

**Oversight and Governance**

Chief Executive's Department
Plymouth City Council
Ballard House
Plymouth PL1 3BJ

Please ask for Democratic Support

T 01752 305155

E democraticsupport@plymouth.gov.uk

www.plymouth.gov.uk

Published 25 January 2019

MEMBERS WRITTEN QUESTIONS AND COUNCIL ACTIONS

Members written questions and actions following Motions on Notice at Council Meetings are published on the last working Friday of every month.

For further information on attending Council meetings and how to engage in the democratic process please follow this link - [Get Involved](#)

Tracey Lee

Chief Executive

Members Written Questions and Council Actions

This document is updated on the last Friday of every month

- 1. Council Actions following Motions on Notice (Pages 1 - 32)**

Members Questions

- 2. TB - Question - Plympton St Maurice Country Lanes - 25012019: (Pages 33 - 34)**

Council Actions

2018 / 19



Items which are greyed out have been completed. Hyperlinks to the original motions are included below with correspondence in respect of motions included in these papers.

Action No.	Date	COUNCIL MOTIONS	LEAD CMT MEMBER	Progress
1.	09/18	<u>ADOPTION OF MOTOR NEURONE DISEASE CHARTER</u>	Carole Burgoyne	Complete
2.	09/18	<u>MODERN DAY SLAVERY</u>	All	Partially Complete
3.	09/18	<u>DEVON & CORNWALL AND DORSET POLICE MERGER</u>	Giles Perritt	LETTER Complete
4.	09/18	<u>CUTS TO YOUTH SERVICES</u>	Alison Botham	LETTER Complete
5.	09/18	<u>SUPPORT FOR THE INTRODUCTION OF SAFE STANDING IN FOOTBALL GROUNDS</u>	Anthony Payne	LETTER Complete
6.	09/18	<u>CONSERVATIVE ATTEMPTS TO STOP PEOPLE VOTING</u>	Giles Perritt	Complete
7.	11/18	<u>POLICING FOR PLYMOUTH</u>	Giles Perritt	LETTER
8.	11/18	<u>COMMIT TO THE ACCELERATED REDUCTION IN SINGLE-USE PLASTIC BY 2020</u>	Paul Barnard	Partially Complete
9.	11/18	<u>SPECIAL EDUCATIONAL NEEDS AND DISABILITIES (SEND) FUNDING CUTS</u>	Judith Harwood	LETTER Complete
10.	11/18	<u>PUBLIC HEALTH FUNDING</u>	Ruth Harrell	LETTER Complete
11.	11/18	<u>REDUCING ACCIDENTS INVOLVING IMMOVABLE OBJECTS ON OUR ROADS</u>	Paul Barnard	LETTER

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Alison Hernandez
Police and Crime Commissioner
Office of the Police and Crime
Commissioner
Alderson Drive
Exeter
EX2 7RP

Councillor Tudor Evans OBE
Leader of Plymouth City Council
Labour Councillor for Ham Ward

Plymouth City Council
Civic Centre
Plymouth PL1 2AA

T 01752 304950
E tudor.evans@plymouth.gov.uk
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10 September 2018

Dear Alison

Proposed Merger of Devon and Cornwall Police and Dorset Police

You will be aware that Plymouth City Council has had significant engagement with the above proposal, through Member briefings, the Devon and Cornwall Police and Crime Panel and the Council's Cabinet. We have been asked by our Cabinet to express to you our severe reservations about the proposed merger, and to draw to your attention ten key issues. They are summarised below and relate to the proposal's failure to adequately address:

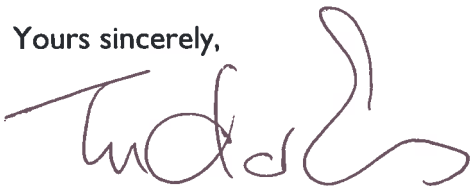
- i. Essential practice of providing key stakeholders with full details of the proposed merger until the engagement period has concluded. This raises considerable alarm about the lack of transparency and failure to disclose key facts that would enable informed feedback from stakeholders;
- ii. Opportunities to formally consult with key stakeholders such as Local Authorities on a process that directly impacts local areas and local communities;
- iii. financial modelling sufficient to justify the proposal, or to demonstrate value for money to citizens;
- iv. How the proposed additional 430 police officers or staff will be funded and allocated as a result of the merger;
- v. The impact assessment of the merger, specifically with respect to equalities and diversity, and as a result of any potential rise in council tax payments on the city's most vulnerable residents;
- vi. Whether any increase in revenue to the proposed merged force will be reinvested back into the city's policing offer;
- vii. Whether policing resources will be committed to meet the specific needs of urban areas such as Plymouth, given its status in the force area, and how Plymouth's policing model will be affected;
- viii. Whether the merger will result in further reductions in neighbourhood policing, specifically Police Community Support Officers (PCSOs) and neighbourhood beat managers (NBMs);

- ix. Whether the city will remain a Basic Command Unit within the new force, and what commitments are made to the visibility of senior police staff and the Police and Crime Commissioner in the city within a greatly enlarged force area;
- x. The failure to reference any intention to improve the condition and use of the police estate in Plymouth in line with the ambitions of a modern police force.

Our Council is considering this matter at its meeting of 17 September 2018, and will be asked to support a motion calling for a re-assessment of the proposed merger timetable to allow the City Council and other key stakeholders to review a business case that fully addresses the issues above, prior to its submission to the Home Office.

We look forward to your response to the issues that we have raised, and to your early consideration of a request, subject to the outcome of our Council Meeting, to properly align the business case submission timing with good stakeholder consultation practice.

Yours sincerely,

A handwritten signature in dark ink, appearing to read 'Tudor Evans', with a stylized flourish at the end.

Councillor Tudor Evans OBE
Leader of Plymouth City Council

cc.

Shaun Sawyer, Chief Constable of Devon and Cornwall Police
Martyn Underhill, OPCC Dorset
James Vaughan, Chief Constable of Dorset Police



James Vaughan
Chief Constable for Dorset Police
Force Headquarters
Winfrith
Dorchester
Dorset
DT2 8DZ

Councillor Tudor Evans OBE
Leader of Plymouth City Council
Labour Councillor for Ham Ward

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10 September 2018

Dear Chief Constable

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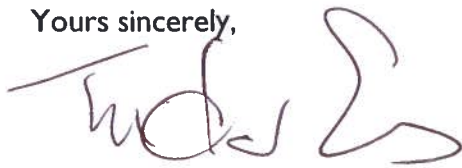
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Yours sincerely,

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Councillor Tudor Evans OBE
Leader of Plymouth City Council

cc.

Shaun Sawyer, Chief Constable of Devon and Cornwall Police
Martyn Underhill, OPCC Dorset
Alison Hernandez, OPCC Devon and Cornwall



Martyn Underhill
Police and Crime Commissioner
Office of the Police and Crime
Commissioner for Dorset
Force Headquarters
Winfrith
Dorchester, DT2 8DZ

Councillor Tudor Evans OBE
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10 September 2018

Dear Mr Underhill

Proposed Merger of Devon and Cornwall Police and Dorset Police

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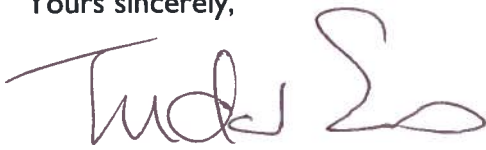
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Yours sincerely,

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Councillor Tudor Evans OBE
Leader of Plymouth City Council

cc.

