

**OVERVIEW AND SCRUTINY COMMITTEE
4 JUNE 2019**

***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 17 MAY 2019

SECTION 1: COMMITTEE RESOLUTIONS

Ref	Resolution	Response/Outcome	Status as at 17.05.19
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	Complete February 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.	Task and Finish Groups agreed to recommence during March 19 Committee	Complete March 19
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 has now completed a review of the NHDC web pages.	Complete June 19
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
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 – awaiting Members response. See Mar 19, Min 13 (4)
Jul 18 Min 28	That the group considering the Consultation Strategy and Citizens Panel (see 4 above), be requested to take into	This will be included in the above meeting.	In progress

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(5)	consideration the Interim Review of that Strategy (see Minute 25(3))		
Sept 18 Min 37 (4)	<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 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>(1) The SIAS review of the service took place in March 19. Waste Manager emailed 15.05.19 for update on whether SIAS findings are available now.</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 Manager's Performance monitoring reports</p> <p>(4) The Service Manager- Waste is planning on issuing out regular updates via the MIS. The first update will be in 31/05/19 issue</p>	<p>In progress</p> <p>In progress</p> <p>Complete – Dec 18</p> <p>In progress</p>

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Jan 19 Min	The Committee requested a copy of the information presented by the Herts Constabulary officers and to be circulated to O&S Members.	Inspector Lilley advised they are unable to provide a copy of the information they presented by reviewed and amended the minutes on their item which was circulated to O&S members on 15.05.19	Complete – June 19
Jan 19 Min	(4) That the Legal Regulatory Team Manager check whether an annual report would meet the requirements of the IPCO audit.	The Legal Regulatory Team Manager has received confirmation from the Investigatory Powers Commissioner's Office that quarterly updates via MIS, with an annual report to the committee would be in line with the codes of practice. Going forward the quarterly IPCO updates will be issued via MIS, with only the annual report/review of Policy being brought to committee.	Complete – March 19
Jan 19 Min	(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.	This will be incorporated by officers in the revised SCI. The statement is expected to go to Cabinet in December 19.	In progress
Jan 19 Min	(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.	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: <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 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</i>	Complete March 19

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		<p><i>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>Meeting held 26.02.19 and briefing note circulated 01.04.19</p> <p>Meeting held 26.02.19 and briefing note circulated 01.04.19</p> <p>Meeting held 26.02.19 and briefing note circulated 01.04.19</p>
Mar 19 Min 9 (2)	That the Controls, Risk and Performance Manager be requested to investigate what constitutes "Others" in respect of NI 157e and advise Members of this Committee of her findings.	<p>The following response from the Development and Conservation Manager was emailed to all Overview and Scrutiny Members on 28 March 2019</p> <p>"Others is householder planning applications, listed building consents, trees, adverts, discharge of conditions, prior approvals (basically every consent that is not a planning application)."</p>	Completed 28 March 19

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Mar 19 Min 10 (1)	That, prior to the Cabinet meeting, the Controls, Risk and Performance Manager be requested to identify the outturn figure for the last 3 years.	The figures were emailed to all Overview and Scrutiny Members on 21 Mach 2019	Completed 21 March 2019
Mar 19 Min 10 (2)	That the Service Director – Customers be requested to present the planned policy on debt collection to this Committee at an early stage of development.	Resolution sent to Service Director – Customers on 15.05.19 requesting timeline on when this will be brought to the Committee. The following response was received on 20 May 2019: “I cannot say yet when this will come forward as I need to discuss it with whoever is appointed as the Executive Member before I can move this forward”	In progress
Mar 19 Min 10 (3)	That the Service Director - Customers be requested to present a report regarding the impact of Universal Credit, the Council Tax Reduction Scheme and other benefits to this Committee.	Resolution sent to Service Director – Customers on 15.05.19 requesting timeline on when this will be brought to the Committee.	In progress
Mar 19 Min 11 (2)	That the Scrutiny Officer be requested to ask Group Leaders for nomination to a Task and Finish Group review of the Waste Contract.	In progress following elections.	In progress
Mar 19 Min 11 (3)	That the Scrutiny Officer be requested to identify which Group should chair the next Task and Finish Group review.	In progress following elections.	In progress
Mar 19 Min 13 (2)	That the Scrutiny Officer be requested to schedule a review of the Waste Contract Implementation and draw up a draft scope upon completion of the SIAS audit.	Awaiting a copy of final SIAS audit report. The Service Director – Resources advises that the Committee should be aware of the different roles of FAR and O&S in order to avoid duplication	In progress
Mar 19 Min 13 (3)	That the Service Manager- Waste be requested to send details of the waste collection routes to all Members of the Committee.	Service Manager Waste has been sent the resolution for comment.	A response currently being drafted 17.05.19.

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Mar 19 Min 13 (4)	That the Communications Manager be requested to continue to arrange the planned meeting to discuss the Consultation Strategy.	The Communication Manager has asked that the Committee consider who they would like her to liaise with going forward following the appointment of Committees at Annual Council	In progress
Mar 19 Min 13 (5)	That the Service Manager – Waste be requested to complete the actions in respect of a Communications Strategy for Waste as detailed in Resolution 37 (4) – September 2018	The Service Manager- Waste is planning on issuing out regular updates via the MIS. The first update will be in 31/05/19 issue.	In progress
Mar 19 Min 14 (4)	That the Scrutiny Officer be requested to organise an initial meeting of the Hitchin Town Hall Review Panel to discuss the scope of the review and arrange meeting dates.	Meeting held on 04.04.19	Complete – April 19
Mar 19 Min 14 (5)	That, the proposed Crematorium be placed o the Committee’s Work Programme.	Service Manager Greenspace has acknowledged the request and will prepare an update to be brought to either the July or September Committee. He has requested further guidance on the details the Committee wishes to know.	In progress

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>