

HERTFORDSHIRE COUNTY COUNCIL

MINUTES of the meeting of the County Council held at County Hall, Hertford, on Tuesday 30 March 2004.

MEMBERS IN ATTENDANCE

N E Agar	D J Drake	D E Lloyd	H M Saunders
D A Ashley	R J M Ellis	R Mays	A M R Searing
M V Bayes	K F Emsall (Chairman)	D R McManus	I Simpson
S A Batson	B C Engel	J T Metcalf	E N Singam
D Beatty	G D Game	R Mills	R H Smith
D E Billing	S B A Giles-Medhurst	S J Mills	R J Smith
N K Brook	R I N Gordon	J R Morton	W A Storey
P T J Channell	A K Gray	S M P Newton	I E M Tarry
G R Churcard	F Guest	A Oaten	J Taunton
D Clayton	B N W Hammond	M H O'Neill	J W A Usher
F W Clayton	D W Hills	D A A Peek	P A Webb
R S Clements	J A Hobday	S J Pile	C J White
K J Coleman	M J Hobday	J M Pitman	B A York
M D Colne	M H T Janes	S Quilty	
R N Copping	S E Jones	R Roberts	
K M Crout	I H Laidlaw-Dickson	D Royall	
A D Dodd	B J Lamb	P A Ruffles	
M Downing	D B Lloyd	R Sanderson	

Upon consideration of the agenda for the meeting of the County Council held on 30 March 2004, as circulated, action was taken or decisions were reached as follows:-

1. MINUTES

The minutes of the meeting of the Council held on 12 February 2004 were confirmed.

2. CHAIRMAN'S ANNOUNCEMENTS

The Council congratulated Alan Warner, Corporate Director of People and Property on his taking up office as President of the Society of Personnel Officers in Public Service.

The Council congratulated Human Resources teams across the authority for winning the Local Government Chronicle award for Personnel Team of the Year.

The Council congratulated Hertfordshire Highways on winning the Innovation of the Year Award at the Local Government Chronicle Awards.

The Council congratulated Sue McCutcheon from Adult Care Services who had been shortlisted in the prestigious Public Servants of the Year Awards. She would be going to the award ceremony in London on 10 May, and the Council wished her good luck.

3. QUESTIONS: HERTFORDSHIRE POLICE AUTHORITY – STANDING ORDER 7 (6)

3.1 (a) C J White asked the Chairman of the Police Authority (I H Laidlaw-Dickson):-

“Is the Chairman aware of the considerable public anger with the failure of the police to take action even against the grossest parking violations?”

(b) I H Laidlaw-Dickson replied:-

“I am well aware of the concerns expressed in the community following the decision to withdraw the Traffic Warden service with effect from April 2004. The Chief Constable and other senior members of the Constabulary have however addressed these concerns at length.

Local Police Commanders are in close touch with their Local Authority Chief Executives and members and will continue to pay close personal interest in both the decriminalisation process and interim enforcement measures.”

3.2 (a) C J White asked the Chairman of the Police Authority:-

“Why have the police failed to honour the undertakings in relation to interim parking enforcement given to representatives of this Council in July 2003?”

(b) I H Laidlaw-Dickson replied:-

“The current position is that support has been promised and is being delivered in those areas where Districts and Boroughs are finding it difficult to complete the decriminalisation process by 1 April. Particular attention is being given to those offences of obstruction and dangerous parking, especially offences that occur close to pedestrian crossings.

Offences of dangerous parking will continue to be dealt with by the police even after decriminalisation is complete. Local Authorities will be responsible for all other parking enforcement. Watford, Three Rivers and Dacorum have already undergone decriminalisation and police have no responsibility for no waiting enforcement in these areas.

It is fair to say that the Constabulary is disappointed that despite having had sixteen months notice of the decision concerning Traffic Wardens, Local Authorities and the County Council as Highway Authority have not been able to make more progress toward decriminalisation. They will however continue to provide the support promised commensurate with other pressing demands for their attention.

It may be helpful for members to recall that in December 2001, in response to consultation from the police, the County Council indicated their support for decriminalisation though 'it might be difficult to implement until 2003/4'.

The HCC Local Transport Plan 2001/2005 encourages District Councils to provide controlled parking zones and decriminalised parking, undertaking to apply for appropriate powers on behalf of Districts as the "parent" highway authority.

