

## **WIRRAL COUNCIL**

### **SUSTAINABLE COMMUNITIES OVERVIEW & SCRUTINY COMMITTEE – 14 SEPTEMBER 2010**

#### **REPORT OF THE DIRECTOR OF TECHNICAL SERVICES**

##### **HIGHWAY AND ENGINEERING SERVICES CONTRACT – LOCAL PARTNERSHIPS GATEWAY REVIEW 5**

### **1.0 EXECUTIVE SUMMARY**

- 1.1 The purpose of this Report is to provide the Committee with an update on progress in addressing the recommendations of the Gateway 5 Review carried out in respect of the Highway and Engineering Services Contract.
- 1.2 The Report is prepared in accordance with the resolution of this Committee of 21<sup>st</sup> June 2010 (Minute 61 refers).

### **2.0 BACKGROUND**

- 2.1 Members of the Committee will recall that the Gateway 5 Review was carried out on the 22-24 June 2010 by the external Local Partnerships Organisation (formerly 4Ps). The review considered the operational arrangements in place and looked to establish the extent to which the qualitative and quantitative benefits that were identified during the procurement exercise have been brought to fruition.

### **3.0 GATEWAY REVIEW REPORT OBSERVATIONS, RECOMMENDATIONS AND CONCLUSIONS**

- 3.1 The Review highlighted a range of good practice and innovation that had taken place to date, together with the operational achievements of the service. The Review Team further noted the identification and tracking of benefits “to be highly systemised and exemplary”.
- 3.2 The Review Team found that despite the challenges of introducing a contract of this scale that the contract was now running much more smoothly, and is delivering value for money and improving levels of both technical quality and customer care. The Team found that the Council have achieved the benefits expected from the new contract, at the time of the Review, including significant cost reduction. However they recognised that there remain significant risks associated with the contract which need to be resolved to secure future benefits realisation.
- 3.3 The Reviewers made a number of recommendations, which together with a commentary on progress in acting upon those recommendations, is attached as Appendix 1 to this Report.

3.4 The Reviewers concluded that the Delivery Confidence Assessment was measured as Amber/Green. This is defined by the Local Partnerships Organisation as “Successful delivery appears probable however constant attention will be needed to ensure risks do not materialise into major issues threatening delivery.”

#### **4.0 FINANCIAL AND STAFFING IMPLICATIONS**

4.1 There are no implications under this heading.

#### **5.0 STAFFING IMPLICATIONS**

5.1 There are no implications under this heading.

#### **6.0 EQUAL OPPORTUNITIES/EQUALITY IMPACT ASSESSMENT**

6.1 There are no specific equal opportunity implications arising from this report.

#### **7.0 HEALTH IMPLICATIONS/IMPACT ASSESSMENT**

7.1 There are no implications under this heading.

#### **8.0 COMMUNITY SAFETY IMPLICATIONS**

8.1 There are no implications under this heading.

#### **9.0 LOCAL AGENDA 21 IMPLICATIONS**

9.1 There are no implications under this heading.

#### **10.0 PLANNING IMPLICATIONS**

10.1 There are no specific planning implications arising from this report.

#### **11.0 ANTI-POVERTY IMPLICATIONS**

11.1 There are no implications under this heading.

#### **12.0 SOCIAL INCLUSION IMPLICATIONS**

12.1 There are no implications under this heading.

#### **13.0 HUMAN RIGHTS IMPLICATIONS**

13.1 There are no implications under this heading.

#### **14.0 LOCAL MEMBER SUPPORT IMPLICATIONS**

14.1 The Highway and Engineering Services Contract operates across all Wards.

## **15.0 BACKGROUND PAPERS**

15.1 The *Highways and Engineering Services Contract – First Annual Review* Report to this Committee of 21 June 2010.

## **16.0 RECOMMENDATIONS**

16.1 The Committee is requested to:

- (i) Note the content of the Report; and
- (ii) Request officers to report to the Committee on the completion of actions required to meet the Gateway 5 Review recommendations, no later than the meeting of 20 January 2010.

DAVID GREEN, DIRECTOR  
TECHNICAL SERVICES

## APPENDIX 1

### Summary of Report Recommendations and Progress made

The Review Team made the following recommendations which were prioritized using the definitions below. "Within 6 months" equates to completion before the end of December 2010.

Ref. No.	Recommendation	Critical/ Essential/ Recommended	Progress
1.	<b>That training needs assessment be undertaken for client staff on all of the relevant IT systems. This could be undertaken in partnership with Colas so that contractor staff might benefit from joint training sessions</b>	Essential, within 3 months	The needs assessment for client staff, and any subsequent training has been completed. Contractor training has also been completed.  Work is now underway to clear backlog of "opened" enquiries on the Customer Relationship Management (CRM) system which have actually been resolved.
2.	<b>The Council moves to take a view on the potential Colas claim, possibly through a case conference, and certainly within circa 6 months</b>	Essential, to be completed within 6 months	The Contractor has provided a statement of further and better particulars, and an initial meeting has been held in August to consider the issues in detail and options for resolving the matter. A further meeting is to be arranged.

Ref No.	Recommendation	Critical/ Essential/ Recommended	Progress
3.	<b>That formal succession and work force planning is practised so that a number of the new client team receive appropriate and detailed information on the Wirral infrastructure</b>	Essential, within 3 months	All new highways inspectors are now familiar with their Wards and the issues relating to them; supported by the Streetscene Managers. The new Service Manager has visited all Wards with the Streetscene Managers; exploring local issues and network condition and standards with local Inspectors.
4.	<b>That the Council ensures that Colas continues to supply accurate street work notices in discharge of its contractual obligation</b>	Essential on an ongoing basis	The new Planned Maintenance Protocol has been jointly prepared, agreed and issued for use on all planned works. Street Works Notices will be issued at designated stages by the contractor or client, as appropriate.