

## **How we can work together**

This appendix to the 'Partnership Principles' document outlines ways in which Hertfordshire County Council and Parish, Town and Community Councils can work together in the interests of their local area.

The appendix is not intended to be a directory of County Council Services, see [here](#) for contact details for all key County Council services. Rather it is intended to be a menu of possible ways in which councils can collaborate depending on the needs and aspirations of their local communities.

This appendix will be updated as appropriate on a regular basis.

### **Included in this appendix is information about:**

- a) Countryside Management Service
- b) Access & Rights of Way Service
- c) Hertfordshire Business Services
- d) Highways
- e) Property
- f) Public Health
- g) Public Sector Mapping Agreement
- h) Human Resources
- i) School Transport
- j) Youth Work
- k) Libraries and Heritage Services
- l) Shared Internal Audit Service
- m) Community Wellbeing Commissioning Team
- n) Resilience Team
- o) Fire & Rescue Service
- p) Trading Standards
- q) 'Update Me' Email Bulletin Service

### *Other partners and partnerships*

- r) Hertfordshire Police and Crime Commissioner

## **A. Countryside Management Service**

### **What we do**

The Countryside Management Service works with communities in Hertfordshire to help them care for and enjoy the environment. This is done by:

- Encouraging and enabling people to get involved in looking after their local countryside, Rights of Way, common or green space by offering a range of voluntary opportunities, from practical conservation to leading Health Walks.
- Providing advice to landowners or managers, helping them to look after their land with wildlife in mind. Helping a range of people from public land owners to community groups, source and secure funding for landscape improvement and conservation work.
- Promoting outdoor recreation through organising events such as guided walks, and working with groups to develop walk and cycle routes that link towns and villages to community features and their surrounding countryside.

### **How we can work together**

#### Environmental Land Management Projects

The Countryside Management Service can provide advice and support to Parish and Town Councils in land management to achieve benefits for landscape, wildlife and public access. This may be a FREE, simple site visit and the subsequent provision of land management advice. Alternatively, a more involved project to support a Parish or Town Council in planning improvements, securing external sources of funding, overcoming pitfalls and any regulatory requirements, and delivery may be required. The Countryside Management Service has a considerable range of experience in supporting public bodies with the management of their land across Hertfordshire.

#### Exploring the Outdoors

The Countryside Management Service aims to improve opportunities for people to access and enjoy Hertfordshire's environment. Where resources allow, the Countryside Management Service can work with and support Parish and Town Councils (as well as other interested resident groups) to plan and deliver local access routes to link community facilities. You might also want to create short circular walking routes, accompanied by a leaflet that encourages residents to explore their local countryside or greenspace.

#### Supporting Volunteers

The Countryside Management Service has a number of groups of volunteers who can carry out approved improvements to the Rights of Way network. Some Parish and Town Councils have also formed groups of volunteers that

focus on the improvement of the Rights of Way network locally. Where resources are available, the Countryside Management Service is able to advise Parish and Town Council volunteers who can carry out a range of different activities including:

- Path surveys
- Practical improvement work
- Leading walks
- Securing external funding

Such projects often come within the Parish Paths Partnership (P3) – see section B below for details on this.

## **Contact Details**

For further information and project examples, please visit the webpage <http://www.hertfordshire.gov.uk/cms>. See 'Get Involved' for further volunteering opportunities.

Contact the Countryside Management Service on 01992 588433 or [northeast.cms@hertfordshire.gov.uk](mailto:northeast.cms@hertfordshire.gov.uk).

## **B. Access & Rights of Way Service**

### **What we do**

Public Rights of Way (RoW) are footpaths, bridleways and byways which have public access with the right to pass and re-pass. They provide a great opportunity for residents wanting to explore their local environment, whether it is for the recreational and health benefits on offer or to make short journeys without the use of a car. Hertfordshire County Council as local Highway Authority is responsible for the RoW network.

### **How we can work together**

#### Online Fault Reporting

Hertfordshire County Council's online fault reporting system is available for all residents, but we know that residents will often seek advice from Parish and Town Councils about how to log an issue on the Rights of Way network (the same steps can be used to log a Highways issue).

To report a RoW issue:

- Go to online fault reporting at: [www.hertfordshire.gov.uk/faultreporting](http://www.hertfordshire.gov.uk/faultreporting)
- Choose the map by clicking on 'click here to go to map' and zoom-in to your area until the words "Please zoom in further before clicking to select a location" disappear (alternatively, you can enter a road name nearby or enter the Parish name, path status (footpath/ bridleway/ byway), and the path number, if known). Zoom-in to the relevant area until you can see the thin grey lines for the RoW.
- Click on the RoW line, which creates a yellow diamond.
- Choose one of the listed features in the selection box then click-on the 'Report a Fault' button and select or enter the details.

