

**RESOLUTIONS OF THE OVERVIEW AND SCRUTINY COMMITTEE: AS AT 02 JULY 2019**

## SECTION 1: COMMITTEE RESOLUTIONS – IN DATE ORDER

[illegible]

Ref	Resolution	Response/Outcome	Status as at 31.08.19
	<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 &amp; Performance Manager's Performance monitoring reports</p> <p>(4) The Service Manager- Waste is planning on issuing out regular updates via the MIS. Advised the first update will be in 05/07/19 issue.</p>	<p><b>Complete – Dec 18</b></p> <p>In progress</p>
Jan 19 Min (3)	That Members insert 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
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.	This report was considered on 16 July 2019	<p><b>Complete – July 2019</b></p> <p><b>To be removed from the report</b></p>

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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.	The Service Director – Customers has confirmed this will be brought to the December committee. Further clarification is sought from the committee on the report content requirements.	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.	Pending following the committee's decision on when the review into the Waste contract will begin.	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.	The Chairmanship of Task and Finish Groups circulate and the next Task and Finish Group should be Chaired by a Labour and Co-operative Member	<b>Complete</b>  <b>Remove from Report</b>
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.	The SIAS Report was circulated to Members on 6 September 2019, A draft scope for the Task and Finish Group on the Waste Contract will be drawn up and, if the Committee agrees, be sent to the Chair of the Task and Finish Group and the Chair of this Committee for approval.	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.	The Service Manager Waste has advised that: Currently he can supply a list of roads with rounds and collection days – He has requested that Urbaser begin to look at producing maps of routes however, there are over 80 of these which cross various wards and areas so these cannot be produced quickly.  He asked whether the list of road, rounds and collection days was sufficient at this point.	In progress.
Mar 19 Min 13 (4)	That the Communications Manager be requested to continue to arrange the planned meeting to discuss the Consultation Strategy.	The Leader of the Council will be discussing this with the Chairman of the Overview and Scrutiny Committee,	In progress

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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 issued the first of his regular updates via the MIS on 05/07/19	<b>Complete</b>  <b>To be removed from the report</b>
Mar 19 Min 14 (5)	That, the proposed Crematorium be placed o the Committee's Work Programme.	The Legal Commercial Team Manager provided the following response: "In June 2019 the Council appealed the decision to refuse outline planning permission to develop a crematorium at Wilbury Hills. The planning inspector should confirm the date of the appeal in due course. The Legal Commercial Team Manager and Ground Maintenance Manager are happy to answer any questions from Members."	In progress
Jun 19 Min 10 (2)	That the Controls, Risk and Performance Manager be requested to circulate the link to the full Waste Performance breakdown to all Members and Substitutes of the Committee	This link is available at the top of the Performance report.	<b>Complete – July 19</b>  <b>To be removed from the report</b>
Jun 19 Min 10 (3)	That the Controls, Risk and Performance Manager be requested to identify a date when data will be available for REG 1 and 2;	Awaiting response from manager.	In progress
Jun 19 Min 10 (4)	That a target must be set regarding REG 1 and 2, based on the data available and the direction of travel at the next target setting review	Awaiting response from manager.	In progress
Jun 19 Min 10 (5)	That the Chairman be requested to discuss sickness data with the Head of Paid Service with the aim of identifying what breakdown of figures would be available to the Committee and to identify any problem areas and the reasons for those issues	Update pending.	In progress
Jun 19 Min 11 (2)	That the Service Director – Regulatory be requested to present a report to this Committee regarding the proposed crematorium	The Legal Commercial Team Manager provided the following response: "In June 2019 the Council appealed the decision to refuse outline planning permission to develop a crematorium at Wilbury Hills. The planning inspector should	In progress

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		confirm the date of the appeal in due course. The Legal Commercial Team Manager and Ground Maintenance Manager are happy to answer any questions from Members."	
Jun 19 Min 11 (3)	That the Service Director – Commercial be requested to present a report to this Committee regarding the proposed new trading company	The Service Director – Commercial will be attending the meeting due to be held on 17 September 2019 to give a presentation	In progress
Jun 19 Min 12 (2)	That the Scrutiny Officer be requested to ascertain when the SIAS audit report will be available.	The SIAS report has been received and circulated to Members of the Committee on 6 September 2019	In progress
Jun 19 Min 12 (3)	That the Service Director – Place be requested to supply Ward Councillors with details of changes to waste collection routes by email;	<p>The Service Manager Waste has advised that: Currently he can supply a list of roads with rounds and collection days – He has requested that Urbaser begin to look at producing maps of routes however, there are over 80 of these which cross various wards and areas so these cannot be produced quickly.</p> <p>He asked whether the list of road, rounds and collection days was sufficient at this point.</p>	In progress
Jun 19 Min 12 (4)	That the Overview and Scrutiny Committee expresses concern regarding resources available to the Committee and other areas of the Council seem stretched. Therefore the Leader of the Council is requested to speak to the Chief Executive regarding these concerns.	At the meeting on 16 July 2019 the Leader of the Council explained that he was sympathetic to the idea. The previous Administration had agreed to provide support through Committee, Member and Scrutiny Services and the Committee should see how this worked, however he would review the situation in the Autumn.	In progress
Jun 19 Min 13 (2)	That the Service Director – Commercial be requested to make regular presentations to this Committee regarding commercial activities.	The Service Director – Commercial will be attending the meeting due to be held on 17 September 2019 to give a presentation.	In progress

