

AGENDA SUPPLEMENT (1)

Meeting: Environment Select Committee
Place: Kennet Committee Room, County Hall, Bythesea Road,
Trowbridge, BA14 8JN
Date: Tuesday 21 November 2017
Time: 10.30 am

The Agenda for the above meeting was published on 13 November 2017. Additional documents are now available and are attached to this Agenda Supplement.

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This Agenda and all the documents referred to within it are available on the Council's website at www.wiltshire.gov.uk

- 6 **Highways and Street Scene Task Group - Final Report** *(Pages 3 - 60)*
- 10 **Executive Response to the Public Transport Review Task Group** *(Pages 61 - 62)*

DATE OF PUBLICATION: 17 November 2017

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Wiltshire Council

Environment Select Committee

21 November 2017

Final Report of the Highways and Street Scene Task Group

Purpose of the report

1. To present the findings and recommendations of the task group for endorsement by the committee and referral to the Cabinet Member for response.

Background

2. The task group was created through converting the Balfour Beatty Living Places (BBLP) Task Group into the Highways and Street Scene Task Group in October 2015.
3. Following discussions between the executive, O&S members and officers [a report from the Highways and Street Scene BBLP Task Group was presented to the Environment Select Committee on 27th October 2015.](#) The report addressed the termination of the council's contract with BBLP and the alternative arrangements for service delivery.
4. Following the termination of the council's contract with BBLP the Highways and Street Scene Task Group was established through converting the BBLP Task Group. The task group was asked to consider the development of the new contract.

Terms of reference

5. The following terms of reference for the task group were endorsed by the Environment Select Committee on 7th June 2016:
 1. To support the service in developing a framework for the whole service (as per peer review) and ensure that the performance framework includes measures of members of the public's satisfaction / wishes;
 2. To consider the proposed Key Performance Indicators and monitoring of the new contract to ensure that the experience of members of the public is taken into account;

3. To monitor the implementation of the contract whilst considering how the monitoring of the delivery of the contract should be reported to the Environment Select Committee once the task group has completed its work.

Membership

6. The task group comprised the following membership:

Cllr Bob Jones MBE (Chairman)
Cllr Gordon King
Cllr Magnus Macdonald
Cllr Linda Packard
Cllr Tony Trotman
Cllr John Walsh

The late Cllr Jeff Osborn was Chairman of the task group from October 2015 to May 2016.

Methodology

7. The task group received evidence from the following witnesses:

Wiltshire Council witnesses:

Cllr Philip Whitehead	Cabinet Member for Highways and Transport
Dr Carlton Brand	Corporate Director
Parvis Khansari	Associate Director, Highways and Transport
Ian Gibbons	Associate Director, Legal and Governance
Adrian Hampton	Head of Local Highways, Weather and Emergency Services
Peter Binley	Head of Highways, Asset Management and Commissioning
Stephen Slater	Commercial Team Leader, Legal Services
Theo Biney	Category Specialist, Strategic Performance

External witnesses:

David Gibby	Director, Ringway Group Limited
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8. The following written evidence was received by the task group:
 - Highways and Street Scene Contract Cabinet Report (Parts 1 and 2)
 - New Highways Contract Report
 - Highways Peer Review
 - Highways Performance Management Report
 - National Highways and Transport Survey: Comparison with South West Counties based on 2016 Results
 - Contract Monitoring Scorecard Record: Ringway
 - Wiltshire Highways Contracts: Summary Report (average monthly scores per service)

9. The task group met six times as demonstrated in the following table:

Date of meetings	Item / topic	Details
2015		
15 Oct	Termination of BBLP Contract	Considered Part 1 and Part 2 reports on the termination of the Highways and Street Scene Contract with BBLP.
15 Dec	New Highways Contract	Considered a report describing the process followed to procure the new highways contract.
2016		
25 May	Scoping	Agreed terms of reference and scoping of future work based on the Highways Peer Review.
15 June	Workshop	To support the Highways Service to develop a performance framework for the whole service, which would enable the public to understand performance for the service (and what they could expect).
06 Sept	Highways Performance Management	Considered progress on the development of performance indicators and the Performance Management Framework.
28 Nov	Highways Performance Management	Considered contract and satisfaction scorings for Highways contracts.
2017		
October	Final Report	Agreed the final report of the task group based on the work performed.

10. The work of the task group was recommended to pause whilst the latest results from the National Highways and Transport Public Satisfaction (NHT) Survey were being finalised for April 2017.
11. In its initial scrutiny form the Highways and Street Scene Contract Rapid Scrutiny Exercise (Balfour Beatty Living Places - BBLP) provided [a final report on 18th February 2014](#) which addressed the monitoring element of the new contract with BBLP.
12. The new Highways and Street Scene Task Group submitted [a report to the Environment Select Committee on 27th October 2015](#). The report addressed the termination of the Highways and Street Scene Contract with BBLP and the recommendations of the task group following its consideration of a report.

Evidence

Development of a Service Framework

13. Following the termination of the Highways and Street Scene Contract the task group met and received information relating to the process for tendering the new contract.

14. Wiltshire and Swindon were undertaking a joint procurement process with a single set of prices and specifications. However, each council would sign contracts separately to retain the separate liabilities. Wiltshire benefited from the joint arrangement by being able to demonstrate collaborative working with other councils, which is a factor when central government determines local authority funding levels.
15. Under the new contract the council would be able to award the provider a six-month extension for every year that a suite of KPI targets are delivered, with a maximum total extension of 2 years. The council could also remove these extensions if performance is not satisfactory.
16. Small amendments to the contract had been made since the previous version to close small loopholes and ensure clarity about terms and expectations. These included defining the specification for the parish steward role.
17. ICT issues experienced under the previous contract would be addressed. In part, this would include helping enable operators to use the MyWiltshire system, resulting in no loss of data on logged issues. Operators would respond directly to issues logged on the system, rather simply than 'close', 'complete' or 'reject'. This had caused communication issues previously.
18. Improvements in ICT and the MyWiltshire system would allow Parish Stewards to work remotely across the county, rather than needing to come to the office daily. However, they would still be required to work in an office from time to time.
19. No unexpected difficulties in recruiting for the new job vacancies were experienced. The contract managers were cut from the previous contract, and three new contract managers appointed.
20. Four depots were to be vacated (Bowerhill, Churchfields, Bath Road and Kennet House) and two new depots were to be used (Melksham and Junction 17 of the M4). The potential shared use of High Post and co-location with Wiltshire Council at the Melksham depot was to be investigated in the future.
21. The pricing information submitted by bidders allowed calculations to be performed and used when assessing the impact of the new contract on the council's 2016/17 financial plan.
22. A Performance Management Framework was being prepared in accordance with the latest highways asset management guidance. It contained a suite of performance measures based on the themes of:
 - a. Network Safety Condition and Resilience
 - b. Planned Maintenance
 - c. Maintenance for Sustainable Transport
 - d. Infrastructure to Support Economic Growth
 - e. Environmental Sustainability
 - f. Customer

23. The task group's work with helping decide the performance indicators focused on the Customer.
24. As part of their work, members of the Task Group were invited to form one of the focus groups contributing to the 2016 LGA Peer Review of the council's highways service. One of the main focuses for the review was to share experience of how a Highways and Transport Service can better contribute to an area's vision.
25. From the Peer Review the following 10 actions were agreed:
 - a. Develop a vision for Highways service
 - b. Develop a Performance Framework
 - c. Implement a Learning & Development Framework
 - d. Review role of CATGs
 - e. Transform Winter maintenance
 - f. Move into Department for Transport's Band 3
 - g. Innovation
 - h. Improve Supply Chain management
 - i. IT systems
 - j. Major schemes pipeline management
26. From these actions, it was agreed that the one which would specifically benefit from input from the task group was setting performance targets for the whole service area from the perspective of members of the public.

Key Performance Indicators

27. As previously stated, under the new contract the council can award six-month extensions for every year that KPI targets are delivered, up to a total of 2 years. Extensions can also be removed by the council if performance is not deemed satisfactory.
28. Support from the Highways and Street Scene task group in "setting performance targets" was agreed at a meeting with the Peer Review Team, with attendance from highways managers and Carlton Brand. Setting performance targets was one of ten actions agreed at the meeting.
29. Key Performance Indicators (KPIs) had been set for the contracts themselves already. The new work was to agree KPIs with the contractors as part of a performance framework for the service area (e.g. what are the expectations / priorities for members of the public and how can performance for these be measured). These KPIs would include measures for the masonry and pothole workforce.
30. Ringway was working with Wiltshire Council to develop the KPIs, as this had been a short mobilisation period and the KPIs had not yet been fully developed. The KPI's for the service would sit as a part of the overall performance management framework.

31. The following themes were recommended for inclusion in the performance measures:
 - a. Network Safety Condition and Resilience
 - b. Planned Maintenance
 - c. Maintenance for Sustainable Transport
 - d. Infrastructure to Support Economic Growth
 - e. Environmental Sustainability
 - f. The Customer

32. The task group received a Highways Performance Management report which detailed the overall performance management framework for the service. The report detailed the following Highway Contract Performance indicators:
 - a. General Management
 - b. Financial Management
 - c. Customer Service and Quality
 - d. Health and Safety
 - e. Staffing Issues
 - f. Service Development and Innovation
 - g. Information Technology
 - h. Environmental Management
 - i. Technical Performance - Quality
 - j. Technical Performance Programme and Cost

33. Wiltshire Council had signed up to the National Highways and Transport Public Satisfaction (NHT) Survey. This survey is carried out by Ipsos MORI for the National Highways and Transport Network of local authorities across England.

34. The survey collects data on “Key Benchmark Indicators (KBIs)” through samples of around 2000 members of the public, which are selected to provide a representative selection of Wiltshire’s public. Questions asked include the condition of pavements; safe crossing provision; roadwork helplines; road markings; street lighting; and repair speeds.

35. The results from the NHT are used to understand what people in the covered area think about the services. Statistics from the NHT survey were to be included as part of the proposed KPIs.

36. It was noted that the above report suggested data from the MyWiltshire system would be used to inform the KPIs. Both the time taken to fix a problem and “reactive” maintenance could be measured through the MyWiltshire system. Information from the system could provide real-time data that could be broken down for reports to individual area boards.

Monitoring of the New Contract

37. The following two methods of monitoring the contract are currently used:
 - a. Monthly Satisfaction Score
 - b. Score against Contract Objectives

38. An annual score is produced for each of these methods used to calculate whether a contract extension could be awarded. Scores from 6.0 to 7.9 would lead to a three-month extension, and scores of 8.0 and over would lead to a six-month extension.
39. The satisfaction scores from the NHT survey were produced with comparisons to other counties in the south west. These included Gloucestershire, Somerset, Dorset, Devon, Hampshire and Cornwall.
40. It was noted that the data from NHT does not cover street scene entirely, and that this would need to be covered in the KPIs.
41. The highways indicators noted in para 32 would be included in the proposed KPIs. The scoring system requires each organisation (Wiltshire Council; Ringway; and Atkins) to score each other based on performance. Scoring is based on answering several questions based on the ten objectives mentioned in para 33.
42. These indicators were suggested by the contractor during the procurement and formed part of the quality submission and were being developed in discussions between Ringway and Wiltshire Council.
43. The factors considered in the creation of the highways contract indicators included: ease to do business with; ability to work as a team; and promises trust and honesty, as well as the more typical performance to time and budget measures. The question used to gather data aimed to help build up a broader picture of performance by the partners and assist with the management of the contract as they are reported to the Service Delivery Teams and Contract Management Meetings.
44. It was asked by the task group if these would necessarily be KPIs that the public would have any interest in, or if they were for purely professional scoring.