#### Access & Rights of Way Service Support (see *Lead Contacts attached below*)

The map below shows which RoW Officer covers which Parish or Town and they should be the first point of contact for RoW concerns. If the designated officer is unavailable, another member of the team should be able to help.

RoW Officers respond with differing timescales/priorities depending on the severity of the report (*see priority list below*). Therefore, to make sure we respond to each issue appropriately, please give us as much information as possible. Officers will prioritise based on:

- 1) Public safety
- 2) Level of use (numbers of reports)
- 3) Importance of the route in the wider network (dead end = low / main route = high)



Priority List



Lead Contacts.pdf

## Parish Paths Partnership

The Parish Paths Partnership (P3) is a long standing initiative that enables Town and Parish Councils with an interest to work with the county council to make improvements to paths that are important in a local context.

Hertfordshire's Countryside Management Service and the Rights of Way team work closely with Town and Parish Councils to deliver suitable improvements, sources of funding and potential for volunteer action.

In the past successful projects have included:

- Volunteers replacing obstructive stiles with gaps or kissing gates on well used routes
- Providing a hard surface to a path to the local school
- Waymarking recreational or health walk routes
- Volunteers clearing back encroaching vegetation to widen a bridleway
- Designing and printing a leaflet describing local short walks

Contact the Countryside Management Service or your local Rights of Way Officer for more information.

## **Contact Details**

You can contact the Access & RoW Service in the following ways:

- Email: [row@hertfordshire.gov.uk](mailto:row@hertfordshire.gov.uk)
- Call the Access & Rights of Way Service on the Officer's direct number, or the RoW Service general number: 01992 555279,
- Call the Customer Service Centre Environment Team on 0300 123 4047 (e.g. out of hours)

**For more information** about the Access & RoW Service, please visit the webpage: [www.hertfordshire.gov.uk/row](http://www.hertfordshire.gov.uk/row)

## C. Hertfordshire Business Services

### What we do

Hertfordshire Business Services (HBS) manage a variety of business units on behalf of Hertfordshire County Council offering a wide range of great value goods and services to groups and organisations including schools, local authorities, care homes, charities, and Town and Parish Councils.

### How we can work together

**Herts FullStop** is a catalogue and distribution service. The catalogue has over 18,500 products at market leading prices, and includes everything from stationery to photocopiers and furniture. We also offer a free Spend Review to identify areas of cost saving across your organisation.

**Hertfordshire Contract Management Services** manage cleaning and grounds maintenance contracts tailored to customers' requirements including full site survey and detailed specification - including arboriculture services. All services are procured in accordance with EU Procurement Directives. Also available are a range of other contracts including Portable Appliance Testing (PAT) and bespoke signage.

**Hertfordshire Reprographics** is an extensive print and design service with a range of services to meet your budgetary needs including full digital printing, bespoke printed items such as stationery, booklets, forms, DVD's/CD's/memory sticks as well as mail out services.

**Hertfordshire Fleet Management Services** manage a wide range of fleet activities and services including vehicle purchasing, leasing, hiring and repairs, we are a one stop shop for all your vehicle needs.

### Contact details

Herts FullStop  
Telephone: **01707 292300**  
Email: [fullstop@hertfordshire.gov.uk](mailto:fullstop@hertfordshire.gov.uk)  
Online: <https://www.hertsfullstop.co.uk/home.aspx>

Hertfordshire Contract Management Services  
Telephone: **01707 292390**  
Email: [hcms@hertfordshire.gov.uk](mailto:hcms@hertfordshire.gov.uk)

Hertfordshire Reprographics  
Telephone: **01707 292400**  
Email: [herts.repro@hertfordshire.gov.uk](mailto:herts.repro@hertfordshire.gov.uk)

Hertfordshire Fleet Management Services  
Telephone: **01438 845455**  
Email: [hfms@hertfordshire.gov.uk](mailto:hfms@hertfordshire.gov.uk)

## D. Highways

### What we do

The County Council is responsible for all of Hertfordshire's roads except motorways and trunk roads (looked after by Highways England), and private roads. The Highways department maintains Hertfordshire's 3,000 miles of roads and pavements, 1,700 bridges, 100,000 street lights, 154,000 drains and 118,000 signs.

