#### HERTFORDSHIRE COUNTY COUNCIL

MINUTES of the Meeting of the County Council held at County Hall, Hertford, on Tuesday, 19 July 2016

## **MEMBERS IN ATTENDANCE**

D Andrews C M Hayward I M Reav D A Ashley R J Henry L F Reefe T C Heritage J R Barfoot R M Roberts D J Barnard D J Hewitt P A Ruffles S A Batson F R G Hill R Sangster D T F Scudder S Bedford N A Hollinghurst R H Beeching T W Hone A M R Searing N Bell T Hunter R H Smith J Billing T R Hutchings A Stevenson F Button (Chairman) S L C Johnston J J Taylor L A Chesterman A Joynes S J Taylor L R Kercher R A C Thake R F Cheswright G R Churchard D E Lloyd R G Tindall M J Cook J Llovd A S B Walkington P V Mason M A Watkin M Cowan H K Crofton G McAndrew J A West T L F Douris C J White A McKay D S Drury R Mills A D Williams S B A F H Giles-Medhurst J D Williams M B J Mills-Bishop E M Gordon R G Parker C B Woodward R I N Gordon A Plancey C B Wyatt-Lowe R G Prowse D Hart W J Wyatt-Lowe P M Zukowskyi K M Hastrick S Quilty

Upon consideration of the agenda for the Meeting of the County Council held on 19 July 2016, as circulated, action was taken or decisions were reached as follows:-

#### 1. MINUTES

- **1.1** The minutes of the Annual Meeting of the Council held on 17 May 2016 were confirmed as a correct record and were signed by the Chairman.
- 1.2 The minutes of the Extraordinary Meeting of the Council held on 17 May 2016 were confirmed as a correct record and were signed by the Chairman.

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#### 2. CHAIRMAN'S ANNOUNCEMENTS

## (a) DEATH OF FORMER CHAIRMAN OF THE COUNTY COUNCIL NIGEL BROOK and DEATH OF JO COX MP

The Chairman advised that Council had received the sad news that former County Councillor and Chairman of the Council Nigel Brook had passed away on 27 May 2016 at the age of 80. Nigel had been elected to the County Council in 2000 and served until 2013, representing Hitchin Rural. During that time he served on several of the Council's committees including the Audit Committee, Overview and Scrutiny Committee, Pensions Committee and Development Control Committee. He also represented the County Council on the Police Authority and served as Chairman of the Council from 2007 – 2009.

D E Lloyd, S J Taylor and C J White spoke in tribute.

#### **DEATH OF JO COX MP**

Council recalled that on 16 June 2016, Jo Cox, the Labour Party Member of Parliament for Batley and Spen, died after being shot and stabbed multiple times in Birstall, West Yorkshire shortly before she was due to hold a constituency surgery. Jo died carrying out her public duty, representing the people she was elected to serve.

Council stood in memory of Nigel Brook and Jo Cox.

#### (b) THE QUEEN'S BIRTHDAY HONOURS LIST

Council congratulated Hertfordshire residents recognised in the Queen's Birthday Honours List 2016, including:-

- (i) Lin O'Brien, Chief Executive of Hertfordshire Catering Ltd, who was awarded an MBE for her services to Education;
- (ii) Former Deputy Chief Fire Officer, John Mills, who was awarded the Queen's Fire Service Medal; and
- (iii) Hertfordshire Fire and Rescue Service Volunteer Angela Joseph, from the Watford and Three Rivers Fire and Rescue Volunteer Team, who was awarded the MBE for her services to fire safety.

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### (c) QUEEN'S AWARD FOR VOLUNTARY SERVICE

The Chairman informed Council that three organisations in Hertfordshire had received the Queen's Award for Voluntary Service; the highest award given to local volunteer groups across the UK to recognise outstanding work done in their own communities. They were:-

#### Box Cleva

A non-contact amateur boxing initiative installing discipline, respect and healthy living in children;

#### **DENS Ltd**

An organisation seeking positive solutions to the problems of single homeless people and poverty in Dacorum; and

### The Crescent Support Group

An organisation providing care and support for those living with, or affected by HIV.

