

Wiltshire Council

Environment Select Committee

16 January 2018

Executive Response to the Final Report of the Highways and Street Scene Task Group

Purpose of the report

1. To present the response of the Cabinet Member for Highways, Transport and Waste to the Final Report of the Highways and Street Scene Task Group.

Background

2. On 21st November 2017, the Environment Select Committee endorsed the Final Report of the Task Group.
3. The Committee resolved to refer the following Task Group's recommendations to the relevant Cabinet member for response at the Committee's next meeting on 16 January 2018.

Executive response to the Task Group's recommendations

Recommendation No.1	Continues to use the Monthly Satisfaction Scores and Score against Contract Objectives to monitor the Wiltshire Highways Contract.		
Reason for recommendation	To continue effective monitoring of the highways contract.		
Cabinet member	Cllr Wayman	Lead Officer	Parvis Khansari
Executive response	16 th January 2018	ACCEPTED	The monthly satisfaction scores will continue to be reported at the Contract Monitoring Progress Meetings each month. The Scores against the Contract Objectives will be collated and used to provide a final performance score to be reported to the Environment Select Committee annually.
Action	Continue use of the Monthly Satisfaction Scores and Score against Contract Objectives.		Success criteria N/A
Target date	Ongoing		Implementation date Ongoing

Recommendation No.2	Continues to use the National Highways and Transport Network Survey Report to provide customer-oriented KPI measurement of the Wiltshire Highways Contract.		
Reason for recommendation	To continue effective monitoring of the highways contract.		
Cabinet member	Cllr Wayman	Lead Officer	Parvis Khansari
Executive response	16 th January 2018	ACCEPTED	The National Highways and Transport Network Survey Reports will continue to be used enable the Customer-oriented KPI measurements to be monitored to gauge the customer's satisfaction with ongoing highway maintenance. They will be included in the Performance Management Framework reported annually.
Action			Success criteria
Continues the use of the National Highways and Transport Network Survey Report.			N/A
Target date		Implementation date	
Ongoing		Ongoing	

Recommendation No.3	Presents the Annual National Highways and Transport Network Survey Report to the Environment Select Committee for their monitoring and consideration.		
Reason for recommendation	To satisfy Environment Select that the Highways Contract is being successfully implemented and that there are good levels of public satisfaction.		
Cabinet member	Cllr Wayman	Lead Officer	Parvis Khansari
Executive response	16 th January 2018	ACCEPTED	The Annual National Highways and Transport Network Survey Report will continue to be updated annually and presented to the Environmental Select Committee.
Action			Success criteria
To present the National Highways and Transport Network Survey Report to the Environment Select Committee annually.			N/A
Target date		Implementation date	
Annually		The first Environment Select Committee following when the next NHT report is available.	

Recommendation No.4	Requests the attendance of a representative, if available, from the National Highways and Transport Network when
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	presenting their Survey Report to the Environment Select Committee.		
Reason for recommendation	To better inform discussion when the committee receives the annual report.		
Cabinet member	Cllr Wayman	Lead Officer	Parvis Khansari
Executive response	16 th January 2018	ACCEPTED	A representative of the National Highways and Transportation Network will be invited to attend a future meeting of the Environment Select Committee. This will help the Committee understand the benefits of the survey, and also its limitations.
Action		Success criteria	
Officers to contact the NHT Network when the survey report is due to be completed.		N/A	
Target date		Implementation date	
Annually		The first Environment Select Committee following when the next NHT report is available.	

Recommendation No.5	Continues development of the public satisfaction survey for street scene key performance indicators and includes collaboration with Overview and Scrutiny in this work.		
Reason for recommendation	A draft public satisfaction survey is being developed for street scene.		
Cabinet member	Cllr Wayman	Lead Officer	Parvis Khansari
Executive response	16 th January 2018	ACCEPTED	Development of satisfaction surveys and key performance indicators for the street scene service will be developed in collaboration with the Environment Select Committee. These will be reported to a future meeting of the Committee.
Action		Success criteria	
To continue working with Overview and Scrutiny throughout the process of developing a draft public satisfaction survey for street scene.		N/A	
Target date		Implementation date	
N/A		N/A	

Recommendation No.6	Progresses the improved co-ordination of road works with relevant utility bodies and departments to ensure efficiency and minimal public disruption from road closures and repairs.		
Reason for recommendation	To ensure efficiency and create minimal public disruption during road closures and repairs.		