Conclusions

Highways Peer Review 2016

45. Members of the Highways Contract Task Group took part in the peer review. As part of this they were interviewed by the review team as a Focus Group. With the outcomes of the review fed back into the Environment Select Committee.
46. The reinstatement of the Parish Steward scheme was supported by the task group. It was noted it would further empower parish councils and communities. It would also assist in CATGs helping to manage local expectations, allowing local communities to resource, influence and deliver services.
47. The task group agreed that all councillors would be informed or reminded of the existence of the grass and grounds maintenance maps for their area, which had been sent to parish councils, and that the maps should be made available to Wiltshire Councillors on request.

48. It was concluded that the highways service should investigate available IT systems support integration and workflow and feedback. From the work of the task group this included the use of the MyWiltshire system in supporting the collecting of highways data.
49. The Peer Review also concluded that local delivery and decision making was effective, with Area Boards which have devolved decision-making and increased community involvement. This needed to be supported with the development and monitoring of customer-oriented KPIs for the service.

Highways Service Workshop

50. The task group held a workshop event with officers with the aim of supporting the Highways Service to develop a performance framework for the whole service, which would enable the public to understand performance for the service (and what they could expect).
51. Considerable discussion about each of the services offered by both Highways and Amenities led to the identification of five general areas in which performance would be important to the public at large and which could be applied across the whole service area.

52.

	Performance Area	Example Measure
1	Responsiveness - to receive a timely and accurate acknowledgment then a timely and accurate response (emphasis on un-ambiguous wording to avoid issues such as irritation caused by the system referring to work being “completed” when it had been referred to another team for action);	Average time taken to acknowledge receipt of a highway or street scene report.
2	Feedback – to provide information on the reasons for a decision (particularly a “negative” response as this may prevent customers reiterating their request(s) or at least will provide officers with a response they can keep using);	Proportion of reports that receive feedback within the target time scale.
3	Information – to promote understanding of the service on offer including the reasons for decisions (e.g. grass cutting), and the programmes of work (if this information is kept up-to-date and accurate it can be linked to / referred to in responses to customer – rather than be “re-written” every time);	Work schedules published on line
4	Impact – to minimise the disruption that will be caused and maximise the positive effect on the lives of Wiltshire residents.	Proportion of major highways works completed in given timescale

5	Quality – to ensure timely completion and the quality of work.	Repeat repairs ratio
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53. The importance of not adding to the workload of the service was considered. The task group therefore agreed that making use of data already being collected, or planned to be collected was essential.
54. In terms of providing clear information at the right time the task group suggested that the following should be considered by the Cabinet Member for Highways and Transport:
- a. To have a generic road works sign that would refer to the Wiltshire Council website for further information on the works being carried out (recommendation 7);
 - b. A generic sign with date to be inserted could also be used where a problem has been identified and agreed that work would take place but will not yet start immediately. This should also note more information is available on the council website. This may also avoid people reporting an issue that has already been reported (recommendation 8).

Key Performance Indicators

55. The task group considered that the indicators included in the Highway Performance Management report should be included in the final proposed KPI's (appendix 3) (recommendation 1).
56. However, concern was expressed regarding the potential lack of customer oriented KPIs. They were not covered sufficiently in the Highways Performance Management report as part of their proposed indicators. It is important to have indicators that Wiltshire residents can understand and care about.
57. Data comparisons with other Local Authorities were important to view the indicators in the context of other local authority areas. This was an option available to the data gathered by the annual NHT Survey. When possible this should be done with all data.
58. However, the annual nature of the NHT Survey was considered as being too infrequent to rely on, as it may take too long locating and highlighting any issues.
59. It was noted that the NHT Survey does not cover street scene in its questions. However, task group also noted that street scene data was included in the highways contract scoring data.
60. Officers explained that a draft public satisfaction survey was being developed for street scene, and that scrutiny were welcomed to offer their comment on the proposals. The task group welcomed this offer (recommendation 5).
61. However, the NHT data collected was considered sufficiently customer oriented along the six themes of: Accessibility; Public Transport; Walking & Cycling;

Tackling Congestion; Road Safety; and Highway Maintenance & Enforcement. The presentation of the data providing quick visual impressions of strengths and weaknesses, current situation, and performance in relation to other areas was also considered customer friendly (appendix 1 & 2).

62. The task group supported the following indicators from the NHT Survey (recommendation 2):
 - a. Condition of pavements.
 - b. Provision of safe crossing points.
 - c. Dropped kerb crossing points.
 - d. Helplines to find out more about roadworks.
 - e. Condition of road markings.
 - f. Speed of street lighting repairs.
 - g. Quality of repair to damaged roads and pavements.
 - h. Weed killing on pavements and roads.
 - i. Keeping drains clear and working.
 - j. Undertakes cold weather gritting.
 - k. Dealing with potholes and damaged roads.
 - l. Conditions of highways.
 - m. Speed of repair to damaged roads and pavements.
63. Once finalised the task group decided that it would be useful to offer Environment Select the opportunity to monitor the NHT scoring on an annual basis to act as an impartial monitoring body (recommendations 3 & 4).
64. It was important to note that the data from the Highways Contract Scoring was scored against contract service levels, not public expectations. So whilst they provided useful data, they were not specifically designed for the public and instead they were primarily for professional use.
65. The relaunch of the MyWiltshire system to use in the gathering of data for service monitoring was supported by members. The information gathered by the system was real-time data, so would provide the most up to date information. The latest data from the MyWiltshire system should be broken down to area board level and be made available to the boards for information at their meetings. This would support the 2016 Highway Peer Review conclusion that Area Boards which have devolved decision-making and increased community involvement (recommendation 10).
66. The task group wanted to be sure that a standard was set for the clearing and state of gullies across the county, and requested that to do this all the gullies be surveyed (recommendation 9).

Proposal

67. To endorse the report of the Task Group and refer it to the Cabinet Member for Highways, Transport and Waste for response at the Committee's next meeting.

Recommendations

That the Cabinet Member for Highways, Transport and Waste:

1. Continues to use the Monthly Satisfaction Scores and Score against Contract Objectives to monitor the Wiltshire Highways Contract.
2. Continues to use the National Highways and Transport Network Survey Report to provide customer-oriented KPI measurement of the Wiltshire Highways Contract.
3. Presents the Annual National Highways and Transport Network Survey Report to the Environment Select Committee for their monitoring and consideration.
4. Requests the attendance of a representative, if available, from the National Highways and Transport Network when presenting their Survey Report to the Environment Select Committee.
5. Continues development of the public satisfaction survey for street scene key performance indicators and includes collaboration with Overview and Scrutiny in this work.
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.
7. Develops generic road work signs which refer the public to the Wiltshire Council website for further information on the works being carried out.
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.
9. Initiates a survey of the gullies in Wiltshire to ensure that a standard is set for their status and clearing.
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.

Cllr Bob Jones MBE, Chairman of the Highways and Street Scene Task Group

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adam.brown@wiltshire.gov.uk

Appendices

Appendix 1: NHT Survey Report 2017: Summary Report for Wiltshire

Appendix 2: NHT Survey Report 2017: Question by Question Results for Wiltshire
Appendix 3: Ringway Infrastructure Services, Year 1: Monitoring the contractor's
performance through Key Performance Indicators (KPI's) and Monthly Staff
Satisfaction Scores.

Background documents

None



NHT Survey Report 2017

Summary Report for Wiltshire

Summary Report – Explanatory Notes	3
Executive Overview	4
Accessibility	5
Public Transport	6
Walking & Cycling	7
Tackling Congestion	8
Road Safety	9
Highways Maintenance/Enforcement	10

Explanatory Notes

This Report compares your Key Benchmark Indicator (KBI) results with those of all other Authorities taking part in the NHT Survey this year.

It summarises your performance on a single page executive overview and provides a drill down analysis on separate pages for the six themes of the survey; Accessibility, Public Transport, Walking & Cycling, Tackling Congestion, Road Safety and Highway Maintenance & Enforcement. It is designed to give a quick visual impression of your strengths and weaknesses, where you are and how you are doing in relation to others.

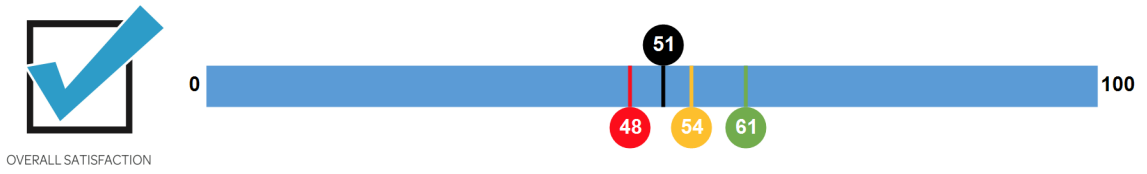
Each page of the report uses a series of bullet charts to compare your results with those of the other Authorities taking part in the survey this year. The first page, the Executive Overview, shows overall satisfaction and summary results for each theme and the subsequent theme pages show individual KBI results within each theme.

Each chart uses a blue bar to show percentage public satisfaction from 0 to 100%, your result is shown using the black pin above the bar, and the high, low and average results of all other authorities are shown using the green, red and amber pins respectively below the bar.

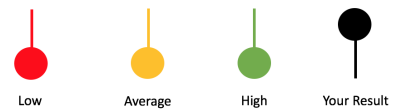
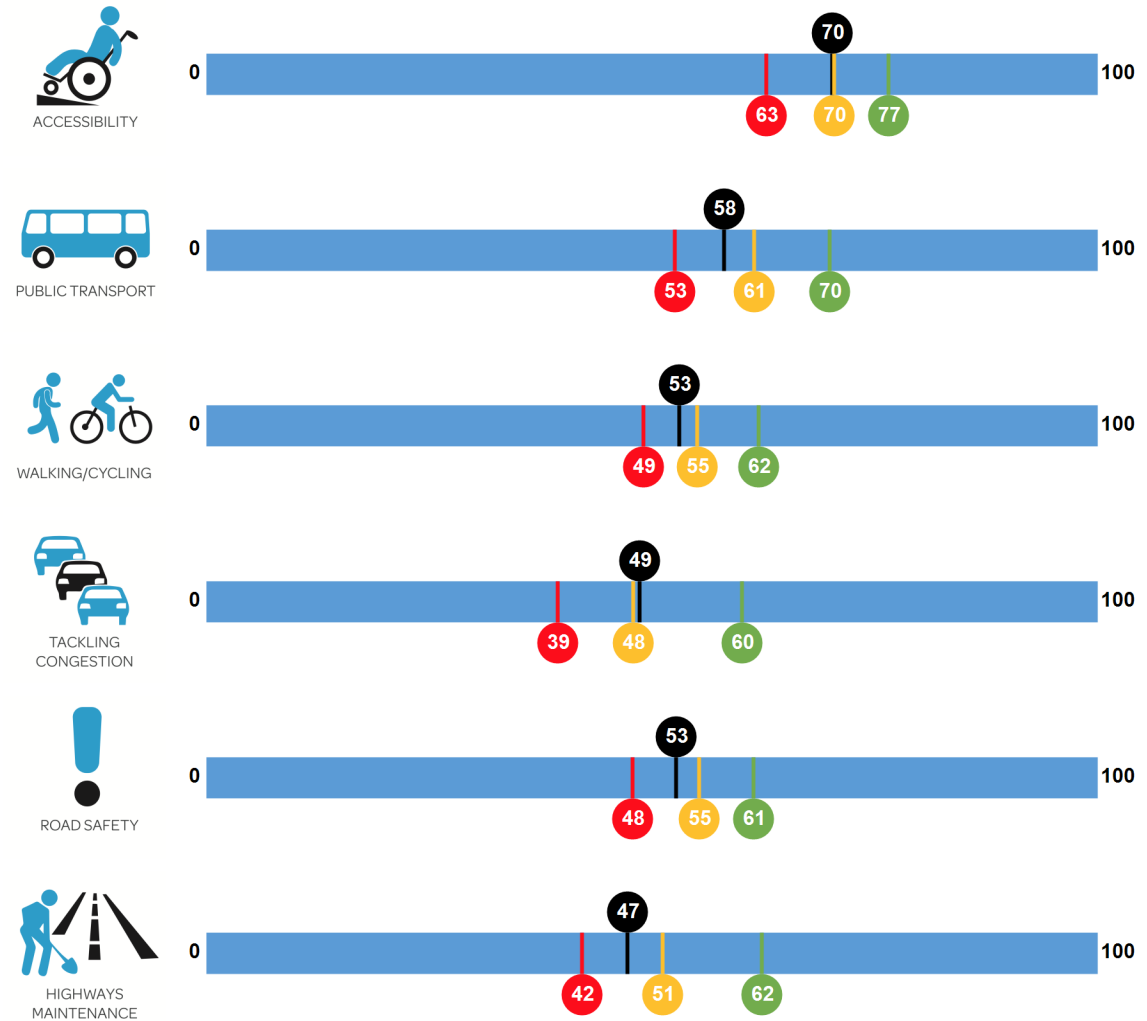
Please note:

Authorities that opted to use the 8 page version of the survey, available for the first time this year, do not have KBI results for the following charts: KBI07 Local Bus Services, KBI08 Public Transport Information, KBI16 Satisfaction with Right of Way (Aspects) and KBI19 Traffic Management and therefore no black pin is shown. Questions to support these KBIs were only available in the 12 page questionnaire.

Satisfaction Overall



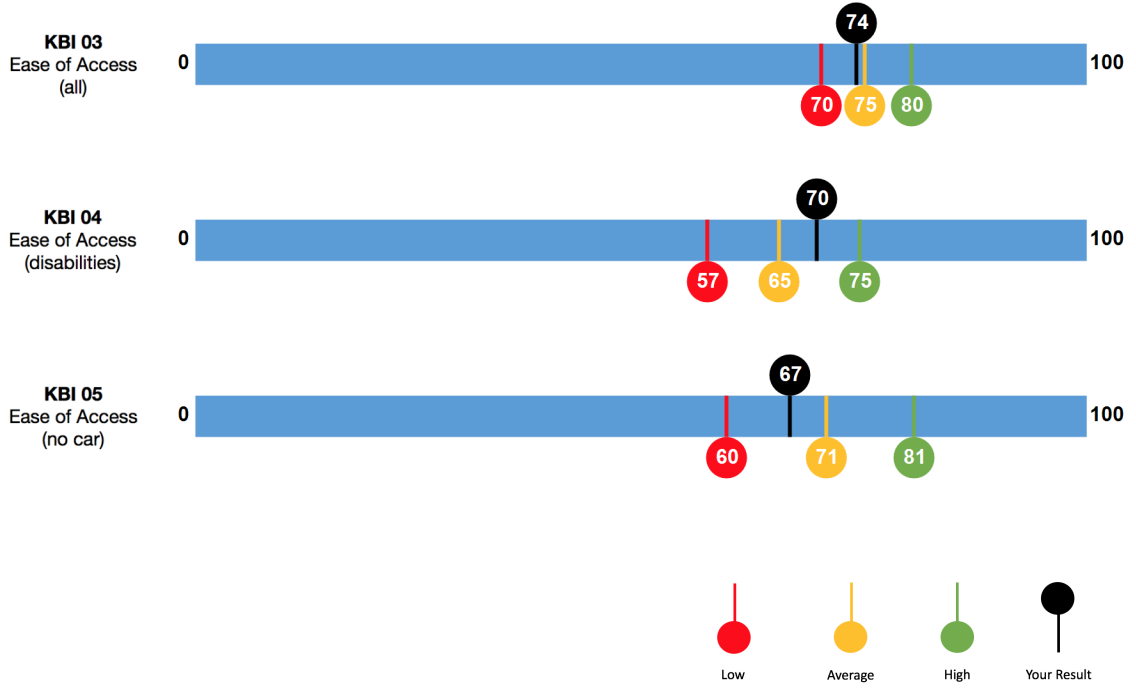
Satisfaction by Theme



Accessibility Satisfaction Overall



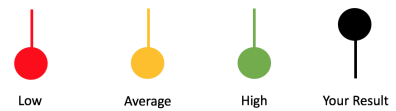
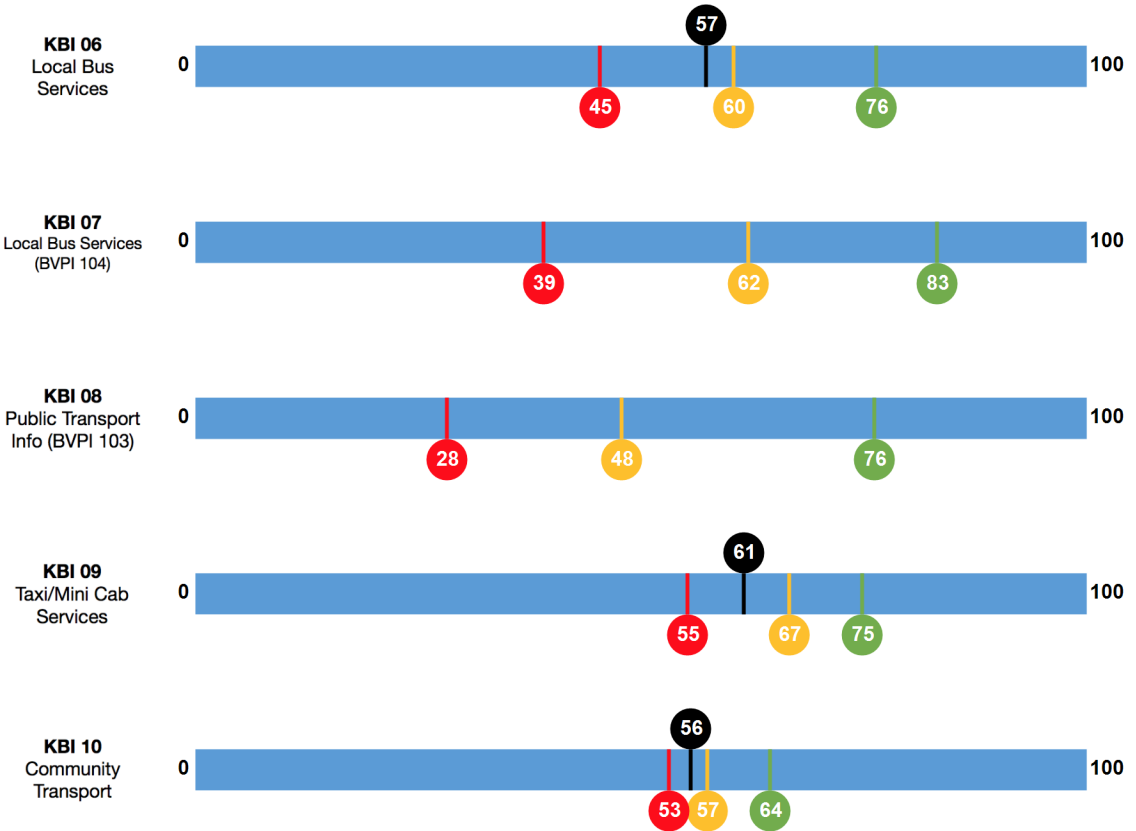
Accessibility Key Benchmark Indicator Results



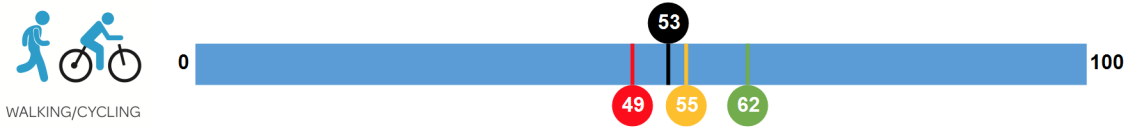
Public Transport Theme



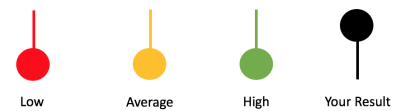
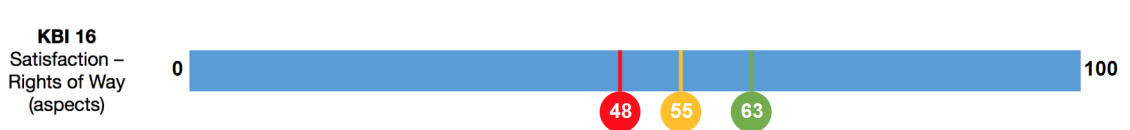
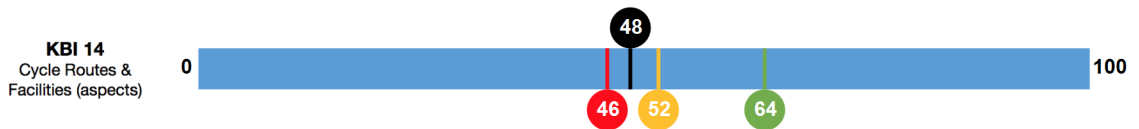
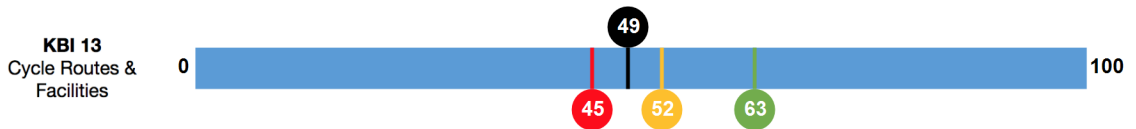
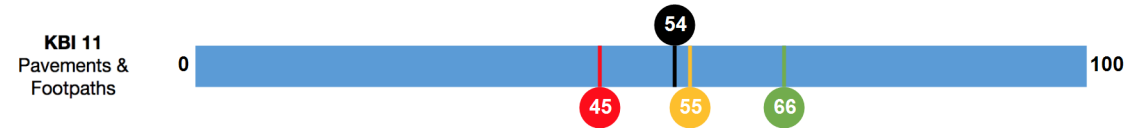
Public Transport Key Benchmark Indicator Results



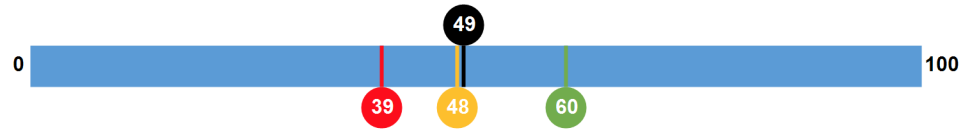
Walking & Cycling Theme



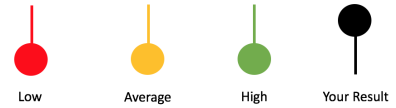
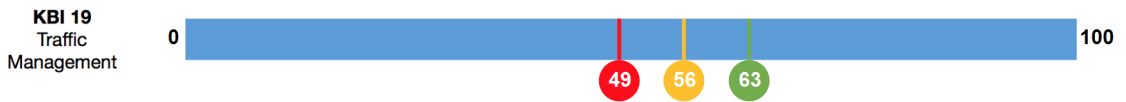
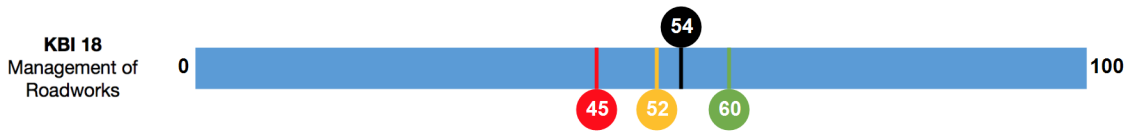
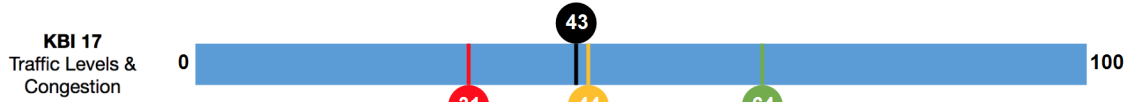
Walking & Cycling Key Benchmark Indicator Results