Council congratulated all involved.

#### (d) GOVERNMENT PRIMARY AUTHORITY AWARDS

Council congratulated the Community Protection Joint Protective Services Team, made up of fire and trading services officers, who won Team of the Year at the Government's Primary Authority Awards for their work helping Hertfordshire-based businesses grow whilst staying on the right side of regulatory requirements.

#### (e) NATIONAL PUBLIC SECTOR COMMUNICATIONS AWARDS

The Chairman advised that the County Council's Sexual Health campaign for men 'Get Checked', organised by Public Health and Communications, had won a UK Public Sector Communications Award on 14<sup>th</sup> July in the 'Best use of Evaluation and Research category. Council congratulated all those involved in the campaign.

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### (f) HERTFORDSHIRE YEAR OF MENTAL HEALTH

Council was advised that The Hertfordshire Year of Mental Health came to a close in July; over the course of the year 650 mental health advocates had been recruited and trained across the private, voluntary and public sector. Hertfordshire is the only county in England where every council – District and County – have an elected member champion for mental health. The County Council has two – Colette Wyatt-Lowe and Teresa Heritage. A national event for elected member champions is being organised by the national agencies leading the programme including the LGA, and it will be held in, and showcase, Hertfordshire, in the early autumn.

## (g) RECOGNISING HERTFORDSHIRE

Council was informed that, since the last County Council meeting in February, the Chairman and Vice-Chairman had, between them, attended several events which recognised Hertfordshire. These events included:-

- The CDA (Community Development Action) Hertfordshire; 50<sup>th</sup> anniversary afternoon tea;
- 2016 British Empire Medal presentations;
- The 'Visit Herts' launch event;
- The Centenary of Cub Scouting in Hertfordshire celebrations;
- The Hertfordshire County Show; and
- The Pearl Uzumi Women's Grand Prix cycling event.

The Chairman had also hosted a number of events including:-

- The Armed Forces Flag Raising; and
- The Chairman's Garden Party.

#### 3. PUBLIC QUESTIONS – STANDING ORDER 8(10)

**3.1** There were no public questions.

### 4. PUBLIC PETITIONS – STANDING ORDER 15

**4.1 Mr M Ormerod** presented a petition containing over 1,000 signatures in the following terms:-

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#### "Hertfordshire County Council Day Services

In May 2016, many Hertfordshire residents with a learning disability and their family carers received letters from the Health and Community Services department at County Hall telling them about major changes to their day services from 31 October 2016 onwards. The letters explained that because of reductions in central government funding, the County Council would have to reduce their day services and that this is likely to include:

- fewer paid staff working in the service
- fewer activities for people to take part in
- a reduction in the number of days the service is open
- fewer day service premises
- hot lunches no longer cooked on-site

We the under-signed believe that these reductions in frontline services will lead to a real reduction in the quality of life of the people who rely on them. We wish to make the point that they need these services and are referred to them because their level of disability and their consequent vulnerability means that they are not able to access universal or mainstream services without appropriately trained support. We also believe that these reductions will result in extra pressure on their family carers with the potential for carer breakdown and extra pressure on the staff working in residential or supported living settings. This is likely to lead to additional problems in others areas of health and social care provision and even greater costs being incurred.

We therefore call upon Hertfordshire County Council to withdraw these proposals."

- **4.2** The petition was received by **C B Wyatt-Lowe**, Executive Member for Adult Care and Health.
- 4.3 The following motion was proposed by R G Tindall and duly seconded:-

"Council requests the Cabinet to withdraw the proposals contained in the letters from the Health and Community Services referred to in the petition presented on 19th July".

**4.4** The following amendment was proposed by **C B Wyatt-Lowe** and duly seconded:-

"After the word 'Cabinet' insert 'to complete the planned consultation

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before deciding whether to and after the word 'withdraw' insert the words ', amend or confirm'

the amended motion to read:-

"Council requests the Cabinet to complete the planned consultation before deciding whether to withdraw, amend or confirm the proposals contained in the letters from the Health and Community Services referred to in the petition presented on 19th July"."

