterprise Directorate as set out in the departments work programme

18. EXCLUSION OF PRESS AND PUBLIC

To consider passing the following motion:

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

19. UPDATE OF THE ENTERPRISE DIRECTORATE WORK PROGRAMME - PART 2 123 -
REPORT OF THE SERVICE DIRECTOR – ENTERPRISE 128

To provide the committee with an update on the progress of the Enterprise Directorate as set out in the departments work programme.

20. TASK AND FINISH GROUP - COMMUNICATION & ENGAGEMENT (Pages
REPORT OF THE COMMITTEE, MEMBER AND SCRUTINY MANAGER 129 -
144)

To update Members on the progress towards establishing the Task and Finish Group on Communication and Engagement.

21. OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME (Pages
REPORT OF THE COMMITTEE, MEMBER AND SCRUTINY MANAGER 145 -
156)

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