### How we can work together

#### Highways Together

Recognising the proximity that Parish and Town Councils have with their local area and local issues, Hertfordshire Highways would like to build a stronger working relationship with Parish and Town Councils. Highways Together enables our Towns and Parish Councils to carry out certain local highway maintenance activities on public highway in their local area where there is a desire to do so. The following initiatives have been developed to enable Parish and Town Councils to tackle some of their local highway priorities:

- Using volunteers to carry out certain highway works
- Enforcement action and process
- Seeking contribution from County Council Highway Locality Budget for certain highway works
- Agency Agreements
- Using Community Payback Team (Probation Service) to undertake work
- Improving communication with Towns and Parish Councils

### Contact details

For further information please visit the webpage:

<http://www.hertsdirect.org/services/transtreets/highways/highwaystogether/>

**NB:** This website requires a username and password. If you cannot remember this, contact Hertfordshire Association of Parish and Town Council (HAPTC).

#### Road closures

Amongst other aspects of highways, the Highways Service is also responsible for managing and authorising street closures for special events (such as street parties or similar events). In order to have a street party or an event on the highway an event order is required. Special Event Orders are valid for maximum of 3 days and only one event on the same section of highway can be applied for in one calendar year (unless special authorisation has been sought). You need to allow approximately 6 weeks processing time for a small event and approximately 3 months for a large event.

If you would like to apply for a street closure so that an event can be held you will need to call the Network Management Team to discuss the application process.

## Contact details

Please tel. 0300 123 4047 and ask to speak to one of the Highways Network Management Team, or visit the [webpage](#) for more guidance

### Self-help salt scheme

This scheme has been running since 2012 and allows Parish and Town Councils (as well as District and Borough Councils and recognised resident groups) to apply for salt bags to help with snow clearance and footway treatments. The efforts of Parish and Town Councils during this time are a tremendous help to Hertfordshire County Council's salting and snow clearing efforts across the county. All of this hard work means that the Council's services to the public were not disrupted.

Parish and Town Councils can apply for 850kg of salt in the form of a Hippo-style Grab bag or up to 34 x 25kg Bags.

**Town and Parish Councils will need to fill out an application form, which will be made available via Herts Direct during the late summer.**

## Contact details

For further information please [email the team](#), marking the subject as 'Winter Self Help'

### Highways Fault Reporting

The Highways Fault Reporting System is a means of reporting via the County Council's website issues on Hertfordshire's roads, footways, streetlights, traffic signals etc. We call these features 'assets'.

The system allows us to receive faults quickly and efficiently. Key questions are asked so that the faults we receive can be automatically sent to the right team.

The fault reporting system works 24/7 as Highways work 24/7 (with an out-of-hours team for night time emergencies).

## Contact details

If a Parish or Town Council, or a member of the public, wishes to report a Highways fault, this can be done [online](#). It is quicker and easier to use the online system, and it is more efficient for us.

Alternatively, faults can be reported via our Customer Service Centre by calling 0300 123 4047.



## **E. Property**

### **What we do**

The Property Service administers all land holdings and buildings owned and leased by the County Council. The assets are used to deliver the functions of the County Council and to provide both capital and revenue in support of those functions. We work in collaboration with all public sector partners to ensure assets are brought to best use across the county.

The County Council has a policy for leasehold asset transfer of surplus assets to voluntary and community organisations where there are joint opportunities for delivering community schemes.

### **How we can work together**

Should a town or parish council identify opportunities for the use of surplus council property we would welcome a discussion that could lead to mutual benefit.

### Property Data

The County Council is currently updating its geographic property data in line with central government requirements. Once this work is complete it will be publicly available via our internet site. Should you have a query in the interim please email the contact details below and we will endeavour to provide the information you require.

### **Contact details**

Please e-mail Angela Bucksey, Assistant Director – Property, at [angela.bucksey@hertfordshire.gov.uk](mailto:angela.bucksey@hertfordshire.gov.uk)

## **F. Public Health**

### **What we do**

With responsibility for public health returning to Local Government, we want all services, and tiers of Local Government to work together to improve the overall health and wellbeing of residents in Hertfordshire, with early measures taken to tackle health inequalities. No single agency has the answer, and we must all work together, playing our parts and playing to each other's strengths.

### **How can we work together**

#### eNewsletter

Public Health issues an [eNewsletter](#), for which Parish and Town Councils can be added to the distribution list.

The eNewsletter is designed to provide a snapshot of some of the work taking place across the public health department. If there are articles or issues that you would like know more about, then it is possible to make suggestions through the 'Got an Idea?' and 'An Open Question' facilities within the magazine.

To be added to the eNewsletter distribution list, please send an [email](#) us.

#### ELearning modules

Public Health has developed some free online 'eLearning' modules that can be accessed via HertsDirect. More information can be found [here](#).

The modules allow you to access online books, signposts to various health related websites and to Public Health sections of Hertfordshire libraries.

#### Public Health Conference, lectures and master classes

Parish and Town Council representatives can, subject to demand (first come, first served basis), attend the annual public health conference and lectures, master classes as they arise. These are advertised in the e-newsletter

#### Joint Strategic Needs Assessment (JSNA) and Public Health Intelligence

Parish and Town Councils can access and contribute to the JSNA and to reports and publications on the health of the population.