Cabinet member	Cllr Wayman		Lead Officer	Parvis Khansari
Executive response	16 th January 2018	ACCEPTED	The liaison with public utilities and other parts of the highways service will be developed to improve co-ordination of works on the highway network. Use will be made of the new Highways Infrastructure Asset Management System (HIAMS) being introduced in April to co-ordinate the Councils own works.	
Action				Success criteria
Continue closer working between utility bodies and departments throughout the process of road closures and repair works.				Improved efficiency during road closures and repairs.
Target date			Implementation date	
Ongoing			Ongoing	

Recommendation No.7	Develops generic road work signs which refer the public to the Wiltshire Council website for further information on the works being carried out.			
Reason for recommendation	To better inform the public of planned road works.			
Cabinet member	Cllr Wayman		Lead Officer	Parvis Khansari
Executive response	16 th January 2018	ACCEPTED	The highways section of the website will be improved to provide more detailed and local information on works being undertaken. The use of signs with website links will be introduced, initially at major works sites.	
Action				Success criteria
Commence the creation of the generic road signs.				N/A
Target date			Implementation date	
ASAP			ASAP	

Recommendation No.8	Develops a generic highways sign which can be used where a highways issue has been identified, and it has been agreed that work would take place, but will not yet start immediately.			
Reason for recommendation	To better inform the public of identified issues and reduce repeat highways reports.			
Cabinet member	Cllr Wayman		Lead Officer	Parvis Khansari
Executive response	16 th January 2018	ACCEPTED	Temporary signs will be introduced to indicate some of the sites where significant work is being planned but not yet programmed. It would not be	

			feasible to put them at every site in the programme as there several hundred roads treated each year, but they could be used at roads where there are developing problems likely to result in a high number of My Wiltshire reports being made by the public. However, this will be subject to there being safe locations and room to accommodate such signs.
Action			Success criteria
Commence the creation of the generic road signs.			N/A
Target date		Implementation date	
ASAP		ASAP	

Recommendation No.9	Initiates a survey of the gullies in Wiltshire to ensure that a standard is set for their status and clearing.		
Reason for recommendation	To set a base standard for gully status and their clearing.		
Cabinet member	Cllr Wayman	Lead Officer	Parvis Khansari
Executive response	16 th January 2018	ACCEPTED	The survey of gullies in Wiltshire to set a cleansing standard is underway and will be on going to ensure that reliable data is obtained. The data will be used to inform future standards and processes for gully cleaning and related work.
Action			Success criteria
To begin work on initiating a survey of Wiltshire gullies			N/A
Target date		Implementation date	
ASAP		ASAP	

Recommendation No.10	Continues to investigate the use of the MyWiltshire System in collecting real-time highways data and breakdown of data into Area Board level reports for consideration at Area Board meetings.		
Reason for recommendation	To provide local areas with relevant data for information and comment.		
Cabinet member	Cllr Wayman	Lead Officer	Parvis Khansari
Executive response	16 th January 2018	ACCEPTED	The use of the My Wiltshire system will continue to be developed in order to provide Area Board level reports on highway maintenance operations in real-time.
Action			Success criteria

To investigate the possibility of producing Area Board level data through the MyWiltshire system and to produce and provide this to Area Boards.	N/A
Target date	Implementation date
ASAP	ASAP

Proposal

4. To note the executive response to the Final Report of the **Highways and Street Scene Task Group**.

Cllr Bridget Wayman, Cabinet Member for Highways, Transport and Waste

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