

TITLE OF REVIEW:	Balfour Beatty Living Places - Public Realm Services
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SCOPING

Reason for Enquiry

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.

Links to Strategy

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.

Summary of Review and Terms of Reference

Summary

Balfour Beatty Living Places commenced the Council's new Public Realm contract on 1 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
- To determine compliance, or otherwise, with the council's requirements in relation to responding to complaints and queries and to determine the accountability and contact arrangements of management at Balfour Beatty.

What will NOT be included

- Whilst the above may make recommendations regarding how the contract is managed, it is not intended to review the procurement process that was undertaken or the form of contract that has been adopted; this will not prevent the group from looking at any area it considers appropriate.

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 Enterprise Zone
- Highway maintenance schemes being delivered on the ground

Members	Support Officers
Councillors WLS Bowen (Chairman), ACR Chappell, TM James, PJ McCaull, A Seldon, and DB Wilcox	Lead Support Officer: Wayne Welsby - Head of Commercial Services
	Democratic Services Representative(s): Clive Lloyd - Democratic Services Officer
	Other support officers Richard Ball - Assistant Director Place Based Commissioning Clive Hall - Head of Highways and Access Walter Longden - Interim Contract Manager Anthony Bush - Parish Liaison and Rural Services Officer