Shaun Sawyer, Chief Constable of Devon and Cornwall Police

Martyn Underhill, OPCC Dorset

James Vaughan, Chief Constable of Dorset Police



Shaun Sawyer
Chief Constable for Devon and Cornwall
Police
Middlemoor
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Councillor Tudor Evans OBE
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10 September 2018

Dear Shaun

Proposed Merger of Devon and Cornwall Police and Dorset Police

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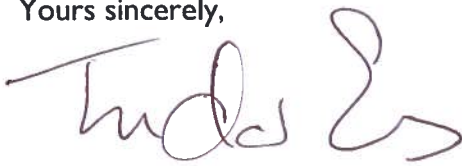
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Yours sincerely,

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Councillor Tudor Evans OBE
Leader of Plymouth City Council

cc.

Alison Hernandez, OPCC Devon and Cornwall
Martyn Underhill, OPCC Dorset
James Vaughan, Chief Constable of Dorset Police



Children's Services

Nadhim Zahawi MP
Minister for Children
House of Commons
London
SW1A 0AA

Plymouth City Council
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E alison.botham@plymouth.gov.uk
www.plymouth.gov.uk

Please ask for: Alison Botham

14 November 2018

Dear Minister

Youth Services Funding

Following a resolution by the City Council at its meeting on 17 September 2018, I am writing to you on behalf of Plymouth City Council in relation to funding for Youth Services.

As violent crime continues to rise, the Council believes that properly funded youth services are vital for helping young people turn away from criminal activity by supporting them to succeed in school, training or employment. However, a major flaw in the current system is that there is no legal requirement on local authorities to provide youth centres, outreach and after-school activities, which means that these vital frontline services are vulnerable when local government budgets are slashed.

Currently, nearly all government spending on youth services is invested in the National Citizen Service (NCS), a four-week voluntary initiative for 15 to 17-year olds. 95% of the Government's youth services budget (2014-2018) (£634 million) was spent on the NCS. However, research undertaken by the Local Government Association (LGA) has revealed that only a tiny number of youngsters are accessing the scheme – just 12 per cent of those eligible took part in the NCS in 2016. Furthermore, the NCS is a time-limited programme, restricted to a small age group, meaning that the majority of young people will not be able to access it. As a result, Plymouth City Council does not believe that the scheme is providing good value for money.

Plymouth City Council notes that spending on universal youth services has fallen by 52% since 2012 (Houses of Commons's Library). Nationally more than 600 youth centres have closed and nearly 139,000 youth service places have been lost. 83% of youth workers believe that cuts are making it harder for young people to stay in formal education (Unison 2016).

OFFICIAL

Therefore, I am writing to you to ask you to consider the following:

- 1) Devolve a proportion of the funding allocated to the NCS to local government so that councils can increase spending on year-round provision for young people in the community.
- 2) The introduction of new legislation requiring local authorities to provide a statutory minimum level of support for young people so that in the future frontline youth services are better protected from Government cuts.

I look forward on behalf of the City Council receiving your response to these proposals.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Alison Botham'. The signature is fluid and cursive, with a large initial 'A'.

Alison Botham
Director of Children's Services



The Rt Hon Jeremy Wright MP
Secretary of State for Department of
Digital, Culture, Media and Sport
100 Parliament Street
London
SW1a 2BQ

Councillor Tudor Evans OBE
Leader of Plymouth City Council
Labour Councillor for Ham Ward

Plymouth City Council
Civic Centre
Plymouth PL1 2AA

T 01752 304950
E tudor.evans@plymouth.gov.uk
www.plymouth.gov.uk

28 September 2018

Dear Secretary of State

Safe standing at Football Grounds

I am writing with regard to a matter that has been raised by the supporters' trust of Plymouth's local Football League club, Plymouth Argyle FC. Plymouth Argyle is currently undertaking major improvement works to its ground to improve the facilities it offers for the comfort of its wide fan base and to increase its ground capacity. In parallel with these works some representatives of the supporters at the club have aspirations to introduce safe standing in parts of its ground.