- **4.5** The amendment at 4.4 was then voted upon and CARRIED.
- **4.6** The substantive motion at 4.4 was then voted upon and CARRIED as follows:-

"Council requests the Cabinet to complete the planned consultation before deciding whether to withdraw, amend or confirm the proposals contained in the letters from the Health and Community Services referred to in the petition presented on 19th July."

#### 5. OFFICER REPORTS RELEVANT TO EXECUTIVE PORTFOLIOS

**5.1** There were no officer reports relevant to Executive Portfolios.

#### 6. THE EXECUTIVE REPORT

#### 6A. LEADER OF THE COUNCIL – EXECUTIVE REPORT

**6.1** The following motion proposed by **R I N Gordon** was CARRIED:-

"That the report of the Executive (being the report under Standing Order 7) be received and that the position of Key Decisions in the decision-making process shown in the current edition of the Forward Plan referred to in the report be noted."

**6B(i) 6.2** The following motion proposed by **S B A F H Giles-Medhurst** and duly seconded was LOST:-

"This Council has no faith in the performance of its current highways contractors to meet the levels of service Herts residents deserve."

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6B(ii) 6.3 The following motion was proposed by S J Taylor and duly seconded:-

"This Council:-

Welcomes the decision to review the options to consult on the way forward for flood defence and risk management.

However there is no explicit reason why the County Council cannot make provision for some remedial works on flood defences. In light of recent flash flooding in the County, that has caused misery for many residents, it is now incumbent upon the Council to commit to protecting residents from this recurring problem.

These remedial works can be carried out in concert with the consultation process on the longer term strategic problems that are becoming more prevalent, which have caused many resident a great deal of distress in recent years.

This Council, therefore, directs the Portfolio Holders for Resources & Performance, Community Safety & Waste Management, and Environment, Planning & Transport, together with the Chief Executive and the Director of Resources, to revisit the Labour Group's recent budget amendment with a view to setting up a new Flood Defence Fund with resources taken from PFI Waste Capital Reserve and Invest to Transform Fund and Revenue Reserve. Over 2 years the amounts would be £1 million from PFI for 2 years and £1.5million from Invest to Transform for 2 years. A further £500K for 2 years to come from the Revenue Reserve; totalling £6 million set aside over the next 2 years for the necessary remedial works, with future funding kept under review."

**6.4** The following amendment was proposed by **D A Ashley** and duly seconded:-

"Delete all after the first paragraph, amended motion to read:-

"This Council welcomes the decision to review the options to consult on the way forward for flood defence and risk management.""

**6.5 S J Taylor** raised a point of order under Standing Order 10(1) regarding the amendment at 6.4. The Chairman ruled that the amendment was in order.

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- **S J Taylor** withdrew the motion at 6.3. The amendment at 6.4 therefore fell with no vote being taken on either the motion or the amendment to it.
- **6B(iii) 6.7** The following motion proposed by **C B Wyatt-Lowe** and duly seconded was CARRIED:-

"As the Hertfordshire Year of Mental Health comes to a close, the County Council:-

- thanks all those who have made the pledge to help challenge mental health discrimination and to improve the lives of those with mental health problems and especially the councillors who have signed up as Mental Health Champions;
- welcomes the numerous new partnerships made with mental health focused organisations;
- recognises that there is more to be done to tackle mental health stigma and discrimination; help people get better access to treatment and care; and to gain parity of access to treatment for both mental and physical health; and
- commits itself to build on the success of the Year of Mental
  Health and to make sure that good mental health remains a top
  priority for years to come."
- **6B(iv) 6.8** The following motion proposed by **A S B Walkington** and duly seconded was CARRIED:-

"This Council welcomes the principles outlined in the Bus Services Bill and the opportunity it could give local councils to improve services. These include powers that will allow authorities to set standards of service, incorporating branding, ticketing and frequency.