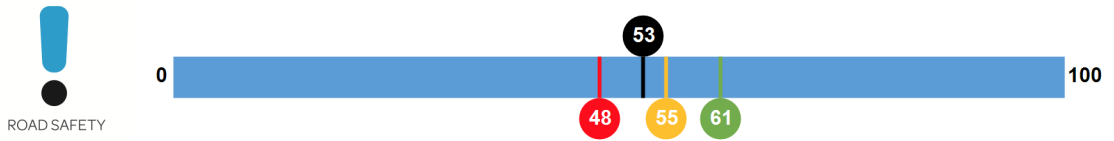
Tackling Congestion Theme



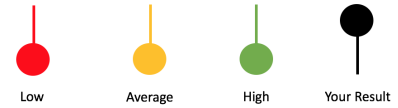
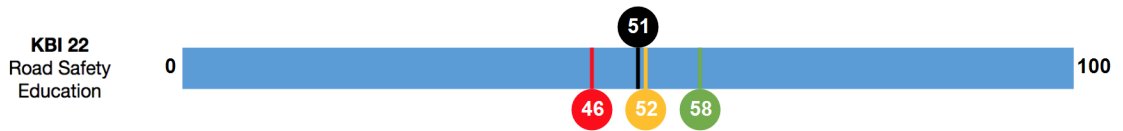
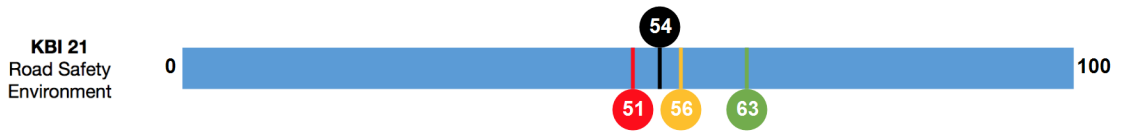
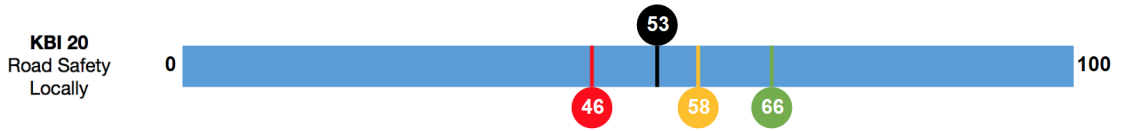
Tackling Congestion Key Benchmark Indicator Results



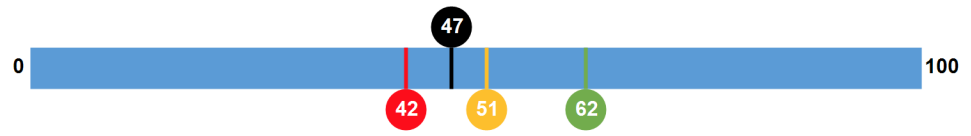
Road Safety Theme



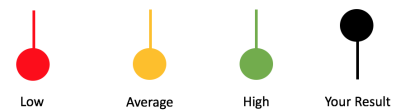
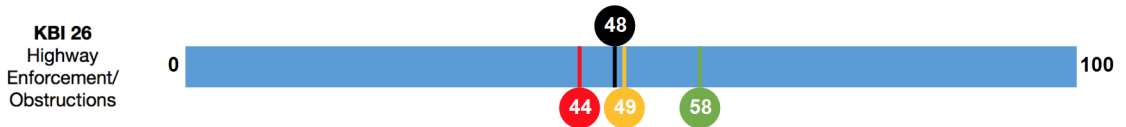
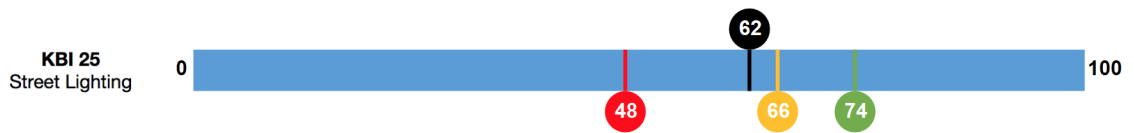
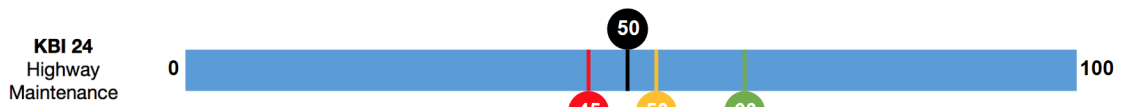
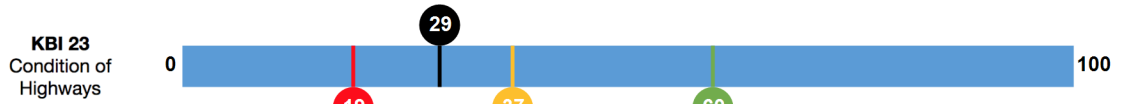
Road Safety Key Benchmark Indicator Results



Highways Maintenance/Enforcement Theme



Highways Maintenance/Enforcement Key Benchmark Indicator Results





Question by Question Results for Wiltshire

Explanatory Notes	3
Your views on Transport & Highways Services (Q1 to Q4)	4
Your views on Pavements & Pedestrian Facilities (Q5)	8
Your views on the Condition of Roads & Pavements (Q6 to Q7)	9
Your views on Information (Q8)	12
Your views on Roadworks (Q9)	13
Your views on Cycling (Q10)	14
Your views on Road Safety (Q11)	15
Your Contact with the Council (Q12 & 12a)	16
Your Use of Transport (Q13 to Q16)	18
About You (Q17 to Q21)	21

About This Report

This Question by Question Analysis report provides a comprehensive analysis of the responses an authority's public have made to every question in the 2017 Survey.

The report mirrors the sequence of the Survey questionnaire and provides both a comparison of the authority's results with the results of all other authorities in the survey this year and a breakdown, in percentage terms, of the answers given to each question.

The report is structured on a question by question basis and shows the results and breakdown of responses in graphical format. Some of the results are shown using Weighted Data and some use Unweighted Data, these are shown as 'Weighted Data' or 'Unweighted Data' at the end of the graph description line.

About Weighting

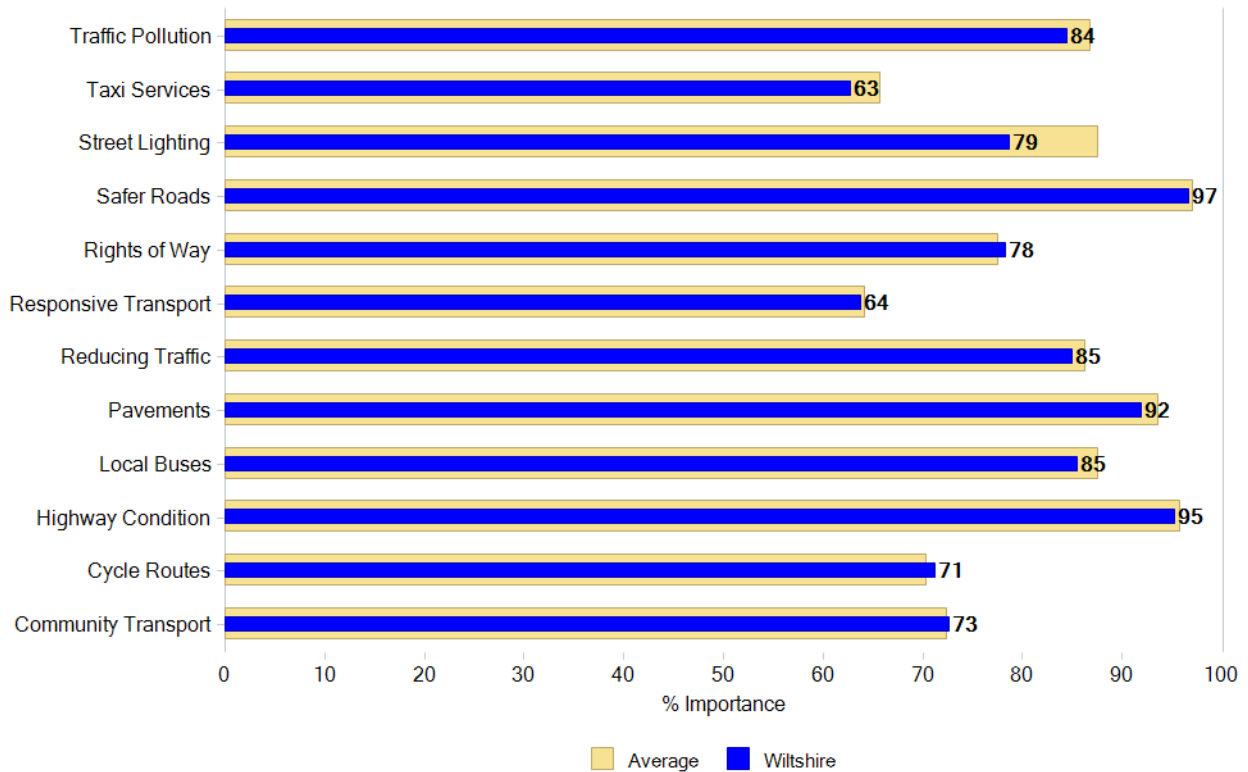
Weighting the data changes the sample profile to improve estimates of the attitudinal characteristics of the 'universe'. One of the circumstances where weighting is required is when there are variable response rates, for example from different sub-groups of the population. Weighting can be used to compensate for different levels of non-response in different sub-groups of the population. We use this weighted data to calculate your % Satisfaction Score.

Where we use Unweighted Data this shows a spread of answers chosen in response to that specific question and is not a calculation of % Satisfaction.

