

NORTH HERTFORDSHIRE DISTRICT COUNCIL

DECISION SHEET

Meeting of the Overview and Scrutiny Committee held in the Council Chamber, District Council Offices, Gernon Road, Letchworth on Tuesday, 6th September, 2022 at 7.30 pm

1 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Ian Moody, who was substituted by Councillor Terry Hone.

2 MINUTES - 12 JULY 2022

RESOLVED: That the minutes of the meeting held on the 12 July 2022 be approved as a true record of proceedings and signed by the Chair.

3 NOTIFICATION OF OTHER BUSINESS

There was no other business notified.

4 CHAIR'S ANNOUNCEMENTS

- (1) The Chair advised that, in accordance with Council Policy, the meeting would be audio recorded.
- (2) 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.
- (3) The Chair highlighted a change to the agenda order and advised that Agenda Items 18 and 19 would be taken ahead of Item 17. Following the conclusion of Item 19, the Committee would return to Part 1 and take Items 17, 20 and 21.
- (4) The Chair placed on record his thanks to William Edwards, who was soon leaving the post of Committee, Member and Scrutiny Manager.

5 PUBLIC PARTICIPATION

There was no public participation.

6 URGENT AND GENERAL EXCEPTION ITEMS

There had been no urgent or general exception items.

7 CALLED-IN ITEMS

There were no Called-In Items.

8 MEMBERS' QUESTIONS

There were no questions submitted by Members.

9 PRESENTATION FROM THE LOCAL ENTERPRISE PARTNERSHIP (LEP)

A presentation was received from Lucy Gravatt, Director of Partnerships and Communications at Hertfordshire LEP, and following this a question and answer session was held.

10 RESOLUTIONS OF THE OVERVIEW AND SCRUTINY COMMITTEE

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

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

11 Q1 COUNCIL DELIVERY PLAN UPDATE

RECOMMENDED TO CABINET:

- (1) That Cabinet notes the progress against Council projects as set out in the Council Delivery Plan (Appendix A) including changes to milestone dates and risks.
- (2) That Cabinet confirms the completion of one of the Council projects.
- (3) That Cabinet confirms the addition of two new Council projects, which are the Shared Prosperity Fund and Churchgate.

RESOLVED:

- (1) That the Overview & Scrutiny Committee commented on the Council Delivery Plan Quarter 1 monitoring report.
- (2) That Overview and Scrutiny Committee determine any project that they want to receive more detail on as part of the next monitoring report.

REASON FOR DECISIONS: The Council Delivery Plan (CDP) monitoring reports provide Cabinet with an opportunity to monitor progress against the key Council projects, and understand any new issues, risks or opportunities.

12 COUNCIL PLAN AND PRIORITIES 2022-27

RESOLVED: That the Committee noted that the Council Plan and Priorities remain as stated in the 2022-27 Plan, except the details of projects on pages 8-10 which will now be covered within the Council Delivery Plan.

REASON FOR DECISION: The Council Plan is a key element of the corporate business planning process. As a high-level strategic document it sets out the Council's Priorities. As an overarching policy framework document, it guides and influences the use of Council resources, providing a focus for activities, plans and services the Council provide. There is a need to monitor progress against the priorities laid out in the Plan and the Committee has requested that this is presented to this Committee meeting

13 FULL YEAR UPDATE ON COMPLIMENTS, COMMENTS AND COMPLAINTS (3Cs) 2021-2022

The Customer Service Manager presented the Information Note entitled 'Full Year Update on Compliments, Comments and Complaints (3Cs) 2021-22'.

14 3Cs POLICY UPDATE

RESOLVED: That the Committee noted the report and appendices.

REASONS FOR DECISION:

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- (1) The recommendations are being made to ensure the 3C's policy stays current and reflects learning since the last review date. The policy continues to remain in line with Local Government Ombudsman (LGO) best practice.
- (2) Some of the specific updates and amendments address matters that have arisen for the first time and therefore adding them now helps to ensure the policy is clear for all going forward.
- (3) The updates ensure the Council has a robust policy to refer to when required, and customers are clear on how the policy works

15 2022 - 27 COMMUNITY CONSULTATION STRATEGY

RECOMMENDED TO CABINET: That Cabinet approved the Community Consultation Strategy for the period 2022-27.

REASONS FOR REFERRAL:

- (1) Consultation is critical to demonstrate that the council is committed to engaging with its community, to help shape the direction of future policies, to inform necessary improvement or refinements to services and to ascertain if current approaches to service delivery are meeting the needs of residents.
- (2) Our most recent District Wide Survey (DWS) highlights a decline in resident views since 2019 on how we consult with them. We need to proactively show that we are a council that listens and wants to engage with our residents by successfully implementing our community-facing strategy.
- (3) Increased forms of digital consultation will enable us to reach a wider audience more frequently

16 2022 DISTRICT WIDE SURVEY

RESOLVED:

- (1) That the Overview and Scrutiny Committee commented on and note the key findings and observations from the District Wide Survey.
- (2) That the Overview and Scrutiny Committee noted that the results will be considered by the Leadership Team in conjunction with Executive Members and an action plan produced.

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

17 UPDATE OF THE ENTERPRISE DIRECTORATE WORK PROGRAMME - PART 1

RESOLVED: That the Committee noted the report.

REASON FOR DECISION: The report is following the request of the committee for an update on the progress of the Commercial Directorate work programme and is for information only.

18 EXCLUSION OF PRESS AND PUBLIC

RESOLVED: 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

Details of decisions taken on this item are restricted due to the disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A of Section 200A(4) of the Local Government Act 1972.

20 TASK AND FINISH GROUP - COMMUNICATION & ENGAGEMENT

RESOLVED:

- (1) That the Committee noted the Task and Finish Group Protocol 2020 as attached at Appendix A.
- (2) That the Committee reviewed and commented on the draft scoping document as attached at Appendix B.
- (3) That the Committee endorsed the principles of the review and approved consultation with Group Leaders to appoint members and a Chair for the Task and Finish Group.

REASONS FOR DECISIONS:

- (1) To ensure Members are informed of the agreed protocol for the establishment of Task and Finish Groups and understand the stages of the process including the role of relevant officers.
- (2) To ensure that final scoping document takes into account suggestions from Members and relevant officers.
- (3) To allow Members to be appointed to the Task and Finish Group.

21 OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME

RESOLVED:

- (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) That the Committee, having considered the most recent iteration of the Forward Plan suggests a list of items to be considered at its meetings in the coming civic year.
- (3) That the Corporate Peer Challenge Action Plan Extract as attached as Appendix B be considered.
- (4) That, upon completion of the letting agreement, the Committee should examine the financials behind the Harkness Court project.

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