# Cabinet 2 August 2021 Public & Local Member Questions

Agenda item 6	Public Question Time
6.1	Question from Philip Leslie Does the cabinet member agree that Norfolk County Council's assets should be used for the benefit of the local community in which they are situated and that prior to disposal every effort should be made to engage stakeholders such as the local town district councils?
	Response from the Cabinet Member for Commercial Services and Asset Management
	The responsibility of Norfolk County Council is to support all residents across the County and to deploy our funding where there is need. The disposal of assets helps fund our Capital Programme – providing the maintenance for our highway network, helping us build new schools, or to fund programmes of specialist housing for older people. For this reason we do not ringfence receipts, but fund works where they are needed
	Within Attleborough, Mr Leslie will be aware that there has been substantial investment into the new Rosecroft School and into the new Attleborough Library. Services I am sure he would agree bring great benefit to the local community.
	Where land is disposed of in a locality, we will contact the Local Divisional Member, whose role it is to act on behalf of their community. Having reviewed recent disposals with Attleborough I can confirm that Norfolk County Council made contact with the divisional member to inform them of the proposals and to seek feedback.

# Cabinet 2 August 2021 Local Member Questions

Agenda item 7	Local Member Issues/Questions
7.1	Question from Cllr Alexandra Kemp Medworth, subsidiary to Germany's largest listed municipal energy network MVV, owned by City of Mannheim, wants to build an incinerator upwind of the Wash, Lynn, Welney and Sandringham, to burn 625,000 tonnes of waste a year.
	From the 95-metre high stack, Lynn and Clenchwarton could be more affected by the air pollution, than Wisbech.  Medworth refuse to consult with Lynn communities.
	Medworth propose to pressure Norfolk roads with 380 lorries a day on the A17 past Clenchwarton, to the Pullover Roundabout.
	Cambridgeshire County Council voted overwhelmingly against the incinerator.
	Will Cabinet respond to the consultation (ends 13 August) to reject the incinerator affecting Norfolk residents?

#### Response from the Cabinet Member for Environment and Waste

The proposal by MVV is still at the pre application stage and as such the full details of the proposals and their implications is not yet known. The current consultation exercise is seeking views on the Preliminary Environmental Information Report. The purpose of which is to ensure all the likely environmental impacts are addressed in any subsequent application. It is not seeking views on support or opposition to any future proposal. We respect the positions made by our colleagues elsewhere however for the reasons already stated we do not consider it necessary or appropriate to exercise planning judgement at this stage.

#### 7.2 Question from Cllr Ben Price

This summer, we've witnessed extreme weather events globally. Scientists unequivocally link these to man-made climate change.

Again, we've seen flooding across Norfolk, including Beatrice Road in Thorpe Hamlet. Flooding is exasperated by a lack of co-ordination between this council; the lead authority, and district partners, regarding sweeping roads and gulleys. Officers from both councils try to mitigate the impacts of flooding. Representing Beatrice Road at district and county level, I've provided that co-ordination, arranging a meeting with residents and both authorities.

What urgent steps will the leader take to establish a co-ordinated approach with district authorities to keep gulleys clear so residents across the county don't find homes unnecessarily flooded?

#### Response from the Cabinet Member for Environment and Waste

The road gullies are cleansed on a risk-based approach. The risk assessment looks at recorded silt levels, flood risk areas, the number of blocked gully reports and classification of the road. This assessment determines the frequency of the cleanse which is undertaken by the County Council's contractor. The District and Borough Councils are responsible for street cleansing.

County Council Officers have well established contacts with the District and Borough Councils, and other stakeholders, in order to coordinate a response relating to flooding at a local level. This would include advising the street cleaning authorities of where significant accumulations of road silt could affect the efficiency of our drainage systems.

On a strategic level, this collaborative approach is further demonstrated in the work the Norfolk Strategic Flood Appliance are currently delivering to resolve instances of flooding in Norfolk.

#### **Supplementary question from Cllr Ben Price**

"Longer-term, Norfolk is under extreme threat of rising sea levels, costal erosion, inland flooding and heat-waves. What steps is this council taking right now to adapt to climate change, while the opportunity still exists?"

