

1 June 2026

Our Ref Overview and Scrutiny Committee 9 June
2026
Contact. Committee Services
Direct Dial. (01462) 474655
Email. committee.services@north-herts.gov.uk

To: Members of the Committee: Councillors Jon Clayden (Chair), Claire Winchester (Vice-Chair), Sadie Billing, David Chalmers, Elizabeth Dennis, Dominic Griffiths, Nigel Mason, Caroline McDonnell, Ralph Muncer, Martin Prescott, Paul Ward and Daniel Wright-Mason

Substitutes: Councillors Matt Barnes, Sam Collins, Sarah Lucas, Bryony May, Steven Patmore, 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, GERONON
ROAD, LETCHWORTH, SG6 3JF**

On

TUESDAY, 9TH JUNE, 2026 AT 7.30 PM

Yours sincerely,

Isabelle Alajooz
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 - 24 MARCH 2026	To take as read and approve as a true record the minutes of the meeting of the Committee held on the 24 March 2026.	(Pages 5 - 20)
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 3C'S 25/26

(Pages
21 - 30)

INFORMATION NOTE OF THE CUSTOMER & DIGITAL SERVICES MANAGER

This information note is to provide an update on the full year (25/26) performance regarding the Comments, Compliments and Complaints (3C's) for the Council and the contractors that provide services on the Council's behalf. This briefing note accompanies the 3C's dashboard at Appendix A, and the breakdown of 3C's by service and type at Appendix B.

10. 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 Paragraphs 3 and 4 of Part 1 of Schedule 12A of the said Act (as amended).

11. CHURCHGATE REGENERATION PROJECT UPDATE & NEXT STEPS - PART 2

31 - 34

REPORT OF THE DIRECTOR – ENTERPRISE

To provide an update on the project progress so far, and report on suggested next steps and milestones in preparation for the Cabinet decision in June and Full Council decision in July.

12. CHURCHGATE REGENERATION PROJECT UPDATE & NEXT STEPS - PART 1

(Pages
35 - 40)

REPORT OF THE DIRECTOR – ENTERPRISE

To provide an update on the project progress so far, and report on suggested next steps and milestones in preparation for the Cabinet decision in June and Full Council decision in July.

13. LOCAL GOVERNMENT REORGANISATION FUNDING

(Pages
41 - 46)

REPORT OF THE DIRECTOR – RESOURCES

To seek agreement on how the LGR funding will be allocated, including decision making processes.

- 14. ANNUAL REPORT OF THE OVERVIEW AND SCRUTINY COMMITTEE 2025/26** (Pages 47 - 60)
REPORT OF THE CHAIR OF THE OVERVIEW AND SCRUTINY COMMITTEE 2025/26

To consider the annual report of the Overview and Scrutiny Committee regarding the 2025/2026 Civic Year.

- 15. OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME 2026/27** (Pages 61 - 76)
REPORT OF THE SCRUTINY OFFICER

This report highlights items scheduled in the work programme of the Overview and Scrutiny Committee for the 2026-27 Civic Year. It also includes items that have not yet been assigned to a specific meeting of the Committee.