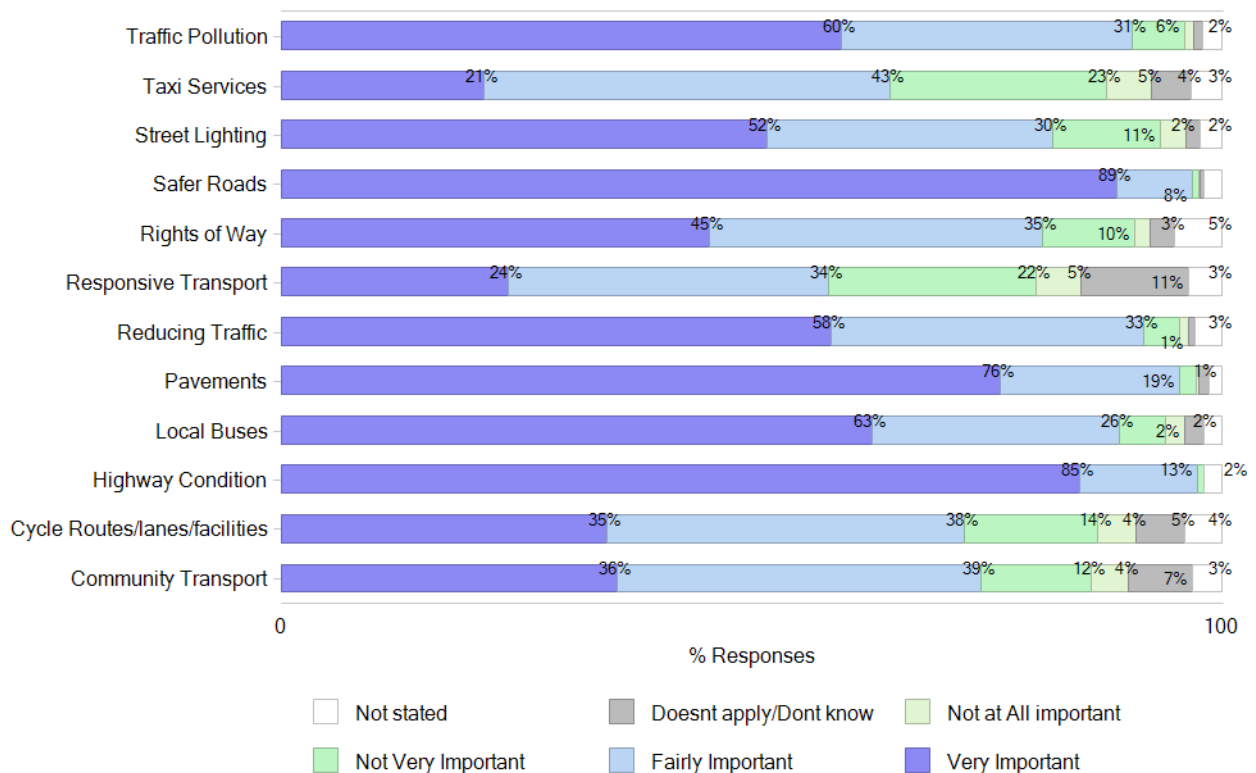
Full details of the NHT Weighting can be found in the Library Section of the NHT website at www.nhtnetwork.org

Q1 How important, if at all, do you consider the following ...?

This graph shows your 'Importance' results for Question 1 and compares them with the average results of all other Authorities in the survey. Uses unweighted data.

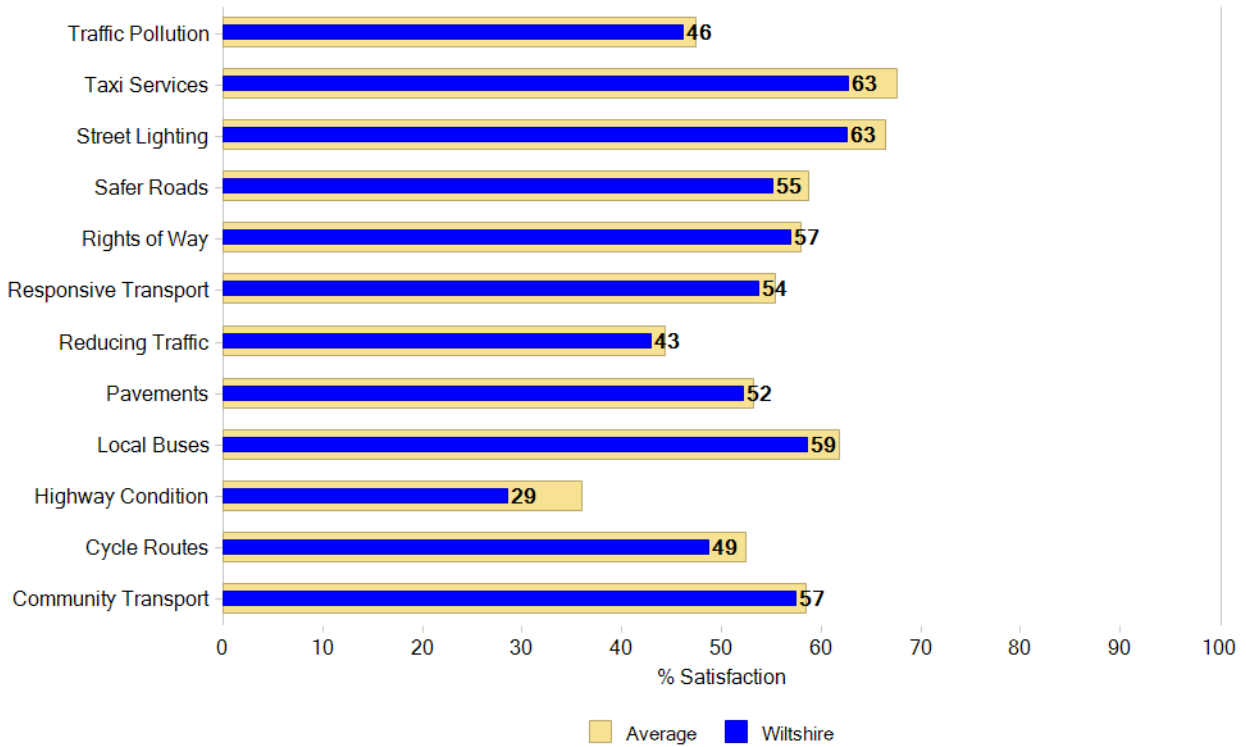


This graph shows the percentage of respondents who selected each answer in Question 1. Uses unweighted data.

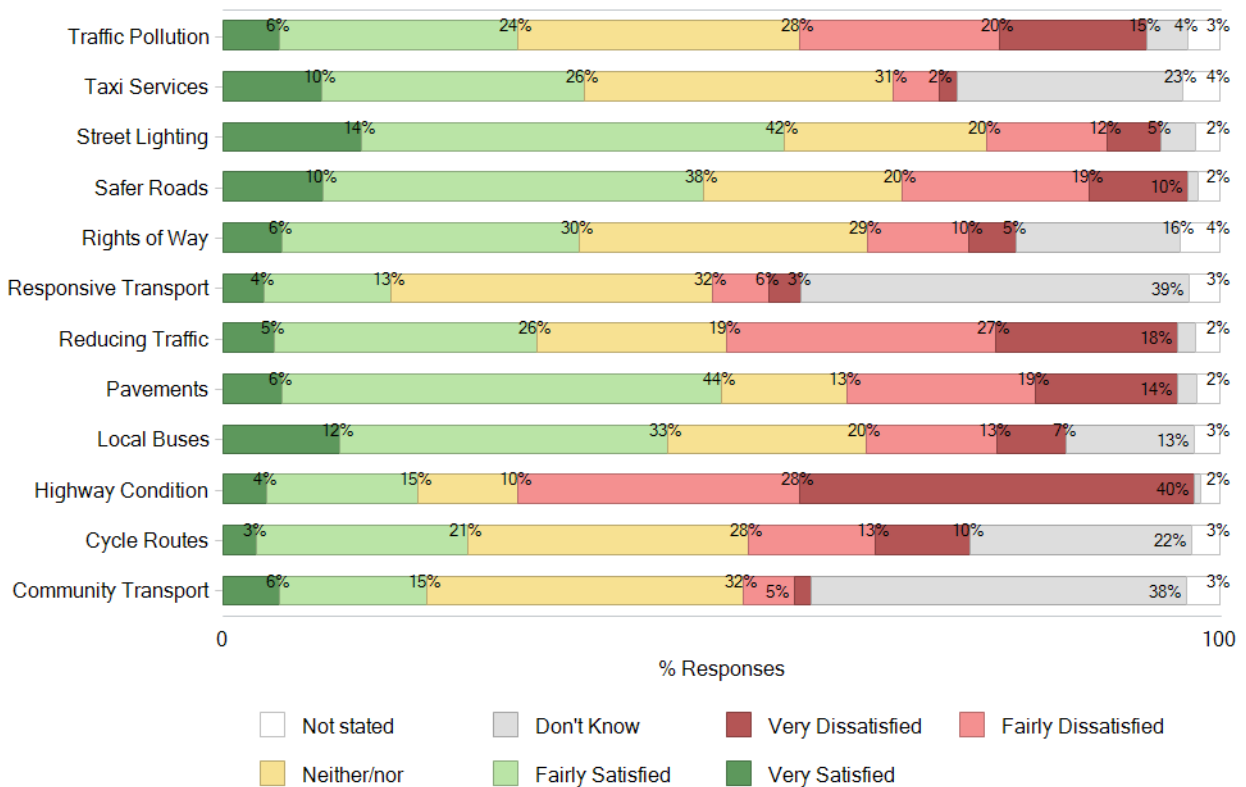


Q2 Now thinking about roads and transport locally, how satisfied or dissatisfied are you with the following ...?

This graph shows your 'Satisfaction' results for Question 2 and compares them with the average results of all other Authorities in the survey. Uses unweighted data.

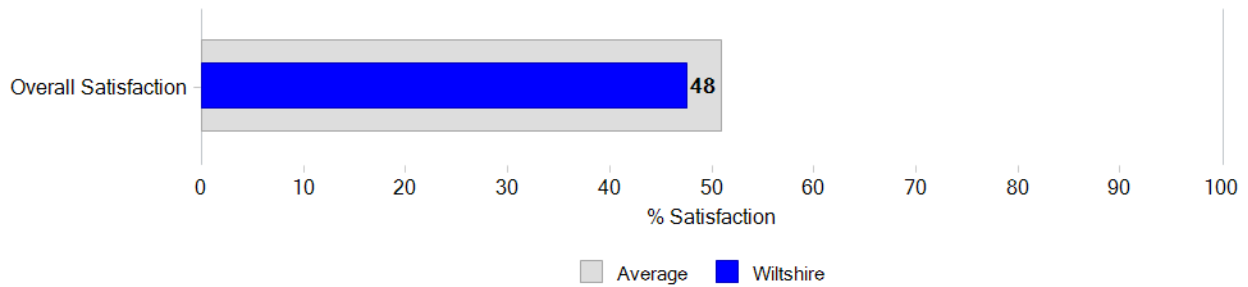


This graph shows the percentage of responses in your area to each option in Question 2. Uses unweighted data.

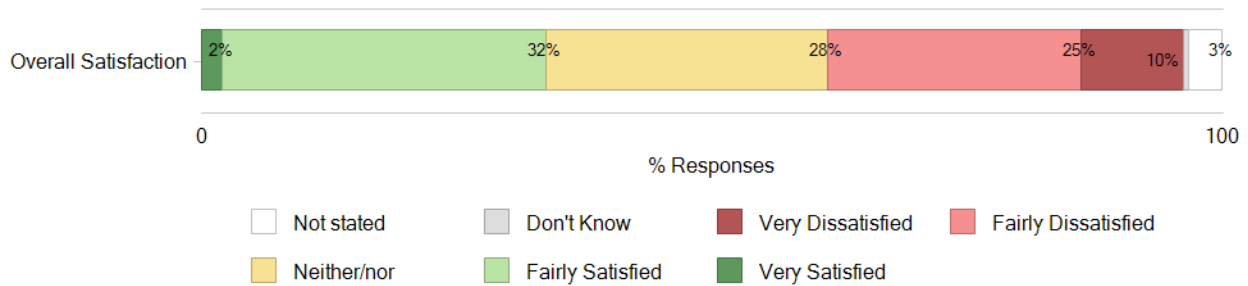


Question 2.13 How satisfied or dissatisfied are you overall with transport and highway services?

This graph shows your 'Satisfaction' results for Question 2.13 and compares them with the average results of all other Authorities in the survey. Uses weighted data.

