

PUBLIC QUESTIONS TO CABINET – 4 June 2020

Question 1

Mr I Wilkinson, Brierley

To: cabinet member, commissioning, procurement and assets

At the cabinet meeting in Leominster, Councillor Gemma Davies, committed to having metrics implemented with Balfour Beatty. I have been through the minutes and cannot see an update. Are clearly defined, agreed metrics with targets and a clear reporting timetable now in place and what are the review processes, penalties for non-performance and improvement goals?

Response

Thank you for your question. I can confirm that there are currently defined metrics within the BBLP contract for both the public realm contract and the Property and Building Maintenance contract. Both Cllr Harrington and I now attend monthly operational boards where the metrics are scrutinised and any issues raised at the earliest opportunity. We have also committed to ensuring that consultation for the public realm annual plan is done much earlier so that the plan and metrics can be better linked to the County Plan. This will be reflected in next year's annual plan.

We have just commissioned a review into social value and what metrics could be used to judge performances on contracts, tenders and applications. We are even more committed to ensuring that the where businesses provide services for the council that we judge them not just by finances but by other metrics such as utilisation of local businesses and environmental factors.

With regards to any penalty for non-performance at an operational level then this is corrected at the provider's cost, poor performance against the strategic measures of performance results in the failure to 'win' contract extensions.

Supplementary Question

It is good to see you have the metrics up and running and that you have a review process, but nowhere do you mention targets. It is pointless having metrics without targets. Targets are there to drive the right behaviours. E.g. there should be a target to reduce the number of management heads in the contract.

I am not sure why you would commission for work to be done, is this costing the ratepayer money. Have you approached other councils for their metrics?

APQC have a metric classification template which is pretty good

Response

A full written answer will be provided. Every metric has a target with it, so we have a performance rate which they must achieve and it's RAG rated so whenever it doesn't reach that target that then forms part of the operations board where we are able to challenge that and work out the reasons behind why it's not working.