



WOKINGHAM BOROUGH COUNCIL

A Meeting of the **COMMUNITY AND CORPORATE OVERVIEW AND SCRUTINY COMMITTEE** will be held in David Hicks 1 - Civic Offices **MONDAY 18 JUNE 2018 AT 7.00 PM**

A handwritten signature in black ink, appearing to read 'Manjeet Gill', is written over a faint rectangular stamp.

Manjeet Gill
Interim Chief Executive
Published on 8 June 2018

The role of Overview and Scrutiny is to provide independent “critical friend” challenge and to work with the Council’s Executive and other public service providers for the benefit of the public. The Committee considers submissions from a range of sources and reaches conclusions based on the weight of evidence – not on party political grounds.

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WOKINGHAM BOROUGH COUNCIL

Our Vision

A great place to live, an even better place to do business

Our Priorities

Improve educational attainment and focus on every child achieving their potential

Invest in regenerating towns and villages, support social and economic prosperity, whilst encouraging business growth

Ensure strong sustainable communities that are vibrant and supported by well designed development

Tackle traffic congestion in specific areas of the Borough

Improve the customer experience when accessing Council services

The Underpinning Principles

Offer excellent value for your Council Tax

Provide affordable homes

Look after the vulnerable

Improve health, wellbeing and quality of life

Maintain and improve the waste collection, recycling and fuel efficiency

Deliver quality in all that we do

MEMBERSHIP OF THE COMMUNITY AND CORPORATE OVERVIEW AND SCRUTINY COMMITTEE

Councillors

Rachel Burgess
Clive Jones
Bill Soane

Guy Grandison
Dianne King
Shahid Younis

Mike Haines
David Sleight

Substitutes

Andy Croy
Helen Power

Carl Doran
Malcolm Richards

Graham Howe
Rachelle Shepherd-DuBey

ITEM NO.	WARD	SUBJECT	PAGE NO.
1.		<p>ELECTION OF CHAIRMAN To elect a Chairman for the 2018/19 Municipal Year.</p>	
2.		<p>APPOINTMENT OF VICE-CHAIRMAN To appoint a Vice-Chairman for the 2018/19 Municipal Year.</p>	
3.		<p>APOLOGIES To receive any apologies for absence.</p>	
4.		<p>MINUTES OF PREVIOUS MEETING To confirm the Minutes of the meeting held on 12 March 2018.</p>	5 - 10
5.		<p>DECLARATIONS OF INTEREST To receive any declarations of interest.</p>	
6.		<p>PUBLIC QUESTION TIME To answer any public questions.</p> <p>A period of 30 minutes will be allowed for members of the public to ask questions submitted under notice.</p> <p>The Council welcomes questions from members of the public about the work of this committee.</p> <p>Subject to meeting certain timescales, questions can relate to general issues concerned with the work of the Committee or an item which is on the Agenda for this meeting. For full details of the procedure for submitting questions please contact the Democratic Services Section on the numbers given below or go to www.wokingham.gov.uk/publicquestions</p>	
7.		<p>MEMBER QUESTION TIME To answer any member questions.</p>	

8.	None Specific	HIGHWAYS AND TRANSPORTATION CONTRACTS RENEWAL UPDATE To consider a progress report on the process for letting major contracts relating to highways and transportation services.	11 - 38
9.	None Specific	WORK PROGRAMME 2018-19 To consider the Committee's work programme for 2018-19 and to prioritise items for future meetings.	39 - 44
10.	None Specific	SCRUTINY REQUEST - FINCHAMPSTEAD PARISH COUNCIL To consider a Scrutiny request relating to the condition of footways, kerbsides and road signs.	45 - 50

Any other items which the Chairman decides are urgent

A Supplementary Agenda will be issued by the Chief Executive if there are any other items to consider under this heading

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MINUTES OF A MEETING OF THE COMMUNITY AND CORPORATE OVERVIEW AND SCRUTINY COMMITTEE HELD ON 12 MARCH 2018 FROM 7.00 PM TO 9.15 PM

Committee Members Present

Councillors: Shahid Younis (Chairman), Bill Soane (Vice-Chairman), Pauline Jorgensen, Abdul Loyes, Philip Mirfin, Rachelle Shepherd-DuBey and David Sleight

Other Councillors Present

Councillors: Keith Baker, Clive Jones and Malcolm Richards

Officers Present

Neil Carr (Democratic and Electoral Services Specialist), Clare Lawrence (Assistant Director, Place) and Julia Mlambo (Interim Community Safety Manager)

Others Present

Superintendent Shaun Virtue (Thames Valley Police)

39. APOLOGIES

Apologies for absence were submitted by Abdul Loyes.

40. MINUTES OF PREVIOUS MEETING

The Minutes of the meeting of the Committee held on 15 January 2018 were confirmed as a correct record and signed by the Chairman.

41. DECLARATION OF INTEREST

There were no declarations of interest.

42. PUBLIC QUESTION TIME

There were no public questions.

43. MEMBER QUESTION TIME

There were no Member questions.

44. COMMUNITY SAFETY PARTNERSHIP

The Committee considered a report, set out at Agenda pages 11 to 24, which provided an update on the work and achievements of the Community Safety Partnership during 2017/18.

The report gave details of the key aims of the partnership which were to reduce crime, substance misuse and anti-social behaviour. In addition to the Council, the partnership's statutory bodies included the police, probation and health services. The report was presented by Julia Mlambo (Interim Community Safety Partnership Manager) supported by Superintendent Shaun Virtue (Local Police Commander, Bracknell and Wokingham) and Aletta Pretorius (Integrated Early Help and Youth Justice Manager).

The report gave details of performance against the current partnership priorities. These were:

Priority 1 – increasing the effectiveness of multi professional arrangements to encourage the reporting of domestic abuse and responding appropriately. The partnership's approach

was to increase the number of reports of domestic violence as it was a hidden crime, but also to reduce the number of repeat incidents.

Priority 2 – work with the integrated Offender Management Cohort to reduce the likelihood of repeat offending. The aim was to reduce overall crime levels by reducing the activities of the most prolific offenders. The most serious and/or violent offenders were case managed by the Probation Service through other arrangements.

Priority 3 – understand the needs associated with hidden crime and work in partnership to expose hidden crime, reduce offending and support victims. The aim was to increase the number of reports of hidden crime such as hate crime e.g. racial or religiously aggravated crime.

Priority 4 – identify and understand the issues affecting residents of all ages and communicate the work of the partnership effectively to make them feel safer. The aim was to understand key local issues such as the recent increase in residential burglary and to target resources at local priorities.

The report stated that the Community Safety Partnership was in the process of developing new priorities for 2018/21 which were aligned with emerging needs. These were:

Priority 1 – addressing violence against women and girls.

Priority 2 – impacting on organised crime including reducing the effects of county line dealing (i.e. gangs using young people to carry and sell drugs across county boundaries).

Priority 3 – reducing and preventing exploitation and addressing the needs of vulnerable victims and offenders.

Priority 4 – championing the resilience of local communities.

Members focussed on each of the current community safety priorities sought information on emerging local and national trends. During the ensuing discussion Members raised the following points and questions.

Were existing mechanisms for notifying ward Members about local issues effective? An example was given relating to anti-social behaviour and the lack of communication with Members. It was confirmed that steps could be taken to re-establish regular briefings involving Members and the police with a view to sharing information and joining up services more effectively. This would include more targeted briefings on emerging issues and closer working with Town and Parish Councils.

What had been the impact on community safety in the Borough following the reductions in police resources? It was confirmed that Thames Valley Police had seen significant reductions in manpower over the past five years. However, changes in policing (better use of IT) and types of crime made a direct correlation difficult. It was clear however, that the Borough remained a safe place to live. It was also noted that the Police and Crime Commissioner was considering an increase in the precept as a way of finding resources to support local policing.

What had been the impact of the growth in mental health issues on local policing? It was confirmed that the police were now delivering more joint patrols with health colleagues and that more informed decisions were being made about risk and community safety.

