

Local Members' Interest
N/A

## **Prosperous Staffordshire Select Committee – 15 November 2016**

### **Infrastructure+ - Executive Response to Working Groups Recommendation (2<sup>nd</sup> Update)**

#### **Recommendation**

1. That the Prosperous Staffordshire Select Committee notes the 6-month progress against the previously agreed Infrastructure+ Action Plan.

#### **Report of Cllr Mark Deaville, Cabinet Member for Highways and Transport**

### **Summary**

#### **What is the Select Committee being asked to do and why?**

2. The Infrastructure+ contract commenced on 1 October 2014. During the summer of 2015 Prosperous Staffordshire Select Committee (PSSC) scrutinised the governance and reporting arrangements and on 24 April 2016 agreed an action plan of improvement with the then Cabinet Member for Economy and Infrastructure. This report provides PSSC with an update on progress against that action plan.

### **Report**

#### **Background**

3. Staffordshire's Infrastructure+ contract, which commenced on 1 October 2014, is a strategic public-private partnership providing synergies in the holistic management and improvement of physical public infrastructure across Staffordshire. A principal ambition for the Infrastructure+ partnership is to enable effective collaboration, risk management and innovation to continuously improve efficiency and Outcomes for Staffordshire's residents.
4. The core element of the contract is the maintenance, management and improvement of over 6,000Kms of highway network. Best use of resources is achieved as far as possible by adopting preventing strategies and targeting resources as set out in the council's Transport Asset Management Plan. However, having to work within the limits of the available funding means that achieving locally desirable service levels is not always possible, elevating the need for effective local engagement, timely communication and clear information for local Members and residents.
5. During the summer of 2015 PSSC established a Working Group to scrutinise the governance and reporting arrangements. A copy of the Final Report and Action Plan is attached. This report provides a 6-month monitoring update on the Action Plan, which will continue until it is fully implemented.

## Recommendations of Select Committee:

Recommendation	
1	Officers review the technical language used in customer feedback report with a view to making it easier for customers to understand (ref 6.1)
2	A copy of Infrastructure+ organisation chart be made available to all Members on the Members' intranet and be kept up to date (ref 6.3)
3	Details of the Members' Guide be placed on the Members' intranet (ref 6.3)
4	Gulley Emptying programme be added to the Members' Guide (ref 6.5)
5	That a review be made of highways information available on the Members' intranet to add details of local highways staff contacts, divisional highways programmes, planning applications in Members divisions (ref 6.5), local improvement plans and cyclical highways programmes (ref 6.6) and that officers investigate if a routine, reactive and cyclical performance pack for each Member's division could be provided (ref 6.6)
6	A scrutiny Member (who is not a Member of the Prosperous Staffordshire Select Committee) be invited to join the Customer Innovation and Involvement Satisfaction Outcomes Group (6.3)
7	A request is made to Staffordshire Borough and District Council planning officers to ask if they could publish highways (planning) responses that could pertain to housing developments as part of their Planning Committee minutes (ref 6.5)
8	Members recommended that Community Highways Infrastructure Managers be asked to share details of meetings arranged with Parish Councils with elected members (ref 6.6).

## What progress has been made?

6. **Recommendation 1 (Continuous):** In accordance with the Infrastructure+ Governance Structure a 'Customer and Communication Outcome Group', chaired by the Cabinet Member for Highways and Transport, has ownership for Customer Satisfaction, including:

- a. Establishing customer service improvement priorities for Infrastructure+;
  - b. Agreeing communications and media strategies; and
  - c. Defining the Customer Service performance management framework.
7. An initial priority of Customer and Communication Outcome Group has been to provide automated customer updates in response to reported highway defects. This has been a significant IT challenge, initially requiring an interim manual solution until the automated version was launched in June 2016.
  8. The group has completed an initial review of the language used in the standard scripted automated responses (complete); has initiated further training for staff involved in populating bespoke responses (ongoing); and will continue to ensure that the language used in future customer feedback developments is clear and easy to understand.
  9. **Recommendation 2 (November 2016):** A management structure chart is currently being prepared and will be made available during November 2016, following the completion of remaining organisational changes. Key contacts for Members are their local Community Highway Liaison Managers (CHLMs). Other key officers will also be identified in future updates of the Member's Officer Brochure.
  10. **Recommendations 3, 4 and 5 (partially complete November 2016):** The established Customer and Communication Outcome Group are currently developing a Highways Portal within the Member's intranet pages. The portal is scheduled to become launched at the Member's event in November 2016 and will host a range of local programme, operational and performance information that will come on-line incrementally, including:
    - a. A Member's guide, including details of key officer contacts;
    - b. Member's Divisional Highways Programme (DHP), including planned maintenance and improvement schemes as well as agreed locally identified Member priorities;
    - c. Formal highway authority responses to local planning application consultations;
    - d. Cyclical work programmes (gully emptying, weed spraying and grass cutting);
    - e. Reactive maintenance performance information.
  11. **Recommendation 6 (Complete):** A member of Corporate Review Committee, Cllr. John Francis, has now been included within the membership of the Customer Satisfaction Outcome Group.
  12. **Recommendation 7 (Complete):** Planning officers of local Borough and District Councils have been asked to publish highway planning response conditions as part of their formal planning decision notices. In addition the formal highway authority responses to local planning application consultations will also be included on the new Member's intranet pages.
  13. **Recommendation 8 (Complete):** Community Infrastructure Liaison Managers (CILM) have been reminded to share details of any meetings arranged with Parish Councils with the respective local elected County Councillors.

