

24 January 2025

Our Ref Overview and Scrutiny Committee 4  
February 2025  
Contact. Committee Services  
Direct Dial. (01462) 474655  
Email. [committee.services@north-herts.gov.uk](mailto:committee.services@north-herts.gov.uk)

To: Members of the Committee: Councillors Matt Barnes (Chair), Tom Tyson (Vice-Chair),  
Tina Bhartwas, Jon Clayden, Elizabeth Dennis, Ralph Muncer, Louise Peace,  
Martin Prescott, Laura Williams, Claire Winchester, Donna Wright and Daniel Wright-Mason

Substitutes: Councillors David Barnard, Clare Billing, David Chalmers, Emma Fernandes,  
Keith Hoskins, Vijaiya Poopalasingham, Sean Prendergast and Claire Strong

**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, SG6 3JF**

On

**TUESDAY, 4TH FEBRUARY, 2025 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>
<p><b>1. APOLOGIES FOR ABSENCE</b> 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><b>2. MINUTES - 7 JANUARY 2025</b> To take as read and approve as a true record the minutes of the meeting of the Committee held on the 7 January 2025.</p>	(Pages 5 - 14)
<p><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.</p> <p>The Chair will decide whether any item(s) raised will be considered.</p>	
<p><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.</p>	
<p><b>5. PUBLIC PARTICIPATION</b> To receive petitions, comments and questions from the public.</p>	
<p><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.</p>	

**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. HEALTH MATTERS**

To receive a presentation from Herts and West Essex Integrated Care Board on dentistry provision in North Herts.

**10. DIGITAL TRANSFORMATION PROGRAMME UPDATE  
INFORMATION NOTE OF THE CUSTOMER & DIGITAL SERVICES  
MANAGER**

(Pages  
15 - 34)

To provide a brief presentation on the Council's digital transformation programme to date.

**11. OVERVIEW AND SCRUTINY WORK PROGRAMME  
REPORT OF THE SCRUTINY OFFICER**

(Pages  
35 - 52)

This report highlights items scheduled in the work programme of the Overview and Scrutiny Committee for the 2024-25 civic year. It also includes items that have not yet been assigned to a specific meeting of the Committee.

**12. OVERVIEW AND SCRUTINY DECISIONS AND MONITORING  
REPORT OF THE SCRUTINY OFFICER**

(Pages  
53 - 58)

To consider the outcome of Overview and Scrutiny Committee resolutions, decisions and referrals.