The club and the Council are very aware of the very important safety requirements under the Safety at Sports Grounds legislation and both organisations take their responsibilities very seriously being guided by the Sports Ground Safety Authority (SGSA) and through the Safety Advisory Group.

I would like to relay the Council's support for a legislative review to consider the feasibility of re-introducing safe standing at football league clubs. I am aware that fans at a number of Football League and Premier League clubs have similar ambitions for safe standing and all wish to do this through the proper legislative framework and guidance so that safe standing is undertaken with the minimum possible safety risk to spectators.

I hope this matter is something that you can give due consideration to and it would be extremely helpful if I can relay to the supporters a commitment by yourself to give proper consideration to this matter in the near future.

Yours sincerely

Councillor Tudor Evans OBE
Leader, Plymouth City Council



Mr. M Dunford
Chief Executive
Plymouth Argyle Board
Plymouth Argyle Home Park
Plymouth
PL2 3DQ

Councillor Tudor Evans OBE
Leader of Plymouth City Council
Labour Councillor for Ham Ward

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28 September 2018

Dear Michael

Safe standing at Plymouth Argyle FC

I am writing regarding the recent attention that has been given nationally to the provision of safe standing within Football League grounds. As you know as a Council we work very closely in partnership with yourselves to ensure that Plymouth Argyle meets its requirements under the Safety at Sports Ground legislation through the review of your safety certificate and liaison through the Safety Advisory Group.

I have asked my officers to discuss this matter with the Sports Ground Safety Authority (SGSA) who in turn have committed to raising it with your safety representatives. As a Council we would be pleased to support in principle any aspiration Plymouth Argyle may have in introducing safe standing as long as it is under the guidance of the SGSA and is supported through legislative changes regarding safety at sports grounds. I have also committed to the following:

1. To write to the Secretary of State for the Department of Culture, Media and Sport, highlighting this Council's support for a legislative review of safe standing at football grounds (attached)
2. To ensure that the Chair of the Safety Advisory Group (SAG) raises this matter at the next scheduled SAG meeting so that the Council's position is understood and debated with the relevant emergency services as well as the SGSA and Plymouth Argyle.

I hope you find this commitment helpful and will be keeping a close eye on progress that is made on this matter.

Yours sincerely

Councillor Tudor Evans OBE
Leader, Plymouth City Council



Tracey Lee
Chief Executive

Plymouth City Council
Ballard House
West Hoe Road
Plymouth PL1 3BJ

T 01752 304407
E ross.jago@plymouth.gov.uk
www.plymouth.gov.uk

Via Email

Date 30 November 2018

Dear Councillor Croad,

At the City Council meeting held on the 19 November 2018 members agreed a motion on notice regarding Police funding (copy attached).

As directed under (5) of the motion, I am writing on behalf of the council to request that you call a meeting of the Devon and Cornwall Police and Crime Panel to address the significant concerns expressed in the motion on notice.

Yours Sincerely

Tracey Lee

OFFICIAL

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Tracey Lee
Chief Executive

Plymouth City Council
Ballard House
West Hoe Road
Plymouth PL1 3BJ

T 01752 304407
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Via Email

Date 30 November 2018

Dear Councillor Croad,

At the City Council meeting held on the 19 November 2018 members agreed a motion on notice regarding Police funding (copy attached).

As directed under (5) of the motion, I am writing on behalf of the council to request that you call a meeting of the Devon and Cornwall Police and Crime Panel to address the significant concerns expressed in the motion on notice.

Yours Sincerely

Tracey Lee

OFFICIAL

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The Rt. Hon. Sajid Javid MP
Secretary of State for the Home
Department
2 Marsham Street
London
SW1P 4DF

Councillor Tudor Evans OBE
Leader of Plymouth City Council
Labour Councillor for Ham Ward

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5 December 2018

Dear Home Secretary

Policing in Plymouth

The Chancellor's Budget on 29 October 2018 disappointed many in failing to deliver any additional funding for Policing except for national level counter-terrorism. Reference was made to a provisional funding settlement in December, but there is no timetable for a comprehensive update to the funding formula that has been deferred since 2015 and now looks set for 2020/21.