## Response from the Cabinet Member for Environment and Waste

In response to concerns around climate change, Norfolk County Council adopted an ambitious new Environmental Policy in November 2019. This Policy sets out the goal for Norfolk County Council achieving 'net zero' carbon emissions on our estates by 2030, and the means by which we will achieve this. Beyond our

immediate estate, we also recognise our role within the wider County working with Government, District Councils and other key organisations in both the public and private sectors. Since the adoption of the Policy, significant work has been undertaken across a number of delivery areas including working with partners, communities and landowners to plant one million trees over five planting seasons; working with partners on a major active travel programme including the development of new walking and cycling infrastructure and EV charging points; and further work has successfully been completed on our long-term plans to install LED streetlights across Norfolk.

The Council's approach to tackling climate change is set out in full in the Environmental Policy adopted in November 2019 and available on the County Council website.

#### 7.3 Question from CIIr Rhodri Oliver

Could the cabinet member outline all the different uses that were considered, the resulting reports that were drawn up, the professional advice sought and what consultations with the public and other stakeholders have been conducted in respect of the land currently being marketed for sale adjacent to Rosecroft School.

# Response from the Cabinet Member for Commercial Services and Asset Management

Cllr Oliver will be aware that the local planning authority sets the 'use of land' and not Norfolk County Council. In October 2019 planning permission was granted for the site for the development of eight residential units. This replaced a planning permission from 2017, also for residential development, both of these were granted by Breckland District Council.

Details of these and the public consultation can be found on the Breckland Planning portal.

# 7.4 Question from Cllr Paul Neale

During the lockdown, many children who rely on Alternative Provision for education were left with little or no support due to AP providers not being recognised by the county council as schools. While mainstream schools received laptops for their students, AP provisions had to source donations from charities, initially. This is on top of a consistent lack of funding from state sources for AP providers that leave these institutions, who help some of the most vulnerable children in the county, at risk of a precarious financial position.

Will the Cabinet Member agree to a review of the council's policy on Alternative Provision?

#### Response from the Cabinet Member for Children's Services

Alternative providers that are not state maintained are not recognised as schools by the Department for Education. All funding for schools, comes via the local authority through the Designated Schools Grant, and is delegated to maintained schools via a funding formula. Local authorities cannot deviate from that formula. Independent, or charitable alternative providers, that are not Ofsted registered and regulated are not commissioned by the local authority to provide education places. Schools can spend their budget on this provision, but the local authority works

through schools, as all children must be on a school roll (or electively Home Educated) and schools are responsible for any additional alternative provision. We continue to encourage unregulated providers to seek registration and we work closely with the regional Ofsted team in line with DfE guidance.

#### **Question 2 from Cllr Paul Neale**

Some Alternative Providers are not commissioned by the county council directly due to these providers not being recognised as being regulated under DfE guidance. The DfE guidance was last updated in 2013. Will the Cabinet Member for Children's Services lobby Government for an update to the DfE guidance to ensure that alternative providers who work with excluded children can more easily be commissioned by local councils, thereby helping provide security for these services?

## Response from the Cabinet Member for Children's Services

The council will continue to promote the use of registered and regulated provision for the most vulnerable children. As Cabinet Member for Children's Services I feel it would not be appropriate for me to lobby government to reduce checks and balances when children's safeguarding is at stake.

The local authority does not commission alternative provision as schools remain responsible for every child's overall education. They can source and risk assess relevant alternative provision for some part of a young person's school week, and the council has no part in determining this provision. Schools are accountable (including through inspection), children are on their school rolls and it is not our place to directly commission this provision.

#### 7.5 Question from Cllr Brian Watkins

Is the Leader confident that devolution is back on the agenda following the publication of the County Council Network's report on the future of local government? If so, what lessons need to be learned from 'past battles' in order to build consensus about the best way forward for Norfolk?

# Response from the Leader and Cabinet Member for Governance and Strategy

Thank you for the question. We welcome the Secretary of State's announcements and the opportunity of the County Deal approach. We are committed to working across our whole system to put forward a compelling case for Norfolk. I welcome the guidance set out in the letter to all County Leaders providing a framework to move forward with.

Over the past two years we have focussed on working better together and the Covid Pandemic has seen local government across all tiers, rise to the challenge as a real place leader, championing the interests of communities and forging strong partnerships. I think that puts us in a good place to start to have discussions about the Government's call for bids.

