

EAST HERTS COUNCIL

EXECUTIVE –23 OCTOBER, 2018

REPORT BY OVERVIEW AND SCRUTINY COMMITTEE CHAIRMAN

OVERVIEW AND SCRUTINY COMMITTEE – UPDATE

WARD(S) AFFECTED: All

Purpose/Summary of Report

- This report details the comments and recommendations made following Overview and Scrutiny Committee on 18 September 2018.

<u>RECOMMENDATION:</u>	
(A)	That the Executive note the contents of the report.

1.0 Background

1.1 Overview and Scrutiny Committee met on 18 September 2018 to consider the following items:

- **Executive Member of Development Management and Council Support – Presentation**
- **Draft Community Transport Strategy 2018 – 2021**
- **Economic Development Vision: Update 2016/17 to 2019/21**
- **Overview and Scrutiny Work Programme**

2.0 **Executive Member of Development Management and Council Support – Presentation**

- 2.1 The Committee was provided with a presentation by the Executive Member summarising the results of the Mystery Shopping exercise which had been carried out towards the end of last year.
- 2.2 The Head of Communications, Strategy and Policy explained that feedback had been very helpful and the results had been positive. He explained that the point of the exercise was to ask complicated questions to establish where weaknesses lay and to make sure everyone was equipped to answer questions. Members raised concerns such as the long GDPR message, the need to reflect a friendly approach and that Council benefit tax queries could take longer to explain.
- 2.3 The Committee thanked the Executive Member for the presentation and update.
- 2.4 The Committee received the presentation.

3.0 **Draft Community Transport Strategy 2018 – 2021**

- 3.1 The Committee considered a report on a proposed draft Community Transport Strategy which Members were advised played a key part of the Council's approach to health and wellbeing in the district particularly to vulnerable residents. It was noted that the strategy aimed to enable partners to come forward with ideas which could work locally.
- 3.2 The Committee discussed the report at length, acknowledged the difficulties residents faced in outlying villages and those with poor transport facilities which could contribute to social isolation, the congestion caused by schools and how schemes could be funded including staffing resources to manage the strategy.

3.3 The Committee supported the recommendations as detailed.

3.4 The Committee recommended that (A) the contents of the draft Community Transport strategy be supported and comments be forwarded to the Head of Housing and Health and (B) that the draft Community Transport Strategy be recommended to Council for approval and adoption.

4.0 **Economic Development Vision: Update 2016/17 to 2018**

4.1 The Committee received a report on the progress made in supporting the Council's economic vision. The Head of Communications, Strategy and Policy provided an overview of the themes and actions to be progressed and referred to the unknown challenges as a result of Brexit and the need to diversify and expand on progress so far.

4.2 The Committee debated at length the success of Launch Pad and supported the need to expand this service to other towns and noted the need to capture those people who currently commute through Bishop's Stortford Station. The Committee acknowledged the successes and work done in relation to various national development programmes and the challenges faced in relation to broadband provision in rural areas.

4.3 The Committee recommended that the progress made in terms of the Council's Economic Development Vision be supported.

5.0 **Work programme**

5.1 The Committee received the draft work programme on the proposed work of the committee.

5.2 The Committee recommended that the work programme be approved.

Background Papers

None

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