This Council remains concerned that powers to franchise services, similar to those of the Mayor for London and TfL, will only be made available to areas that have chosen to have a directly-elected mayor, unless the Secretary of State issues regulations providing that other authorities, including County Councils, have such powers and they get special permission from the Transport Secretary on a scheme by scheme basis.

This Council believes:

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- that these powers should be accessible for all councils, with bus services in county areas like Hertfordshire of crucial importance for people who live in isolated and rural areas, for countering traffic congestion in our towns and for improving east-west connectivity across the County;
- that these reforms, particularly over franchising, are a golden opportunity to halt the decline in bus usage and help ensure that services are sustainable and should be made available to all councils by default;
- that the Government should ensure that councils are given support to enable the costs of setting up a franchise to be met

and calls upon the Executive Member for Environment, Planning & Transport to make representations to the Government for County Councils to have the power to franchise without having to have a directly elected mayor and without first seeking the Secretary of State's approval on a scheme by scheme basis."

- 6.9 In supporting the motion at 6.8 **D A Ashley** requested that it be recorded that he considered that franchising alone may not be able to deliver all the benefits set out in the motion.
- **6B(v) 6.10** The following motion proposed by **R G Tindall** and duly seconded was LOST:-

"Having regard to the serious reduction in homeless service provision that will result, Council calls upon the Cabinet to discontinue the proposal to end on 31st March 2017, Housing Related Support contracts for single homeless person's schemes as contained in Cabinet Agenda item 10 at paragraphs 4.8 to 4.10, and to enter into meaningful contract negotiations for future years."

## 7. QUESTIONS TO EXECUTIVE MEMBERS

7.1 During the period for questions to Executive Members under SO(8)(7)(c) the following Members asked questions (and, where indicated, supplementary questions) of the Executive Member or their Deputy as stated [the audio recording of this item of business can be found here <a href="Questions to Executive Members">Questions to Executive Members</a>]. [Questions are listed by portfolio].

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<b>Executive Member</b>	Questioner	Subject	
Leader of the Council	P M Zukowskyj	Granting of a further Deed of Variation to the contract with Veolia ES Hertfordshire Limited to extend the deadline for acceptance of the Revised Project Plan (for the delivery of a recycling and energy from waste facility) <sup>1</sup>	
	L F Reefe	Effect of EU referendum result on residents of Hertfordshire <sup>1</sup>	
	C J White	Officer and Local Member joint working when planning service development (e.g. school place planning)	
	S J Taylor	Opportunity for cross party briefing on the impact of the UK's exit from the EU on the County Council, including the impact on its Treasury Management Strategy.	
Environment, Planning & Transport	C J White	Performance of Thameslink and impact on residents of Hertfordshire using its services <sup>1</sup>	
	S J Taylor	The Council's Transport Vision and the inclusion/promotion of use of environmentally friendly forms of transport	
	L F Reefe	Discussion with the new London Mayor on the London Plan (e.g. regarding housing and transport) and Hertfordshire's relationship with London in that context	
Highways	S B A F H Giles-Medhurst	Press release issued regarding the Council's new Highways triage system (for dealing with highway faults) 1	
	J Billing	Time taken to implement 20mph zones in local division <sup>1</sup>	
	A S B Walkington	Action being taken to deal with ragwort along the dual carriageways in the St Albans area	