#### **Question 2 from Cllr Brian Watkins**

How will the County Council seek to work with young people across Norfolk to improve their access to employment and further/higher education opportunities following the devastating impact of the Covid-19 pandemic?

# Response from the Cabinet Member for Children's Services

There are a number of programmes already underway to support young people to access further/higher education and employment. As part of our normal work we track every young person aged 16 and 17 to support high levels of participation and our Guidance Advisers and Young Person Advisers work directly with those judged to be at risk of becoming NEET (Not in Education, Employment or Training) and those who are NEET. All of our work does of course take account of the impact of the pandemic and we are planning further targeted projects as part of our Learning Recovery Programme. System Leaders across both the education system (Norfolk Learning Board) the post-16 provision (Education and Training Strategy Group) and the Skills Advisory Panel (SAP) have agreed priorities and are also developing collaborative action. Furthermore, we work closely with our colleagues in Growth and Development, HR and the New Anglia LEP (Local Enterprise Partnership) to align programmes targeted to support employers training young people.

New and existing work (often amended to address the impact of the pandemic) already underway:

- Summer 21 Transition Challenge a programme of support for young people moving to the next stage of their education employment or training (<a href="https://helpyouchoose.org/content/infoadvice/summer-transition-2021/">https://helpyouchoose.org/content/infoadvice/summer-transition-2021/</a>)
- Strategic and operational partnership working with the LEP, District Councils, DWP, Chamber of Commerce and other partners to ensure coordinated approach to young peoples' progression into employment
- Participation and Transition support activities with young people including identification of those at risk of NEET, targeted support at points of transition after year 11, 12 and 13; advice, guidance and support for NEET including referral into EET provision; tracking and keeping in touch services (<a href="https://www.norfolk.gov.uk/children-and-families/send-local-offer/about-the-local-offer/meet-our-teams/participation-strategy-team">https://www.norfolk.gov.uk/children-and-families/send-local-offer/about-the-local-offer/meet-our-teams/participation-strategy-team</a>)
- Coordinated working across NCC teams to join up EET support activity for vulnerable groups including for NEET, LAC/Care Leavers, SEN, YOT
- Help You Choose Norfolk's Careers Information, advice and opportunities
  website and online applications system for 14-19 year olds. Used by all
  schools and post 16 providers and managing over 6000 post 16 applications
  per annum. Complemented by range of other information materials for
  young people, parents/carers and teachers/advisers
  (https://helpyouchoose.org/content/)
- Coordination of Careers Network of school/college careers leaders and advisers including of SEN Transition Coordinators
- WEX Norfolk work experience service for schools and colleges including traded service of health & safety checks and placement brokerage for SEND, and virtual employer experiences from 2020/21 (<a href="https://norfolk.work-experience.co.uk/">https://norfolk.work-experience.co.uk/</a>)
- Provision of performance reports for schools to help target support for those most at risk of NEET (Risk of NEET Indicator – RONI) reports, and to review and evaluate the quality of their provision through Year 11 Destinations reports and Y12 &13 Progression Reports
- Apprenticeships Norfolk website promoting apprenticeships and recruitment services, grants and support to employers, providers and potential apprentices (<a href="https://apprenticeshipsnorfolk.org/">https://apprenticeshipsnorfolk.org/</a>)
- New Pathways to Work Team working with young people in schools and