RESOLVED That:

- 1) Julia Mlambo, Aletta Pretorius and Superintendent Shaun Virtue be thanked for attending the meeting;
- 2) progress relating to the current priorities in the Community Safety Strategy be noted;
- 3) the focus on emerging issues and development of new Community Safety priorities for 2018/21, as outlined in the report, be supported;
- 4) Members support the proposal to re-establish more joined up working, intelligence sharing and communication between ward Members, the police and other community safety partners.

45. CIVIL PARKING ENFORCEMENT

The Committee considered a report, set out at Agenda pages 25 to 31, which provided an update on the implementation of Civil Parking Enforcement (CPE) across the Borough from October 2017.

Keith Baker, Executive Member for Highways and Transport attended the meeting to answer Member questions along with Clare Lawrence (Assistant Director, Place) and Geoff Hislop (Interim Parking Manager).

The report gave details of the background to the implementation of CPE and the way in which the Council's contractor, NSL, had performed in the first five months of the contract. It reminded Members that CPE could address vehicles that did not respect signing and lining but could not address issues such as parking on verges or parking where no lines and signs were in place under a traffic regulation order. Thames valley Police retained enforcement responsibility for high speed roads, obstructions to the highway, clamping and removal of vehicles.

The report outlined the range of activities carried out by NSL. These included patrolling between 7.30am to 10pm, car park fault reporting and issuing various permits and dispensations. The contract also allowed for additional hours to be purchased by stakeholders such as Town and Parish Councils and schools. Over the first five months of operation NSL had issued over 4,000 Penalty Charge Notices (PCNs) across the Borough.

The report confirmed that a revised Parking Strategy for the Borough would be submitted to the Council's Executive in May 2018. If agreed the strategy would be the subject of public consultation before final adoption.

In the ensuing discussions Members raised the following points:

If CPE delivered additional income would it be possible to employ extra patrol officers? It was confirmed that CPE aimed to break even. Feedback from other Councils indicated

that, over time, the number of parking offences reduced which removed the opportunity for increased income.

On what basis were patrols around schools allocated? It was confirmed that analysis of the location of PCNs would provide data which would help to prioritise the future locations for patrols. With over 60 schools in the Borough and only six officers carrying out patrols, it was important to manage expectations relating to CPE. It was also noted that enforcement in one location may have the effect of displacing problem parking into neighbouring locations.

There were ongoing reports of problems with the Council's parking ticket machines due to age and wear and tear. What was being done about this issue? Members received a demonstration of a new ticketing machine which would provide increased efficiency and flexibility and improved customer service which was a key part of the 21st Century Council model. A range of machines and parking systems were being evaluated which would culminate in a Capital bid. In the meantime, the closure of the Paddocks car park would enable the relocation of ticketing machines to other car parks, potentially Crockhamwell Road in Woodley.

Would the new style ticketing machines generate information on available car park spaces for communication to drivers? It was confirmed that this issue was under consideration but would be a separate project from the introduction of new ticketing machines.

RESOLVED That:

- 1) Keith Baker, Clare Lawrence and Geoff Hislop be thanked for attending the meeting;
- 2) the update report on the implementation of CPE be noted;
- 3) the introduction of improved car park ticketing machines be supported in principle, subject to a rigorous option appraisal and submission of an appropriate Capital bid;
- 4) Members receive further information in due course on the operation of CPE and the prioritisation of CPE patrols across the Borough.

46. WORK PROGRAMME 2018/19

The Committee considered a report, set out at Agenda pages 33 to 34, which gave details of its proposed work programme for 2018/19. The Chairman asked Members to notify him of additional items for inclusion in the work programme.

Pauline Jorgensen suggested a Scrutiny item relating to the highways maintenance, seeking clarity on the process for deciding which roads were identified for maintenance work.

RESOLVED That:

- 1) the draft work programme for 2018/19 be noted;
- 2) Members notify the Chairman of any further potential Scrutiny items for inclusion in the work programme;

- 3) the update item on Wokingham Town Centre regeneration be considered at the November 2018 meeting of the Committee;
- 4) a Scrutiny item on the prioritisation of roads for maintenance be added to the work programme for 2018/19.

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Agenda Item 8.

TITLE	Highways & Transportation Contracts Renewal Update
FOR CONSIDERATION BY	Community and Corporate Overview and Scrutiny Committee on 18 June 2018
WARD	None specific
DIRECTOR	Josie Wragg, Interim Director of Environment
LEAD MEMBER	Keith Baker, Executive Member for Highways and Transportation

OUTCOME / BENEFITS TO THE COMMUNITY

The benefits of effective and efficient Highways and Transportation Services provided by these contracts are borough wide and include:

- Enable travelling around the borough safely for all highway users
- Manage the network minimising disruption, congestion ensuring timely journeys
- Provide suitably maintained and lit roads and pavements
- Ensure the primary network is clear of snow, ice and frost during the Winter time
- Support reducing car ownership and promote sustainable forms of transport and journeys including public transport, cycling and walking
- Control delivery of Council and third party highway schemes and infrastructure development to improve the network and support growth
- Promote and facilitate economic prosperity including catering for the delivery of goods, services and commuter journeys
- Provide safe access to education for school children and students
- Provide access to leisure services including the public rights of way network
- Cater for utility services including gas, water, electric and telecommunications
- Minimise resident and business risk to flooding and various environmental issues
- Maximise the use of resources and budgets to ensure value for money for highways users and the residents and businesses of Wokingham

RECOMMENDATION

Members are requested to consider and comment on the procurement progress to date, proposals for Contracts Award, and mobilisation programmed to ensure the contracts are in place in a timely manner and fully operational for the 1st April 2019.

SUMMARY OF REPORT

The report provides a comprehensive update on the re-provision of the term Highways and Transportation Contracts including:

- Background
- Stakeholder & Market Engagement
- Scope of Tendered Services
- Partnering, Governance and Contract Form
- Performance Management, Reporting, Review and Improvement
- Timetable and Contract Award

Background

Wokingham's highway asset is considerable, comprising of:

- 736 km Road length (Includes 8 km of non-Highways England motorway)
- 1,889 Adopted streets (18.5% of the network is traffic sensitive)
- 820 km Footway length
- 8 Million m² Highway Verges
- 250 Structures (including 166 bridges)
- 16,000 Street lights
- 30,000 Road gullies

It has a combined value of £4B comprising of £1.3B gross replacement cost plus £2.7B land value, and is the Council's most valuable asset relied upon by the majority of Wokingham's residents and businesses on a daily basis.

The network has been managed and maintained since 2008 by Wokingham Highways Alliance being a partnership comprising of Wokingham Borough Council (the Council), WSP Professional Services Consultancy Contractor (PSCC) and Balfour Beatty Living Places (BBLP) the term Maintenance and Construction Contractor (MCC) together delivering highways and transportation services to Wokingham. The Council also has a small structures/bridge maintenance contract with BBLP, a street lighting contract with BBLP and a gully cleaning contract with FM Conway, which all expire 31 March 2019.

The timing of these arrangements has been carefully programmed to allow new Highways and Transportation Services and contracts to be delivered holistically from 1 April 2019. It was recognised very early in the planning stages that engaging with stakeholders to understand their views on the existing services, what works well, where the problems are, and what should be improved for the new contracts was paramount.

Stakeholder Engagement

Key stakeholders were identified as: elected Members; Town and Parish Councils; senior Council officers; 21C team; ICT and customer services team; current Alliance partners; local businesses and of course most importantly Wokingham's residents who are the key users of the network and services. Throughout 2016-2018 there have been numerous activities to engage with stakeholders including: Member and T&P Council briefing events and workshops; officer workshops; service reviews; service and process design sessions; National Highways and Transportation (NHT) resident and business annual surveys conducted by Ipsos MORI. The Council also undertook an online Wokingham Transport and Highways survey from the Council website, with hard copies distributed around the community buildings and libraries around the borough during late 2017. The survey was very popular with over 1,000 residents and commuters completing the survey by the end of December 2017. The purpose of this engagement was to find out which parts of the highway network, and which services, are most important to customers, where problems were encountered and how customers preferred to interact. The opportunity was used to undertake transport visioning work, to understand what will become more or less important as we move into the future to 2036, which is the same period of Wokingham's emerging Local Plan and Local Transport Plan. Engagement provided data enabling the service to evolve to meet the needs of Wokingham's key stakeholders both now and into the future.

