



WELWYN HATFIELD

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Please ask for:
Suzanne Hulks

***PLEASE NOTE DATE**

11 July 2016

Dear Councillor

You are requested to attend a meeting of the WELWYN HATFIELD BOROUGH COUNCIL RESOURCES OVERVIEW AND SCRUTINY COMMITTEE to be held on **Monday**, 18th July, 2016 at 7.30 pm in the Council Chamber, Council Offices, The Campus, Welwyn Garden City, Herts, AL8 6AE

Yours faithfully

Director (Governance)

A G E N D A **P A R T 1**

1. APPOINTMENT OF CHAIRMAN AND VICE CHAIRMAN

To note that at the Annual Council Meeting held on 23 May 2016, Councillor S Markiewicz was appointed Chairman and Councillor M Levitt Vice-Chairman of the Committee for the municipal year 2016-2017.

2. SUBSTITUTION OF MEMBERS

To note any substitution of Members made in accordance with Council Procedure Rules 19-22.

3. APOLOGIES

To note any apologies.

4. MINUTES

To confirm as a correct record the Minutes of the meeting held on 22 February 2016 (previously circulated).

5. ACTIONS UPDATE

Report of the Director (Governance) on the status of actions agreed at the last meeting of this Committee/Board/Panel.

6. NOTIFICATION OF URGENT BUSINESS TO BE CONSIDERED UNDER ITEM 20

7. DECLARATIONS OF INTERESTS BY MEMBERS

To note declarations of Members' disclosable pecuniary interests, non-disclosable pecuniary interests and non-pecuniary interests in respect of items on the Agenda.

8. PUBLIC QUESTION TIME AND PETITIONS

Up to fifteen minutes will be made available for questions from members of the public on issues relating to the work of the Committee and to receive any petitions.

9. SOPRA STERIA CONTRACT MONITORING 2015-2016 (Pages 5 - 10)

Report of the Director (Finance and Operations) providing information on the performance of Sopra Steria against key performance indicators.

10. PERFORMANCE INDICATOR ANNUAL REPORT (Pages 11 - 28)

Report of the Director (Finance and Operations) which provides information on the Performance Indicators for the services that fall within the remit of this committee.

11. COMPLAINTS MONITORING REPORT 2015-2016 (Pages 29 - 36)

Report of the Director (Strategy and Development) informing Members of the type and number of complaints reported on Lagan during 2015-2016.

12. FINANCIAL OUTTURN REPORT 2015-2016 (Pages 37 - 96)

Report of the Director (Finance and Operations) which provides the outturn information for Revenue and Capital 2015-2016.

13. COMMITTEE OVERVIEW WORK PROGRAMME 2016/17 (Pages 97 - 98)

The pro-forma which sets out the Committee's overview work programme has been updated since the last meeting to enable forward planning of items to be considered to take place. Items which the Committee agrees it would like to consider will be scheduled into the work programme.

14. RESPONSE FROM CABINET/COUNCIL TO OVERVIEW AND SCRUTINY COMMITTEE

There are no responses to report to this meeting.

15. CONSIDERATION OF ITEMS FOR SCRUTINY

To consider

1. Whether any Cabinet decisions should be scrutinised post-implementation (Paragraph 14.1 of the Overview and Scrutiny Procedure Rules)
2. Whether any items which relate to areas covered by the Committee which a member of the Committee may wish to raise with a view to deciding whether an issue should be scrutinised.

The Administration and Opposition Groups each have the right within the Municipal Year to have one scrutiny topic referred to a Sub-Committee.

Where the Committee decides an issue should be scrutinised, a scrutiny Sub-Committee should be appointed to carry out the specific piece of scrutiny work (Paragraph 6.3 of the Procedure for the Operation of the Overview and Scrutiny Function).

16. COMMITTEE SCRUTINY WORK PROGRAMME 2016/17

The pro-forma which sets out the Committee's scrutiny work programme is attached to enable forward planning of items to be considered to take place as appropriate.

17. CONSIDERATION OF ITEMS FOR REVIEW GROUPS

To consider any issues for review relating to areas covered by the Committee. Where the Committee decides an issue should be reviewed by a Review Group (ratio 3:2 with an Administration Chairman), this should be appointed to review the specific item.

18. RESPONSE FROM CABINET/COUNCIL TO SCRUTINY RECOMMENDATIONS/REPORTS

There are no responses to report to this meeting.

19. COUNCILLOR CALL FOR ACTION

To receive any request from a Councillor for a discussion on behalf of residents on an issue affecting a single council ward where local problems have arisen and other methods of resolution have been exhausted.

20. SUCH OTHER BUSINESS AS, IN THE OPINION OF THE CHAIRMAN, IS OF SUFFICIENT URGENCY TO WARRANT IMMEDIATE CONSIDERATION

Circulation: Councillors S Markiewicz (Chairman) G Michaelides
T Bailey L Brandon
M Birleson M Levitt (Vice-Chairman)
J Boulton N Pace
H Bower S Roberts

Executive Board
Press and Public (except Part II Items)

If you require any further information about this Agenda please contact Suzanne Hulks, Governance Services Unit on 01707 357467, fax 01707 357257 or email – s.hulks@welhat.gov.uk