#### Attending Parish and Town Council meetings.

The Director of Public Health can, where possible and appropriate, attend Parish and Town Council meetings where there is a specific concern that needs the advice of Public Health or when a new health related project is being developed or launched. If the attendance of a Public Health officer is

sought please e-mail both [Marion Mansfield](#) and [Jim McManus](#) with at least a month's notice.

### **Contact Details**

For more information, please e-mail [Joanne Necchi](#)

## **G. Public Sector Mapping Agreement**

### **What we do**

The Public Sector Mapping Agreement (PSMA) gives public sector organisations access to many Ordnance Survey products. This helps organisations to deal with a wide range of challenges and make use of geographic and location data across a range of applications, saving money, making better decisions, and delivering public services more efficiently.

### **How can we work together**

Parish and Town Councils are eligible to join the PSMA (at no cost) which provides access to Ordnance Survey data and a copyright licence for official business use.

It also opens up the use of Ordnance Survey mapping for collaborative work with other PSMA members (including Hertfordshire County Council and all ten District and Borough councils in Hertfordshire).

### **Contact Details**

For more information see, please visit the [webpage](#).

If you would like to join, please [register here](#).

## **H. Human Resources**

### **What we do**

Human Resources works with services to provide a comprehensive and high quality support service aimed at enabling organisations to deal effectively with people and workforce matters allowing you to achieve business objectives and priorities.

The Human Resource service can provide you with:

- Clear and consistent advice via our HR Service Desk for managers and employees
- An educated and professional understanding of the national, local and legislative developments and the impacts they may have on your organisation
- Assistance with the development of HR Policies and Strategies
- Provide advice and support with pay scales, job evaluations and bonus schemes
- Access to an extensive eLearning catalogue and courses as well as face to face training in a range of areas at an individual, team, departmental and organisational level.
- Support with a variety of recruitment campaigns
- Advice and processing of Safer Employment requirements (including DBS checks)
- A value for money service

### **How can we work together**

#### HR Service Desk

The Human Resources can provide advice and support to Parish, Town and Community Councils through our dedicated HR Service Desk on all employee relation matters. The range of advice could range from simple advice on employment matters to assisting in formal case management. We will work with you to understand the level of advice that would be most appropriate to your organisation.

#### Recruitment

Our recruitment team can assist you in attracting and selecting the right candidates for your organisation. Providing professional advice on support on all types of recruitment ventures, these include; single recruitment orders, campaigns, hard to fill roles and top job recruitment.

#### Safe Employment

As an employer we understand the importance of safe employment and in providing accurate and timely advice to support this. There are a number of ways we could support Parish, Town and Community Councils in ensuring the appropriate mechanisms are in place. These include but are not limited to:

- Undertaking DBS (Disclosure and Barring Service) Checks
- Providing advice on Safe employment including Asylum and Immigration and DBS

### Recruitment of temporary staff (Guidant Group Recruitment)

Guidant Group Recruitment Agency has a contract with Hertfordshire County Council for providing temporary members of staff. Temporary staff can be used to cover a range of Parish or Town Council needs and can be used to fulfil both short term and longer term needs.

The contract with Guidant Group enables Parish and Town Councils to make use of their pool of temporary agency workers. Guidant Group will work with you to ensure the right candidate is matched to your needs.

### Pay and Reward

As one of the largest employers in Hertfordshire we can provide advice on pay scales, job evaluations and any potential bonus schemes you may be interested in implementing.

### Learning and Development

We are looking at whether we can make these services available to partners, including Town, Parish and Community Councils which will enable you to access cost-effective development for your staff and volunteers both face-to-face or through eLearning.

### The HR Network

We encourage Parish, Town and Community Councils to sign up to our HR Network, this opens up access to a knowledge sharing group where we would proactively communicate any updates in employment related matters that may impact your HR Strategies, Policies or Practices.

### HR Strategy and Policy Development

We understand the requirement for organisations to have robust and fit for purpose HR Strategies and Policies that are relevant for the employee group they support. Our service can assist you in the development of your HR Strategies and Policies. By utilising our expertise in this field it frees your time up to manage other business priorities.

### Joining the Local Government Pension Scheme

Hertfordshire Parish and Town Councils are classed as 'designating bodies' within the Local Government Pension Scheme (LGPS) Regulations, which means you can pass a resolution to join the fund. If you are interested in doing so, contact [pensions.team@hertfordshire.org.uk](mailto:pensions.team@hertfordshire.org.uk), who can send out the relevant joining information. You will be required to pass the aforementioned resolution, including set wording within your minutes that the chairman of the committee approves, and specify which members of staff this applies to.