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Public Health, Localism & Libraries	Ron Tindall	Impact of reduction in public health funding and whether approaches are being made to
	R Mills	central Government <sup>1</sup> Impact of reductions in funding for health visitors and school nursing on mental health services, particularly for children and young people
	C B Wyatt-Lowe	Motion at the Local Government Association regarding public health funding
Resources & Performance	L F Reefe	Use of underspends achieved by the Council and monies raised via the social care precept <sup>1</sup>
Adult Care & Health	R G Tindall	Provision of a common Council & NHS Wheelchair Service <sup>1</sup>
	E M Gordon	Questions raised and answers provided on adult care services earlier in the Council meeting
Children's Services	M A Watkin	Action being taken to reduce the proportion of Children and Young People looked after by the Authority NEET (not in education, employment or training) <sup>1</sup>
	N Bell	Feedback on the local area inspections of Special Education Needs services and whether the 'Voice of the Child' was taken into account in the inspection process <sup>1</sup>
Community Safety & Waste Management	M Cowan	Proposals for the future of the fire stations in the Welwyn Garden City and Hatfield areas <sup>1</sup>
	R J Henry	Incidence of fly tipping and reduction in opening hours Household Waste Recycling Centres <sup>1</sup>
	C B Wyatt-Lowe	Household Waste Recycling Centre in Hemel Hempstead
Enterprise, Education & Skills	M A Watkin	Review of and future sustainability of the delivering SEN provision locally
	J Billing	Future of the Education Bill <sup>1</sup>

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C M Hayward	Appointment of Justine Greening as Minister of State for Education and standard of education provided in Hertfordshire
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<sup>\*</sup> Questions answered by the Deputy Executive Member

Notes:

- 1 denotes that a supplementary question was also asked
- 2 denotes that a written reply will be given

## 7.2 Written questions to Executive Members – Standing Order 8(9)

The written questions and replies are set out in the Annex to these minutes.

#### 8. REPORT FROM THE OVERVIEW AND SCRUTINY COMMITTEE

**8.1** The following motion proposed by **T W Hone** and duly seconded, was CARRIED:-

"That the report from the Overview and Scrutiny Committee be received."

#### 9. REPORT FROM THE HEALTH SCRUTINY COMMITTEE

- 9.1 Council was advised that the options being explored for the future provision of local health and care services in west Hertfordshire were discussed at the Committee's meeting on 12 July 2016. The options could be viewed in the 'Your Care Your Future' document here <a href="http://www.yourcareyourfuture.org.uk">http://www.yourcareyourfuture.org.uk</a>. Members, particularly those representing residents in the west of the County, were encouraged to review the document and were also advised that, should they wish to respond to the public engagement being undertaken on the proposed options, they could do so via the website here <a href="http://www.yourcareyourfuture.org.uk/get-involved/">http://www.yourcareyourfuture.org.uk/get-involved/</a>. All feedback received would be considered prior to a preferred option being selected towards the end of 2016.
- **9.2.** The following motion proposed by **S Quilty** and duly seconded was CARRIED:-

"That the report from the Health Scrutiny Committee be received."

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#### 10. ALLOCATION OF EXECUTIVE FUNCTIONS

**10.1** The following motion proposed by **R I N Gordon** and duly seconded, was CARRIED:-

"That Council notes the allocation of the Executive responsibilities to the Director of Resources and the amendments that have been made to the Constitution to reflect this allocation as referred to in paragraph 2.3 of the report."

## 11. NOTICES OF MOTION – STANDING ORDER 9(6)

- 11.1 The Chairman advised that, in accordance with Standing Order 9(8), she had determined that the substance of the motion received under Standing Order 9(6) was of such significance to Hertfordshire and such topicality that the motion should be debated at this meeting. In accordance with Standing Order 9(8) the Chairman determined that there would be three speakers, one from each political group, and that speakers would each have a maximum speaking time of 5 minutes.
- **11.2 S B A F H Giles-Medhurst**, as mover of the motion set out at 11.3, informed Council that, with the consent of the seconder of the motion, and in accordance SO 11(5) the motion he proposed would be amended as set out at 11.3.
- 11.3 The following motion proposed by **S B A F H Giles-Medhurst** and duly seconded was CARRIED UNANIMOUSLY:-

"In the light of recent racism, xenophobia and hate crimes that have taken place in the Country, the Council is proud that here in Hertfordshire we live in a diverse and tolerant society. Racism, xenophobia and hate crimes have no place in our County.

The Council wants to reassure all people living lawfully in Hertfordshire irrespective of their origins, race, religion, beliefs, nationality or ethnic origins that they are valued members of our community contributing to our diverse and vibrant area and are welcomed.