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July 19 Min 10	Recommended to Cabinet: That the comments above be taken into consideration during the process of drawing up and adopting the Council Plan and Council Objectives.	Cabinet accepted the recommendations of the Committee	<b>Complete</b>  <b>To be removed from the report</b>
July 19 Min 11	That the Service Director – Place be requested to provide a written answer to the question raised by Councillor Kate Aspinwall regarding the contract.	The Legal Commercial Team Manager responded to Councillor Aspinwall on 25 July 2019, this was circulated to all Members of the Committee on 6 September 2019	<b>Complete</b>  <b>To be removed from the report</b>
July 19 Min 12 (2 & 3)	(2) That Paragraph 4.4 of the policy be reworded to ensure that the Council's responsibility and willingness to take complaints was made clear and to set out steps to be taken; (3) That definitions be included regarding unreasonable, unacceptable and vexacious.	The policy has been updated to reflect the feedback from the Committee and is due to be discussed with the Leader of the Council on 05 September ahead of going to Cabinet on 24 September 2019	<b>Complete</b>  <b>To be removed from report</b>
July 19 Min 13 (1 & 2)	(1) That the Customer Services Manager be requested to circulate the link to the Local Government Ombudsman website to all Members and Substitutes of this Committee; (2) That the Customer Services Manager be asked to clarify the reasons for the increased number of complaints regarding the Hitchin Swim Centre and reduced number of complaints for North Herts Leisure Centre	The Link was circulated to all Members and Substitutes on 19 August 2019  Details were sent to all Members and Substitutes on 19 August 2019.	<b>Complete</b>  <b>Complete</b>  <b>To be removed from the report</b>
July 19 Min 16 (2 & 3)	(2) That the Service Director – Place be urgently requested to provide maps for the waste collection routes, or a suitable link that enables access to them and that this be circulated to all Members within the next 4 weeks; (3) That, if resolution (1) above is not able to be actioned, the Service Director – Place be requested to explain why	The Service Manager Waste has advised that: Currently he can supply a list of roads with rounds and collection days – He has requested that Urbaser begin to look at producing maps of routes however, there are over 80 of these which cross various wards and areas so these cannot be produced quickly.  He asked whether the list of road, rounds and collection days was sufficient at this point.	In Progress

<b>Ref</b>	<b>Resolution</b>	<b>Response/Outcome</b>	<b>Status as at 31.08.19</b>
July 19 Min 16 (4)	That the Service Director – Commercial be requested to attend the next meeting of this Committee to provide a presentation and answer questions.	The Service Director – Commercial will be attending the meeting due to be held on 17 September 2019 to give a presentation.	In Progress
July 19 Min 17 (2)	That the Committee, Member and Scrutiny Manager be asked to liaise with the Chairman to schedule in the Task and Finish Group on Waste to start as soon as the current Task and Finish Group is concluded;		In progress
July 19 Min 17 (3)	That the Service Director – Commercial be made aware of the requirements of this Committee as detailed above.	The Service Director – Commercial will be attending the meeting due to be held on 17 September 2019 to give a presentation.	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><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> <ol style="list-style-type: none"> <li>1. The Council should appoint a senior commercial manager to lead and coordinate its commercial activities; and to identify and develop new commercial opportunities.</li> <li>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.</li> <li>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.</li> <li>4. The Council should explore the possibilities of property investment as a means of generating revenue.</li> <li>5. The Council should use the expertise of its strategic partners to help manage its property portfolio.</li> <li>6. The Council should review its assets register to understand whether any of them could be used for property development or other commercial purposes.</li> <li>7. Commercial activities should bear the true cost - but no more than that – of any support they receive from the Council.</li> <li>8. The Council should review its training programmes for senior and other key staff to include more commercial training, networking and mentoring activities.</li> <li>9. The Council should have a scheme that recognises officers who make useful commercialisation proposals or make significant contributions to their success.</li> </ol>	<p>The newly appointed Service Director Commercialisation has been tasked with developing a Commercialisation Strategy.</p> <p>The Commercial Strategy was considered by this Committee at the January 2019 Committee meeting</p>	<p><b>Complete - 12 June 2018</b></p> <p><b>To be removed from the report</b></p>