## **Contact Details**

For further information on any or all of the services we may be able to offer you please email: [hrgovernance@hertfordshire.gov.uk](mailto:hrgovernance@hertfordshire.gov.uk)

For more information about how you can recruit a temporary member of staff through the Guidant Group, please contact Louise West, account director: [louise.west@guidantgroup.com](mailto:louise.west@guidantgroup.com)

## **I. School Transport**

### **What we do**

From September 2012 Hertfordshire County Council introduced a statutory only home to school transport policy. The Council was keen to attract third party providers to arrange transport on routes which it had previously organised and subsidised which catered mainly for children without a statutory entitlement to home to school transport.

The Council has worked to build capacity locally to encourage and enable schools, community groups and commercial operators to provide school transport. From September 2013 a total of 130 routes to schools of preference operate without a financial subsidy from the Council. Of these routes, 30 have been operating since April 2012.

### **How can we work together**

An integral part of the new school and college transport strategy is the offer of capacity building support to suppliers, schools, colleges, and communities who wish to explore developing and funding their own routes to schools/colleges where there is currently no provision. The county council is committed to offer capacity building support, subject to outcomes being cost neutral to the council. Where there is a need, Parish and Town Councils may wish to work with local partners to look for ways of providing discretionary travel on routes previously funded and delivered by the Council.

### **Contact Details**

**For more information** please contact Jayne Abery, Transport Strategy & Policy Manager at: [Jayne.Abery@hertfordshire.gov.uk](mailto:Jayne.Abery@hertfordshire.gov.uk)

## J. Youth Connexions Youth Work



### What we do

**Enabling  
young people  
to succeed**

Youth Connexions provides youth work, information, and support for young people aged 13 and 19 (up to the age of 25 with learning disabilities). For young people leaving care, support is provided up to the age of 21 through the Youth Connexions One Stop Shops.

Through prevention and early intervention, the County Council's vision for youth work is for it to enable young people to make informed decisions, have a place in their community, and ultimately to reach their full potential and make a successful transition to adulthood. This is achieved through the provision of high quality informal education opportunities to address their personal and social development needs.

Whilst youth work provision is accessible to all young people - resources are limited, therefore, Youth Connexions targets those young people with greatest needs, in areas of deprivation, those who are most vulnerable, and those engaging or likely to engage in risky behaviours.

Youth Connexions financially supports Pro Action an umbrella organisation for voluntary youth groups in Hertfordshire. This support is to increase the delivery of open access youth work and positive activities in the voluntary sector by establishing, developing and training local volunteer led youth groups – particularly in rural and village locations.

### How we can work together

Youth Connexions currently works in partnership with a number of Parish and Town Councils in a variety of formats to increase and improve provision for young people. This ranges from utilising local venues, responding to need in areas of deprivation, jointly funded projects to work with young people engaging or likely to engage in risky behaviours, supporting young people to become involved in Parish and Town Councils to improve facilities, and ensuring that young people from vulnerable groups can access provision and developing fixed term projects such as some joint delivery during school summer holidays.

Working with some Parish and Town Councils, Youth Connexions has established youth councils to support young people in getting their voice heard. Currently Youth Connexions, supports the following youth councils / forums: Harpenden, Chorleywood, North Herts, Broxbourne, Elstree and Borehamwood, St Albans, Stevenage, Watford and Welwyn Hatfield. In addition youth councils / forums are currently being developed in Bishops Stortford and Ware.

### Contact details

For more information, please visit the [webpage](#) or [email Youth Connexions](#)



## K. Libraries and Heritage Services

### What we do

**Public library services** are delivered through a network of 46 library buildings in communities across the County and online. Library services include the loan of books, e-books and other materials, access to information and online services, public access to computers and Wi-Fi, services to children and young people, and the promotion of reading, learning, digital inclusion, health and wellbeing.

**Heritage Services** include Hertfordshire Archives and Local Studies (HALS), based at County Hall, which is the specialist centre for the study and enjoyment of Hertfordshire's history, and Museums Development, which promotes the interests of museums and galleries through the Hertfordshire Association of Museums.

### How we can work together

**Community Libraries** – Our 'Inspiring Libraries' strategy defines 3 tiers of library, with libraries in smaller communities designated as 'Community Libraries' to be run as partnerships between the library service and local volunteer groups. We would like to work with Parish and Town Councils to help us to develop active volunteer groups to secure a thriving library presence in these communities.

**Volunteering** – Libraries and Heritage Services offer a range of volunteering opportunities. These include delivering the Home Library Service to customers with disabilities and mobility difficulties, supporting the Summer Reading Challenge for children, helping customers with IT and supporting Hertfordshire Archives. We are keen to work with Parish and Town Councils to promote these opportunities.