A high level summary of the stakeholder information is provided below:

Challenges to 2036?

Community Isolation
Affordable Housing
Congestion/Air quality
Move to a driverless world
Climate Change & Flood Risk

Opportunities to 2036?

Local Plan and Strategic Control
IL & Infrastructure Delivery
Improvement in IT & data
Public transport/walking/cycling
Health & Wellbeing

New Highways & Transportation Contracts from 2019 what is key?

- Customer Focus (self-serve, ICT, comms & expectation)
- Smarter Working (21CC ICT for staff & customers)
- One Team (partnership working/reduce man marking)
- Network Coordination (manage works & congestion)
- Network Resilience (operation & asset performance)
- Providing Flexibility (network & technological)
- Outcome based performance measures (shared vision)
- Congestion / Journey Times / Air Quality / Carbon Reduction
- Innovation / IT / Customer Experience & Satisfaction

A review of the Highways & Transportation service has been taking place as part of the Council's 21st Century Council programme. This is being implemented during 2018, designed where the Council structure will cater the current arrangements, but evolve to meet the requirements for the new contractual arrangements from the 1st April 2019. The form of the new contracts has been tailored to meet Wokingham's 21CC priorities which include:

- Focus on the customer experience
- Redesign processes around the ideal customer journey
- Inform customers what to expect and keep them up to date along the way
- Make processes digital by default, but with alternative access channels where appropriate
- Address issues at first point of contact
- Collect information once, and only if we actually need it
- Move as much work forward, to self-serve or customer facing roles as possible
- Move work quickly and easily around the organisation by using workflows and automated process prompts
- Automate controls within processes to ensure compliance
- Measure performance as part of the process/workflow to drive improvements
- Manage customer capability to enable customers to do more for themselves
- Manage customer demand to prevent and shape demand where appropriate

Market Engagement

As well as tailoring the contracts to Wokingham's stakeholder preferences and requirements, it was critical that the services tendered and contract commissioning model selected would attract interest and competition from the Highways and Transportation service provider market, which due to high levels of housebuilding and government investment in major infrastructure over recent years was of concern.

To mitigate this risk the Council hosted market engagement workshops during 2017. The initial June 2017 was a "Discovery" event hosted in the Council Chamber where the Council outlined to suppliers its current arrangements, what works well, what can be improved, and aspirations for the future contracts. This event was well attended by 24 organisations (please see Appendix A for attendance log). Further to the event comprehensive written feedback was submitted by 15 organisations. These 15 organisations represented the majority of the major players in the UK highway and transportation sector plus a selection of smaller and international organisations. Consequently, the Council was confident that the feedback was representative of the market's views of this procurement opportunity and the likely level of appetite and competition. A summary of this market feedback is provided below:

- The Council was seen as an attractive client due to its innovative approach and collaborative attitude.
- Wokingham was seen as an attractive location due to its geography and projected economic growth.
- Most of the professional firms were firmly in favour of a separate PSCC and a term MCC.
- Four suppliers that responded preferred an integrated (single) contract.
- All contractors proposed increasing the scope and the turnover of the contract in order to make it attractive.

Based on market feedback, options evaluation aligned to the government promoted Highway Maintenance Efficiency Programme (HMEP) procurement toolkit, and subsequent analysis, it was determined that the preferred commissioning model comprised of two contracts being:

- A PSCC
- A term MCC including street lighting, structures (bridges) and drainage

This model aligns most closely with the Council's objectives ensuring delivery of the full range of services, and ensured the continued interest of both the professional service providers and the majority of contracting organisations therefore maximising overall market appetite for this opportunity ensuring a competitive process and value for money (VFM).

A subsequent "Informing" event was hosted in the Council Chamber in September 2017, when the Council outlined to suppliers its proposals including the commissioning model, forms of contract, service scope. A discussion forum took place as part of the event, and a further opportunity was provided for suppliers to write in following the event stating their support, or highlighting any concerns at that time. Broad support was secured from the market, recorded in the final round of written feedback, and additionally a procurement timetable was agreed between the Council and suppliers, when both parties could ensure the resources required would be available.

Scope of Tendered Services

The current Wokingham Highways Alliance delivers the following services:

- Network Management
- Streetworks (Permits from 2015)
- Transport Planning
- Road safety
- Public and corporate transport support
- Asset Management
- Maintenance (reactive & planned)
- Street lighting
- Winter Services
- Flood Management & drainage
- Developer Works (s278/38)
- Projects (design and delivery)

The new contracts will continue to deliver this broad range of Highways and Transportation services. However market engagement and analysis to date has highlighted the following opportunities for further efficiencies and service improvement, which are currently subject to further discussion with suppliers, and with the Council's key stakeholders.

- The PSCC will be a strategic partner to the Council where the contract can be used to access the wide range of specialist skills and expertise.
- Routine elements of the PSCC services will be transferred to the Council.
- Reactive highway maintenance and highway inspection function will be transferred from the Council to the MCC.
- A design and build option for projects will be provided within the MCC.
- The MCC will host the ICT and CRM solution for routine highways enquiries for example: potholes repairs; gully cleaning and street lighting faults, delivering improved efficiency, service excellence and improved customer service.
- The Council's Housing stock (roads/pavements/lighting and drainage) and metalled public rights of way will be inspected and maintained within the MCC.
- An option to deliver street cleansing services from 1 April 2020.

Market engagement highlighted that increasing the value of spend through the contracts would make them more attractive to suppliers, and therefore more efficient. To meet this aspiration the Council engaged with the other five Berkshire Council's during 2017, who with the exception of the Royal Borough of Windsor and Maidenhead have submitted Expressions of Interest to access the contracts from 1 April 2019. A draft Service Level Agreement (SLA) has been issued where Wokingham Borough Council as the client would have control to ensure the third party request would not impact adversely on the services being provided in Wokingham. With Wokingham Borough Council's prior approval third party Berkshire Councils can access the services of both the PSCC and term MCC. Under the SLA third party Council's accessing the services would be charged by Wokingham Borough Council a Contract Access Fee. This collaborative approach is promoted by government and welcomed by the neighbouring Berkshire Councils. Additionally all of Wokingham's Town and Parish Councils are named to have access to use the contracts and services.

Partnering, Governance and Contract Form

Stakeholder and market engagement determined the key features of any future commissioning contract model would be focussed upon:

- Long-term relationships with suppliers focusing on shared outcomes
- Integration of the skills of the Council and suppliers
- Enable collaboration between all stakeholders
- Be sustainable, open and transparent
- Enables investment
- Encourage innovation, review and continual improvement
- Aligned with the 21CC programme

A shared vision focussed on outcomes, was considered paramount to forming a successful partnership ensuring the right cultures and behaviours within Wokingham's newly formed Highways Alliance. Suppliers were asked as part of the tender requirements to explain how their organisations would support this objective, including proposing a governance and organisational structure that will deliver both the strategic and operational requirements of the Wokingham Highways Alliance, ensuring true partnership working and collaboration, and proposals to ensure innovation, continual review and improvement throughout the life of the contracts.

The governance arrangements proposed, and to be agreed, will ensure that the Wokingham Highways Alliance partners and contracts are focussed aligned to the Council's strategic and operation requirements from the outset, and for the full term of the contracts. The procurement process is being overseen and steered by the Executive Member for Highways and Transportation Keith Baker's Highways and Transportation Contract Renewal Member Group, which is cross party and geographically dispersed to fully represent the borough of Wokingham. Additionally an officer Highways and Transportation Review Board has been operating since 2016 ensuring the commissioning model, contract form and services tendered fully meet the requirements of the Council, aligned closely with the emerging 21st Century Council operating model as it is embedded throughout 2018.

