

Supplement to the agenda for

General scrutiny committee

Monday 9 April 2018

10.15 am

**The Council Chamber - The Shire Hall, St. Peter's Square,
Hereford, HR1 2HX**

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PUBLIC QUESTIONS TO GENERAL SCRUTINY COMMITTEE – 9 April 2018

Question 1

Mr Milln – Hereford

Our excellent staff of the Museums, Libraries and Archives Services leverage volunteer support, good will and donation which are its life blood. Further budget cutting risks these benefits, the loss of which cannot be measured in financial terms alone. Whether or not a trust takes over museums, will the Council realise that supporting all three so they may grow brings richer rewards for well-being, pound for pound, than a bypass?

Question 2

Mr T Evans - Ledbury

How much does it cost to operate the library services currently and how much is HCC prepared to pay the contractor to ensure that they can operate the libraries?

Question 3

Mr J Hillaby – Hollybush near Ledbury

Whilst acknowledging the Council's need to cut costs we are concerned at the proposals to further reduce opening, new books supplies etc. Our main concern however is the proposal to outsource the library service. How can this be cost effective when the subcontractor would need to make a profit, and how can the Council ensure that standards are maintained?

Question 4

Mr L Watson - Garway

How is it possible for the Council to outsource the LMA services without subsidy whilst also meeting their statutory obligation to provide a comprehensive and efficient library service?

Question 5

Mr J Faulkner

Who will be ultimately accountable for the quality, delivery and development of library services following outsourcing?

Question 6

Mr J Hitchin

How will the Council make further progress with the integration of LMA services, as recommended by the LGA peer review and also central to the Rankin Centre (31 broad street) development, when service provision is outsourced?

Question 7

Mr W McMorran – Tedstone Delamare, Bromyard

How will the concepts and forward thinking about the future of the broad street building evident in the Rankin Centre proposals (now the 31 broad street project) be carried forward once outsourcing takes place?

Question 8

E Mayes

From the Hereford Library perspective it is crucial that the Broad Street building is improved from its current provision of 1500 square metres (housing both library and museum) to provide the 5000 square metres that is the sector norm for a City/County Library. Who will be responsible for this development following outsourcing?

Question 9

Mr H Porte

Currently there is a totally inadequate level of purchasing of new resources and the Hereford Library has a long history of stockholding deficiencies, as demonstrated by the CIPFA league tables which places Herefordshire in the bottom decile, where it has been for many years – How will this situation be improved post outsourcing?

Question 10

Mr J Llewellyn-Perkins

What arrangements will be made to ensure that LMA user groups can input to developments and work with the new service provider?

COUNCILLOR QUESTIONS TO GENERAL SCRUTINY COMMITTEE – 9 April 2018

Question 1

Councillor CA Gandy

Volunteer run rural Community Libraries particularly for our most vulnerable residents in rural communities are a life line with 43,622 visitors in 2017.

I seek assurance that none of the proposals will impact negatively on community libraries who rely upon the Herefordshire Council library for support and if outsourced what influence the local member will have in decisions taken which may impact negatively upon their local community library.

Herefordshire Council

General Overview and Scrutiny Committee

Title of review	Highways maintenance – pothole repairs
Scope	
Reason for enquiry	To consider the highway maintenance plan and seek to address concerns expressed within the community about the potential mismatch between policy and practice on pothole repairs.
Links to the corporate plan	<p>The review contributes to the following objectives contained in the Herefordshire corporate plan and other key plans and strategies:</p> <p>Corporate Plan 2016-2020</p> <p>Priority: Supporting the growth of our economy.</p> <p>Measure: Overall satisfaction with the condition of highways.</p> <p>Support economic growth and connectivity (including broadband, local infrastructure, transport and economic development)</p> <p>Corporate Delivery Plan 2017/18</p> <p>Priority: Enable residents to live safe, healthy and independent lives</p> <p>Deliver the Local Transport Plan (LTP) Programme, providing an enhanced, accessible, safe and integrated transport network supporting economic growth</p> <p>Priority: Support the Growth of the Economy</p> <p>Support economic growth and connectivity (including broadband, local infrastructure, transport and economic development)</p> <p>Deliver the LTP Programme, providing an enhanced, accessible, safe and integrated transport network supporting economic growth</p> <p>Measure: Condition of Principal; Non-Principal Roads (B/C roads); and Unclassified Roads</p>

