

SCRUTINY REMIT:

OBJECTIVE:

To review the effectiveness of the Highway Liaison Meetings (HLM) arrangements.

QUESTIONS TO BE ADDRESSED:

- 1) What was hoped to be achieved in setting up the HLMs?
- 2) Are the HLMs meeting their objectives?
- 3) What can be done to improve the existing HLM format?

OUTCOME:

For members to form a view as to the effectiveness of the new HLM arrangements.

CONSTRAINTS:

This scrutiny is not a scrutiny on the Contracted Directed services provided by Ringway; its focus is on engagement with the wider community.

EVIDENCE & WITNESSES:

1 officer from each DC/BC – either written or attend in person	
HCC Member survey	
Telephone officer interview or personal attendance from neighbouring Authorities	
Carina Helmn	Hertfordshire Association of Town & Parish Councils
2 x HCC Highways Locality Managers	HCC Highways Locality Managers
Rob Payne	Ringway's Service Integration Team Leader
Chairman of each HLM	

METHOD: One Day

DATE: 10 July 2014

MEMBERSHIP: Rob Prowse, Michael Muir, William Wyatt-Lowe & Tim Hutchings

SCRUTINY REMIT:**SUPPORT:****Scrutiny Officer:** Tom Hawkyard**Lead Officers:** Richard Jones & Chrissy Jacques**Democratic Services Officer:** Nicola Cahill**HCC Priorities for Action: how this item helps deliver the Priorities**

1. Opportunity to get the best out of life
2. Opportunity to share in Hertfordshire's strong economy
3. Opportunity to be healthy and stay safe
4. Opportunity to take part [tick]

CfPS ACCOUNTABILITY OBJECTIVES:

1. Transparent – opening up data, information and governance [tick]
2. Inclusive – listening, understanding and changing [tick]
3. Accountable – demonstrating credibility [tick]