



*Neuadd y Sir / County Hall, Llandrindod, Powys, LD1 5LG*

## **QUESTIONS AT ANY TIME TO CABINET PORTFOLIO HOLDERS**

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| <b>Question From:</b> | County Councillor Maureen Mackenzie  |
| <b>Subject:</b>       | Pot holes, follow up question  |
| <b>Question To:</b>   | County Councillor Aled Davies<br>Portfolio Holder for Finance, Countryside and Transport |

### **Question:**

Follow up question regarding the company who now deals with claims from Powys residents.

My resident has an outstanding claim for an incident in December 2019. Initially the papers were believed to be misplaced by PCC prior to being sent on to the Company. Since then I have made contact three times to no avail. There seems to be no skeleton staff available to respond.

1. How many Powys claims are currently outstanding with Gallagher Bassett?
2. Given the current understandable delay are you aware of how long these claims will be outstanding?
3. What arrangement has been agreed with the company to inform claimants when their claims may now be dealt with?
4. What is the approximate cost to our residents of these outstanding claims?