Therefore this Council:-

a) publicly condemns all and any such attacks on any person or persons living in Hertfordshire and this Council pledges to continue, in partnership with others, to tackle racist, xenophobic and criminal behaviour: and

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b) urges the Cabinet to continue to work to ensure local bodies and programmes have support and resources needed to fight and prevent racism and xenophobia."

KATHRYN PETTITT CHIEF LEGAL OFFICER		
	CHAIRMAN_	

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#### WRITTEN QUESTIONS TO EXECUTIVE MEMBERS - STANDING ORDER 8

1. Written question from S B A F H Giles-Medhurst to J D Williams, Executive Member for Enterprise, Education and Skills?

"How many fines have been issued to parents for taking children out of school in term time in last four terms and what is the amount of those fines?"

### J D Williams has replied:

"Over the last four terms i.e. Summer 2015, Autumn 2015, Spring 2016 and Summer 2016 (to 30 June), 846 Education Fixed Penalty Notices (commonly known as FPNs) have been issued. The associated penalties are £60 if paid in 21 days or £120 if paid in 28 days.

To offer a better comparison to the total issued in 2012-13, over the current academic year 2015-16 (to 30 June), 613 FPNs have been issued.

The associated value of penalty payments received to date is £17,940."

2. Written question from S B A F H Giles-Medhurst to J D Williams, Executive Member for Enterprise, Education and Skills?

"How many fines have been issued to parents for taking children out of school in term time in 2012-13 year and what is the amount of those fines?"

#### J D Williams has replied:

"Over the academic year 2012-13, 207 FPNs were issued. The associated penalties were £60 if paid in 21 days or £120 if paid in 28 days.

The value of penalty payments received was £5,200.

Penalty notices are issued by the Local Authority at the request of schools and relate to periods of unauthorised absence. This may include unauthorised absence for a family holiday, for other reasons or for a combination of the two and do not solely relate to unauthorised holidays in term time. The Authority does not receive the aggregate value of the penalty notices issued. Some penalties will be withdrawn and some parents will have been prosecuted for non-attendance over the period of the absence following non-payment of the penalty."

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# 3. Written question from S B A F H Giles-Medhurst to T L F Douris, Executive Member for Highways:

"How many Highways Locality schemes for the year 2015/16 were not completed as at the 5th April 2016?"

### T L F Douris has replied:

"Up to the end of March 2016, out of a programme of 1144 schemes, 92 construction projects and 40 design/feasibility projects had not been completed.

As at 14 July 2016, 45 of these have now been completed."

## 4. Written question from S B A F H Giles-Medhurst to T L F Douris, Executive Member for Highways:

"What was the total value of these uncompleted schemes?"

## T L F Douris has replied:

"The value of the schemes as at the end of March 2016 was £492k for the construction projects and £108k for the design/feasibility projects."

## 5. Written question from S B A F H Giles-Medhurst to T L F Douris, Executive Member for Highways:

"How many "failure to delivery" events have there been in Ringway's Contract and what is the total amount of the financial penalties imposed as a result from 1st March 2016 to date broken down by month?"

#### T L F Douris has replied:

"In March 2016 there were 58 FDE's which resulted in a deduction of £15,920

In April 2016 there were 55 FDE's which resulted in a deduction of £9,960 In May 2016 there were 29 FDE's which resulted in a deduction of £5,700."

# 6. Written question from S B A F H Giles-Medhurst to T L F Douris, Executive Member for Highways:

"How many fault repairs that have been logged via members of the public via the web site have been closed down with the following response (as

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below) going to the members of the of public since the 1st March 2016 when in fact no work has been carried out?

'We have inspected this location and the necessary works have been carried out. No further action is planned. Thank you for bringing this to our attention'?"

#### T L F Douris has replied:"

"In the time available, it is not possible to give a definitive answer in response to the question raised as the highway service would need to look at each enquiry received on an individual basis, checking where work had been done and whether or not the customer had provided an email address for a response.