A public backlash protesting at the lack of Police resources is backed by authoritative statements about the unsustainability of police funding by the National Audit Office and comments by the Police Federation for Devon and Cornwall highlighting significant increases in recorded crime (up 31% in the past 2 years), alongside the loss of 975 personnel overall including 510 Police Officers (down 15%) and Police Community Support Officer reductions continuing until 2021/22 (down 41%).

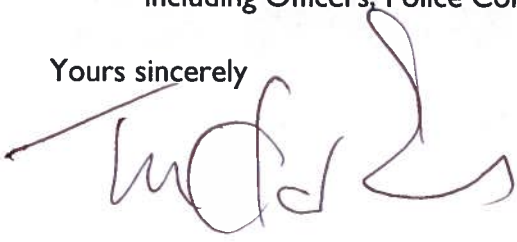
The Police and Crime Commissioner has stated that she is unwilling to ask the Council Tax payers to foot the local bill for a police pensions deficit of £4.4m next year rising to £10m in 2020/21. Meanwhile the Chief Constable of Devon and Cornwall was interviewed on the BBC on 1 November calling for more government funding and stating that "...the Thin Blue Line is broken" across Devon and Cornwall, and admitted that lives are being put at risk as a direct result of Police cutbacks.

The safety of Plymouth residents is increasingly being put at risk by a critically over-stretched Police Force. I would therefore ask you to:

1. Ensure that government funding is available to cover increased organisational costs to the Devon and Cornwall Police from pension and contractual pay award pressures, both of which should not fall on local Council tax payers.

2. Ensure an uplift in funding for Devon and Cornwall to fully address the crisis in its Policing. The December provisional funding settlement for Devon and Cornwall Police to be at least adequate to ensure an immediate stabilisation of Police Force numbers at current strength, including Officers, Police Community Support Officers and staff.

Yours sincerely

A handwritten signature in dark ink, appearing to read 'Tudor Evans', written over a horizontal line.

Councillor Tudor Evans OBE
Leader, Plymouth City Council



The Rt Hon Damian Hinds MP
Secretary of State for Education
Department for Education
Sanctuary Buildings
Great Smith Street
Westminster
London SW1P 3BT

Councillor Tudor Evans OBE
Leader of Plymouth City Council
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4 January 2019

Dear Secretary of State

The demand for high needs funding is out-stripping the budgets available to local authorities across the country, resulting in serious deficits in the high needs block in over half of all local authorities. Many are finding it extremely difficult to recover these deficits and cuts to existing high needs services and pupil top-up funding makes what provision that is available simply unsustainable. It is no different in Plymouth and the consequence is that needs are not being met in schools and we are seeing a rise in the number of SEND Support pupils being 'off-rolled' in one form or another.

It is clear that there is a crisis in high needs funding, created in part by the continued use of historic funding levels, and we urge the government to address before permanent damage is done to very many vulnerable pupils. Plymouth welcome the Secretary of State for Education's announcement of additional High Needs Block funding as an indication that the problem is acknowledged. However, this does not fix the problem we face. The complexity of the high needs services demanded by more and more children (and their parents) is far greater than was the case just a few years ago, more accurate medical assessment and improved methods of treatment increase demand still further. Such increasing needs requires recognition through the national high needs formula.

We are demanding a permanent injection of new funding, in line with increased costs and demand since 2015 and the introduction of an annual review for this block. A review of SEND policy and guidance is also required to help manage down demand more effectively. In Plymouth for example we have seen the introduction of the extended age range for young people with SEND leading to a cumulative increase in demand for support with no commensurate funding to support educational placements or transport. Doing the right thing for families is simply not affordable within existing budgets.

