

APPENDIX 2

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.	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	Essential, within 3 months	Completed - 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.	The Council moves to take a view on the potential Colas claim, possibly through a case conference, and certainly within circa 6 months	Essential, to be completed within 6 months	Incomplete - A number of positive meetings have been held to explore the issues which Colas have in relation to certain parts of their commercial performance on the contract. The Council have conducted a comprehensive analysis with Colas on those activities which Colas believe cause them most difficulty in meeting their costs. There are opportunities to meet Colas' aspirations in this particular respect without increasing the direct budgetary costs to

			<p>the Council, and an offer to adjust some works ordering arrangements within the existing scope of the contract has been made (without prejudice) alongside proposals to close out a number of other outstanding commercial matters which would allow both parties to concentrate on the challenges ahead, rather than looking back at historical concerns.</p> <p>At the time of reporting, Colas have acknowledged the proposals (without prejudice) but have expressed concerns regarding the commercial benefits of the package of measures, and are giving further consideration to proposals which they would see as of greater benefit.</p>
3.	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	Essential, within 3 months	Completed - All new highways inspectors are now familiar with their Wards and the issues relating to them; supported by the Streetscene Managers. The Service Manager has visited all Wards with the Streetscene Managers; exploring local issues and network condition and standards with local Inspectors.
4.	That the Council ensures that Colas continues to supply accurate street work notices in discharge of its contractual obligation	Essential on an ongoing basis	Completed - The new Planned Maintenance Protocol has been jointly prepared, agreed and issued for use on all planned works. Street Works Notices are being issued at designated stages by the jointly owned programme officer.