There has been a high emphasis, forming part of supplier's tender submission, to demonstrate their understanding of both the strategic and operational requirements of the newly formed Wokingham Highways Alliance, and how suppliers will support and bring expertise to the partnership. During mobilisation partnership and contract meetings at various levels including representation from elected Members and senior officers at Board, Partnership and Operational level will be designed, agreed and scheduled with defined objectives and terms of reference, ensuring appropriate governance, accountability, reporting and transparency.

The MCC procurement utilises the HMEP suite of documents promoted by government, which is a highways specific version of the NEC3 suite of contract documents, widely accepted throughout the industry. The core clauses are well understood and specific information is presented in a consistent manner; saving considerable time and effort for all parties. NEC3 and its derivatives are accepted by the Council's partner Shared Legal Solutions as an appropriate basis for contracts. As with the MCC, the PSCC procurement utilises the NEC3 suite of documents but, in this case, they are drawn from the Professional Services Contract set.

Further to the MCC and PSCC contracts the Council has requested a tri-party partnering NEC contract that will ensure the Council, the successful PSCC and the successful MCC, forming the new Wokingham Highways Alliance from 1 April 2019, will work in partnership as a contractual requirements from the outset, and throughout the lifetime of the contract term.

Performance Management, Reporting, Review and Improvement

The contract terms are seven years from 1 April 2019 with an option to extend for a further three years. It was acknowledged early in the process from stakeholder engagement, market feedback, the government promoted HMEP, industry best practice and NEC service contract's standard form that contract performance should be incentivised, beyond contract extension options. To meet the strategic aims of the Council including promoting partnership working, delivering service excellence and ensuring the right culture and behaviours within a Wokingham's Highways Alliance, financial incentivisation was determined would best meet these objectives. A punitive approach, focussed around financial contract penalties, was not considered appropriate to deliver the desired outcomes.

The new contracts are designed to place the controls and the risks for service and project delivery with the supplier. For example, if the supplier fails to complete a pothole on time, any financial or service risk, after the Council's due date, sits with the supplier. Contract law requires that any penalties (damages) must be commensurate with the level of loss that the Council (the client) has suffered. Following through this example, the Council carries no financial risk for failure by the supplier to meet the service requirements for the pothole, therefore it would not be possible for the Council to levy financial penalties in this instance.

Although the service and financial risk sits with the MCC in this example the Council is fully aware of reputational risk for unsatisfactory performance. The partnership, governance and contractual requirements set out in the previous section under Partnering, Governance and Contract Form will ensure that the Council, the successful PSCC and successful MCC forming the Wokingham Highways Alliance will be fully aware of strategic and operational requirements, what services are paramount to Wokingham's residents, and the need to react and be agile to changing corporate and political priorities during the life of the contracts.

The Council recognise the importance of service excellence and how performance is measured, reviewed and improved over the life of the contracts. In response the Council has designed and developed, in partnership with stakeholders and partners, a comprehensive draft Wokingham Alliance Performance Management Framework (Appendix B). The framework will form part of the new contractual requirements from 1 April 2019. Performance measures are summarised below under strategic, partnership and operational categories based upon an approach aligned with industry best practice, stakeholder engagement, supported by market feedback and considered proportionate to the tendered services considering their scope and value. Performance measures are designed to be reported at the stated frequencies and considered a reasonable resource demand on Wokingham's Highways Alliance partners for the duration of the contracts, mindful that performance reporting if unrestrained can become an industry in itself.

- 24 No. Strategic Performance Measures reported annually with some data reliant on existing reporting to DfT (Department for Transport), NHT (National Highways and Transportation Networks) and APSE (Association of Public Sector Excellence) with the objective to ensure delivery of the Council's corporate and political priorities aligned to Wokingham's Transport Vision and Highway Asset Management Objectives.
- 11 No. Partnership Performance Measures reported quarterly at Highways Alliance Board with the objective to promote partnership working, business improvement, innovation and the right cultures and behaviours within the Wokingham Highways Alliance.
- 26 No. Operational Performance Measures reported monthly via Alliance Partnership Meeting with the objective to promote contract governance, performance and operational delivery and compliance within the Wokingham Highways Alliance.

During mobilisation the draft framework (Appendix B) will evolve in partnership with the successful alliance partners and the Council's stakeholders, including agreement as to where the performance measures will be reported including some externally via ICT/web live dashboards with public access, some to selected stakeholders including elected Members, some to Council officers and some of a more technical nature potentially retained internally within the Wokingham Highways Alliance. Suppliers will have made assumptions regarding the value of financial incentive they will receive over the life of the contracts, which will have been factored into their Price submissions under the tendering process. This ensures the financial incentive being provided by the Council will deliver VFM for the investment, and this approach is considered to best meet the Council's requirements relating to performance.

Timetable and Contract Award

A project programme titled Highways and Transport Contract Renewal Programme for the renewal of these contracts is provided in Appendix C showing the numerous activities that have been satisfactorily completed to date, and what activities are required prior to the new contracts going live including during the mobilisation phase. The procurement process and activities to date are considered comprehensive, robust, aligned with best practice, and designed to best meet the Council's objectives over the period of the newly formed Wokingham Highways Alliance from April 2019. Key milestones of the formal procurement timetable was agreed with suppliers and the Council's procurement lead during market engagement during 2017:

1. Mid-January 2018 Issue Contract Notice & all documents
2. Mid-February Selection Questionnaires Returns (5 weeks)
3. Mid-March confirm Initial Tenders (8 weeks)
4. Early May Initial Tender Returns
5. Initial evaluation & Negotiation (2+4 weeks)
6. Mid-June Issue Final Tender (4 weeks)
7. Mid-July Final Tender Returns
8. August-September Evaluation & Full Council Approval- 20 September 2018
9. Contract Award – mid October (25 weeks mobilisation)
10. Contract Start – 1st April 2019

Programme items 1-4 are satisfactorily completed and have delivered their requirements. Extensive activities and evaluation items 5-7 are underway and being scheduled with suppliers over the Summer 2018, and the process has been designed with the outcome to Recommend a preferred PSCC and MCC for Full Council Committee Approval on 20 September 2018.

FINANCIAL IMPLICATIONS OF THE RECOMMENDATION

The Council faces severe financial challenges over the coming years as a result of the austerity measures implemented by the Government and subsequent reductions to public sector funding. It is estimated that Wokingham Borough Council will be required to make budget reductions in excess of £20m over the next three years and all Executive decisions should be made in this context.

	How much will it Cost/ (Save)	Is there sufficient funding – if not quantify the Shortfall	Revenue or Capital?
Current Financial Year (Year 1)	0	0	0
Next Financial Year (Year 2)	0	0	0
Following Financial Year (Year 3)	0	0	0

Other financial information relevant to the Recommendation/Decision

Costs associated with new Wokingham Highways Alliance form and contracted services are being evaluated against the current PSCC (WSP) and MCC (Balfour Beatty Living Places) contracts, tenders received by the Council under the procurement process underway and a local benchmarking exercise, to ensure the contracts deliver VFM. Services are also being re-designed in line with the 21C programme, to ensure the new services and contracts are aligned with stakeholder requirements, and to ensure efficient services that deliver VFM.

