

## Appendix 2: Task and Finish Group Draft Scoping Document

<b>TITLE OF REVIEW:</b>	<b>Balfour Beatty Living Places - Public Realm Services</b>
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### SCOPING

<b>Reason for Enquiry</b>
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To consider progress made with the delivery of public realm services since the start of the new contract with Balfour Beatty in September 2013 and to make recommendations to cabinet regarding improvements which could be made to inform service planning and delivery for the financial year 2015/16

<b>Links to Strategy</b>
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The review contributes to the following objectives contained in the Council's Corporate Plan and other key plans or strategies:

**The services covered by this review directly contribute to the Council's corporate priorities with particular relevance to those underlined below:**

#### Our vision

Herefordshire - a place where people, organisations and businesses work together within an outstanding natural environment, bringing about sustainable prosperity and wellbeing for all.

#### Our priorities are to:

- Keep children and young people safe and give them a great start in life
- Enable residents to live safe, healthy and independent lives
- Invest in projects to improve roads, create jobs and build more homes

and to achieve our priorities we need to:

- Encourage individuals, communities and organisations to do more for themselves and for their local area
- Radically reduce the costs, breadth and level of services we provide
- Ensure the services that we do provide are cost effective

In addition, the Public Realm services are guided by key policy documents the Local Transport Plan and the Highway Maintenance Plan.

<b>Summary of Review and Terms of Reference</b>
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#### Summary

Balfour Beatty Living Places commenced the Council's new Public Realm contract on 1<sup>st</sup> September 2013. This is a long term (10 years + 10 years, subject to performance) contract for the delivery of a range of services to maintain and improve public areas and highways in the county. This covers a number of high profile front line services including highway maintenance, street cleansing and grounds maintenance.

#### Terms of Reference

- To consider progress made by Balfour Beatty in mobilising and delivering public realm services over the first year of the contract
- To consider the introduction of Locality Stewards and make recommendations for improvements
- To investigate the current lengthsman scheme for parish involvement with highway maintenance activities and consider ways of improving the scheme
- To consider the approach taken to grass cutting and grounds maintenance during the first year and make recommendations for the future
- To consider performance to date and the approach taken to performance management and value for money

### **What will NOT be included**

- Whilst the above may make recommendations regarding how the contract is managed, it is not proposed to review the procurement process that was undertaken or the form of contract that has been adopted.

### **Potential outcomes**

- In reviewing these areas of activity the task and finish group may identify areas of service where improvements could be made and make recommendations to Cabinet.

### **Key questions**

- What has gone well during the first year of the contract and what could be improved?
- Has the establishment of Locality Stewards been a success and if not what can be done to improve their role?
- What are the lessons learnt from the experience of budget reductions in relation to grass cutting and grounds maintenance?
- How can the lengthsman scheme contribute to improving local ownership of highway services and improve value for money for local communities?
- What is the approach and process for using local and other sub-contractors to deliver services that meet the needs of the county and how could this be improved to encourage local economic development and skills development?

### **Cabinet Member(s)**

Cllr Rone

### **Key Stakeholders/Consultees**

- Balfour Beatty Living Places
- Local Members
- Parish Councils
- Sub-contractors
- Lengthsmen

### **Potential Witnesses**

- Andy Williams BBLP and his management team
- Brian Barratt Foxley Parish Council – Lengthsman Pilot
- Locality Stewards
- Representatives from benchmark or neighbouring authorities

### **Research Required**

- Parish council experiences (especially lengthsman / locality steward pilot areas), with mix of urban/rural;
- Customer satisfaction data
- Best practice locally, regionally and nationally.

### **Potential Visits**

- Enhanced lengthsman pilot areas

- Balfour Beatty depot in Rotherwas Enterprize Zone
- Highway maintenance schemes being delivered on the ground

<b>Publicity Requirements</b>
Launch of review
During review
Publication of the review and its recommendations

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**Outline Timetable (following decision by the Overview and Scrutiny Committee to commission the review)**

<i>Activity</i>	<i>Timescale</i>
Collect current available data for circulation to group prior to first meeting of the Group.	
Confirm approach, programme of consultation/research/provisional witnesses/meeting dates	
Collect outstanding data	
Analysis of data	
Final confirmation of interviews of witnesses	
Carry out programme of interviews	
Agree programme of site visits as appropriate	
Undertake site visits as appropriate	
Present interim report to the General Overview and Scrutiny Committee, if appropriate.	
Final analysis of data and witness evidence	
Prepare options/recommendations	
Present final report to the General Overview and Scrutiny Committee	
Present options/recommendations to Cabinet (or Cabinet Member(s))	
Cabinet/Cabinet Member (s) response (Within 2 months of receipt of group's report)	
Consideration of Executive's response by the General Overview and Scrutiny Committee.	
Monitoring of Implementation of agreed recommendations (within six months of Executive's response)	
<b>Members</b>	<b>Support Officers</b>
Councillors WLS Bowen (Chairman), ACR Chappell, TM James, PJ McCaull, AJW Powers, A Seldon, and DB Wilcox	<b>Lead Support Officer: Wayne Welsby - Head of Commercial Services</b>
	<b>Democratic Services Representative(s): Clive Lloyd - Democratic Services Officer</b>

	<b>Other support Officers</b> <b>Richard Ball – Assistant Director Place Based Commissioning</b> <b>Clive Hall – Head of Highways and Access</b> <b>Walter Longden – Interim Contract Manager</b> <b>Anthony Bush – Parish Liaison and Rural Services Officer</b>
<b>Additional members of the Review Group</b>	

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