

30 May 2025

Our Ref Overview and Scrutiny Committee 10 June 2025
Contact. Committee Services
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To: Members of the Committee: Councillors Claire Winchester (Chair), Jon Clayden (Vice-Chair), Tina Bhartwas, Sadie Billing, Cathy Brownjohn, David Chalmers, Elizabeth Dennis, Dominic Griffiths, Ralph Muncer, Martin Prescott, Paul Ward and Daniel Wright-Mason

Substitutes: Councillors Sam Collins, Sarah Lucas, Caroline McDonnell,
Vijaiya Poopalasingham 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, GERNON
ROAD, LETCHWORTH GARDEN CITY, SG6 3JF**

On

TUESDAY, 10TH JUNE, 2025 AT 7.30 PM

Yours sincerely,

Jeanette Thompson
Director – Governance

****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 - 11 MARCH 2025 AND 6 MAY 2025	To take as read and approve as a true record the minutes of the meeting of the Committee held on the 11 March 2025 and 6 May 2025.	(Pages 5 - 26)
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. INFORMATION NOTE - FULL YEAR PERFORMANCE UPDATE ON 3CS 24/25 (Pages 27 - 40)
INFORMATION NOTE OF THE CUSTOMER AND DIGITAL SERVICES MANAGER

This information note is to provide an update on the full year (24/25) performance regarding the Comments, Compliments and Complaints (3C's) for the Council the and the contractors that provide services on the Council's behalf. This briefing accompanies the 3C's dashboard at Appendix A, and the breakdown of the 3C's by service and type at Appendix B.

10. INFORMATION NOTE - MOBILISATION OF WASTE CONTRACT UPDATE (Pages 41 - 54)
INFORMATION NOTE OF THE SHARED SERVICE MANAGER – WASTE MANAGEMENT

At the meeting of Cabinet on 9 July 2024 the Council agreed to award the new waste, recycling and street cleansing contract to Veolia UK Ltd. This contract has subsequently been mobilised with the contract beginning on 4 May 2025. Service changes as part of the new contract are due to commence on 4 August 2025.

11. OVERVIEW AND SCRUTINY ANNUAL REPORT 2024-25 (Pages 55 - 68)
REPORT OF THE SCRUTINY OFFICER

Annual Report of work undertaken by the Overview and Scrutiny Committee for the Civic Year 2024/25.

12. OVERVIEW AND SCRUTINY WORK PROGRAMME (Pages 69 - 90)
REPORT OF THE SCRUTINY OFFICER

This report highlights items scheduled in the work programme of the Overview and Scrutiny Committee for the 2025-26 civic year. It also includes items that have not yet been assigned to a specific meeting of the Committee.