	Road Class	2013	2017
	A Road Red	9%	6%
	A Road Amber	36%	38%
	B Road Red	8%	7%
	B Road Amber	34%	33%
	C Road Red	11%	8%
	C Road Amber	36%	36%
	U Road Red	32%	26%
	<p>Priority: Secure better services, quality of life and value for money</p> <p>2 Ensure our essential assets, including schools, other buildings, roads and ICT, are in the right condition for the long- term, cost-effective delivery of services</p>		
Summary of the review and terms of reference	<p>Summary: To consider the highway maintenance plan and seek to address concerns expressed within the community about the potential mismatch between policy and practice on pothole repairs.</p>		
	<p>Terms of Reference:</p> <ul style="list-style-type: none"> • To consider the strategy in context including the approach to maintaining the highway asset, the level of maintenance and repair that the plan caters for, and budget constraints. • To review a sample of the work undertaken – seeing examples of repairs (in the context of the plan) and, • To understand the rationale for prioritisation of repairs and the nature of repairs and consistency of approach. 		
What will NOT be included	<ul style="list-style-type: none"> • Other aspects of the BBPLP public realm contract 		
Potential outcomes	<ul style="list-style-type: none"> • To confirm that the highway maintenance plan is fit for purpose or identify improvements. • To establish whether the highway maintenance plan is operating as efficiently as resources allow and serves the needs of the whole county. 		
Key Questions	<p>To consider:</p> <p>What is the current policy?</p>		

	<p>How effective is it?</p> <p>What improvements can be recommended?</p>
Cabinet Member	Councillor Durkin – Transport Roads and Regulatory Services
Key stakeholders / Consultees	<p>Balfour Beatty – living places</p> <p>Herefordshire Council Councillors (For this exercise they will reflect any views of Parish Councils known to them. It is proposed that a separate exercise allowing the requisite time for Parish Councils to respond on the operation of the BBLP contract as a whole will be conducted later in the year.)</p> <p>Director Economy Communities and Corporate/Assistant Director – Environment and Place/Head of Highways and Community Services</p> <p>External Highways Maintenance Expert</p>
Potential witnesses	<p>Director Economy Communities and Corporate/Assistant Director – Environment and Place/Head of Highways and Community Services</p> <p>BBLP</p>
Research Required	<ul style="list-style-type: none"> • National Policy • Council Policy (The LTP Policy documents and the first section of that document on Asset management. Our Highway Maintenance Plan and the code of practice ‘Well managed Highway Infrastructure’. <p>https://www.herefordshire.gov.uk/info/200136/travel_and_transport/220/local_transport_plan/1</p> <p>https://www.herefordshire.gov.uk/info/200196/roads/707/highways/2</p> <ul style="list-style-type: none"> • Performance information • Comparative Information • Customer satisfaction data (including information on level of insurance claims) • Best practice locally, regionally and nationally
Potential Visits	To see good example of repairs (in the context of the plan) and inferior examples.
Publicity Requirements	No advance publicity/wider public information gathering is proposed. Together with the communication team, a plan should be put in place to ensure awareness of meeting at which final report is to be discussed and that findings are disseminated clearly.

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Outline Timetable (following decision by the Overview & Scrutiny Committee to commission the Review)	
<i>Activity</i>	<i>Timescale</i>
Confirm approach, Terms of Reference, programme of consultation/research/provisional witnesses/meeting dates	By 30 April
Collect current data available for circulation to Group for first meeting of the Group	By 30 April
Analysis of data/Interviews	May 2018
Carry out stakeholder meetings (Spotlight meeting)	n/a
Final analysis of data and stakeholder evidence	n/a
Prepare options/recommendations	June 2018
Present final report to General Overview & Scrutiny Committee	September 2018
Prepare cabinet report	September 2018
Present options/recommendation to Cabinet	September 2018
Cabinet response/decision	October/November 2018
Monitoring of implementation of agreed recommendations	May 2019

Group Members	
Chair	
Support Members	
Support Officers	J Coleman T Brown