

NORTH HERTFORDSHIRE DISTRICT COUNCIL

DECISION SHEET

**Meeting of the Overview and Scrutiny Committee held in the Council Chamber, District Council Offices, Gernon Road, Letchworth Garden City, SG6 3JF
on Tuesday, 10th June, 2025 at 7.30 pm**

1 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Dominic Griffiths and Ralph Muncer.

Having given due notice, Councillor Matt Barnes substituted for Councillor Griffiths.

2 MINUTES - 11 MARCH 2025 AND 6 MAY 2025

RESOLVED: That the Minutes of the Meetings of the Committee held on 11 March 2025 and 6 May 2025 be approved as a true record of the proceedings and be 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 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 advised that for the purposes of clarification clause 4.8.23(a) of the Constitution does not apply to this meeting.
- (4) The Chair reminded Members of the adopted North Herts Scrutiny Charter and the need to ensure that the meeting was conducted with independence, initiative and integrity. The full Charter was available to Members via the Scrutiny Intranet pages.

5 PUBLIC PARTICIPATION

There was no public participation at this meeting.

6 URGENT AND GENERAL EXCEPTION ITEMS

No urgent or general exception items were received.

7 CALLED-IN ITEMS

There have been no called-in items.

8 MEMBERS' QUESTIONS

No questions had been submitted by Members.

9 INFORMATION NOTE - FULL YEAR PERFORMANCE UPDATE ON 3CS 24/25

Councillor Val Bryant, as Executive Member for Customer Experience, presented the information note entitled 'Full Year Update on Comments, Compliments and Complaints (3C's) 24/25', which was followed by a verbal update from the Customer and Digital Services Manager on the current performance of the Customer Service Centre, following which Members asked questions.

10 INFORMATION NOTE - MOBILISATION OF WASTE CONTRACT UPDATE

Councillor Amy Allen, as Executive Member for Environment, presented the information note entitled 'Update on Mobilisation of Waste Collection and Street Cleansing Contract', following which Members asked questions.

11 OVERVIEW AND SCRUTINY ANNUAL REPORT 2024-25

RECOMMENDED TO COUNCIL: That the Overview and Scrutiny Committee considered and commented on the Annual Report of the Overview and Scrutiny Committee 2024/25 as attached at Appendix A.

REASON FOR RECOMMENDATION: To enable the Overview and Scrutiny Committee to consider and comment on the report of the Chair of the Overview and Scrutiny Committee regarding the work of the Committee in the 2024/2025 Civic Year prior to consideration by Council.

12 OVERVIEW AND SCRUTINY WORK PROGRAMME

RESOLVED:

- (1) That the Committee prioritises 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, as attached at Appendix B, suggest a list of items to be considered at its meetings in the coming civic year.
- (3) That the Corporate Peer Challenge Action Plan as attached at Appendix C be considered.

REASONS FOR DECISIONS:

- (1) To allow the Committee to set a work programme which provides focused Member oversight, encourages open debate and seeks to achieve service improvement through effective policy development and meaningful policy and service change.
- (2) The need to observe Constitutional requirements and monitor the Forward Plan for appropriate items to scrutinise remains a key aspect of work programming.