- colleges and LA teams including LAC/Care leavers, SEND, Home Educated, NEET etc promoting awareness and progression into apprenticeships, traineeships, T levels and other work based options
- Travel Independence Training (TITAN) for year 9-13s including face to face travel route training from home to college/work for young people with SEND (<a href="https://www.norfolk.gov.uk/education-and-learning/school-and-college-transport/titan-travel-training">https://www.norfolk.gov.uk/education-and-learning/school-and-college-transport/titan-travel-training</a>)
- Participation in Careers Fairs and events aimed at young people and their parents
- Higher Aspiration Scheme
   (https://helpyouchoose.org/content/infoadvice/decisions-choices/choices-18/norfolk-higher-aspirations-scheme/) extensive programme of activities targeted at year 12s and 13s to promote higher level learning in Higher Education and in higher/degree apprenticeships and proactive working with the LEP Careers Hub, Enterprise Adviser Network and NEACO to promote effective careers education and guidance for young people
- Recruit|Retain|Reward A grant of £1000 for Norfolk based non levy paying business to take on a new young apprentice (aged 16-24) or a young apprentice made redundant as a result of C-19 <a href="https://apprenticeshipsnorfolk.org/recruit-retain-reward">https://apprenticeshipsnorfolk.org/recruit-retain-reward</a> the funding can be utilised in a number of ways including supporting the apprentice
- Youth Pledge for Employers The project aims to engage with a wide range of small and medium enterprises (SMEs) across the New Anglia LEP, to develop opportunities for young people to engage in work-based experience, structured employment activities and sector related learning. <a href="https://www.norfolk.gov.uk/business/volunteering-and-mentoring/youth-pledge">https://www.norfolk.gov.uk/business/volunteering-and-mentoring/youth-pledge</a>
- CHANCES, bespoke support for those who are long term unemployed (1 year plus) and with a health condition to help them to overcome barriers in moving closer to or into the labour market. Those aged 18+ and in receipt of Universal Credit or Employment Support Allowance are eligible.
   <a href="https://www.norfolk.gov.uk/business/grants-and-funding/european-funding/eu-programmes/business-growth-innovation-and-skills/chances">https://www.norfolk.gov.uk/business/grants-and-funding/eu-programmes/business-growth-innovation-and-skills/chances</a>
- Range of support and challenge activities to system and learning providers to ensure sufficient and suitable provision for young people and to ensure transition support across 13-19 including through Education Training Strategy Group (ETSG), Skills Advisory Panel (SAP), Norfolk Provision Network; Apprenticeship Norfolk Providers Network, Sixth Form+ Network

#### Planned work

- ESF NEET Support programme if it is approved targeting non engaging NEET in Norwich
- Social Recovery Project targeting yp NEET/at risk with low level mental health issues
- Public Sector Training Academy (CRF bid)

#### 7.6 Question from Cllr Dan Roper

Will the Portfolio Holder please provide details of the number of landowners and householders still awaiting payments arising from the construction of the Broadland Northway and what is the total amount of money still outstanding?

Response from the Cabinet Member for Highways and Infrastructure
More than 100 separate land interests have been directly affected by the project
and more than a half have so far been legally completed. Of the outstanding
cases, for over half of them the final figure has been agreed but the formal legal
transfer has yet to be completed.

Of the remaining c.25% of cases, negotiations are continuing with landowners and their representatives/agents but in some instances a compensation claim, or indeed contact from the landowner is still awaited, despite chasing them.

Advance payments of compensation have been made in the majority of outstanding land acquisition cases.

With compensation cases still to be finalised it is not possible to state what the total amount still to be paid is. However, the latest land estimate remains within the budget allowance.

There are also claims received from homeowners who have not had land taken but believe that their property value has suffered because of the scheme, with over 650 such 'Part 1' claims been received to date.

Just because a Part 1 claim is submitted does not automatically mean that a compensation payment is due to the homeowner. They or their appointed agent must justify and evidence the impact and that it is covered under the limited assessment criteria. In approximately half the claims received our surveyors do not consider there is any justifiable loss, and the claim is being resisted.

Of the Part 1 claims received, approximately 50% have been resisted, 25% have been provisionally agreed, 12% are new claims to be assessed, 8% are being actively negotiated and of the final 6%, it is just the property value, as at the valuation date, that is to be agreed.

As with the land acquisition compensation total payment, it is not possible to state what level of payments will ultimately be made until all negotiations have been completed and the timescale for claims to be submitted expires.

#### Question 2 from Cllr Dan Roper

There are residents and landowners in my division who have been waiting for nearly three years for compensation payments linked to construction of the Broadland Northway. Does the Portfolio Holder feel this is reasonable and what assurances and timeframes can he provide re these individuals receiving the money that they are due?

Response from the Cabinet Member for Highways and Infrastructure Compensation resulting from major infrastructure projects are historically a long and complicated process as in many cases the full impact of the scheme cannot be assessed until the scheme has been open to traffic for some time.

To help overcome this, on the land acquisition cases advance payments of 90% of the Council's assessment of compensation can be made following possession being taken and this has been done in many cases on this scheme. As well as the Council progressing matters it is also incumbent on landowners or their appointed advisors to submit and then progress negotiations or legal transfers. This has caused delays in some cases.

