

OVERVIEW AND SCRUTINY COMMITTEE
11 DECEMBER 2018

***PART 1 – PUBLIC DOCUMENT**

**TITLE OF REPORT: RESOLUTIONS OF THE OVERVIEW AND SCRUTINY
COMMITTEE**

REPORT OF THE ACTING SCRUTINY OFFICER

Please refer to the attached schedule detailing the outcomes of the resolutions of the
Overview and Scrutiny Committee.

RESOLUTIONS OF THE OVERVIEW AND SCRUTINY COMMITTEE: AS AT 11 DECEMBER 2018

SECTION 1: COMMITTEE RESOLUTIONS

Ref	Resolution	Response/Outcome	Status as at 21.11.2018
Min 111 Mar 17	Resolutions Report: Task & Finish Groups That Chairman be authorised to look into the issue of actions taken following Task and Finish Groups and report back to this Committee on her conclusions.	Pending training delivery.	Training delivery taking place in Dec 2018 & Feb 2019
Min 16 June 17	Work Programme That the Chairman, Chief Executive and Scrutiny Officer be requested to develop the outline for a workshop that would enable Members to identify issues and topics for discussion at future meetings of this Committee	This is covered in the December training session which looked at scrutiny work methods and delivering scrutiny outcomes.	Complete Dec 18
Min 31 July 17	Resolutions Report for July 2017 That the Chairman of the Overview and Scrutiny Committee meet with the Leader of the Council and the Chief Executive to discuss holding an externally facilitated workshop for all members of the Overview and Scrutiny Committee and Cabinet to ascertain effective methods of Overview and Scrutiny that result in added value and impact on decisions.	A workshop with Overview and Scrutiny and Cabinet is being arranged for February 2019.	Arrangements made for Feb 2019.
Jul 18 Min 27	Resolutions Report for July 2018 That the Temporary Scrutiny Officer be requested to canvass the Members of this Committee in order to ascertain the most appropriate date for the Centre of Public Scrutiny training course.	The training has been arranged for 11/12/18, prior to the Dec Overview & Scrutiny Committee.	Complete – Dec 18
Min 32 July 17	Work Programme That all planned Task and Finish Groups be deferred until after the planned workshop on effective methods of Overview and Scrutiny (Minute 31 refers) has been held.	See above – Minute 111 and Minute 16	See above
Jul 18 Min 24	Comments, Compliments and Complaints (3Cs) That the Executive Member for Customer Services be	The Executive Member for Customer Services	Complete Dec 18.

Ref	Resolution	Response/Outcome	Status as at 21.11.2018
(1)	requested to consider obtaining the right technology to ensure that comments, compliments and complaints made via social media, as well as those received by other methods, are able to be analysed, progressed and recorded effectively;	has been sent this resolution.	
Jul 18 Min 24 (2)	Comments, Compliments and Complaints (3Cs) That the Customer Services Manager be requested to review the NHDC website pages regarding complaints and update it as necessary.	The Customer Services Manager plans to complete a full review by the end of October 2018, but in the meantime has located the reference to a fax on the NHDC website page and had it removed.	In progress
Jul 18 Min 28 (3)	Work Programme That the Waste Contract Scope be finalised and agreed by the scoping group in consultation with the Chairman of the Overview and Scrutiny Committee;	The timing and process for agreeing the Waste Contract Scope to be agreed by the Committee, following publication of the SIAS review (see Sept 18, Min 37).	In progress
Jul 18 Min 28 (4)	Work Programme That, in place of the proposed Task and Finish Group on Consultation, the Temporary Scrutiny Officer be requested to facilitate a meeting of Councillors Sam Collins, Steve Deakin - Davies and Sue Ngwala and the Communications Manager to discuss the Consultation Strategy and the Citizens Panel and that those Councillors be requested to report back to the Overview and Scrutiny Committee once the work is completed.	The Communications Manager emailed the nominated Councillors with 5 date options in Nov 18 for this meeting. She did not receive a response from Cllr Sue Ngwala and Cllr Sam Collins. Confirmation is sought on whether the Committee still wish involvement with this?	In progress
Jul 18 Min 28 (5)	That the group considering the Consultation Strategy and Citizens Panel (see 4 above), be requested to take into consideration the Interim Review of that Strategy (see Minute 25(3))	This will be included in the above meeting.	In progress
Sept 18 Min 37 (4)	Waste Contract (1) That a Task and Finish type review of the waste contract be undertaken shortly following the publication of the SIAS review of the service; (2) That the following issues be referred to the Task and Finish review mentioned in (1) above:	(1) The SIAS review of the service is due to take place in the early months of 2019. (2) To be included within the Task & Finish Scope, see Min 28 (3).	Pending following the SIAS review in January 19 In progress

