

30 October 2023

Our Ref Overview and Scrutiny Committee  
7 November 2023  
Contact. Committee Services  
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To: Members of the Committee: 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, GERON  
ROAD, LETCHWORTH, SG6 3JF**

On

**TUESDAY, 7TH NOVEMBER, 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**

<b>Item</b>		<b>Page</b>
<b>1. APOLOGIES FOR ABSENCE</b>	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.	
<b>2. MINUTES - 12 SEPTEMBER 2023</b>	To take as read and approve as a true record the minutes of the meeting of the Committee held on the 12 September 2023.	(Pages 5 - 12)
<b>3. NOTIFICATION OF OTHER BUSINESS</b>	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.	
<b>4. CHAIR'S ANNOUNCEMENTS</b>	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.	
<b>5. PUBLIC PARTICIPATION</b>	To receive petitions, comments and questions from the public.	
<b>6. URGENT AND GENERAL EXCEPTION ITEMS</b>	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.	
<b>7. CALLED-IN ITEMS</b>	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  
REPORT OF THE SCRUTINY OFFICER 13 - 14)

To consider the outcome of Overview and Scrutiny Committee resolutions.

**10. 3C'S HALF YEAR UPDATE 2023/2024** (Pages  
INFORMATION NOTE OF THE CUSTOMER SERVICE MANAGER 15 - 22)

A half year update for Comments, Compliments & Complaints for 2023/2024.

**11. CALL TO ACCOUNT ON THE HARKNESS COURT REFURBISHMENT** (Pages  
REPORT OF THE SERVICE DIRECTOR - ENTERPRISE 23 - 60)

To provide an account of the Harkness Court refurbishment project.

**12. 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).

**13. PART 2 MINUTES - 20 JUNE 2023** 61 - 62

To take as read and approve as a true record the Part 2 minutes of the meeting of the Committee held on the 20 June 2023.

**14. WASTE, RECYCLING AND STREET CLEANSING CONTRACT SERVICE** 63 - 68  
**DESIGN - PART 2**  
REPORT OF THE SHARED SERVICE MANAGER

Officers are currently undergoing a competitive dialogue procurement and are seeking a decision from Cabinet on further service design options that can be considered in order to achieve the long-term financial sustainability of the service and the Council.

**15. WASTE, RECYCLING AND STREET CLEANSING CONTRACT SERVICE** (Pages  
**DESIGN - PART 1** 69 - 78)  
REPORT OF THE SHARED SERVICE MANAGER

Officers are currently undergoing a competitive dialogue procurement and are seeking a decision from Cabinet on further service design options that can be considered in order to achieve the long-term financial sustainability of the service and the Council.

**16. OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME**  
REPORT OF THE SCRUTINY OFFICER

(Pages  
79 - 98)

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