It is also important to ensure, especially for Part 1 claims, that they are valid or appropriate claims. Across the scheme homeowners are represented by a number of different agents, some of whom are national agents specialising in such claims, but also involved in other schemes across the country, whereas others are local agents who have limited experience in dealing with such compensation claims.

It is important to ensure consistency across the whole length of the scheme and with the different agents, and this takes time. It is normal to meet with agents collectively and individually to progress discussions but this has been restricted due to Covid.

With a number of cases now agreed between our surveyors and the homeowners the payment authorisation process is underway and we are optimistic that payments will be made in the next two months.

## 7.7 Question from Cllr Tim Adams

Could the Cabinet member please advise what alternatives to glyphosate are being considered for weed control on our footways and roads and how soon will alternatives start to be used?

Response from the Cabinet Member for Environment and Waste
Norfolk County Council takes a careful approach to the use of herbicides and
pesticides across its estate, including highways, County Farms and other locations
and one which is always led by national legislation and directives, including
the Plant Protection Products (Sustainable Use) Regulations 2012.

As laid out in the Pollinator Action Plan, the Council's approach to its Roadside Nature Reserves (RNRs) is to avoid the use of pesticides. Officers are currently working on a new policy with regard to the Council's use of herbicides and pesticides and this will be shared with the Environment Member Oversight Group in due course ahead of any committee review as part of the Council's overarching approach to its policy framework.

#### **Question 2 from Cllr Tim Adams**

Following the exponential levels of growth we have seen this year, the failure to keep many junctions and sight lines clear, and the absence of any strategy to manage grass verges in line with the advice of organisations such as Plant Life, should the most recent reduction in the grass verge maintenance budget be seen as a failure and just another budget cut disguised as something positive?

Response from the Cabinet Member for Highways and Infrastructure
This season's prolonged wet and mild weather have been the perfect growing
conditions for Norfolk's roadside verges, resulting in exceptional growth across the
county.

This year, the County Council has changed the annual grass cutting arrangements: urban cuts have been reduced from 5 to 4 cuts; rural cuts on roads classified A and B have remained at 2 full cuts; and rural cuts on roads classified

as C and Unclassified have been reduced to one cut.

Whilst this approach will result in budget savings (circa £100k) for the County Council (which have already been agreed by Members and included in the budget) there will also be environmental benefits for verges cut less often and to allow flowers to complete their full lifecycle rather than being cut down before setting seed – see:

https://www.plantlife.org.uk/uk/about-us/news/road-verge-management-guide

A report entitled "Greenways to Greenspaces: Green Travel and Green Networks along our Highways Corridors" was presented to The Infrastructure and Development Select Committee in July which proposed that a new NCC policy on verge management is established to manage roadside verges. A copy of the report can be found <a href="https://example.com/here">here</a>

(The first rural verge cut commenced on 17 May 2021; the second and final rural cut commenced 26 July 2021).

# 7.8 Question from Cllr Steffan Aquarone

Could the cabinet member inform us what the Council is doing to maintain the trees that were planted along the Broadland Northway and comment on the ongoing concerns being raised by residents that many thousands of the trees are still dying?

Response from the Cabinet Member for Highways and Infrastructure It is very regrettable that some trees have not survived, and others are showing signs of decline.

The Development Consent Order (DCO) requires the County Council to replace any trees which die within the first five years following the completion of the landscape planting (completed in 2019). Norfolk County Council reports back to Planning Authority (Broadland District Council) who are monitoring compliance to the DCO.

A maintenance and replacement contract exists with Norse, which identifies trees on Broadland Northway which have not survived. A substantial programme of replanting was undertaken last year which was largely successful. A low failure rate has been observed after last year's replanting and those trees which have failed will be replaced in November /December 2021.

#### 7.9 Question from Cllr Jamie Osborn

The Economist leader on 17 July stated, "The opportunity to pollute the atmosphere without penalty is [a] distorting subsidy." Fossil-fuel polluters pay nothing to meet the cost of the damage produced by their pollution. In the run-up to COP26, there are increasing calls for a carbon tax that could help finance a just transition and help communities in locally and globally adapt to the inevitable change and disruption that climate breakdown is already bringing. Will the leader of the Council join these calls and urge the Government to explore options for a carbon tax?