Ref	Resolution	Response/Outcome	Status as at 21.11.2018
	<p>(i) Why a decision was made to mobilise the contract in an unreasonable timescale;</p> <p>(ii) Why, when there was such a short mobilisation period, was a decision made to make major changes to the service in what were already challenging circumstances, rather than delay the implementation of changes to the service for one year;</p> <p>(iii) Why sufficient staff resources were not made available prior to implementation of the contract;</p> <p>(iv) What happened when high volumes of calls were received in terms of systems and staff;</p> <p>(v) Consider the differences between area where the service worked well and those where the service was poor.</p> <p>(3) That the Service Manager- Waste be requested to publish details of the statistics regarding reports of missed bins and calls made regarding this and communicate the details publicly;</p> <p>(4) That the Service Manager Waste be requested to develop a communication strategy that includes Members that ensures they are kept updated on a regular basis and enables them to bring issues to the attention of Urbaser and/or the waste team;</p>	<p>(3) A Waste Project Update is now included within the Controls, Risk & Performance Manager's Performance monitoring reports</p> <p>(4) Resolution sent to the Service Manager Waste for comment; awaiting reply.</p>	<p>In progress</p> <p>In progress</p>
Sept 18 Min 37 (4)	(1) That all efforts are made to ensure that staff resources within NHDC are sufficient to meet the needs of the service;	Response from Cabinet on 25/09/18: That all efforts be made to ensure that staff resources within NHDC are sufficient to meet the needs of the service;	Complete – Dec 18
Sept 18 Min 37 (4)	(2) That a plan demonstrating the actions to be taken in order to bring the Waste and Recycling Service to a "business as usual" status be published and communicated publicly;	Response from Cabinet on 25/09/18: That a plan demonstrating the actions to be taken in order to bring the Waste and Recycling Service to a "business as usual" status be published and communicated publicly;	Complete – Dec 18

Ref	Resolution	Response/Outcome	Status as at 21.11.2018
Sept 18 Min 37 (4)	(3) That Cabinet confirm that a contingency plan detailing what will happen should the current contract continue to underperform is in place;	Response from Cabinet on 25/09/18: That it be confirmed that a Business Continuity Plan is in place.	Complete – Dec 18

SECTION 2: RECOMMENDATIONS OF TASK AND FINISH GROUPS

Ref	Resolution	Response/Outcome	Status as at 24.05.2018
Min 50 Sept 15	<p>Task and Finish Group on the Commercialisation of Council Services</p> <p>The Task and Finish Group made 9 recommendations which were considered by Cabinet on 10 November 2015. Its recommendations were:</p> <ol style="list-style-type: none"> 1. The Council should appoint a senior commercial manager to lead and coordinate its commercial activities; and to identify and develop new commercial opportunities. 2. The Council should appoint a high level commercial board comprised of councillors, officers and others with commercial experience. The board can advise the Cabinet about the feasibility of commercial opportunities and review the performance of existing ones. 3. The Council should pursue income generation opportunities where it has the skills, experience and resources to do so. These should be compatible with the Council's strategic objectives, and at a level of risk which would not threaten the Council's core services in the event of an enterprise's failure. 4. The Council should explore the possibilities of property investment as a means of generating revenue. 5. The Council should use the expertise of its strategic partners to help manage its property portfolio. 6. The Council should review its assets register to understand whether any of them could be used for property development or other commercial purposes. 7. Commercial activities should bear the true cost - but no more than that – of any support they receive from the Council. 8. The Council should review its training programmes for senior and other key staff to include more commercial training, networking and mentoring activities. 9. The Council should have a scheme that recognises officers who make useful commercialisation proposals or make significant contributions to their success. 	<p>The newly appointed Service Director Commercialisation has been tasked with developing a Commercialisation Strategy.</p> <p>It is suggested that Members of the Overview and Scrutiny Committee consider adding the scrutiny of this Strategy to their work programme.</p>	<p>Complete - 12 June 2018</p> <p>Members consider the scrutiny of this Strategy as part of the 2018/19 work programme</p>