Cross-Council Implications

No specific cross cutting themes

List of Background Papers

None

Contact Alex Deans	Service Highways & Transportation
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Date 4 June 2018	Version No 3

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Report Title: H&TReview- Supplier Registration
 Version/Date: 170612
 Report Owner: Alex J Deans



24 suppliers have registered to attend the Soft Market Testing "Discovery" workshop Monday the 19 June 2017

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Professional Services	Term maintenance and Projects	Integrated (potentially both)
WSP	Balfour Beatty Living Places	Balfour Beatty Living Places
Atkins	Ringway	Costain
Project Centre	Costain	Ringway/Jacob
Waterman	Tarmac	Keir
Jacobs	Volker Highways	
Aecom	Colas	
	Keir	
Hyperion (Asset Management)	Eurovia	
Ridge	Valoriza Conservación Infraestructuras	
Elliot Asset Management	Lagan Operations & Maintenance	
Gateway TSP	Galliford Try	
Arup * late registration	Osborne	
	Conway * late registration	

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Desired Outcomes:

The Highways Alliance partnership will be focused and incentivised enabling the Professional Services Consultancy Contractor (PSCC) and Maintenance and Construction Contractor (MCC) to perform and innovate in partnership with the Council, to ensure delivery of the partnerships priorities and objectives, ensuring a high level of performance, efficient service delivery including mechanisms for continual review and improvement for the full term of the contracts.

Drivers:

A contact audit in 2016/17 included review and modernisation of performance management of the contracts which remained in their original 2008 form
Recommissioning of Highways and Transportation Services from April 2019 aligned to political, corporate, service and operational requirements
Stakeholder engagement events over 2016 and 2017 including elected Members requested more robust, accountable and visible performance reporting
Performance measures have been designed to be reported at the stated frequencies with minimal additional burden on alliance partner staff resources

Proposal:

24 No. Strategic Performance Measures (SPM):

Reported annually with some data reliant on existing reporting to DfT (Department for Transport), NHT (National Highways and Transportation Networks) and APSE (Association of Public Sector Excellence)

Ensure delivery of the Council's corporate and political priorities aligned to Wokingham's Transport Vision and Highway Asset Management Objectives

11 No. Partnership Performance Measures (PPM):

Reported quarterly at Highways Alliance Board

Promote partnership working, business improvement, innovation and the right cultures and behaviours within the Highways Alliance

26 No Operational Performance Measures (OPM)

Reported monthly via Alliance Partnership Meeting

Promote contract governance, performance and operational delivery and compliance within the Highways Alliance

External Reporting:

During mobilisation it will be discussed and agreed with the alliance partners and WBC stakeholders how and where the performance measures will be reported including some externally via ICT/web live dashboards with public access, to selected stakeholders/Members and those retained internally

Incentive: *NB Appendix PMF1: Incentive Methodology / Appendix PMF2: Incentive Formula Spreadsheet Calculation & performance Log*

Market engagement, HMEP, industry best practice and NEC service contracts standard form recommend contract performance is incentivised

Performance scoring of PPMs and OPMs have been designed to be in full control of the Highways Alliance partners, and therefore form the basis for incentives

Review:			
The PMF will be subject to review and improvement aligned to changing Highways Alliance objectives, service and operational priorities and objectives			
Our vision for Wokingham Borough			
“A great place to live and an even better place to do business”			
The Transport Vision			
The Council’s vision to 2036 is to deliver and maintain a safe, reliable and joined-up transport system that connects new and existing communities, businesses, commercial centres while providing leisure opportunities. The vision will future-proof the transport network for new and emerging technology; reduce social exclusion; improve network resilience; accommodate climate change; reduce congestion and improve productivity.			
Objectives			
Infrastructure	Environment	Social	Technological
<ol style="list-style-type: none"> 1. To optimise connectivity, accessibility and productivity through an integrated approach to land use and infrastructure. 2. To invest in infrastructure enabling and promoting walking, cycling and the use of public transport. 3. To provide new roads alongside new developments enhancing economic growth. 4. To create innovative ways of funding for maintaining infrastructure. 5. To provide well maintained roads by adopting a whole life approach. 6. To optimise investment by collaboratively working with neighbours and partners, for a seamless journey. 7. To address congestion pinch points. 	<ol style="list-style-type: none"> 1. To provide safe, accessible alternative travel options to the car, giving health, air quality and carbon benefits. 2. To maximise the use of low cost renewable energy in operating and maintaining transport assets, minimising the Council’s carbon footprint. 3. To provide greenways for walking and cycling, and green corridors with active biodiversity integral to the travel network. 4. To adapt to climate change and ensure that our transport networks are resilient to severe weather events. 	<ol style="list-style-type: none"> 1. To future proof travel networks to meet a more aged and diverse population whilst meeting the expectations of new generations. 2. To provide a transport system that can accommodate the travel needs of communities, commercial and retail businesses and the leisure sector. 3. To create well connected communities through enabling sustainable travel within and between existing and new housing. 4. To enhance the health and well-being of communities and their residents, through quality social infrastructure, and access to facilities, through alternatives to the car. 5. To reduce long commutes. 	<ol style="list-style-type: none"> 1. To provide a future-proofed travel network that can assimilate emerging and new technologies such as Connected Autonomous Vehicles. 2. To provide an improved customer journey experience, through optimising use of Big Data. 3. To enable dynamic travel choices and optimised network performance, through the provision of borough wide availability of real-time travel information. 4. To allow all travellers to access information on travel opportunities through technological enhancements. 5. Connected council and alliance partners enabling value-added decision making on-site.

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Wokingham Highways Alliance- Strategic Performance Measures (reported annually)							
SPM No	Link to Transport Vision to 2036	Description	Owner	2017/18 (GAP)	2018/19 (GAP)	Target	Comments Mitigation Actions
SPM1	Infrastructure 5	Condition of principal roads- percentage of network to be considered for maintenance	WBC	4% (1%)		3% DfT Nat Ave	Reported to DfT in Autumn
SPM2	Infrastructure 5	Condition of B & C roads- percentage of network to be considered for maintenance	WBC	5% (1%)		<5% WBC (6% DfT Nat Ave)	Reported to DfT in Autumn
SPM3	Infrastructure 5	Condition of unclassified roads- percentage of network to be considered for maintenance	WBC	13% (4%)		<13% WBC (17% DfT Nat Ave)	Reported to DfT in Autumn
SPM4	Infrastructure 5 Social 4 & 5	Condition of footways – percentage of network to be considered for maintenance	WBC	4% (1%)		<4% WBC	Collected by WBC asset team
SPM5	Infrastructure 5 Social 5	Bridge condition indicators Average & Critical	WBC	93% (7%) 83% (4%)		>93% 86% APSE Nat Ave >83% 79% APSE Nat Ave	Reported to APSE in Autumn

SPM6	Social 2, 3, 4 & 5	Resident satisfaction with ease of access onto the network	WBC	75.6% (2.0%)		77.6% NHT Nat average	Data provided annually in November NHT reports
SPM7	Social 1, 2, 3, 4 & 5	Resident satisfaction with local bus services	WBC	58.1% (3.1%)		61.2% NHT Nat average	Data provided annually in November NHT reports
SPM8	Social 1 & 2	Resident satisfaction with community transport	WBC	57.3% (0.3%)		57.6% NHT Nat Average	Data provided annually in November NHT reports
SPM9	Infrastructure 5 Social 4	Resident satisfaction with pavements and footpaths	WBC	63% (7.1%)		>63% WBC (55.9% NHT Nat Average)	Data provided annually in November NHT reports
SPM10	Environment 3 Social 3 & 4	Resident satisfaction with the Public Rights of Way network	WBC	56.7% (1.4%)		58.1% NHT Nat Average	Data provided annually in November NHT reports
SPM11	Social 5	Resident satisfaction with traffic levels and congestion	WBC	36% (9.5%)		45.5% NHT Nat Average	Data provided annually in November NHT reports