Yours sincerely

Councillor Tudor Evans OBE
Leader, Plymouth City Council

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Jago, Ross

From: Dyer, Debra
Sent: 28 November 2018 17:13
To: Gary Streeter
Cc: Evans, Tudor; Tuffin, Ian; Jago, Ross; Bowyer, Ian
Subject: OFFICIAL:SENSITIVE: Plymouth Public Health Grant - MP briefing Dec 2018
Attachments: Plymouth PH grant - MP briefing Dec 2018.docx; Motion on Notice - Public Health Grant Nov 2018.docx

Dear Gary

Sent on behalf of Ruth Harrell, Director of Public Health

As a result of a recent Motion on Notice approved by Plymouth City Council, I am writing to raise your awareness of the reductions in the public health grant in Plymouth, along with the significant underfunding that Plymouth has, when the needs of the population are considered, as well as ask for your support in continuing to raise this issue to government.

The enclosed briefing note provides some key facts and figures which you may find helpful; we would be very happy to meet with you to provide a face to face briefing on this or other issues if that would be useful.

With best wishes

Ruth

Ruth Harrell

Director Of Public Health
Plymouth City Council
Windsor House
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PL6 5UF

T +441752307835

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Mr Steve Brine MP
Parliamentary Under-Secretary of State
Department of Health & Social Care
39 Victoria Street
London
SW1H 0EU

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30 November 2018

Dear Mr Brine

We are writing as the Leader for Plymouth City Council and Cabinet Member for Health and Adult Social Care for Plymouth City Council.

On 19 November 2018 Plymouth City Council passed a Motion on Notice, which we have enclosed.

This highlights the extent of the reductions to the ring-fenced Public Health Grant, which funds vital services and functions that prevent ill health, tackle inequalities in health outcomes, and contribute to the future sustainability of the N.H.S.

In 2014/15 the Government set out the five year forward view for the N.H.S. in England, which called for a 'radical upgrade in prevention'. However, in every subsequent year the public health grant has fallen in real terms, and in cash terms, between 2015/16 and 2019/20. The total fall in spend per person between 2014/15 and 2019/20 is expected to reach 23.5% - almost a quarter. It is incomprehensible that these sorts of reductions are justified to vital services such as sexual health treatment, contraception, substance misuse, health visitors and smoking cessation services. These services are evidence-based, and are cost-effective in improving people's health, reducing the risk of developing many long term conditions and relieving pressure on all elements of the N.H.S. There has been no satisfactory rationale provided for these reductions; and indeed, no explanation of the blatant disregard of your own strategy when allocating spending.

What is even more shocking is that the distribution of this funding is inequitable and is not adequately targeted to areas of need; Plymouth receives 22% less than the needs-based formula, recommended by the Government's own advisory board (A.C.R.A.), has shown that it requires. This gap (in excess of £3 million) could be put to good use in Plymouth, working to improve those many public health indicators that are worse than England, and ensuring that those which have shown excellent progress over the last few years (e.g. teenage pregnancy, children's obesity at Year 6) are maintained.

Plymouth is rightly proud of the innovative approach we have taken to integration, particularly having integrated commissioning budgets across health (with the Western locality of the NEW Devon CCG), adult social care, public health and other LA functions such as education and housing, developing shared strategies for health and wellbeing, and investing resources in the best way for the population. Through this, transformation of services is delivering on our intent to deliver services in a way that supports individuals, families and communities. Our programme of Wellbeing Hubs, linking services together with community and voluntary sector, in locations that work for key communities is one example of the radical approach we are taking. This has been driven by our commitment to prevention and to tackling health inequalities, doing the very best that we can with the limited funding that we have.

However, the cuts are taking their toll and we are increasingly concerned that the reductions in funding, combined with the inequity in distribution, will soon have a very real impact on the health and wellbeing of Plymouth's population.

