

## RESOLUTIONS OF THE OVERVIEW AND SCRUTINY COMMITTEE: 18 JULY 2017

### SECTION 1: COMMITTEE RESOLUTIONS

Ref	Resolution	Response/Outcome	State of Play
Min 92 Feb 17	<p><b>Call in: Green Space Management Strategy</b></p> <p>That the Head of Leisure and Environmental Services be requested to produce a report detailing the steps taken and the progress made in identifying interested groups and organisations to safely provide facilities and present it to this Committee at the meeting due to be held on 18 July 2017;</p> <p>That the Head of Leisure and Environmental Services be requested to produce a report detailing the steps taken and the progress made in identifying interested groups and organisations to safely provide facilities, together with details of play areas that have not attracted any interested groups and would likely close following the deadline of 1 March 2018 and present it to this Committee at the meeting due to be held in March 2018.</p>	<p>This item is on the Committee's agenda for July.</p> <p>Passed to the Head of Leisure and Environmental Services for action.</p>	<p>In hand</p> <p>In hand</p>
Min 98 Mar 17	<p><b>Hitchin Town Hall/North Herts Museum: Presentation by Jacqueline McDonald</b></p> <p>1) That the Scrutiny Officer retain the minute of this item for presentation to the review of the North Hertfordshire Museum and Community Facility at Hitchin Town Hall, which would be undertaken at the completion of the project;</p>	<p>Noted by the Scrutiny Officer</p>	<p>Complete</p>

	(2) That the Executive Member for Community Engagement and Rural Affairs consider the questions posed in the above presentation and provide answers, wherever this is possible without causing detriment to the completion of the project, to this Committee and Ms McDonald.	A response has been sent to Ms McDonald and has also been circulated to the Committee. The response is attached as <b><u>Annex A</u></b> to this report.	Committee to note
Min 103 Mar 17	<p><b>Memoranda Of Understandings with Citizens Advice North Herts, North Herts Centre For Voluntary Services &amp; North Herts Minority Ethnic Forum</b></p> <p>That the Strategic Director of Finance, Policy and Governance be requested to attend the next meeting of this Committee, due to be held on 6 June 2017, to advise the Committee of the amounts of grant funding awarded to Citizens Advice North Herts and from which organisations these grants were awarded;</p> <p>That the Communities Manager be requested to scrutinise the detail of the services provided by each organisation and check whether any of those services could be funded from other funding sources.</p>	These two resolutions will be addressed at the Committee's meeting in July.	In hand
Min 106 Mar 17	<p><b>Performance Management Measures for 2017/18</b></p> <p>That the Chief Executive advise Members of the Committee of the exact percentage of Council Tax collected in year (BV9) and the procedures used to collect outstanding amounts</p>	Passed to the Chief Executive for action	Pending

Min 111 Mar 17	<b>Resolutions Report: Task &amp; Finish Groups</b> 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.	The state of play with the last four Task and Finish Groups has been set out in Section 2 of this report	Committee to note
Min 11 June 17	<b>Year End Performance Indicators Monitoring Report 16/17</b> That the Controls, Risk and Performance Manager be requested to include benchmarking data in respect of sickness absence in all future reports.	Noted by the Controls, Risk and Performance Manager for future reports	In hand
Min 12 June 17	<b>4th Quarter Monitoring Report: Key Projects 16/17:</b> That the Controls, Risk and Performance Manager be requested to include a record of any Prince II documentation produced for projects in all future reports.	Noted by the Controls, Risk and Performance Manager for future reports	In hand
Min 14 June 17	<b>Task and Finish Group on the Council's Management of Larger projects</b>  1) That the Task and Finish Group on the Council's Management of Larger projects be requested to consider the comments made by this Committee: <u>Recommendation 1:</u> Members suggested that the recommendation be amended to reflect the need to move forward and the need to assess risks and recognise when a project should be stopped.  <u>Recommendation 2:</u> Members queried whether this recommendation applied to only one project and therefore should be clarified as such, or whether this was something	The Task and Finish Group has revised its report and recommendations. The report is on the Committee's agenda for July's meeting.	Complete

	<p>that should be applied generally and maybe be re-worded.</p> <p>As a point of clarification the recommendation should be to be clearer about its tender invitations and then put it out to tender.</p> <p><u>Recommendation 9:</u> It was suggested that the recommendation be amended to reflect that the Council should not embark on a project unless they were confident that proper and meaningful consultation had been undertaken, but it was important to continue to engage with the public at stages throughout project.</p> <p><u>Recommendation 10:</u> It was suggested that the recommendation be amended to ensure that use of the Competitive Dialogue Process was not excluded, but that it was used appropriately and not used on highly sensitive and visible projects.</p> <p>(2) That the Task and Finish Group on the Council’s Management of Larger projects be requested to consider whether the comments made and documents presented in public participation would add any value to their discussions.</p>		
<p>Min 16 June 17</p>	<p><b>Work Programme</b> 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;</p>	<p>A meeting will be arranged shortly</p>	<p>Pending</p>