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SPM12	Infrastructure 5 Social 5	Resident satisfaction with management of roadworks	WBC	50.3% (1.6%)		51.9% NHT Nat Average	Data provided annually in November NHT reports
SPM13	Social 2 & 4	Resident satisfaction with local road safety	WBC	60.6% (1.7%)		>60.6% (58.9% NHT Nat Average)	Data provided annually in November NHT reports
SPM14	Infrastructure 5 Technological 5	Resident satisfaction with highway condition	WBC	39.6% (2.2%)		>39.6% (37.4% NHT Nat Average)	Data provided annually in November NHT reports
SPM15	Infrastructure 5 Technological 5	Resident satisfaction with highway maintenance	WBC	58.5% (4.9%)		>58.5% (53.6% NHT Nat Average)	Data provided annually in November NHT reports
SPM16	Infrastructure 5 Technological 5	Resident satisfaction with highway condition	WBC	64.9% (1.7%)		66.6% NHT Nat Average	Data provided annually in November NHT reports
SPM17	Infrastructure 5 Social 1	Total number of road casualties killed or seriously injured	WBC	3 No (3 No) Oct 16- Oct 17		0 / annual decline WBC	Quarterly reporting 8 weeks behind via the Safer Roads Partnership Berkshire

SPM18	Infrastructure 5 Social 1	Total number of road casualties slightly injured	WBC	231 No (231 No) Oct 16- Oct 17		0 / annual decline WBC	Quarterly reporting 8 weeks behind via the Safer Roads Partnership Berkshire
SPM19	Infrastructure 5	Number of properties protected by flood mitigation measures	WBC	40 (10)		50 WBC	
SPM20	Infrastructure 7 Social 5	Car journey times across the borough	WBC	TBC		<2015 WBC modelling data	Measured annually at various locations across Wokingham borough aligned with DfT criteria
SPM21	Infrastructure 7 Social 5	Bus punctuality	WBC	77% (18%)		95% DfT target	Reported to DfT in June
SPM22	Environmental 1	Number of electric vehicles registered in the borough	WBC	321 No (Q3)		Annual increase of 5%	Data available quarterly from DVLA table veh 0131
SPM23	Environmental 1 & 2 Social 4	Percentage of schools covered by travel plans	WBC	35% (65%)		100%	
SPM24	Technological 5	Percentage of Customer Service Enquiries resolved by self-serve	WBC	TBC		Annual increase of 10%	Measured by hits on selected web-links

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Wokingham Highways Alliance- Partnership Performance Measures reported quarterly at Alliance Board							
PPM No	Partnership performance & business improvement	Description	Owner	2017/18 (GAP)	2018/19 (GAP)	Target	Comments Mitigation Actions
PPM1	Performance	Early warnings and CE's actioned within 28 days of being raised	WBC PSCC MCC			100%	
PPM2	Performance	H&S compliance including employees and highway users	WBC PSCC MCC			100%	Requires H&S Partnership Framework / RIDDOR / claims
PPM3	Performance	Attendance and participation at Alliance project collaborative planning	WBC PSCC MCC			100%	
PPM4	Performance	Attendance and active participation at Alliance Business Improvement Initiative	WBC PSCC MCC			100%	
PPM5	Performance	Evidence of promoting innovation, ICT enhancement and new ways of working on a quarterly basis	WBC PSCC MCC			100%	
PPM6	Performance	Evidence pf promoting and/or progressing environmental improvements on a quarterly basis	WBC PSCC MCC			100%	

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PPM7	Performance	Trainees and apprentices provided in compliance with agreed/contractual requirements	WBC PSCC MCC			100%	
PPM8	Performance	Internal promotion of Highways Alliance with key stakeholders, staff and supply chain including good news, initiatives, workshops and news letter	WBC PSCC MCC			100%	Tri-party feedback/discussion and 360 when required to agree score. If agreement cannot be reached WBC reserve the right to score
PPM9	Performance	External promotion and performance of public facing Highways Alliance of all including branding, sub-contractors and supply chain partners	WBC PSCC MCC			100%	Tri-party feedback/discussion and 360 when required to agree score. If agreement cannot be reached WBC reserve the right to score
PPM10	Performance	Effective Leadership of the Highways Alliance meeting political, corporate, operational and staffing requirements	WBC PSCC MCC			100%	Tri-party feedback/discussion and 360 when required to agree score. If agreement cannot be reached WBC reserve the right to score
PPM11	Performance	Partnership health score	WBC PSCC MCC			100%	Tri-party feedback/discussion and 360 when required to agree score. If agreement cannot be reached WBC reserve the right to score

Wokingham Highways Alliance- Operational Performance Measures reported monthly at Alliance Partnership							
OPM No	Contract performance & business improvement	Description	Owner	2017/18 (GAP)	2018/19 (GAP)	Target	Comments Mitigation Actions
OPM1	Performance	Issue of accurate Task Orders to PSCC and MCC	WBC			100%	
OPM2	Performance	Approval/response to Service Briefs within 5 working days of submission	WBC			100%	
OPM3	Performance	Responding to Service and Contract Queries within 5 working days of receipt	WBC			100%	
OPM4	Performance	Financial processing of invoices in line with contract payment timescales	WBC			100%	
OPM5	Performance	“Contact Us” Customer Service enquiries dealt within 10 working days (without escalation)	WBC			100%	
OPM6	Performance	Resolution of escalated customer Service Requests resolved without further escalation to formal stage	WBC			100%	

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OPM7	Performance	Service Requests delivered on time (commencement and completion)	PSCC			100%	
OPM8	Performance	Task Orders delivered within cost estimates	PSCC			100%	
OPM9	Performance	Invoices submitted within 28 days of Task Order completion	PSCC			100%	
OPM10	Performance	H&S Safety File issued to contractor as part of design package	PSCC			100%	
OPM11	Performance	Designed project passing road safety audit (2 & 3) without excessive re-design and project cost escalation	PSCC			100%	
OPM12	Performance	Highway inspections being undertaken in accordance with WHIP frequency	MCC			100%	
OPM13	Performance	Category 1 Task Orders completed within 2hr/24hr timescales	MCC			100%	
OPM14	Performance	Category 2 "Standard" Task Orders completed within 28 day timescales	MCC			100%	

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OPM15	Performance	Street lights and illuminated signs/bollards in light	MCC	99% (1%)		99-100%	Data available from CMS
OPM16	Performance	Gullies, manholes and catchpits cleared in accordance with agreed programme (quality and frequency)	MCC			100%	Vehicles fitted with GPS from April 2019
OPM17	Performance	Compliance with Winter Maintenance Plan ensuring no successful claims for non-compliance of policy against WBC	MCC			100%	Vehicles fitted with GPS from April 2019
OPM18	Performance	Reactive works Task Orders completed "right first time" without Defect Correction being applied by WBC	MCC			100%	
OPM19	Performance	Reactive works Task Orders completed and invoiced without Withholding Notice being applied by WBC for works being "not suitable for use by WBC	MCC			100%	
SPM20	Performance	Third party claims that are successfully defended by WBC supported by MCC aligned to compliance with WHIP	MCC			100%	Information held and reported via WBC insurance team

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OPM21	Performance	Schemes and projects successfully designed to service (WBC) requirements	MCC			100%	
OPM22	Performance	Schemes and projects successfully delivered “right first time” within agreed and communicated programme phases and timescales	MCC			100%	
OPM23	Performance	Schemes accurate invoices submitted with 28 days of completion of Task Order or interim measure/assessment	MCC			100%	
OPM24	Performance	Issue of project H&S Safety File & As Built Asset Owner data within 28 days of scheme project site completion	MCC			100%	
OPM25	Performance	Customer Service Request dealt within 2hr, 24hr or 28 days (without escalation) including call answering within 90 seconds 24/7	MCC			100%	
OPM26	Performance	Resolution of escalated Customer Service Requests without further escalation to WBC or formal stage	MCC			100%	

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Appendix PMF1: Incentive Methodology

Market engagement in 2017, HMEP/industry best practice and NEC service contracts strongly recommend contract performance is financially incentivised

Performance scoring of PPMs and OPMs have been designed to be in full control of the Highways Alliance partners, and therefore form the basis for incentive payments from the incentive fund

PPMs and OPMs have equal weighting unless agreed by the partners or directed by WBC

PPMs will be scored in partnership with the same score assigned to WBC, PSCC and MCC, whereas OPMs have been independently assigned and will be scored independently for WBC, PSCC and MCC, where agreement cannot be reached between the alliance partners for the limited subjective scoring of PPM 8-PPM11 the final score will be determined reasonably by WBC