As long ago as April 2001 this Council in a letter to a District Council said: – 'In the case of decriminalisation, we are keen to see that this is taken forward without delay as it represents a key component of the overall transport strategy.'

The Chief Constable has reaffirmed his willingness to continue that support through the use of the few remaining Traffic Wardens, some very limited use of Police Community Safety Officers (PCSO's) and police officers who are under training in Town Centres who can continue their core duties at the same time. However, as you would expect and demand, police attention will remain primarily focused on priority crimes and keeping our communities safe.

To provide further evidence of the commitment of the Constabulary, members may find it reassuring to know that in the last eight weeks some 1300 fixed penalty notices have been issued for parking offences in the areas yet to be decriminalised. A further 220 notices have been issued for the more serious offences of obstruction and parking on the zig-zag lines adjacent to pedestrian crossings."

(c) C J White then asked the following supplementary question:-

“The last statistic is interesting. Is the Herts Police Authority or the Chief Constable prepared to release that figure in a press release, in order to re-assure the public; and is the Chairman aware that if you divide through by the numbers of districts and weeks you will find that the impressive-looking number turns out only to be a handful of tickets in each area each week?”

(d) I H Laidlaw-Dickson replied:-

“I can see no reason why we cannot issue a press release telling people of the progress made to date. The answer to the second part of your question is ‘yes’.”

3.3 (a) S B A Giles-Medhurst asked the Chairman of the Police Authority:-

“Will the Chairman of the Police Authority please inform members:

- (a) How many prosecutions and fines have been undertaken/made by the Constabulary since the law banning the use of hand-held phones came into effect?*
- (b) How many warnings have been issued by the Constabulary to drivers using hand-held phones?*
- (c) What action is the Authority taking to ensure compliance with the law as regards hand-held phones?”*

(b) I H Laidlaw-Dickson replied:-

“In answer to (a):-

the law in respect of the use of hand-held mobile phones whilst driving came into force on 1 December.

In line with ACPO enforcement advice Hertfordshire Constabulary adopted an eight week discretionary period when the emphasis was on advice and education as opposed to prosecution. Nevertheless, in this period, on two occasions the circumstances of the infringement of the regulations was such that fixed penalty tickets were issued. One of these occasions involved the use of a hand-held phone whilst negotiating a roundabout. The other was the use by the supervisor of a learner driver.

In the month of February, the first full month following the advisory discretionary period, a total of 63 Fixed Penalty Tickets have been issued. This figure is comparable, pro rata, to the figures for neighbouring forces.

In answer to (b):-

We do not keep records of the numbers of warnings given to drivers and so are unable to answer this question.

In answer to (c):-

All uniformed officers in the Constabulary are able to deal with infringements of this legislation by means of the issue of a non-endorseable fixed penalty tickets. In addition, should circumstances warrant it and the evidence be available, the offence of failing to be in proper control of a vehicle can be used which warrants more severe penalties. Whilst the use of a mobile phone whilst driving can be proved to be a cause of road traffic casualties, it does not feature amongst the three most prevalent causation factors which are speed; drink driving and failure to wear a seat belt. Proactive police activity tends to be concentrated in these three areas with the aim of reducing road casualties and meeting Government targets in this area. Other areas of enforcement including the mobile phone legislation are dealt with by uniformed officers within the course of their normal patrol duties.”

(c) S B A Giles-Medhurst then asked the following supplementary question:-

“I am sure the Chairman of the Police Authority would agree that this is worthy of further press coverage. Whilst it is heartening to note that 63 fixed penalty notices have been issued, is the Chairman aware that general compliance is now accepted to be less than 30% across the country and there continues to be a need for practical encouragement to ensure compliance with the legislation?”

(d) I H Laidlaw-Dickson replied:-

“I think the presumption is yes.”

4. PUBLIC QUESTIONS – STANDING ORDER 7 (10)

- (a)** Professor B Houldsworth, representing the Whitney Drive Residents Association, asked the Executive Member for Environment (D A Ashley):-

“We are aware that the Sainsburys’ Solicitors have been questioning the use of the money provided through the Sainsburys Coreys Mill S106 agreement for almost two years. Most recently they have simply asked the Hertfordshire County Council to confirm that the money was spent on the requirement that was originally specified in the original S106 agreement, which is demonstrably not the case.

Clearly, the issues surrounding the processing of the Sainsburys Coreys Mill S106 agreement are still live and ongoing and many questions regarding the use of the funds have not been answered.

