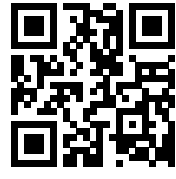


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Delivered by
Local Volunteers



South West Hertfordshire Conservatives Working for the Community

Herts County Council looks after some of the most vulnerable in our community.

Herts County Council spends over £600 million of its near £850 million revenue budget looking after the most vulnerable in our community. If they were ever to lose control of their budget lives would literally be placed at risk.

That is why the Conservative administration's priority since the

financial crisis hit has been to balance its books saving over £350 million in doing so. Some of those savings required difficult choices. It has had to reduce spending in some areas such as highways to ensure it could meet the needs of those who's life chances were most at risk.

Health and Community Services

Herts supports older residents, people with physical and learning disabilities, adults with mental health problems and their family carers.

Many have never known anything other than a life of care while others have spent their lives working hard building this county and defending it in time of war. This is the largest and fastest growing group of residents requiring care in Hertfordshire and they deserve our respect and compassion.

Children's Social Care

Herts help to safeguard and promote the welfare of vulnerable children and young people by providing services for children with disabilities, child protection, family support and children in residential and foster care.

We have been successful in securing well trained and motivated social workers through our in house academy. As a consequence vulnerable children in Hertfordshire receive some of the best care in the country.

Education and Early Years

Herts provide services for children and young people, including supporting schools and early years providers such as child-minders, pre-schools and children's centres.

Support for children in their formative years has a proven benefit in later life. Many Councils have been forced to close Children's Centres through budget pressure. Hertfordshire through innovation and good financial control has retained all of its Children's Centres.



Why don't we have better roads and footpaths?

The answer is, like many other Councils, we no longer have the necessary funds to do so. Every penny we are permitted to raise in additional council tax goes to meet rising costs, particularly those in social care.

In 2010 the Coalition Government imposed draconian budget cuts on Local Authority spending. The Council's first priority when responding to its massive funding shortfall in 2010 was to protect the most vulnerable in the community. As a consequence radical changes were implemented to the Highway and other discretionary spend Services.

The Council reduced its Highway personnel by over 40% and its staff and revenue budget by £13 million p.a. equating to an overall reduction of 28%.

In 2012 a revised service delivery standard was established of "safe and operational" and a new contractor appointed to deliver that service.

Adjusting to the new service

delivery model has been a significant challenge. Like many new systems there has been cultural and operational

"The Council's first priority when responding to its massive funding shortfall in 2010 was to protect the most vulnerable in our community."

challenges in service delivery.

Becoming accustomed to a standard of maintenance which is radically different than before has been difficult for residents and officers alike.

There is unlikely to be a return to previous funding levels in the short term.

However the Service is evolving and improving as more effective and efficient service delivery methods are tested and introduced.

A message from

Ralph Sangster

Rickmansworth County Councillor

Deputy Executive Member for Highways



Terry Douris (Executive Member for Highways) and I have worked hard to secure additional funding for Highway Maintenance in a year when budgets are under greater pressure than ever. Within the constraints of the existing service contracts we have also secured service improvements by introducing new working practices such as "pothole triaging". We recognise the need for a better customer experience and have brought back in house some customer/contractor

communications which have proven too difficult for our contractors to deliver at an acceptable level. We need to recognise, however, that the Service has fundamentally changed and work with our contractors to extract best value for money.

Despite improvements in service delivery there are still those who continue to find political advantage in criticising the Service's shortfalls without acknowledging its achievements in extremely difficult circumstances.

HS2 Update from the front line

Hertfordshire County Council have obtained substantial safeguards and assurances from HS2.



Hertfordshire County Council in March of this year petitioned the House of Lords objecting to the HS2 proposals in and around West Hyde and Maple Cross.

In a last minute flurry of activity prior to the House of Lords select committee hearing scheduled for 26 October the Hertfordshire County Council negotiating team secured a raft of safeguards and undertakings from the Secretary of State for Transport.

The assurances covered the following areas of concern.

- Chiltern tunnel construction
 - Public Rights of Way
 - Assumed heights of mitigation earthworks
 - Restoration scheme
 - Traffic management
 - Tree planting
 - Air quality
 - Hoardings
 - Fauna and land management impacts
 - Chalfont Lane
 - Corn Buntings
- The letter of assurance with accompanying statements can be viewed at:
www.ralphsangster.yourcllr.com

Community Action Group Make the Difference in Chorleywood.

In 2014 when Councils throughout the country were closing Libraries to balance their budgets Herts County Council pledged to keep all of its libraries open.

To fulfil this pledge a whole new operational model and support structure needed to be developed.

Angela Killick, now a TRDC councillor for Chorleywood South & Maple Cross, helped draw up a petition that gained 2,250 signatures to secure at least some paid staff support for a continuing library service in Chorleywood.



Angela, chair of Chorleywood Library Volunteers who now run the library, says "Herts CC are working closely with us to make this a success. We get generous back up support from them but it is the

volunteers who man the library and keep it open for the same hours as before. All help is welcome so if anyone out there wants to join us, please contact cwlvolunteers@gmail.co.uk or phone me on 01923 282626".

Saving lives and protecting young drivers and their passengers

The Learn 2 Live and Crash Car campaigns are key elements of the Hertfordshire Road Safety Partnership's programme to bring home the special dangers on the roads for young drivers.

Partnership's programme to bring home the special dangers on the roads for young drivers.



"scoops national award"

The Learn 2 Live campaign scooped the Chartered Institute of Logistics and Transport Award for Excellence in the Vulnerable Road Users Safety category at a ceremony on 27 October.

During September, over 6,000 17 to 24 year olds attended Learn 2 Live events across the county. Terry Douris, Cabinet Member for Highways, said: "We are absolutely delighted that this project has been recognised nationally."



County Cllr Ralph Sangster next to the "Crash Car" simulator outside County Hall at the Hertfordshire Road Safety Partnership's event on 4th September

Triage team save £100s thousands to reinvest in more highway repairs.

Triage teams, introduced in November 2015, now inspect reported Category 1 potholes before expensive repair teams are sent out to fix the problem. This is saving £100s of thousands of pounds for reinvestment in highway repairs.

The triage team inspect the reported fault, assess it, and order the works required to fix it. This is all done electronically at the site and the inspector

can now also provide the resident who reported the fault with a more comprehensive update on the faults inspection.



Local Triage inspector Ben Storey and County Cllr Ralph Sangster

Latest figures show 45% of faults are filtered out by inspectors
 Average time for a 5 day job from report to rectification 4 days
 Average time for a 20 day job from report to rectification 9 days

Triage inspectors work smarter, save money and get better job outcomes.

How the triage inspectors save us money and achieve better outcomes.

- The triage inspector eliminates wasted journeys by expensive work gangs by filtering out those faults which cannot be found or do not require immediate attention.
- When assessing the work required the triage inspector can inform the operations manager of any special materials or requirements needed for the job.
- The operations manager can plan the works required and group jobs together achieving substantial economies of scale.
- Because the job can be planned and permanent repairs can be carried out saving expensive revisits.



A permanent repairs can last up to 5 years



A temporary repair may only last a few months