## Summary

14. Of the eight recommendations within the agreed Infrastructure+ Action Plan 3 are now complete, 4 are scheduled to be substantially completed during November 2016 and one remains continuous.

## Link to Strategic Plan

15. The Infrastructure+ contract is aligned with the “Leading for a Connected Staffordshire” business plan most significantly through helping to make Staffordshire a Great Place to Live. Its contribution is assured through: clear and visible performance management frameworks and targets, governance structures and improvement plans to deliver against the contracts agreed Critical Success Factors, Contractual Outcomes and the Council’s Medium Term Financial Strategy (MTFS) commitments.

## Link to Other Overview and Scrutiny Activity

16. The Infrastructure+ Action Plan was agreed with the Cabinet Member for Highways and Transportation on 26 April 2016. This report provides the first 6-month monitoring update of progress. A further update will be provided in May 2017.

## Community Impact

	Impact Assessment	
SCC’s Priority Outcomes & Impact Areas	Impact: (positive / neutral / negative)	Provide brief detail of impact
Prosperity, knowledge, skills, aspirations	+ve	Good quality infrastructure is proven to promote inward investment, support community cohesion and promote happier and healthier lives. Key to the solution is affording the most efficient management and improvement of infrastructure and effective communication and engagement with citizens and stakeholders to agree investment strategies and co-design local solutions.
Living safely	+ve	
Supporting vulnerable people	+ve	
Supporting healthier living	+ve	
Highways and transport networks	+ve	
Learning, education and culture	+ve	
Children and young people	+ve	
Citizens and decision making, improved community involvement	+ve	
Physical environment including climate change	+ve	
Maximisation of use of	Neutral	

community property portfolio		
<b>Equalities Impact</b>	<b>Impact: (positive / neutral / negative)</b>	<b>Provide brief detail of impact</b>
Age	Neutral	The main issue for infrastructure is related to disability access. This is covered by adherence to national standards on design that take account of people with disabilities, together with engagement with local groups during design phases e.g. Staffordshire Public Access Network.
Disability	Neutral	
Ethnicity	Neutral	
Gender	Neutral	
Religion / Belief	Neutral	
Sexuality	Neutral	
	<b>Impact / Implications</b>	
<b>Resource and value for money</b> (in consultation with finance representatives)	Resource is largely fixed and the contract has established governance and contract management mechanisms to deliver the best value for that available resource. The contract includes opportunities to reduce costs of service delivery and maximise commercial income.	
<b>Risks identified and mitigation offered</b> (see corporate risk register categorisation)	Key risks are associated with changing market and contractual dispute. Comprehensive strategic and partnership risk registers are regularly reviewed through the Infrastructure+ governance arrangements set out in the Overarching Agreement.	
<b>Legal imperative to change</b> if applicable (in consultation with legal representative)	The Infrastructure+ contract is designed to be flexible in accordance with any emerging Political, Economic, Social, Technical, Environmental or Legal (PESTAL) needs.	

### Contact Officer

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### Appendices/Background papers

- Infrastructure+ October 2016 Balanced Scorecard.
- Infrastructure+ Review of scrutiny of governance and reporting arrangements to the Prosperous Staffordshire Select Committee.

<http://moderngov.staffordshire.gov.uk/documents/s76881/Scrutiny%20Review%20Final%20Report%20for%20publication.pdf>

- Executive Response to the Final Report and Recommendations of the Infrastructure+ review of scrutiny of governance and reporting arrangements