At the request of the Environment Scrutiny Committee, we submitted a report to their meeting on Tuesday 18th March 2003 for circulation to the members. The report analysed the Sainsburys S106 Spend in Relation to the Policy and Guidelines in Government Circular 1/97 (Managing S106 Agreements). We received no response and we are not aware if it was circulated to either the ESC members or the internal Auditors.

Will the Executive Member for the Environment please identify what happened to the analysis that was handed to Mr. John Wood for circulation to the Environment Scrutiny Committee, why those well documented results were omitted from the audit of S106 processes and why there has been no rebuttal to the allegations that it contained?”

- (b)** **D A Ashley** replied:-

“The report was circulated and this is confirmed in the minutes of that meeting. A copy of your report was also placed in the file relating to the specific S106 negotiation and has been available to Members who have expressed interest in your case and the issues you have raised. It was also made available to Internal Audit.

The Committee at its March 2003 meeting recommended that Internal Audit revisit the work it had done in 1997 on S106 matters. It asked that the Chief Officer ensure that the audit exercise covers the enforcement and implementation of Section 106 agreements to make certain that procedures are adequate. A report on the findings of Internal Audit was submitted to the

Environment Scrutiny Committee on 21 October 2003 followed by a further progress report to the meeting on 23 March 2004.

The Sainsburys Coreys Mill Section 106 agreement was not specifically included in the audit as Internal Audit considered that sufficient attention to the agreement had already taken place.”

- (c) Professor Houldsworth** then asked the following supplementary question:-

“In a written response to my supplementary question to the Council meeting on 20 May 2003, you informed me that ‘the audit considered that, previously, sufficient time had been allocated to considering the issue of the Sainsburys Coreys Mill S106 agreement’.

If this is true, the results of that ‘previous consideration’ must have been well documented and, if there is nothing to hide, why was the decision made to exclude the results from the audit report and why has it taken so long to respond to the Sainsburys request for a simple confirmation that the money was spent on the requirement that was originally specified in the original S106 agreement?”

- (d) D A Ashley** replied:-

“I will provide you with a written answer to that question.”

5. PUBLIC PETITIONS – STANDING ORDER 14

Karen Stafford from Harpenden, presented a petition opposing a planning application for a floodlit all-weather pitch at Roundwood Park, Harpenden.

This stood referred to the Development Control Committee.

6. SCHOOL ADMISSION RULES 2005/2006

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

“(i) That the proposed rules for community and voluntary controlled nursery, infant, junior and primary schools set out in Appendix 2 be approved.

(ii) That the proposed rules for community and voluntary controlled secondary schools set out in Appendix 3 be approved.

- (iii) *That the proposed arrangements for admission to community and voluntary controlled Sixth Forms set out in (Revised) Appendix 4 be approved.*
- (iv) *That the proposed arrangements for the co-ordinated schemes for admission arrangements set out in Appendix 5 be approved.*
- (v) *That the proposed Pupil Admission Numbers for each school set out in Appendix 6 be approved.”*

6.2 The following amendment to (iii), proposed by **D E Billing**, and duly seconded, was LOST:-

“Add to Resolution 6.1 (iii) ‘, but that the LEA should urgently work with the LSC, collaborative groups, governing bodies and admissions fora to eliminate the cases of subjective criteria and to put in place for 2006 more consistent criteria within areas which are more understandable and coherent and less confusing for parents and students’.”

6.3 The motion at 6.1 was then CARRIED.

7. REGIONAL FIRE MANAGEMENT BOARDS – MEMBER REPRESENTATION & DELEGATION ARRANGEMENTS

The following motion proposed by **I E M Tarry**, and duly seconded, was CARRIED:-

“That the Constitution be amended as follows:-

In Section 7, add a new (e) to paragraph 7.4 as follows:

‘(e) The functions of the Executive in relation to the following activities of the Fire and Rescue Service are delegated to a Joint Committee of Fire Authorities in the Eastern Region, called the Regional Management Board:-

- (i) *ensuring resilience to emergencies, especially potential chemical, biological, radiological or nuclear attack,*
- (ii) *specialist common services, where appropriate, such as fire investigation,*
- (iii) *establishing regional control rooms,*
- (iv) *introducing regional-based procurement or procurement to national standards,*

- (v) *developing regional training strategies and delivery,*
- (vi) *introducing regional personnel management and human resources management functions’.*”