However, I can confirm that, since 1<sup>st</sup> March 2016, 13,613 enquiries have been closed with the response "We have inspected this location and the necessary works have been carried out. No further action is planned. Thank you for bringing this to our attention."

To provide some context to this answer, officers have carried out a check of emails they have received from Members escalating fault reporting concerns and over the last 3 months we have found less than 10 examples where the specific response "We have inspected this location and the necessary works have been carried out. No further action is planned. Thank you for bringing this to our attention" was raised as a problem. Furthermore, it is interesting to note that out of 135,000 customer reported defects received between 1 January 2015 and 31 May 2016 we received 407 replies from customers where, although the response had indicated a repair had been carried out, the customer said it hadn't, which equates to 0.301% of faults reported."

# 7. Written question from S B A F H Giles-Medhurst to T L F Douris, Executive Member for Highways:

"On the 24th of February 2014 I asked a question of you at Council regarding the continuing problems with the closing down of highways faults which are not fixed and the repeated apologies I was getting when Ringway and other contractors have failed to deliver the service expected of them.

You replied that, "I have been working with the customer leads in highways to keep the feedback comments under review and updated. HCC teams have also introduced a new audit process that involves checking a sample of responses each month to decide if the response to the customer is appropriate based on the work carried out. Issues are being fed back to Ringway teams." And that "On the general issue of fault reporting, I have also taken action by instigating a fault reporting summit where I meet with

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senior officers and staff from the 3 organisations (HCC, Ringway and SERCO)."

Given we are now two years later and these problems are still occurring on a regular basis what action has been taken to address this gross misinformation to residents of faults being incorrectly closed down and why is it still occurring?"

### T L F Douris has replied:

"Over the past 2 years I have continued to work with officers and Ringway to address concerns raised by residents and Members regarding the highways fault reporting system. There have been 5 fault reporting summits where I have met the team (HCC, Ringway and SERCO) who lead on this to identify changes and developments to improve the overall customer experience.

In August 2014 we introduced an online questionnaire seeking feedback from customers on how helpful they found the fault reporting process. Feedback through the system is reviewed on a regular basis and is used to help inform an annual review of the feedback responses. In July 2015 the standard set of feedback responses to customer reported defects were updated, taking account of the responses from our residents.

From the responses received, approximately 75% of customers are satisfied with the ease of using the system and the general information provided.

I am not complacent and I remain committed to improve this service still further for the benefit of Hertfordshire's road users."

8. Written question from S B A F H Giles-Medhurst to R A C Thake, Executive Member for Community Safety and Waste Management, and C M Hayward, Executive Member for Resources and Performance:

"How many of the Council's buildings have installed a defibrillator? And what is the total number of these that are installed? If some buildings do not have a defibrillator what do the Executive Members intend to do about that?"

#### R A C Thake and C M Hayward have replied:

"A total of 6 council buildings have a defibrillator installed. There are 9 machines installed across our 4 main sites; County Hall, Mundells, Apsley and Stevenage Campus. These are supported by trained staff and the devices are appropriately maintained and serviced. Each of our 29 Fire Stations has access to defibrillators as all fire tenders have such equipment installed and staff are trained in their use.

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Whilst there is no legal requirement for employers to provide such equipment it is appropriate that at sites with large numbers of staff we should provide such facilities and have members of staff trained in their use. Smaller sites maintain a first aid service that is designed to cope with minor staff injuries.

With regard to public access or community defibrillators Sawbridgeworth and Hoddesdon Fire Stations each have a public access community procured machine. Fire staff at four stations, (Buntingford, Wheathampstead, Much Hadham and Ware), are actively fund raising with local people to deliver machines in their areas. Local Members have supported these initiatives through the use of their locality budgets. Members of the community are trained in the use of the machines by the local fire station staff and have committed to use these skills as and when required.

Again, whilst the County Council is under no legal obligation to either provide, house or train members of the public in the use of such equipment the provision of such community assets must be encouraged. However, it requires local level commitment in terms of funding and volunteers to undertake training to ensure a sustainable service is delivered. We therefore support the stance that our Fire Service has taken in assisting those who wish to own and operate such equipment and would encourage other members to do so wherever possible. Should Members be aware of towns and parishes that have similar aspirations either the Fire Service or the Property Service would be able to assist in identifying suitable publicly owned buildings in which such equipment might be housed."