Response from the Cabinet Member for Environment and Waste
In terms of climate action, Norfolk County Council is continuing to focus on the

ambitious goal of achieving Net Zero by 2030 with regard to our own estate and operations, as well as working with a diverse number of partners across the County, delivering against many of the climate change topics which will be discussed at the forthcoming COP26. Many of the activities in the County Council's current programme, including the planting of 1 million trees, improvements to the green travel infrastructure across Norfolk, and the development of an innovative, new Environmental Hub at Gressenhall Farm and Workhouse, involve working closely with our local communities. We also recognise that our actions locally contribute to the actions which are needed nationally and internationally, and which will be considered fully by the COP26 members in Glasgow in the autumn.

#### 7.10 Question from Cllr Mike Smith-Clare

With the Summer holidays upon us, does the Cabinet Member for Children's Services know how many Norfolk children are receiving support to alleviate holiday hunger and how many are identified as living in poverty?

# Response from the Cabinet Member for Children's Services

We are pleased to confirm that we have supported Norfolk schools, colleges, early years settings and our own colleagues to issue 27276 holiday food vouchers to eligible families so far. This includes families with children who are out of school, at independent settings or electively home educated. It represents a considerable achievement, as we worked with an allocation of 27000 vouchers and it means Norfolk children benefit from £2.45m of additional funding to ensure they are well-nourished.

We identify children in low income families, and this data can be found on Norfolk Insight (<a href="https://www.norfolkinsight.org.uk/deprivation/">https://www.norfolkinsight.org.uk/deprivation/</a>). The most recent data available is for 2018/19 and at that time 21,812 Children under 16 were living in families with Absolute Low Income and 28,146 Children under 16 were living in families with Relative Low Income.

#### 7.11 Question from CIIr Maxine Webb

Given the recent criticism of NCC's lack of co-production with disability groups and the good practice principle of 'nothing about us without us' will Cabinet amend Policy 16 of the Local Transport Plan to commit to working with groups made up of and representing disabled people, such as Making it Real Norfolk, Equal Lives, the Learning Disabilities Partnership Board and the Norwich Access Group to ensure disabled people are actively involved in decisions made about transport accessibility in the county?

Response from the Cabinet Member for Highways and Infrastructure We will make an addition to the wording of the first bullet point in the section of Policy 16 "What this means in practice" to include consultation with relevant groups representing people with disabilities.

## 7.12 Question from Cllr Chrissie Rumsby

Can the Cabinet Member for Children's Services confirm exactly what percentage of the Holiday Activity and Food Programme funding the Council has requested to use in order to provide places for children who are considered as vulnerable or in need of this provision over the Summer holidays and whether this includes the examples given in the Department for Education guidance notes: children

assessed as being in need, looked-after children, children with an EHC plan, children assessed as otherwise vulnerable, children living in areas of high deprivation?

### Response from the Cabinet Member for Children's Services

In Norfolk, we have 50,000 places on the HAF programme this summer spreading across 16 days over the 6 weeks. We have been granted permission to offer up to 15% of our places to non-FSM children that are considered vulnerable following the DfE guidance.

In addition, we are offering places to those electively home educated (EHE), supported directly the by the Local Authority (Section19), etc and using headteacher discretion as they know their own families. As a result we have offered 500 places to other vulnerable young people, which will give them up to 8000 places over the 16 HAF days.

It is too early to evaluate the take up of these places, as the programmes have only just got underway and parents can still register for any of the offer in the comings weeks by going to <a href="https://www.norfolk.gov.uk/what-we-do-and-how-we-work/campaigns/big-norfolk-holiday-fun">https://www.norfolk.gov.uk/what-we-do-and-how-we-work/campaigns/big-norfolk-holiday-fun</a>. Norfolk is of course planning to utilise 100% of the funding offered by the DfE.

#### 7.13 Question from Cllr Brenda Jones

Please will the cabinet member for Adult Social Care, Public Health and Prevention tell me how many people are currently on the social care waiting list, whether that number is going up and if so by how much?

# Response from the Cabinet Member for Adult Social Care, Public Health and Prevention

Thank you for your question. During the Covid 19 pandemic the number of referrals to Social Care and Health has increased greatly, over the last year the number of people discharged from hospital to our teams has doubled. There are currently 1900 people on our waiting list an increase of 53% in the last year. I would like to pay tribute to the commitment of the staff across the Social Care and Health System who have soldiered on in very difficult conditions and who are working very hard to reduce the waiting list.