High levels of performance relating to delivery of Highways & Transport Services, partnership working and collaboration are considered paramount to WBC and WBC expects performance for both the PSCC and MCC within the top quartile (>75%) throughout the life of the contracts and further performance below the top quartile (<75%) would be considered unacceptable performance

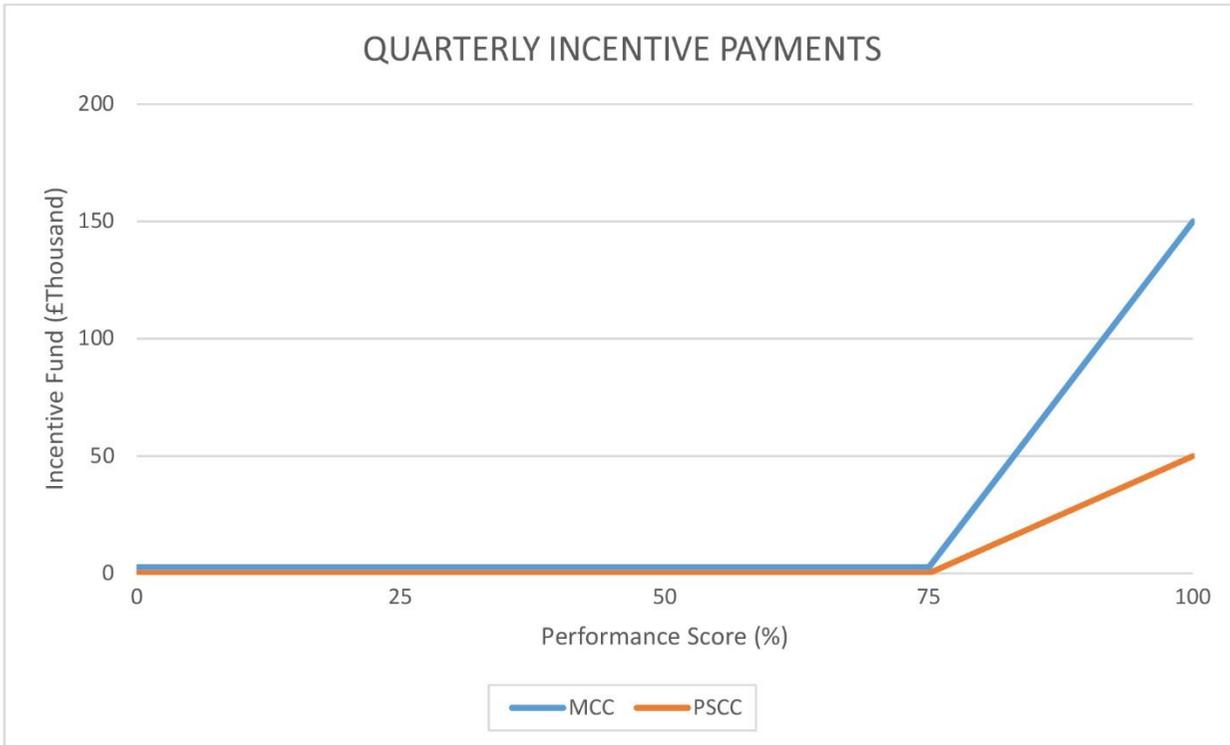
All PPMs and OPMs have been designed where a score for the Alliance Partners of 100% is considered realistic and would represent optimum performance however if optimum performance is achieved then the performance measures and scoring criteria would be reviewed and modernised in partnership to ensure continual improvement throughout the life of the contracts

The incentive fund has been determined in value to ensure that the PSCC and MCC are financially incentivised to promote high performance across the Highways Alliance

WBC will ensure budget provision for the incentive fund from 1st April 2019 and paid when due to the PSCC and MCC following quarterly reporting and authorisation at the Highways Alliance Board Meeting with the incentive fund being subject to annual indexation in line with the Consumer Prices Index applied from the 1st April 2019 and applied annually from this date with the un-awarded balance of the incentive fund will be utilised by WBC in collaboration with partners to improve partnership performance, service and operational priorities

Performance scoring within the top quartile of 75-100% will cause incentive payments according to Appendix PMF2: Incentive Payment Formula below with incentive funds up to £50K for the PSCC and £150K for MCC from 1st April 2019, plus future indexation

Appendix PMF1: Incentive Payment Formula



$$\text{Quarterly Incentive Payment} = \frac{\left(\frac{\text{Score} - 75}{25}\right) \times \text{Annual Incentive Fund}}{4}$$

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TITLE	Work Programme 2018/19
FOR CONSIDERATION BY	Community and Corporate Overview and Scrutiny Committee – 18 June 2018
WARD	None Specific
LEAD OFFICER	Andrew Moulton, Assistant Director, Governance

OUTCOME / BENEFITS TO THE COMMUNITY

Effective Overview and Scrutiny helps to improve services, holds decision makers to account and engages with local communities. In so doing it helps to demonstrate that the Council and other public service providers are open and transparent and are delivering high quality, value for money services.

RECOMMENDATION

The Committee is requested to:

- 1) review its Work Programme for 2018/19 (Annex A);
- 2) prioritise the items in the work programme and allocate items to forthcoming meetings;
- 3) consider any other potential Scrutiny items for consideration during 2018/19.

SUMMARY OF REPORT

Effective work programming is a Member-led process aimed at shortlisting and prioritising issues of community concern together with issues arising out of the Council Plan and major policy or service changes. It aims to:

- reflect local needs and concerns;
- prioritise topics for scrutiny which have the most impact or benefit;
- involve local residents and stakeholders;
- be flexible enough to respond to new or urgent issues.

Each year the Overview and Scrutiny Management Committee approves work programmes for itself and the Council's three Overview and Scrutiny Committees.

As this is the Committee's first meeting of the new Municipal Year the work programme is set out at Annex A for Members to consider and to prioritise items for future meetings.

Background

An effective Overview and Scrutiny function is underpinned by robust work programming. Effective work programming lays the foundations for targeted scrutiny of issues of local importance. It helps to ensure that Overview and Scrutiny adds value and makes a difference. Effective work programming helps to:

- prioritise issues for in-depth work where Overview and Scrutiny can make an impact and add value;
- reduce the need for “information only” reports;
- achieve a balance between pre-decision scrutiny, policy development and performance/budget monitoring;
- contribute at an earlier stage in the decision making process;
- increase public and stakeholder involvement in Overview and Scrutiny;
- retain flexibility in order to respond to urgent issues arising during the year.

The issues identified for consideration by Overview and Scrutiny should be of interest or concern for local residents and generate public interest and involvement in the Overview and Scrutiny process.

In order to generate ideas and involvement from local residents, community groups and stakeholders the Council's website and social media are used to publicise the development of the work programme and to invite suggestions for items to be included.

Annex A to the report sets out items to be included in the Committee's work programme for 2018/19. The Committee is requested to consider the list of items and to discuss its priorities for consideration at meetings in 2018/19.

Members may also wish to add further items to the work programme and consider how each item will be addressed, e.g. through reports to the Committee or the establishment of time limited Task and Finish groups.

As part of the work programming process, residents, community groups and Town and parish Councils were invited to identify issues to be considered in 2018/19. Finchampstead parish Council submitted a request for a review of the condition of footways, kerbsides and road signs. This item is considered in a separate report on the Agenda.

FINANCIAL IMPLICATIONS OF THE RECOMMENDATION

The Council faces severe financial challenges over the coming years as a result of the austerity measures implemented by the Government and subsequent reductions to public sector funding. It is estimated that Wokingham Borough Council will be required to make budget reductions in excess of £20m over the next three years and all Executive decisions should be made in this context.