The **Herts Memories** community archive website collects photographs, memories and research, overseen by volunteer editors. These online community archives complement the formal archival records, enabling individuals and communities to tell their own stories.

We want to promote Hertfordshire Libraries as **vibrant community assets** – safe, neutral, public spaces, rooted in the communities they serve and acting as hubs for community information and activities. Most libraries have space that can be hired by local groups. We are keen to work with Parish and Town Councils to promote our services in their localities.

### Contact details

- **For full information** about our services see [www.hertfordshire.gov.uk/libraries](http://www.hertfordshire.gov.uk/libraries).
- To contact Libraries please e-mail [libraries.information@hertfordshire.gov.uk](mailto:libraries.information@hertfordshire.gov.uk)
- To contact Heritage Services, please e-mail [Hals.enquiries@hertfordshire.gov.uk](mailto:Hals.enquiries@hertfordshire.gov.uk)

## **L. Shared Internal Audit Service**

### **What we do**

The Shared Internal Audit Service (SIAS) provides assurance coverage and advice on control, risk and governance arrangements. Assurance and advisory services are provided by our core team of public sector experts and include governance, IT and procurement. Our partnership with the accountancy firm BDO provides access to specialist assurance requirements such as VAT, estates and value for money. We are based in Hertfordshire County Council's Stevenage offices.

Current clients include Hertfordshire County Council, several Hertfordshire District and Borough Councils, Hertfordshire maintained schools and Town Councils.

We offer:

- A fully independent and objective service
- Delivery in accordance with professional standards, ensuring confidentiality at all times
- A professionally qualified team of auditors experienced in modern internal auditing practices
- Flexible service provision with coverage designed to suit your assurance requirements
- Clear, concise and constructive audit reports with appropriate recommendations for improvement
- Existing knowledge of the legal and operational framework within which town and parish councils operate

### **How we can work together**

Town and Parish Councils have a statutory duty to complete an Annual Return at the end of each financial year. As part of this Annual Return, each Council's Internal Audit function is required to provide assurance that relevant procedures and controls were operating effectively for the financial year

#### Scope of Audit Work

We assist Town and Parish Councils to meet these statutory requirements and obtain an appropriate level of assurance in support of the Annual Return by reviewing the following:

- Financial Regulations and Contract Standing Orders
- Payment controls including treatment of VAT and S137 expenditure
- Risk management processes including managing the risk of fraud

- Budget setting and monitoring
- Income and banking
- Petty cash administration
- Payroll records including Income Tax and NI deductions and allowances for Town / Parish Councillors
- Asset and Investment Registers and insurance arrangements
- Maintenance and management of Council owned properties
- Bank reconciliations
- Trusteeships
- the proper preparation of year-end accounts

This work allows us to sign-off the Annual Return before submission to the Council's external auditors. Following completion of our work we will issue a report detailing the work undertaken and making recommendations as appropriate to enhance control.

### Professional Fee

Our audit service professional fee is £325 per day + VAT with mileage charged at 45p per mile + VAT.

### **Contact details**

**For more information** please contact Margaret Mulkerrin, Audit Manager on 01438 845504 or email [Margaret.mulkerrin@hertfordshire.gov.uk](mailto:Margaret.mulkerrin@hertfordshire.gov.uk)

## **M. Community Wellbeing Commissioning Team**

### **What we do**

The Community Wellbeing Team commissions services on behalf of the County Council and both NHS Clinical Commissioning Groups (CCGs) to:

- Encourage independence, physical and mental wellbeing.
- Reduce avoidable ill health and disability.
- Support carers.
- Encourage self-reliance, community cohesion, social enterprise and volunteering.
- Reduce demand on formal health and social care services.

The services are mostly commissioned from voluntary and community organisations. We manage and monitor the arrangements with them to make sure they deliver what has been agreed, and that they provide value for money. This includes a mixture of longer-term contracts and short-term innovation grants.

We are in the process of reviewing the 85+ contracts managed in our team and are working with and talking to other commissioners, partners, providers and service users. We have put these services into eight themes:

- Promoting Mental Health and Emotional Wellbeing
- Supporting Carers
- Information, Advice and Advocacy
- Living Well with Long Term Conditions
- Staying Active in the Community
- Keeping People out of Hospital
- Connecting and Developing Individuals and Communities
- Maintaining Independent Living

The Community Wellbeing Team also has the lead for delivering the multi-agency [Carers Strategy](#) for the county, as well as being the lead for the [Hertfordshire Voluntary Sector Commissioning Strategy](#) and [Hertfordshire COMPACT](#) on behalf of the County Council, setting out how the voluntary and statutory sectors will work together.