It is clear that this lack of strategic approach at government level, coupled with real-terms cuts, has started to show with recent analysis showing a widening of health inequalities, particularly for women. It is time for the Government to take note of its own advisors and to back up rhetoric with action, and we urgently recommend that you;

- recognise the importance of the services that the L.A. Public Health Grant provides.
- apply a similar uplift to the P.H. grant to that received by the N.H.S.; rather than a reduction of 3.9% in real terms per year.
- implement the A.C.R.A. funding formula to redistribute the Public Health Grant based on the needs of the population

Yours sincerely



Councillor Tudor Evans OBE
Leader of Plymouth City Council



Councillor Ian Tuffin
Cabinet Member for Health & Adult Social Care

Jago, Ross

From: Dyer, Debra
Sent: 28 November 2018 16:56
To: Johnny Mercer
Cc: Evans, Tudor; Bowyer, Ian; Tuffin, Ian; Jago, Ross
Subject: OFFICIAL:SENSITIVE: Plymouth Public Health Grant - MP briefing Dec 2018
Attachments: Plymouth PH grant - MP briefing Dec 2018.docx; Motion on Notice - Public Health Grant Nov 2018.docx

Dear Johnny

Sent on behalf of Ruth Harrell, Director of Public Health

As a result of a recent Motion on Notice approved by Plymouth City Council, I am writing to raise your awareness of the reductions in the public health grant in Plymouth, along with the significant underfunding that Plymouth has, when the needs of the population are considered, as well as ask for your support in continuing to raise this issue to government.

The enclosed briefing note provides some key facts and figures which you may find helpful; we would be very happy to meet with you to provide a face to face briefing on this or other issues if that would be useful.

With best wishes

Ruth

Ruth Harrell

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Plymouth
PL6 5UF

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www.plymouth.gov.uk



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Jago, Ross

From: Dyer, Debra
Sent: 28 November 2018 17:12
To: 'luke.pollard.mp@parliament.uk'
Cc: Evans, Tudor; Bowyer, Ian; Jago, Ross; Tuffin, Ian
Subject: OFFICIAL:SENSITIVE: Plymouth Public Health Grant - MP briefing Dec 2018
Attachments: Plymouth PH grant - MP briefing Dec 2018.docx; Motion on Notice - Public Health Grant Nov 2018.docx

Dear Luke

Sent on behalf of Ruth Harrell, Director of Public Health

As a result of a recent Motion on Notice approved by Plymouth City Council, I am writing to raise your awareness of the reductions in the public health grant in Plymouth, along with the significant underfunding that Plymouth has, when the needs of the population are considered, as well as ask for your support in continuing to raise this issue to government.

The enclosed briefing note provides some key facts and figures which you may find helpful; we would be very happy to meet with you to provide a face to face briefing on this or other issues if that would be useful.

With best wishes

Ruth

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MEMBER'S WRITTEN QUESTION

Chief Executive's Department



Name of Member submitting the question
Councillor Mrs Terri Beer

Date received by Democratic Support Team

- Friday 11 January 2019

To the Cabinet Member for Councillor Sue Dann

Question

Please can the Cabinet Member tell me when the historic country lanes behind Plympton St Maurice are going to receive some attention?

The lanes are in the conservation area and have huge gauges in them deep enough that you can see to original cobble foundation.

People rent fields for horses in this area and taking horse boxes into the lanes causes damage to vehicles.

Evidence has already been sent in to the Council.

Answer

The Council have a regime for highway inspection that is prioritised according to location and use. The lanes you refer to are inspected annually and any defects that are found, are programmed and actioned accordingly, within a specified timeframe. An additional inspection has been requested as a result of the photographs submitted and any defects meeting the intervention criteria will receive the appropriate remedial action.

As soon as this inspection has taken place we will ensure you are updated as a local Ward Councillor.

Signed

Date: 25 January 2019

Note

- Written questions must be submitted to the Monitoring Officer via the Democratic Support Team.
- Written questions will be replied to within 10 working days.
- Written questions and answers will be published on the last Friday of each month.

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