	How much will it Cost/ (Save)	Is there sufficient funding – if not quantify the Shortfall	Revenue or Capital?
Current Financial Year (Year 1)	0	NA	NA
Next Financial Year (Year 2)	0		
Following Financial Year (Year 3)	0		

Other financial information relevant to the Recommendation/Decision
None

List of Background Papers
None

Contact Neil Carr	Service Corporate Services
Telephone No 0118 974 6058	Email neil.carr@wokingham.gov.uk
Date 7 June 2018	Version No. 1.0

Community and Corporate Overview and Scrutiny Committee

Work Programme 2018/19

1.	Reviewing the work of the Community Safety Partnership, the effectiveness of local policing and fire and rescue services
2.	Exercising the Council's flood risk management responsibilities by monitoring flood risk activities and partnership working with towns and parishes
3.	Monitoring the Council's Capital and Revenue expenditure
4.	Monitoring the Wokingham Town Centre regeneration project (including car park provision) including an evidence session with the Federation of Small Businesses
5.	Reviewing the Council's partnerships with Town and Parish Councils and the voluntary sector
6.	Reviewing service developments relating to waste and recycling services
7.	Reviewing highways and transport issues including the new highways contracts, customer service, car parking and cycling facilities
8.	Reviewing the proposed development of the Coppid Beech Park and Ride site
9.	Monitoring the implementation of Civil Parking Enforcement
10.	Reviewing the condition of footways, kerbsides and road signs – request from Finchampstead Parish Council
11.	Monitoring the impact of changes to train services
12.	Reviewing the process for setting fees and charges in the Public Protection service
13.	Input into new policies through pre-decision scrutiny of draft proposals
14.	Appointing Task and Finish Groups as appropriate

Community and Corporate Overview and Scrutiny Committee - Current draft Work Programme items for next two meetings

DATE OF MEETING	ITEM	PURPOSE OF REPORT
10 September 2018	Flood Risk Management	To consider an update on flooding issues and partnership working with Towns, Parishes and community groups
	Public Protection - Shared Service and Fees and Charges	To consider the effectiveness of the Public Protection Shared Service and the process for setting fees and charges
	Condition of footways, kerbsides and road signs	To consider progress following the discussion at the June 2018 meeting
	Work Programme	To consider the work programme for the Committee for 2018/19

DATE OF MEETING	ITEM	PURPOSE OF REPORT
5 November 2018	Town Centre Regeneration	To consider an update on the Wokingham town centre regeneration and the impact on shops and businesses
	Civil Parking Enforcement	To consider an update on Civil Parking Enforcement after the first year of the new arrangements
	Parking Strategy	To consider the impact of the Council's new Parking Strategy
	Work Programme	To consider the work programme for the Committee for 2018/19

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TITLE	Scrutiny Request – Finchampstead Parish Council
FOR CONSIDERATION BY	Community and Corporate Overview and Scrutiny Committee – 18 June 2018
WARD	None Specific
LEAD OFFICER	Andrew Moulton, Assistant Director, Governance

OUTCOME / BENEFITS TO THE COMMUNITY

Effective Overview and Scrutiny helps to improve services, holds decision makers to account and engages with local communities. In so doing it helps to demonstrate that the Council and other public service providers are open and transparent and are delivering high quality, value for money services.

In developing the Overview and Scrutiny work programmes, residents, community groups and Town and Parish Councils are invited to submit items for inclusion.

RECOMMENDATION

The Committee is requested to:

- 1) Consider the Scrutiny request received from Finchampstead Parish Council (Annex A);
- 2) Determine the process for considering the Scrutiny request, including any additional witnesses Members may wish to meet;
- 3) Receive a further progress report at its meeting on 10 September 2018.

SUMMARY OF REPORT

An important part of Overview and Scrutiny is engaging with the public and ensuring that local residents, community groups and Town and Parish Councils are able to suggest items for consideration.

As part of this year's process a Scrutiny request was received from Finchampstead Parish Council (Annex A).

The Committee is requested to consider the Scrutiny request and decide how it wishes to scrutinise the issues raised. It is suggested that Officers hold further discussions with Finchampstead Parish Council and other stakeholders on the issues raised by Members and then report back to the next meeting of the Committee on 10 September 2018.

FINANCIAL IMPLICATIONS OF THE RECOMMENDATION

The Council faces severe financial challenges over the coming years as a result of the austerity measures implemented by the Government and subsequent reductions to public sector funding. It is estimated that Wokingham Borough Council will be required to make budget reductions in excess of £20m over the next three years and all Executive decisions should be made in this context.

	How much will it Cost/ (Save)	Is there sufficient funding – if not quantify the Shortfall	Revenue or Capital?
Current Financial Year (Year 1)	0	NA	NA
Next Financial Year (Year 2)	0		
Following Financial Year (Year 3)	0		

Other financial information relevant to the Recommendation/Decision

None

List of Background Papers

None

Contact Neil Carr	Service Corporate Services
Telephone No 0118 974 6058	Email neil.carr@wokingham.gov.uk
Date 7 June 2018	Version No. 1.0



**WOKINGHAM
BOROUGH COUNCIL**

OVERVIEW AND SCRUTINY – WORK PROGRAMME SUGGESTION FORM

I would like to suggest a Scrutiny or Policy Review item for the Overview and Scrutiny Management Committee’s next work programme.

Name: FINCHAMPSTEAD PARISH COUNCIL Contact – Katy Dagnall, Clerk.	
Daytime Contact Number 0118 9088164	Email Address clerk@finchampstead-pc.gov.uk
Evening Contact Number	
Address: FINCHAMPSTEAD PARISH COUNCIL, FBC CENTRE, GORSE RIDE NORTH, FINCHAMPSTEAD RG40 4ES	

<p>I would like to suggest that the following matter is reviewed:</p> <p>The condition of footways, kerbsides and road signs.</p>
--

Reasons for suggestion:

Many road signs are not serving their intended purpose due to being

- So dirty they are illegible
- Damaged or broken
- Missing
- Obscured by vegetation
- Obsolete

Many footways have accumulated leaf litter and other debris and encroaching vegetation

- Footways become narrow, uneven and slippery
- This makes them unsafe for users, particularly those with buggies, restricted mobility or visually impairments.
- At worst users have to walk in the road – causing highway safety issues for both the pedestrians and vehicles

Many kerbsides have accumulated leaf litter and debris

- This blocks gullies and can cause flooding
- Roadsides become uneven and slippery – a hazard for cyclists and vehicles

Overall the condition of the road signs, footways and kerbsides leads to:

- Areas looking untidy and uncared for
- Streetscape clutter
- Discourages walking and cycling
- Causes highway safety issues
- Concerns over whether contractors are operating in accordance with the specification and conditions of their contracts, and whether these contracts are being monitored.

The Council's vision states it wishes to 'maintain the quality of our environment'. It's principles include 'improve health, wellbeing and quality of life' and 'deliver quality in all we do'.

The current condition of the road signs, footways and kerbsides does not contribute to or comply with these statements.

Improvements to these areas would not only improve safety for residents, including pedestrians, cyclists and drivers, but could help promote community pride and encourage respect for the environment. It would also encourage the use of sustainable transport options.

Are there any specific aspects of the issue you would like scrutiny to focus upon or supporting evidence?

All aspects are a concern.

Local evidence includes

- Clear deterioration in these areas
- Increasing resident comments and complaints
- High number of comments received in a 2017 household consultation
- Specific examples of ineffectual kerbside sweeping
- Repeated reports of blocked road gullies not actioned
- Specific examples of replacement or new signs failing after a short time – due to quality of product or installation

What would you like to see coming out of the review in terms of desired outcomes?

Improvements to highway safety and the quality of the local environment through

- Clear and visible road signs
- Footways safe and useable for pedestrians, and cyclists where appropriate
- Gullies cleared so reducing roadside flooding
- Removal of unnecessary signs and posts reducing streetscape clutter

Efficient use of WBC resources through contractors complying with contract specifications and conditions

An option for Local Councils to buy in to a higher level of service for their area – only after areas are brought up to standard and routine maintenance is being carried out in accordance with contracts.

Would you like to attend the Overview and Scrutiny Management Committee to make a short statement in support of your request?

Yes If necessary No

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