	<p>That the Scrutiny Officer be requested to produce a scope for a Task and Finish Group on Communication and Engagement and present this to the next meeting of this Committee;</p>	<p>A scope has been drafted for the Committee's comments and is attached to the work programme.</p>	<p>In hand</p>
	<p>That the Head of Development and Building Control be requested to formulate a discussion paper regarding the Strategy for a New Settlement to be presented at the next meeting of this Committee;</p>	<p>The Head of Development and Building Control is on leave and cannot attend July's meeting of the Committee. This item has been deferred until September's meeting.</p>	<p>In hand</p>
	<p>That the Communications Manager and Customer Services Manager be requested to formulate a discussion paper regarding Channel Shifting and present it to this Committee on 19 September 2017.</p>	<p>The Communications Manager and Customer Services Manager will attend the Committee's meeting in July.</p>	<p>In hand</p>

## SECTION 2: RECOMMENDATIONS OF TASK AND FINISH GROUPS

Ref	Resolution	Response/Outcome	State of Play
Min 26 July 14	<p><b>Task &amp; Finish Group Report on Employment Partnerships in North Herts: Recommendations</b></p> <p><b>1:</b> The Council should seek opportunities to give unemployed people work experience, apprenticeships and traineeships within the Council and within community organisations.</p> <p><b>2:</b> When assessing planning applications for larger projects, when letting contracts to supply Council services, and when allocating grant funding the Council should consider setting developers, contractors and grant recipients a minimum level of local employment as a condition of approval.</p> <p><b>3 (rejected):</b> The Council should develop a programme which offers interviews with both members and officers to unemployed people to improve their interview techniques and their chances of getting a job.</p> <p><b>4:</b> The Council should consider all of its options for employing an economic development officer, including outsourcing the role to North Herts College or other partners; and members should have an input into economic development matters through a members' working group.</p> <p><b>5 (rejected):</b> The Council should consider instituting</p>	<p><b>Cabinet:</b> supported Recommendations 1 and 6;</p> <p>supported Recommendation 2 in principle, but that further work be carried out on this recommendation with, if necessary, the outcome being reported back to Cabinet;</p> <p>rejected recommendations 3, 5, 7 and 11.</p> <p>Recommendations 4, 8, 9 and 10 of the Task and Finish Group were to be encompassed in the emerging NHDC Economic Development Strategy.</p> <p>supported Recommendation 12 in relation to those recommendations which Cabinet supported.</p> <p>Cabinet adopted the Economic Development Strategy in September 2015.</p>	Pending

	<p>community awards to celebrate employment successes for North Herts such as apprentice of the year.</p> <p><b>6:</b> The Council should enhance its understanding of economic trends and activity in the district and share this information with members and partners.</p> <p><b>7 (rejected):</b> The Council should be aware of and promote the employment opportunities the expansion of Luton airport will bring for North Herts.</p> <p><b>8:</b> The Council should consider establishing a North Herts Economic Forum; and aim to have a greater officer and member presence at existing economic fora.</p> <p><b>9:</b> The Council should encourage the Hertfordshire LEP to emulate the success of the Cambridgeshire LEP in working with the voluntary sector.</p> <p><b>10:</b> The Council should act as a broker and facilitator between the private sector and voluntary and other community organisations.</p> <p><b>11(rejected):</b> The Council should consider creating an Enterprise Grant Scheme of the type run by Bassetlaw District Council, which provides grants for capital expenditure of up to £1,500, or £2,500 for businesses seeking to locate, re-locate or expand within North Hertfordshire. This money can be used to support the employment of people with disabilities.</p>		
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	<p><b>12:</b> These recommendations should be implemented within 12 months of the reports consideration by Cabinet.</p>		
<p>Min 100 Mar 15</p>	<p><b>Task and Finish group Report on Parking</b></p> <p><b>Recommendations</b></p> <p><b>1:</b> The Council should review its policies to ensure adequate provision of parking for town centre residents.</p> <p><b>2.</b> The Council should consider outsourcing the management and maintenance of its car parks, or sharing the costs with another authority, provided there is a good business case for doing so.</p> <p><b>3.</b> The Council should consider acquiring land in order to provide new car parks when there is a need and a good business case for doing so.</p> <p><b>4:</b> The Council should keep the problem of verge parking under review.</p> <p><b>5.</b> The Council's Parking Strategy should contain a section on parking for rail commuters.</p> <p><b>6.</b> The Council should review the opening hours of its car parks.</p> <p><b>7.</b> In order to do so, the Council should gather sufficient data about the usage of car parks, particularly at times when there is no charging, so it can make an informed decision about opening hours.</p> <p><b>8.</b> The Council should talk to its local MPs to see if they can</p>	<p><b>Cabinet</b> resolved that that, taking into account the Senior Management Team's comments set out at Paragraph 7.3 of the report, Recommendations 1 to 9 contained in the Report of the Scrutiny Task and Finish Group on Parking be supported and progressed at appropriate times in the future.</p> <p>A parking review is under way.</p>	<p>Pending</p>