8. PROPOSALS FOR AN URBAN DEVELOPMENT CORPORATION FOR THE LUTON / DUNSTABLE / HOUGHTON REGIS AREA

The following motion proposed by **D A Ashley**, and duly seconded, was CARRIED:-

“That the following decisions of the Cabinet be endorsed:-

1. *Cabinet expresses its concern that the imposition of Local Delivery Vehicles in the growth areas will lead to a further erosion of democratic accountability but strongly supports active participation in any LDV affecting Hertfordshire.*
2. *Cabinet considers that no case has been substantiated for the inclusion of Cockernhoe in the growth area and therefore reiterates its opposition to the inclusion of this reserve site.*
3. *Cabinet, in response to the request by the Secretary of State, accepts the proposal for an Urban Development Corporation for the Luton / Dunstable / Houghton Regis area, subject to amendment of the Boundary of Operation as set out in Appendix 1 to read:*

To include the whole of the growth area.

This is defined to include the whole of Luton, the whole of Dunstable and Houghton Regis, and, subject to the Public Examination outcome/Government decision on the currently unresolved planning issues, the growth areas and key reserve site in South Bedfordshire and North Hertfordshire. The necessary associated infrastructure should be accommodated within the defined growth area boundary. The boundary is to be defined having regard to planned growth to 2021.

4. *Cabinet authorises the submission of this amended proposal, as set out in resolution 3, as an annex to a joint local authorities letter to the Minister of State for Regeneration and Regional Development.*

5. *Cabinet welcomes and endorses the draft comments of the Structure Plan and Regional Issues Panel specifically:*
- *that the Urban Development Corporation should have local authority majority representation*
 - *that HCC should retain a seat on the UDC pending the outcome of the Public Examination/government decision."*

9. KEY DECISIONS / FORWARD PLAN

The following motion proposed by **R J M Ellis**, and duly seconded, was CARRIED:-

"That the position of Key Decisions in the decision-making process, shown in the current edition of the Forward Plan, be noted."

10. ITEMS OF BUSINESS REQUESTED BY MEMBERS UNDER STANDING ORDER 6 (2) (1)

None were notified.

11. NOTICES OF MOTION – STANDING ORDER 8 (5)

None were notified.

12. QUESTIONS UNDER STANDING ORDER 7 (1)

- 12.1 (a) B A York** asked the Leader of the Council (R J M Ellis):-

"To date, what sum, from the unrestricted budget available, has been spent and/or committed by the Council on legal measures/action in relation to the White Paper on Aviation, and what sound and disinterested advice has the Council received on the probability of success and the possible final cost to the Council of such legal measures/action?"

- (b) R J M Ellis** replied:-

*"The County Council has currently incurred **£8250** legal costs in launching a legal challenge to the White Paper on Aviation. This is the County Council's share of costs to date of the joint challenge by Essex and Hertfordshire County Council, Uttlesford, East Herts and North Herts District Councils. Hertsmere Borough Council is also providing financial support.*

All legal advice provided to the County Council is non partisan and on its legal merits. The legal challenge was launched on the basis of advice from Leading and Junior Counsel obtained by Uttlesford District Council. The advice is available to members on a confidential basis from the County Secretary.

The final costs will of course depend on the success of the joint challenge. If it is successful we should recover our costs. Assuming a one day permission hearing and a three day judicial review hearing a worst case scenario envisages Counsel's fees for the local authorities jointly would total approximately £75,000. If we lost we would have to pay the Government's costs which could be the same.

The Government, in announcing its support for specific airport runway developments, the wide spaced runway at Stansted and the extended runway at Luton, have effectively circumvented the statutory planning process."

12.2 (a) S B A Giles-Medhurst asked the Executive Member for Environment (D A Ashley):-

"The Executive Member will recall my question 17.3 of the 12 February 2004 asked in relation to the County Council's preferred contractor – 'what action would he take to get Amey to do what they are paid to do, i.e. to deliver schemes on time, and to ensure that these problems are sorted out, or alternatively to find an alternative contractor who will get the job done for residents who pay for this through their council tax?"

As the question was not answered could the Executive Member now please answer it?"

(b) D A Ashley replied:-

"Hertfordshire Highways has a sophisticated system for managing and improving overall performance of the works team and this was explained at the Environment Scrutiny Committee in October 2003. I am keen to ensure that there is transparency in this process and I hope that members will use the opportunity when there is a Highways Open Day on 20 April further to question how we manage our programmes of work.

Schemes do form a significant part of this process.

