

**OVERVIEW AND SCRUTINY COMMITTEE
19 MARCH 2019**

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 06 MARCH 2019

SECTION 1: COMMITTEE RESOLUTIONS

Ref	Resolution	Response/Outcome	Status as at 06.03.19
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.	Training session delivered by CfPS on 26.02.19	Training delivery complete
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 26 February 2019.	Complete March 19
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	Training delivery complete
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 – awaiting update
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).	Pending following the SIAS review in January 19
Jul 18 Min 28	Work Programme That, in place of the proposed Task and Finish Group on	The Communications Manager emailed the	In progress –

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<p>(4)</p> <p>Jul 18 Min 28 (5)</p>	<p>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.</p> <p>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))</p>	<p>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?</p> <p>This will be included in the above meeting.</p>	<p>awaiting Members response</p> <p>In progress</p>
<p>Sept 18 Min 37 (4)</p>	<p>Waste Contract</p> <p>(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;</p> <p>(2) That the following issues be referred to the Task and Finish review mentioned in (1) above:</p> <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</p>	<p>(1) The SIAS review of the service is due to take place in the early months of 2019.</p> <p>(2) To be included within the Task & Finish Scope, see Min 28 (3).</p> <p>(3) A Waste Project Update is now included within the Controls, Risk & Performance</p>	<p>Pending following the SIAS review in January 19</p> <p>In progress</p> <p>Complete – Dec 18</p>

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	<p>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>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>Jan 19 Min</p>	<p>The Committee requested a copy of the information presented by the Herts Constabulary officers and to be circulated to O&S Members.</p>	<p>In progress</p>	<p>In progress</p>
<p>Jan 19 Min</p>	<p>(3) That the Scrutiny Officer add the RIPA policy to the work programme.</p> <p>(4) That the Legal Regulatory Team Manager check whether an annual report would meet the requirements of the IPCO audit.</p>	<p>RIPA remains on the work programme</p> <p>In progress</p>	<p>Complete March 19</p>
<p>Jan 19 Min</p>	<p>(3) That Members inset a new section of the forthcoming revision to the Council's Statement of Community Involvement (SCI) which advised developers of major development sites to consider the issue of construction management and to engage with the wide community at the earliest possible stage in their development plans and preparations.</p>	<p>In progress</p>	
<p>Jan 19 Min</p>	<p>(1) That the Committee recommend the North Hertfordshire District Council Commercial Strategy 2019-23 to Cabinet for adoption subject to the inclusion of amended requirements on wider input into Commercial activities.</p>	<p>Cabinet's response agreed at their meeting on : That Cabinet adopts the proposed North Hertfordshire District Council Commercial Strategy 2019-23, subject to the inclusion of the following paragraph to section 4 page 17 of the Commercial Strategy:</p> <p><i>'As set out in paragraph 2.2 of Section 3 above, all new initiatives will be fully explored and robustly challenged and if the outline business case demonstrates the initiative is worth</i></p>	<p>Complete March 19</p>

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		<p><i>pursuing a detailed business case will be produced. The business case will be presented to the relevant committee to seek approval (Cabinet or the Shareholder Sub-Cabinet) and will have clear timeframes and outputs. If the proposal is approved, these outputs will be measured against and reported to Members, either through the quarterly financial updates or through regular monitoring against the business plan as set out in the Council's Constitution.'</i></p> <p>ii. That the Executive Member for Finance and IT work with the Chairman of Overview and Scrutiny to ensure the areas of concern regarding governance are addressed.</p> <p>iii. That a meeting be arranged between the Service Director – Commercial, the Chairman of Overview and Scrutiny, Executive Member for Finance and IT and Legal Services to discuss the concerns of the Overview and Scrutiny Committee.</p> <p>iv. That the Leader of Council ensure that there is a clear reference within the Corporate Plan to commercialisation.</p>	<p>In progress</p> <p>Meeting held 26.02.19</p> <p>In progress</p>

SECTION 2: RECOMMENDATIONS OF TASK AND FINISH GROUPS

Ref	Resolution	Response/Outcome	Status as at 06.03.19
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>Presentation of strategy from Commercial Director at Jan 19 Committee</p>