	<p>facilitate a dialogue with Network Rail and the train operating companies about provision of more parking around stations in North Herts.</p> <p>9. The Council should review its policy on season tickets, including ways of boosting their sales. This could include better publicity; making sure the process of buying them is as straightforward as possible; using alternative outlets such as shops; and allowing season tickets to be transferable in some circumstances.</p>		
Min 50 Sept 15	<p><b>Task and Finish Group on the Commercialisation of Council Services</b></p> <p>The Task and Finish Group made 9 recommendations which were considered by Cabinet on 10 November 2015. Its recommendations were:</p> <p>1. The Council should appoint a senior commercial manager to lead and coordinate its commercial activities; and to identify and develop new commercial opportunities.</p> <p>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.</p> <p>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</p>	<p>Cabinet considered its recommendations in November 2015 and:</p> <ul style="list-style-type: none"> <li>• accepted recommendations 3 and 6; and</li> <li>• established a Project Board to advise Cabinet on these and the other recommendations.</li> </ul> <p>The Project Board was scheduled to report to Cabinet in June 2016. It has yet to do so. Cabinet did, however, receive a progress report on the work of the Project Board on 28 March 2017. At that meeting Cabinet:</p> <ul style="list-style-type: none"> <li>• endorsed the establishment of a housing company and the progression of proposals to create a new North Hertfordshire Crematorium;</li> <li>• endorsed the establishment of a Cabinet sub-committee to deal with share holder functions</li> </ul>	Pending.

	<p>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.</p> <p><b>4.</b> The Council should explore the possibilities of property investment as a means of generating revenue.</p> <p><b>5.</b> The Council should use the expertise of its strategic partners to help manage its property portfolio.</p> <p><b>6.</b> The Council should review its assets register to understand whether any of them could be used for property development or other commercial purposes.</p> <p><b>7.</b> Commercial activities should bear the true cost - but no more than that – of any support they receive from the Council.</p> <p><b>8.</b> The Council should review its training programmes for senior and other key staff to include more commercial training, networking and mentoring activities.</p> <p><b>9.</b> The Council should have a scheme that recognises officers who make useful commercialisation proposals or make significant contributions to their success.</p>	<p>relating to both of these as well as commercial activities related to its Building Control, CCTV and North Hertfordshire Homes. This change was subsequently agreed by Council in April; and</p> <ul style="list-style-type: none"> <li>supported the development of commercial activities where they contribute to the financial sustainability of the Authority and provided services to the residents of North Hertfordshire.</li> </ul> <p>Cabinet has not yet responded to all of the recommendations of the Task and Finish Group.</p>	
Min 103 Mar 16	<p><b>Task and Finish Group on the Quality of Council Reports: Recommendations</b></p> <p><b>1:</b> The Council should review its report template and</p>	<p>Cabinet considered the report at its meeting in June</p>	<p>Pending</p>

	<p>consider adopting the features of the alternative report template in Annex 1.</p> <p><b>2:</b> Reports should clearly state their purpose.</p> <p><b>3:</b> Reports should include timelines showing financial and timetable changes for projects.</p> <p><b>4:</b> The Council should be mindful of the burden of producing reports and consider doing so only when decisions are required. Reports should not be used to brief members unless there is a compelling reason for it.</p> <p><b>5:</b> The Council should introduce a document management system to enable proper tracking, management and storage of documents.</p> <p><b>6:</b> There is a need for training to encourage both plainer English and for officers to better understand the purpose of reports.</p> <p><b>7:</b> The Council should trial the introduction of paperless reports with a view to introducing paperless reports for all 49 councillors.</p>	<p>2016 and:</p> <ul style="list-style-type: none"> <li>• accepted recommendations 2, 3, 5 and 6;</li> <li>• accepted recommendation 1 to review the Council’s report template but did not undertake to adopt the features of the template annexed to the TFG report;</li> <li>• accepted recommendation 4 with the caveat that there are circumstances, such as when it is a legal requirement, when it is appropriate to use Council reports to brief members;</li> <li>• accepted recommendation 7 with the caveat that Members still retain an option to receive paper copies of reports.</li> </ul> <p>The Council’s report template and accompanying guide have since been reviewed and amended. The revised report template was introduced from the start of the civic year 2017/18.</p> <p>The Committee is due to receive a report on the implementation of the recommendations at a future meeting</p>	
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