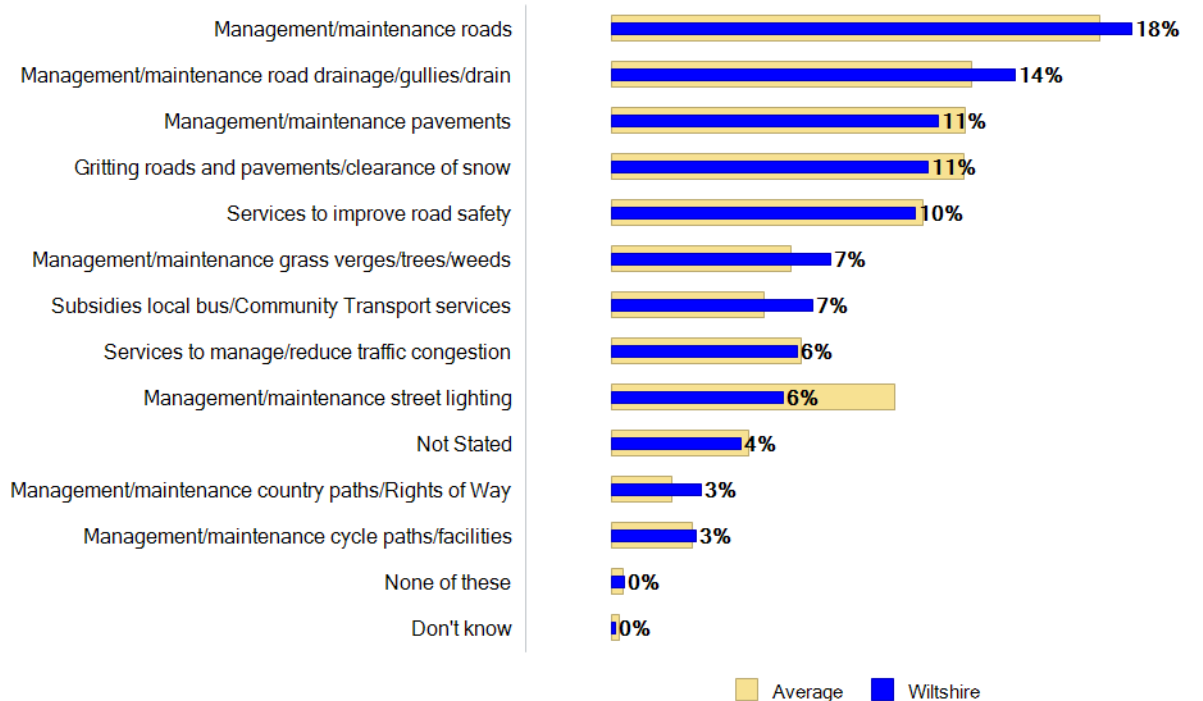


This graph shows the percentage of responses in your area to each option in Question 2.13. Uses unweighted data.



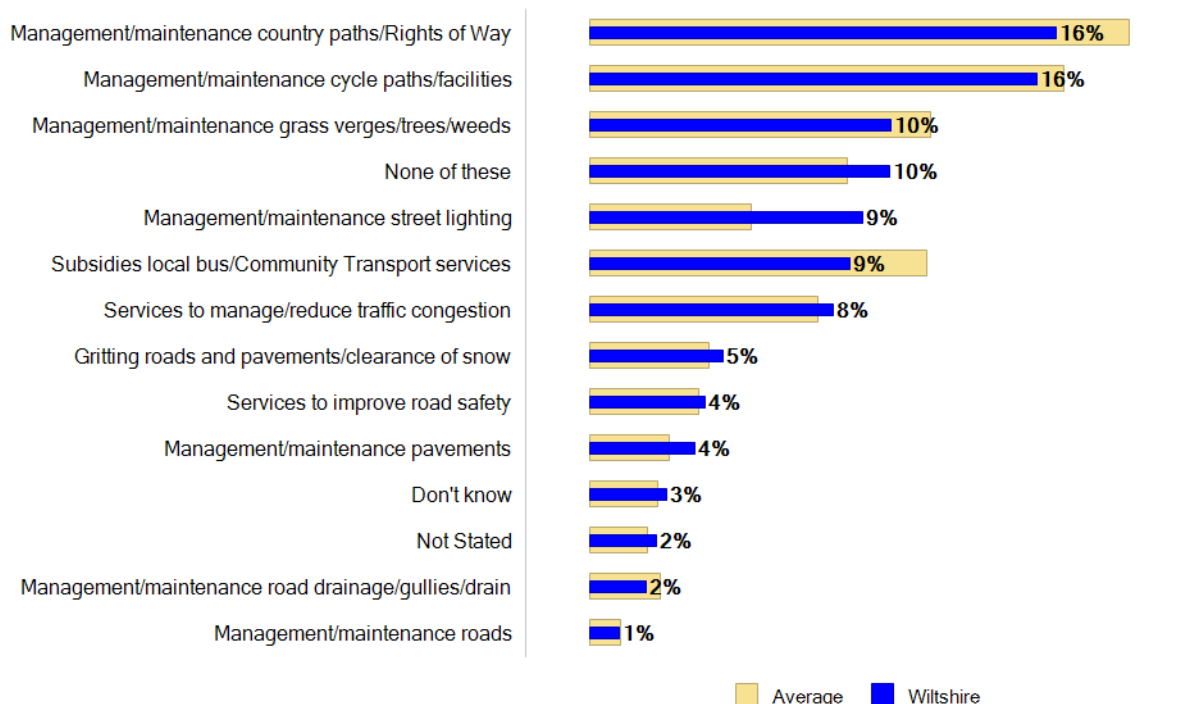
Q3 For which of the following service areas is it not acceptable to reduce the level of service?

This graph shows the percentage of responses in your area to each option in Question 3 and compares them with the average results of all other Authorities in the survey. Uses unweighted data.



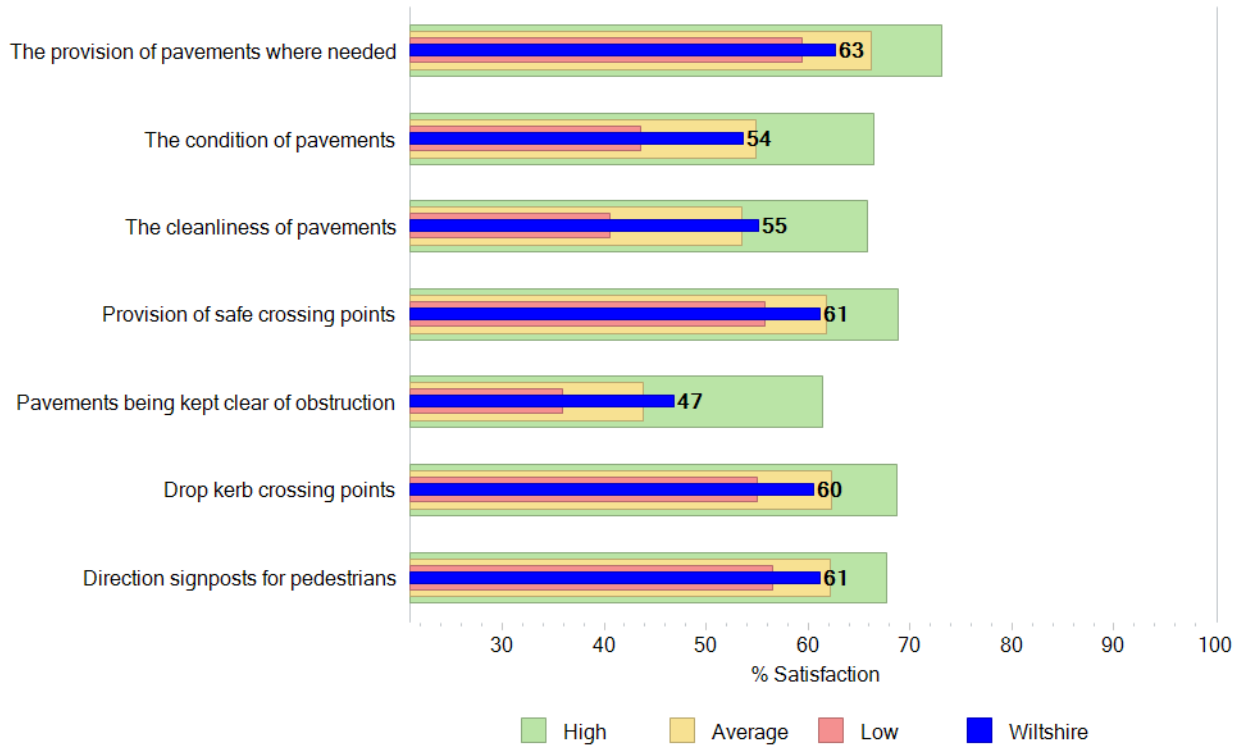
Q4 For which of the following service areas do you think it is acceptable to reduce the level of service

This graph shows the percentage of responses in your area to each option in Question 4 and compares them with the average results of all other Authorities in the survey. Uses unweighted data.

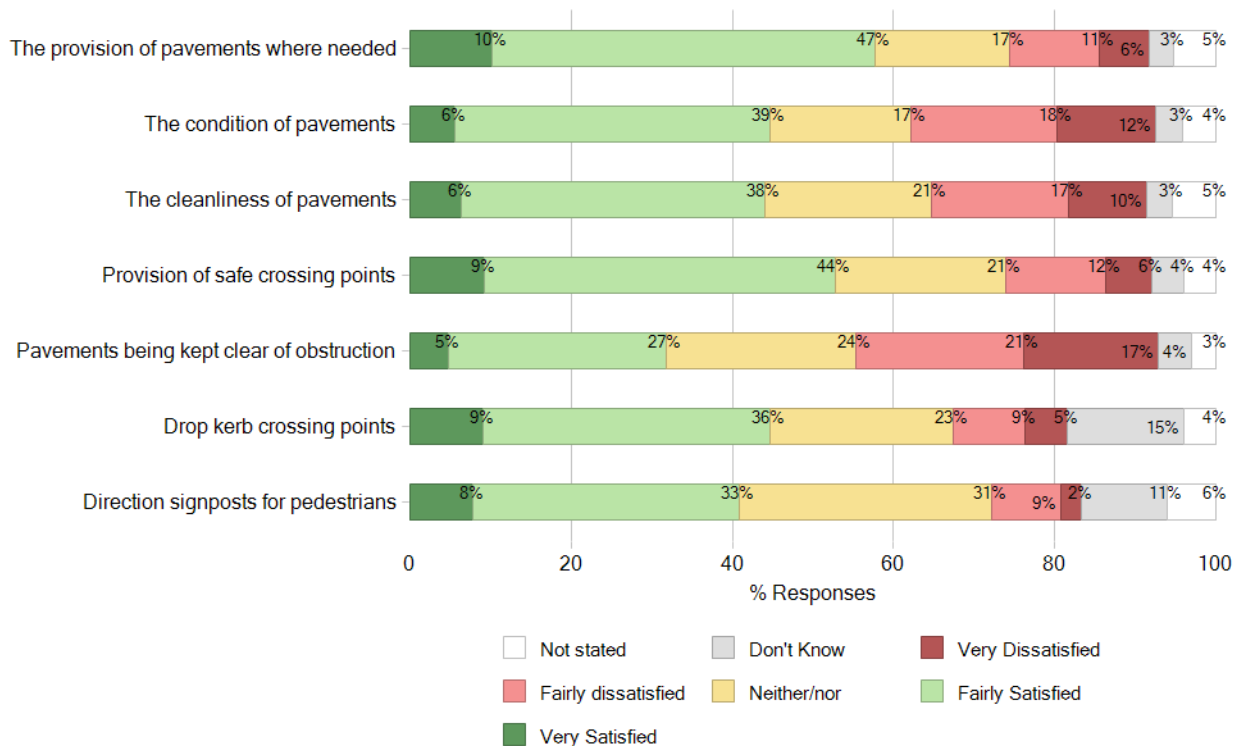


Q5 Thinking about the local area, how satisfied or dissatisfied with each of these ...?