# 9. Written question from S B A F H Giles-Medhurst to C M Hayward, Executive Member for Resources and Performance:

"Given that communities in England have been allocated £5.3billion of EU regeneration funding up to 2020 how much of this is at risk in Hertfordshire?"

#### C M Hayward has replied:

"Hertfordshire has been notionally allocated circa £59m (actual amount depends on exchange rates) European Structural & Investment Funds (ESIF) which consists of circa £30m European Regional Development Funds (ERDF), £27m European Social Funds (ESF) and £2m European Agricultural Farming and Rural Development (EAFRD). This funding is for the period 2014-2020. It is managed by central Government (DCLG, SWP and DEFRA) and Hertfordshire Local Enterprise Partnership (LEP) and the local ESIF Committee providing specification and call details on behalf of the County.

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To date contracts have been exchanged for one ESF project (£1.8m) and one ERDF project (£212k). This funding is secured. In addition we have three ESF projects (£6.5m) and three ERDF projects (£2.8m) which are at contract signing stage. We await details of next steps from DCLG/DWP/DEFRA for these. The position is currently unclear on the remaining balance."

## 10. Written question from S B A F H Giles-Medhurst to C M Hayward, Executive Member for Resources and Performance:

"How many of the Council's contracts are with companies who are based in or wholly owned by or have parent companies in the remaining 27 EU member states?"

### C M Hayward has replied:

"Relatively few of the Council's contracts are with companies from other EU member states. In terms of company ownership, analysis of the Council's top 30 suppliers by value (accounting for c. £442m of spend last year) shows that the following have parent companies based in other EU countries:

- Ringway / Eurovia (Vinci, FRANCE)
- Arriva The Shires (Bundesrepublik Deutschland, GERMANY)
- Npower (RWE AG, GERMANY)
- Colas Ltd (Bouygues, FRANCE)

In terms of the actual entity HCC contracts with (rather than the parent company) an analysis of all payments made in the last financial year shows that trade payments totalling c. £116k were made to 6 companies with a non-UK European address (5 Ireland, 1 France)."

## 11. Written question from S B A F H Giles-Medhurst to C M Hayward, Executive Member for Resources and Performance:

"Are there any of the Council's contracts based on payments within the foreign exchange market? And if so what is the financial risk to the Authority?"

#### **C** M Hayward has replied:

"The Council has some small supplies contracts where payment is made in Euros, the typical total value of these is less than £100k p.a. so exposure to foreign exchange movements is very small.

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The Council has recently entered into a contract for a Renewable Energy from Waste Facility. Provision of this facility, which is subject to planning permission, includes the purchase of some equipment priced in Euros by the provider. The Council is exposed to some risk should the exchange rate be lower than assumed in the contract price, at the time planning permission is obtained. It holds an £8m reserve to provide for this and other potential risks on this contract."

## 12. Written question from S B A F H Giles-Medhurst to C M Hayward, Executive Member for Resources and Performance:

"Under the terms of Section 106 agreements how much has had to be returned to developers because the date of expiry of the agreement has passed in each of last five financial years?"

## **C M Hayward** has replied:

"The following S106 amounts have been returned to developers because date of expiry has passed:

Year	£'000
2015/16	62
2014/15	0
2013/14	29
2012/13	45
2011/12	16

## 13. Written question from S B A F H Giles-Medhurst to C M Hayward, Executive Member for Resources and Performance:

"What is the total amount spent on external consultants in each of the last three financial years?"

#### C M Hayward has replied:

"External consultancy is defined as "external advice on organisational and process reviews, and similar projects". It does not normally include consultants engaged for specific professional skills e.g. tax consultants, engineering, IT. Payments to external consultants over the last three years are:

Year	Spend £'000's
2015-16	684
2014-15	610
2013-14	945

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