### **How we can work together**

If you are interested in using any of the services we commission (or other services) and want to know what is available in your part of Hertfordshire, see our [HertsHelp page](#) to find out more.

If you are a current or interested provider of services, you can register to receive alerts about upcoming tender opportunities on our provider portal, [Supply Herts](#).

As part of the 'Staying Active in the Community' theme of the Community Wellbeing Contracts Review, we are currently working with a number of local partners to run 'Community Conversation' events in different localities around the county. These are public events to discuss with local people what services, groups and activities are currently available in their local area and what might be the gaps. If you would be interested in hosting one of these events, we would love to hear from you. Please contact the team via the details below.

If you would like to discuss any part of the team's work, including the Community Wellbeing Contracts Review, any of the eight themes, the Strategies or the COMPACT, please contact the team via the details below.

## **Contact details**

To contact the Community Wellbeing Team, please call 01438 844111 or email us at [community.wellbeing@hertfordshire.gov.uk](mailto:community.wellbeing@hertfordshire.gov.uk).

## **N. Hertfordshire County Council Resilience Team**

### **What we do**

The Hertfordshire County Council Resilience Team is part of the Community Protection Directorate. The team works with a broad range of agencies, including district councils, to ensure that Hertfordshire County Council fulfils its duties under the Civil Contingencies Act. These duties include assessing major risks and ensuring that plans are in place to mitigate and if necessary, respond to emergencies.

The Resilience Team ensures that partner agencies are involved in the preparation of major incident plans, as well as making sure that these plans are regularly exercised. The team warns and informs the public about risks by giving advice on what to do in emergencies. The team also provides advice to businesses on how they can continue to operate in an emergency; we call this 'business continuity'.

### **How we can work together**

The Resilience Team regularly produces a newsletter to help keep people informed about the world of resilience and work that has been going on locally to help ensure that Hertfordshire and its people can be resilient in emergencies. The newsletter also provides useful information on a wide range of resilience subjects, as well as providing contacts for the team. The latest edition can be accessed [here](#).

We also help to warn and inform the public via our social media [Twitter page](#). We use this to let people know when severe weather is forecast, keep the public informed about incidents that we attend, and give tips on how to prepare for an emergency.

The team also provides useful information for businesses via the County Council [internet pages](#). This Business Continuity information also includes a handy toolkit for business to carry out realistic exercising to help them protect their core activities and prepare for emergencies that could affect their ability to trade.

Additionally, the HCC Resilience Team have worked alongside HAPTC to produce an [Emergency Plan template](#) and are always happy to help and advise in this area:

### **Contact Details**

**For more information** please visit the [website](#) or email [resilience.team@hertfordshire.gov.uk](mailto:resilience.team@hertfordshire.gov.uk)

## **O. Fire & Rescue Service**

### **What we do**

Fire stations are strategically placed across the County to provide a swift and effective 24/7 emergency response to: extinguish fires, with the aim of protecting life and property; rescue people from road traffic collisions, water and height; and deal with other emergencies such as wide-area flooding, chemical incidents and large animal rescues.

We work closely with Hertfordshire's communities to reduce the risk of fires and other emergencies occurring and work with a wide range of organisations to help prevent crime and disorder. This is done through a range of education and engagement initiatives including; home fire safety advice and guidance, arson reduction activities, youth engagement activities and targeted campaigns aimed at vulnerable groups.

We regulate the built environment to protect life, property and the environment from fire. This is done through a risk based inspection and enforcement regime for residential, commercial and industrial buildings to ensure compliance with statutory requirements and to advise the business community on how to reduce the risk from fire.

### **How we can work together**

#### Vulnerable people

Town and Parish Councils are well placed to assist in helping to identify those most at risk and vulnerable within their communities and could contribute to our collective effort to prevent harm, reduce risk and improve the well-being of these individuals. We have developed a tool to assist with referral pathways and would welcome Town and Parish Councils' assistance in raising awareness of the broad range of support which can be accessed via 'safe and well' visits.

#### Youth engagement

We would welcome the opportunity to work with Town and Parish Councils to further develop the suite of interventions we have introduced to support young people, helping them to acquire new skills and increase confidence which in turn can enhance their employment and life prospects.

#### Volunteering

The Community Protection Directorate offers a range of volunteering opportunities. These include both with the Fire and Rescue and Trading Standards volunteer schemes which provide the chance to work alongside our staff to support the aims and objectives of the directorate, contribute to reducing risk and preventing harm, in particular to those most vulnerable in our society. We are keen to work with Parish and Town Councils to promote these volunteering opportunities.

The Directorate's advocacy scheme also provides an opportunity to support community engagement and contribute to the development of our services' practice and policy and we would welcome Town and Parish Council representatives, especially those from minority communities, to contribute to that forum.

