

## **COUNCIL 27 February 20234**

### **Item 18 – Questions: Written Responses**

#### **1 Councillor J Clowes**

##### Written Response

The practice of using external claims management companies to manage highway claims is very common with Highway Authorities. Such companies bring expertise in handling insurance claims that the council does not have but also provide a broader perspective of practices across different Highway Authorities. This is beneficial in managing the risk of claims to the council and the additional capacity that is provided helps resolve claims as quickly as possible.

With regard to the four specific questions asked:

- 1 The council pays for claims management support quarterly and the most recent information is to December 2023. From April to December 2023 (3/4 year) the cost was £117,505. It should be noted that this includes the cost of claims management for the council for non-Highways services. The specific cost for Highways claims management is not available separately but we will provide a written response on this as soon as possible.
- 2 991 claims for vehicle damage have been submitted onto the claims system since 1 April 2023.
- 3 Unfortunately, we are unable to answer this question. There was a change in claims systems in April 2023, and data is not yet available from the new system.
- 4 £3,305 has been paid for successful claims for damage caused to vehicles by potholes and carriageway defects from 1 April 2023 to date.

#### **4 Councillor M Simon**

##### Written Response

Under national waste legislation the Bowling Club would be considered trade waste rather than household waste; however, given the community nature of this and other facilities like it we have agreed an exception for these types of premises. This means that the Bowling Club can receive a garden waste collection, and the price for the service will still be the same as for householders. To comply with legislation however the Bowling Club will need to have a waste Duty of Care certificate tracking their waste. ANSA will be in touch shortly to explain the process and set up the collections and we will add this information to the Councils web site to clarify the position.

**5 Councillor J Saunders**

Written Response

Following the review of the business case, if any changes to the scheme, or the funding model, were required this would be managed in accordance with the Council's Financial Procedure Rules. Members will be engaged as appropriate.