This graph shows your 'Satisfaction' results for Question 5 and compares them with the average results of all other Authorities in the survey. Uses weighted data.

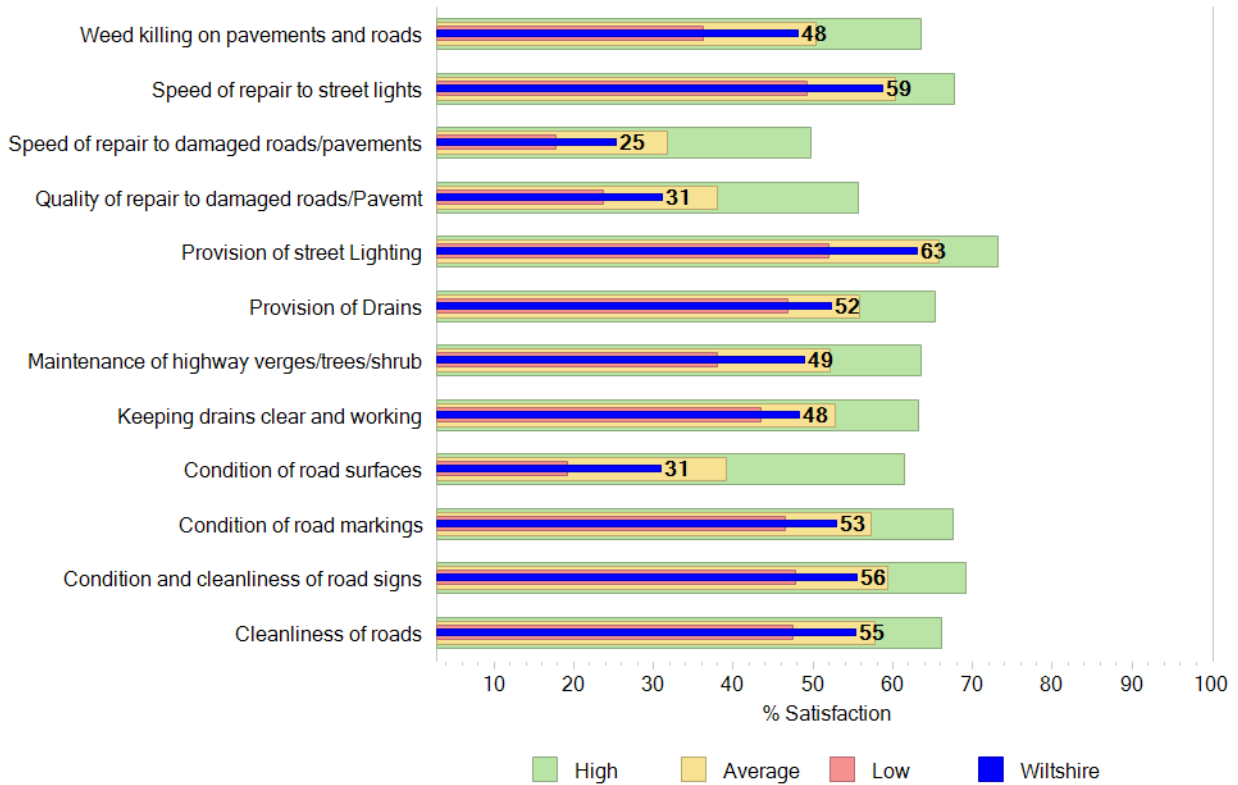


This graph shows the percentage of responses in your area to each option in Question 5. Uses unweighted data.

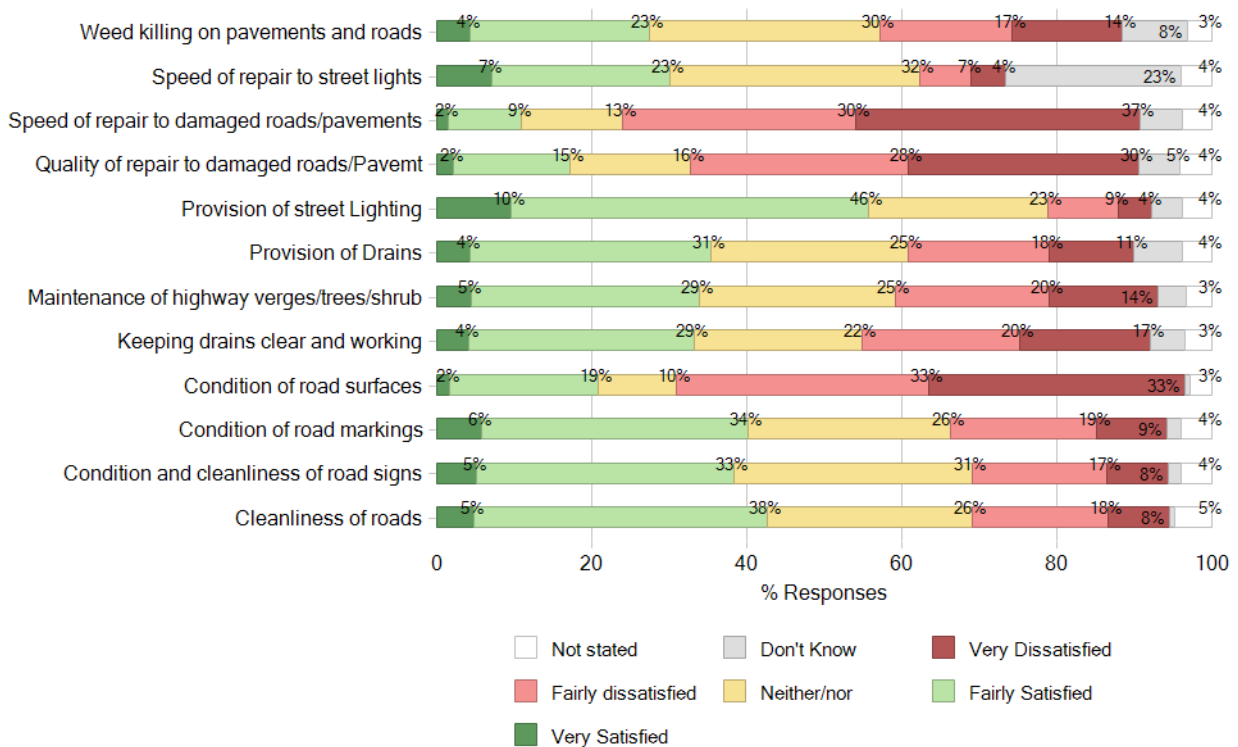


Q6 How satisfied or dissatisfied are you with each of these locally ...?

This graph shows your 'Satisfaction' results for Question 6 and compares them with the average results of all other Authorities in the survey. Uses weighted data.

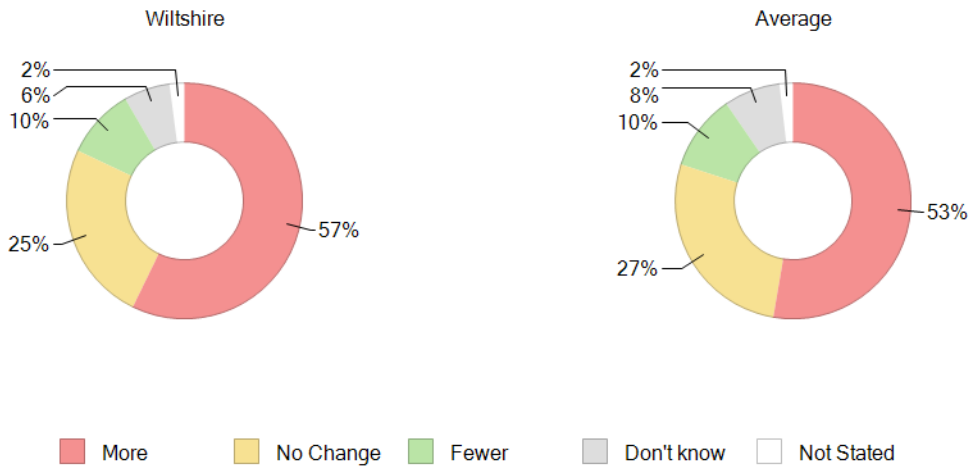


This graph shows the percentage of responses in your area to each option in Question 6. Uses unweighted data.



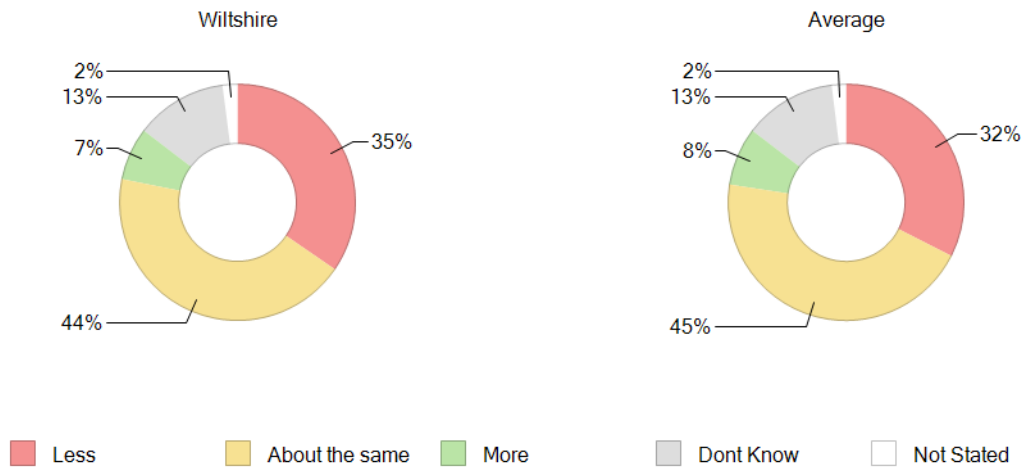
Q6a Still thinking about the local area, would you say that compared to a year ago there are more potholes and damaged roads, there are fewer, or there has been no change in the number?

This graph shows the percentage of responses in your area to each option in Question 6a. Uses unweighted data.



