



## **NOTICE OF MEETING**

<b>Meeting:</b>	<b>Overview and Scrutiny Committee</b>
<b>Date and Time:</b>	<b>Tuesday 20 July 2021 7.00 pm</b>
<b>Place:</b>	<b>Council Chamber</b>
<b>Enquiries to:</b>	<b>Committee Services committeeservices@hart.gov.uk</b>
<b>Members:</b>	<b>Axam, Collins, Crookes, Davies, Dorn, Drage, Farmer, Harward, Smith, Wildsmith and Worlock (Chairman)</b>

Joint Chief Executive

CIVIC OFFICES, HARLINGTON WAY  
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## **AGENDA**

**This Agenda and associated appendices are provided in electronic form only and are published on the Hart District Council Website.**

**Please download all papers through the Modern.Gov app before the meeting.**

- **At the start of the meeting, the Lead Officer will confirm the Fire Evacuation Procedure.**
- **The Chairman will announce that this meeting will be recorded and that anyone remaining at the meeting had provided their consent to any such recording.**

### **1 MINUTES OF PREVIOUS MEETING (Pages 5 - 9)**

The minutes of the meeting of 15 June 2021 are attached to be confirmed and signed as a correct record.

## **2 APOLOGIES FOR ABSENCE**

To receive any apologies for absence from Members\*.

**\*Note:** Members are asked to email Committee Services in advance of the meeting as soon as they become aware they will be absent.

## **3 DECLARATIONS OF INTEREST**

To declare disclosable, pecuniary and any other interests\*.

**\*Note:** Members are asked to email Committee Services in advance of the meeting as soon as they become aware they may have an interest to declare.

## **4 PUBLIC PARTICIPATION (ITEMS PERTAINING TO THE AGENDA)**

Anyone wishing to make a statement to the Committee should contact Committee Services at least two clear working days prior to the meeting. Further information can be found at:

[Public Participation leaflet 2020 A4.pdf \(hart.gov.uk\)](#)

## **5 CHAIRMAN'S ANNOUNCEMENTS**

## **6 REVISED SAFEGUARDING POLICY & PROCEDURE AND PROPOSED MODERN SLAVERY TRANSPARENCY STATEMENT (Pages 10 - 39)**

To scrutinise the updated Safeguarding Policy and newly drafted Modern Slavery Transparency Statement, prior to consideration for adoption by Cabinet in August.

### **RECOMMENDATION**

For the Committee to consider the revised Safeguarding Policy & Procedure and Modern Slavery Transparency Statement and make any suggestions for amendment ahead of the submission to Cabinet for consideration and adoption.

## **7 CRIME AND DISORDER JOINT COMMITTEE UPDATE (Pages 40 - 45)**

Minutes from the meeting held on 29 June 2021 to be noted.

## **8 COMMUNITY TRIGGER POLICY (Pages 46 - 59)**

To scrutinise the proposed Community Trigger Policy & Procedure prior to consideration for Adoption by Cabinet in August.

### **RECOMMENDATION**

For the Committee to consider the proposed Community Trigger Policy and Procedure and make any suggestions for amendment ahead of the submission to Cabinet for consideration and adoption.

## **9 CUSTOMER CARE POLICY (Pages 60 - 72)**

To consider updates to the organisations Customer Care Standards and Unreasonable Customer Behaviour Policy prior to consideration by Cabinet.

### **RECOMMENDATION**

That Overview and Scrutiny review and provide comments and recommendations to Cabinet on:

- The revised Customer Care Standards as set out in Appendix A.
- The revised Policy and Guidance for Dealing with Unreasonable Customer Behaviour as set out in Appendix B.

## **10 PLACE SERVICES**

The Head of Place and Portfolio Holder for Place to attend to update the Committee on proposals for the implementation of the Planning Development Management Improvement Plan. Also to provide some background to recruitment within the service along with current issues being experienced by the service in terms of planning application case management, and issues associated with communications with both applicants and members.

## **11 HART HOUSING PROPERTY MANAGEMENT COMPANY**

Nominations from three Members to comprise the Hart Housing Property Management Company Scrutiny Panel (to meet no less than once a year).

## **12 TREASURY MANAGEMENT 2020/21 (Pages 73 - 84)**

To consider an Annual review report on Treasury Management 2020/21 including Outturn and Compliance prior to consideration by Cabinet.

**RECOMMENDATION**

To forward comments to Cabinet for consideration at its meeting on 5th August 2021.

**13 CABINET WORK PROGRAMME (Pages 85 - 89)**

The Cabinet Work Programme is attached for information.

**14 OVERVIEW AND SCRUTINY WORK PROGRAMME (Pages 90 - 92)**

To consider and amend the Overview and Scrutiny Work Programme.

**Date of Publication: Monday, 12 July 2021**