Regarding shortcomings on the specific scheme referred to in the original question (Oxhey Village), this has been referred to Environment Scrutiny Committee. Scrutiny Committee agreed that a short life topic group will look at the general lessons from

the poor performance on this scheme and ensure that they are applied to all schemes to improve overall performance. In addition, the problems on this scheme have been raised through the management of Hertfordshire Highways to the most senior levels in Amey Lafarge.”

12.3 (a) S B A Giles-Medhurst asked the following question to the Executive Member for Environment:-

“Could the Executive Member please state what he considers to be an acceptable time between requesting a Road Safety Stage 3 Audit of the Traffic Management Scheme to its report being published for local members?”

(b) D A Ashley replied:-

“There is no precedent for local members asking to see Stage III Safety Audits. In general, an Audit Report should be available on average within 6 weeks of the onsite audit having been carried out. This will depend on the complexity of the scheme. These Audit Reports are technical and need to be interpreted by professionals. I would suggest that Councillor Giles-Medhurst makes an appointment to be briefed on the relevant Audit Reports with the appropriate officers.”

(c) S B A Giles-Medhurst then asked the following supplementary question:-

“Would the Executive Member agree with me that the report commissioned on 25 February 2003 for a Stage 3 safety audit relating to Eastbury Road and the Oxhey Transport Plan, which was not published until 23 February 2004, and thus not made available to members until March 2004, is a gross exaggeration of the time, and is an issue that needs to be addressed to ensure that other safety audits are not delayed?”

(d) D A Ashley replied:-

“I will provided you with a written answer to that question.”

12.4 (a) S B A Giles-Medhurst asked the following question to the Executive Member for Environment:-

“In answer to my question 16.6 (a) on 25 November 2003, the Executive Member said ‘yes’ in that he was raising at the most senior level with Amey Larfarge the problems that officers of Mouchel and Herts Highways were having over poor performance/failure to adhere to contract specification. Given that this was some three months ago, how many meetings has

the Executive Member had and with whom, and at what dates with senior level management at Amey Larfarge to discuss these issues and what have been the results of those meetings?"

(b) D A Ashley replied:-

"All members will be aware that I am keen that these issues are openly discussed as evidenced by the seminars/open days that are planned and that have been held to date.

As Executive Member, my role is to provide the political leadership for my portfolio, not to get involved in the micro-management of the department. Nevertheless I have taken the opportunity to raise issues of performance when I meet representatives of our partners most recently when I met them on 15 March.

This is a complex innovative arrangement having a range of forums in which to discuss performance issues. In particular:

- *At the most senior level, National Directors of the partners meet with the Director and Assistant Director on a regular basis. The most recent meeting was 2nd March 2004.*
- *At a more local level there is a Board comprising Assistant Director and Directors of Amey, Lafarge and Mouchel Parkman which meets on a monthly basis.*
- *Formal contract management meetings also take place on a monthly basis with each of the suppliers.*

Performance issues are regularly discussed at all these meetings.

To date this has led to an increase in resource levels and how they are organised within the works team. There have also been improvements in the procedures and systems used across Hertfordshire Highways."

(c) S B A Giles-Medhurst then asked the following supplementary question:-

"Will the Executive Member agree with me that there is still some way to go to ensure that all procedures are in place that are adequately representing delivery on the ground, and is he aware of a recent case where a sub-contractor had to be reprimanded over failure to have procedures in place in relation to delivery of a scheme in central Watford?"

(d) D A Ashley replied:-

"I agree that we need to be constantly looking at practices and procedures to ensure that we have a culture of continuous improvement. On your specific question I will provide you with a written answer."

12.5 (a) S B A Giles-Medhurst asked the Executive Member for Environment:-

"In answer to my question 17.6 (a) on 12 February 2004, the Executive Member said 'yes and yes'. He agreed that those reporting the faults should have been kept informed of the reason for the delay in the repairs. However, the Executive Member failed to answer my supplementary question which asked, 'please elaborate and detail the actual procedures which are in place and how people will be kept informed in future'. Given I gave notice at the time the Executive Member had not answered my supplementary question I now request that answer, as it has still not yet been forthcoming?"

(b) D A Ashley replied:-

"I thought I had answered the supplementary question. To elaborate further, Hertfordshire Highways is developing its system to ensure that information is available either on the website or via the Customer Services Centre if faults are not going to be repaired within a reasonable time scale. As was reported at the recent Environment Scrutiny Committee, EDF have committed to provide a weekly report on faults that they think are unlikely to be repaired within their Charter commitments. This information too will be fed into the system to help keep the public informed."

