

9 June 2023

Our Ref Overview and Scrutiny Committee 20 June
2023
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To: Members of the Committee: Councillors Adam Compton (Chair), Val Bryant (Vice Chair),
Matt Barnes, Clare Billing, Mick Debenham, Dominic Griffiths, David Levett, Nigel Mason,
Ian Moody, Ralph Muncer and Daniel Wright-Mason

Substitutes: Councillors Daniel Allen, David Barnard, Raj Bhakar, Sam Collins,
James Denselow, Lisa Nash, Sean Nolan and Mandi Tandi

NOTICE IS HEREBY GIVEN OF A

MEETING OF THE OVERVIEW AND SCRUTINY COMMITTEE

to be held in the

**COUNCIL CHAMBER, DISTRICT COUNCIL OFFICES, GERONON
ROAD, LETCHWORTH, SG6 3JF.**

On

TUESDAY, 20TH JUNE, 2023 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.	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.	
2.	MINUTES - 9 MARCH 2023 To take as read and approve as a true record the minutes of the meeting of the Committee held on the 9 March 2023.	(Pages 5 - 14)
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. The Chair will decide whether any item(s) raised will be considered.	
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.	
5.	PUBLIC PARTICIPATION To receive petitions, comments and questions from the public.	
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.	
7.	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.

- 8. MEMBERS' QUESTIONS**
To receive and respond to any questions from Members either set out in the agenda or tabled at the meeting.
- 9. RESOLUTIONS OF THE OVERVIEW AND SCRUTINY COMMITTEE** (Pages 15 - 16)
REPORT OF THE COMMITTEE, MEMBER AND SCRUTINY MANAGER

To consider the outcome of Overview and Scrutiny Committee resolutions.
- 10. ANNUAL REPORT OF OVERVIEW OF SCRUTINY 2022/2023** (Pages 17 - 26)
REPORT OF THE CHAIR OF THE OVERVIEW AND SCRUTINY COMMITTEE 2022-2023

To consider and comment on the Annual Report of the Overview and Scrutiny Committee 2022-2023, prior to consideration by Council.
- 11. 3C'S FULL YEAR UPDATE 22-23** (Pages 27 - 36)
REPORT OF THE CUSTOMER SERVICE MANAGER

To provide an update on the full year (22-23) performance of Comments, Compliments and Complaints.
- 12. NORTH HERTS PLACE NARRATIVE** (Pages 37 - 62)
REPORT OF THE COMMUNICATIONS MANAGER

An update on the North Herts Place Narrative.
- 13. CORPORATE PEER CHALLENGE REPORT & ACTION PLAN** (Pages 63 - 88)
REPORT OF THE SERVICE DIRECTOR – LEGAL & COMMUNITY

In 2020 the LGA Corporate Peer Challenge (CPC) undertook a review, the review report and Action Plan were agreed through Cabinet on 24 March 2020 and 23 June 2020, respectively.

A follow up review was undertaken by (different) LGA CPC Peers during 2022 and a further LGA Peer Committee Support report was issued in January 2023 (Appendix A). This concentrated on the Overview & Scrutiny and Finance, Audit and Risk Committees and a number of further recommendations have been made. These have been separated out into the Action Plan (Appendix B) with response and proposed actions for the Committees consideration and recommendations to Cabinet.
- 14. Q4 UPDATE ON PROGRESS AGAINST THE COUNCIL DELIVERY PLAN 22-23** (Pages 89 - 122)
REPORT OF THE SERVICE DIRECTOR- RESOURCES

An update on the projects, risks and performance indicators linked to delivery of the Council Plan for 22-23
- 15. WASTE SHARED SERVICE: CLIENT TEAM AND CORPORATE SUPPORT ARRANGEMENTS** (Pages 123 - 166)
REPORT OF THE SHARED SERVICE MANAGER

A report on the Waste Shared Service - Client team and Corporate Support Arrangements.

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 Paragraph 3 of Part 1 of Schedule 12A of the said Act (as amended).

B

17. AN UPDATE OF THE ENTERPRISE DIRECTORATE'S WORK

PROGRAMME

REPORT OF THE SERVICE DIRECTOR - ENTERPRISE

167 -
170

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

18. OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME

REPORT OF THE COMMITTEE, MEMBER AND SCRUTINY MANAGER

(Pages
171 -
178)

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