### Retained fire fighter opportunities

The Fire Service has a number of retained fire stations located in Town and Parish Council areas. We are actively seeking to raise awareness and recruit additional personnel to join our retained work force. We are keen to work with HATPC to promote this initiative and the opportunities it provides for people to actively contribute to their community.

### **Contact Details**

**For more information** please visit the [website](#) or email [cpd.customerservices@hertfordshire.gov.uk](mailto:cpd.customerservices@hertfordshire.gov.uk)



## **P. Trading Standards**

### **What we do**

Hertfordshire has over a million consumers and is home to over 30,000 businesses, including the national and international headquarters of a number of companies. Trading Standards strives to achieve a safe and just trading environment for consumers and the County's business community.

Protecting the vulnerable from scams and rogue traders also remains an important element of our work. We raise awareness of doorstep crime, share intelligence with partner agencies and provide advice and guidance to support those more vulnerable people in our communities who are most at risk.

### **How we can work together**

We are keen to work with Parish and Town Councils to raise awareness of doorstep crime, scams and rogue trader activity. We would welcome support from Town and Parish Councils in helping us to better protect those most at risk by cascading information, publicising advice and guidance and helping to identify communities or individuals which might be particularly vulnerable to these criminal activities.

Where Town and Parish Councils might have concerns regarding anti-social behaviour, particularly where there might be suspicions of under-age sales of alcohol, such intelligence would be valued by Trading Standards. We have an important role in helping to reduce these occasions and taking enforcement action against those businesses seeking to profit from such activity.

### **Contact Details**

**For more information** please visit the [website](#) or email [tradingstandards@hertfordshire.gov.uk](mailto:tradingstandards@hertfordshire.gov.uk)

## **Q. 'Update Me' Email Bulletin Service**

### **What we do**

Hertfordshire County Council has introduced an email updates service called 'Update Me' which allows residents to register for email bulletins about a range of services run by the council.

Available at [www.hertfordshire.gov.uk/updateme](http://www.hertfordshire.gov.uk/updateme) the service is free and easy to use for subscribers, who can choose to receive information about issues ranging from Highways, Bus Travel and Libraries to Volunteering and General News. It is easy to change topics, preferences and unsubscribe at any time.

The service was introduced to make it as easy as possible for people to find out about the range of services provided and help understand how they can access them.

### **How we can work together**

We encourage Parish and Town Councils to sign up to the service and are keen to work with Parish and Town Councils to raise awareness amongst residents.

To sign up and choose which topics to receive updates for please visit [www.hertfordshire.gov.uk/updateme](http://www.hertfordshire.gov.uk/updateme).

### **Contact Details**

For more information please visit the [website](#) or email [stuart.reynolds@hertfordshire.gov.uk](mailto:stuart.reynolds@hertfordshire.gov.uk)

## **Other Partners and Partnerships**

### **R. Police Crime Commissioner**

The Hertfordshire Police and Crime Commissioner has a responsibility for setting the strategic direction for policing in the county. Elected to a four year term, the current Commissioner is David Lloyd.

Each Police and Crime Commissioner must produce a Police and Crime Plan. The Police and Crime Plan for Hertfordshire is called 'Everybody's Business' and places a significant emphasis on crime reduction and community safety being the responsibility of every citizen in Hertfordshire.

In practical terms, the Police and Crime Commissioner has responsibility for setting the budget for policing and the police element of the council tax precept in Hertfordshire. The Commissioner is responsible for employing the Chief Constable - hiring them, assessing their performance and, if necessary, disciplining or dismissing them. The Police and Crime Commissioner is the voice of the public and victims of crime in Hertfordshire, working with local partners to prevent crime and re-offending. Police and Crime Commissioners also now have responsibility for commissioning services for victims of crime.

### **How we can work together**

The Police Crime Commissioner visits each of the ten District or Borough Councils once a year through 'District Days'. These visits are organised by the District or Borough Council in conjunction with the Office of the Police and Crime Commissioner in Hertfordshire. Parish and Town Councils are encouraged to contact their local Council if there is a local project that could be included in a District Day.

Each of the ten District and Borough Councils are represented at the Commissioner's Community Safety Board which is chaired by the Police and Crime Commissioner. This strategic forum also brings together key agencies from the Police, Fire and Rescue, Probation, Health, and Hertfordshire County Council. The Board seeks to provide oversight of community safety and criminal justice-related strategies and act as an advisory board for community safety activities. Elected councillors (usually a council's portfolio holder for community safety) and officers sit on the Board and Parish and Town Councils can raise issues via these representatives.

### **Contact Details**

**For further information** contact the Police and Crime Commissioner's office on **01707 806100**