(c) S B A Giles-Medhurst then asked the following supplementary question:-

"I note that the Executive Member mentions a weekly update, and at the beginning of this process, when I raised questions at County Council, I was provided with that information. I shall be grateful if the Executive Member could tell me why that procedure has since fallen down and I no longer receive the reports I had been asking for?"

(d) D A Ashley replied:-

"I will provide you with a written answer to that question."

12.6 (a) B C Engel asked the Executive Member for Environment:-

"The Executive Member for the Environment is, I know, aware of the ridiculous situation that has been allowed to develop at the new Community Hospital in my Division of Bishop's Stortford where planning controls assured the provision of a fully operational bus stop adjacent to the Hospital but there was a failure to ensure that the buses serving the route from the town centre would be diverted through the new estate now leading to the main building.

It is my understanding that the two bus operators concerned have refused to use the new stop on the grounds that the extra time involved would affect their schedule and the hospital authorities are not in a position to enforce them to do so.

As a consequence, public transport passengers, many of whom are the elderly and less able members of the community, have to walk some distance to and from the existing road side stop.

Would the Executive Member agree with me that this situation is intolerable and must be ended even if it involves some form of subsidy by the County Council who, as the Transport Authority, must have some responsibility for not foreseeing that it could arise when considering the implications for public access to the new hospital facilities."

(b) D A Ashley replied:-

"I fully appreciate the local member's concerns and I will look at all possible options to ensure public transport access to this site. Such situations are not helped by the rules imposed on us by various Government departments."

(c) B C Engel then asked the following supplementary question:-

"I note that the Executive Member is doing his best to resolve this problem. However, many of the least able members of the community are being disadvantaged. Would the Executive Member agree that it is now time to consider the ultimate horror of offering a subsidy to relevant bus operators if they persist in not giving a proper service to the public?"

(d) D A Ashley replied:-

"I am prepared to consider all options to ensure that we get a proper service to this particular site."

Andrew Laycock
County Secretary

Leader of the Council Robert Ellis

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5th April 2004

Dear Professor Houldsworth

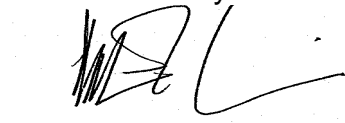
At County Council on 30th March, Derrick Ashley undertook to provide you with a written answer to your supplementary question.

He is unavailable at the moment and therefore I am replying on his behalf as Leader of the Council.

Councillor Ashley's written answer and subsequent correspondence with you following the 20th May 2003 County Council set out the reasons why Internal Audit considered it unnecessary to make the Coreys Mill Agreement a focus for their attention. In dealing with the correspondence between ourselves and Sainsbury, the time taken varies according to the issue in hand and the nature of the dialogue. You will appreciate that in this case we are dealing with complex matters which occurred up to 10 years ago and naturally takes longer than dealing with a simple request.

You may, however, wish to be assured that the remaining balance of the S106 funds have been allocated to the completion of a cycle link from Coreys Mill to Graveley.

Yours sincerely



Robert Ellis

Executive Member Environment

Cllr Stephen Giles-Medhurst
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1st April 2004

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Dear Stephen

COUNTY COUNCIL – 30TH MARCH 2004

In response to the supplementary question you asked at County Council I would respond as follows:

- 12.3 I would agree that this report has taken too long to be completed, I understand that you have now received a copy of the report. Whilst there were some extenuating circumstances in this instance, I have asked that procedures be set in place to ensure that reports are generally completed with six weeks of the audit taking place. In the case of large or complicated schemes, this may take longer.
- 12.4 As I replied at County Council, we need to be constantly looking at policies and procedures to ensure that we have a culture of continuous improvement.
- Regarding the specific instance in Central Watford, I am aware of the instance of the white lining sub-contractor failing to visit a site as had been arranged with local residents. Following an investigation the Works Team has been reminded of the absolute priority in communicating with residents. Furthermore, the Works Team has been instructed to develop a procedure to prevent such an event recurring.
- 12.5 Weekly reports did lapse, although I understand that there continued to be frequent ad hoc updates given to you. Weekly reports have now been reinstated for the Central Watford and Oxhey Village schemes until the works are complete.

Yours sincerely



Derrick Ashley
Executive Member for Environment