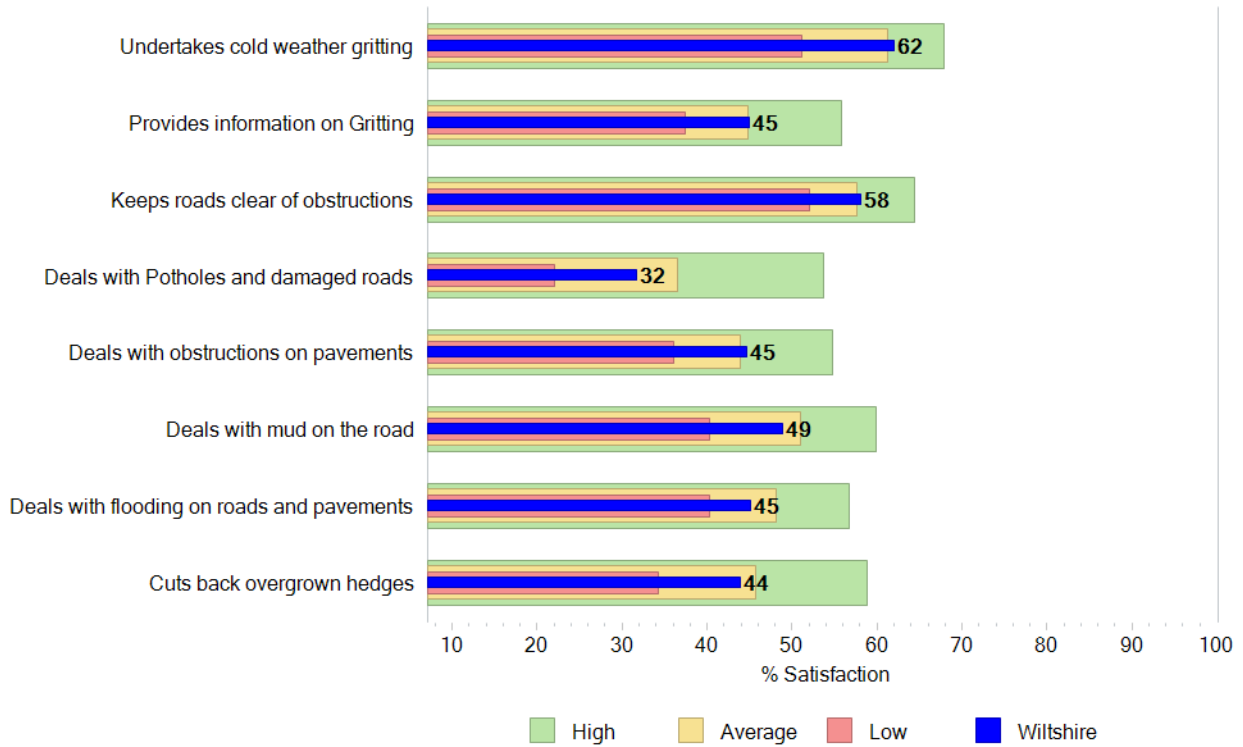
Q6b From what you know or have heard and compared to a year ago, would you say that the Council is doing more to repair local roads, doing less, or about the same?

This graph shows the percentage of responses in your area to each option in Question 6b. Uses unweighted data.

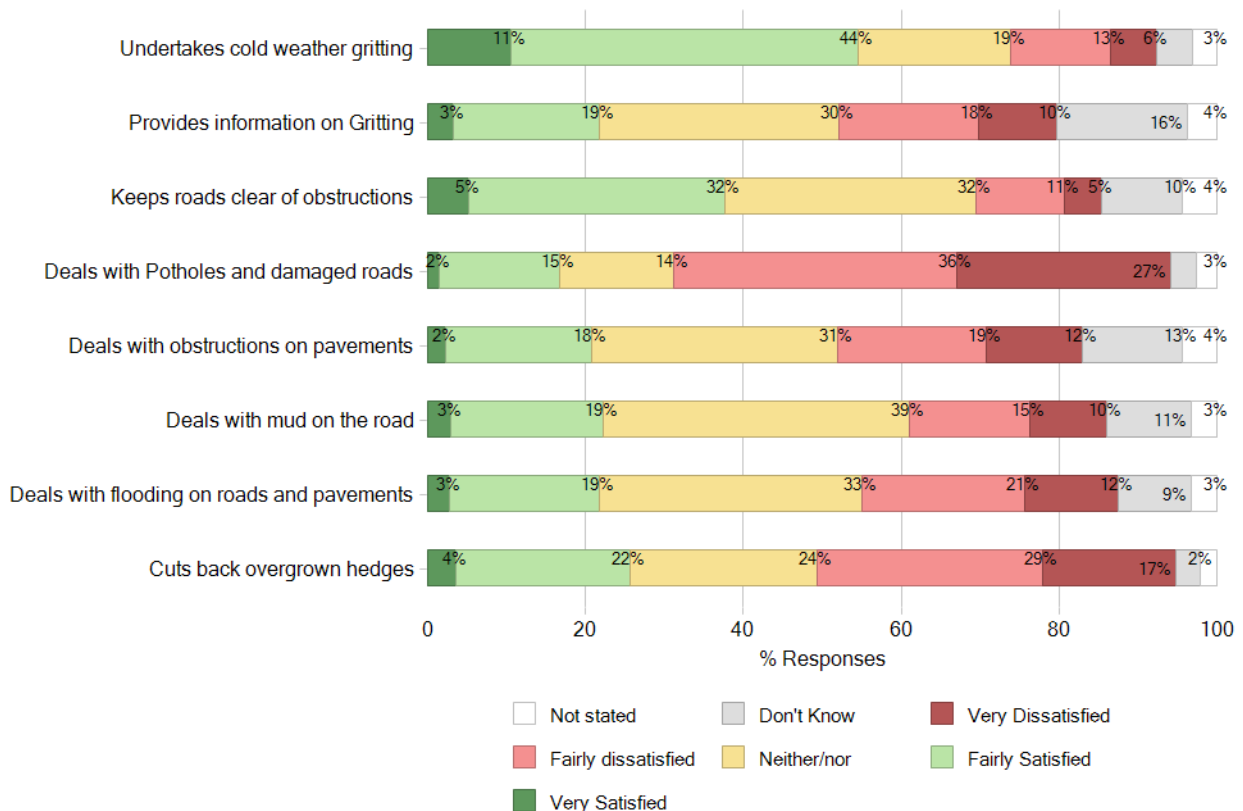


Q7 How satisfied or dissatisfied are you with the way the council ...?

This graph shows your 'Satisfaction' results for Question 7 and compares them with the average results of all other Authorities in the survey. Uses weighted data.

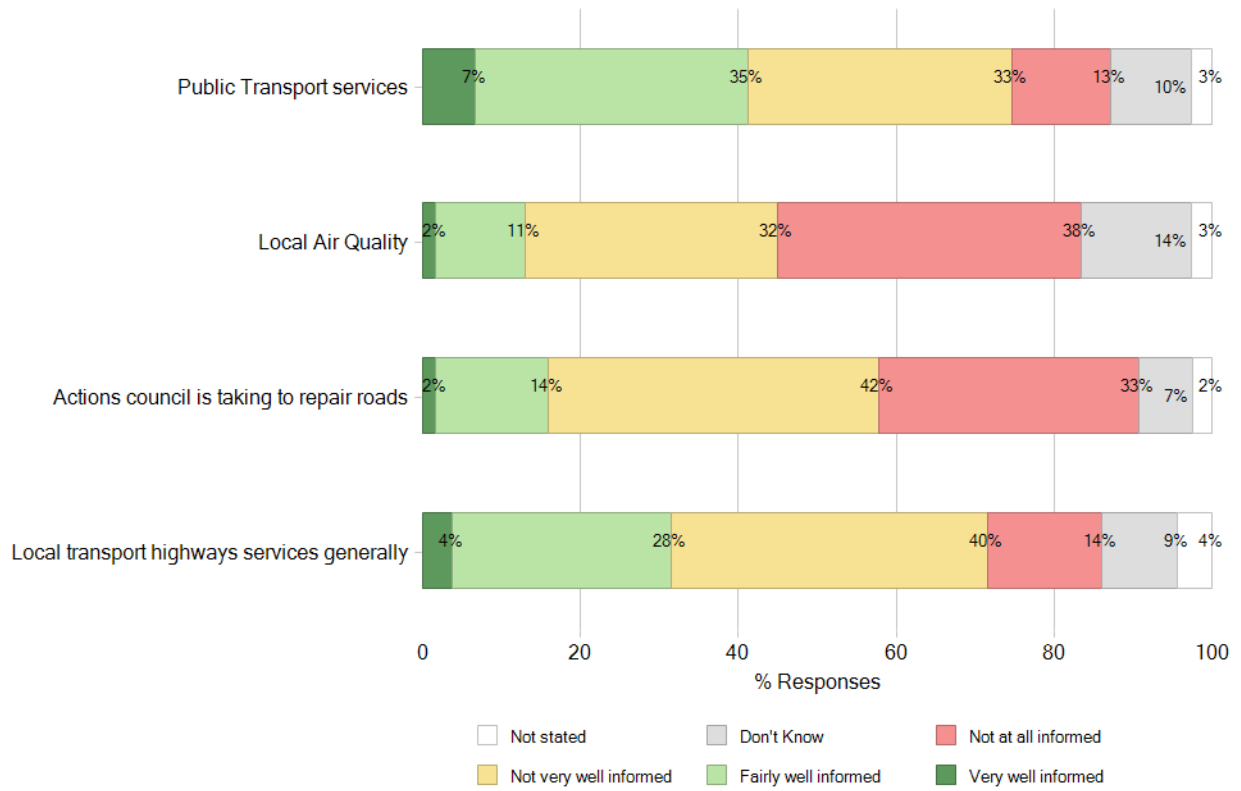


This graph shows the percentage of responses in your area to each option in Question 7. Uses unweighted data.



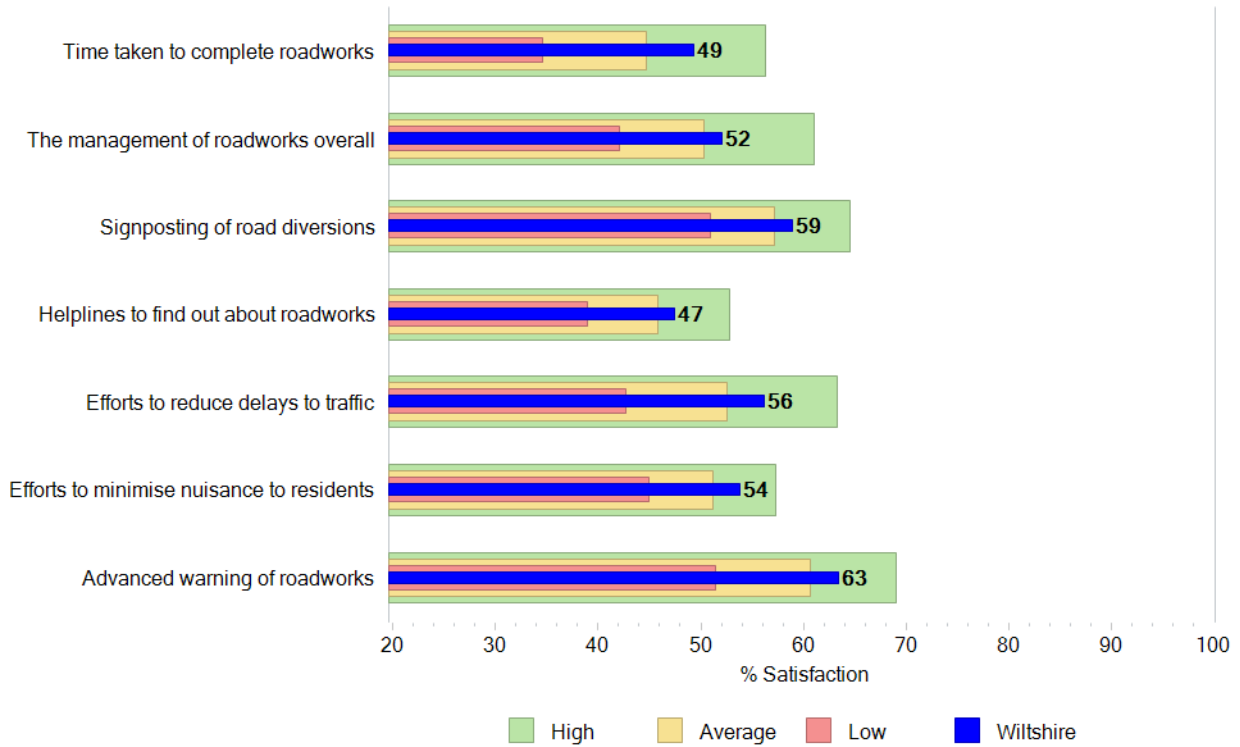
Q8 How well informed, if at all, do you feel about the following...?

This graph shows the percentage of responses in your area to each option in Question 8. Uses unweighted data.

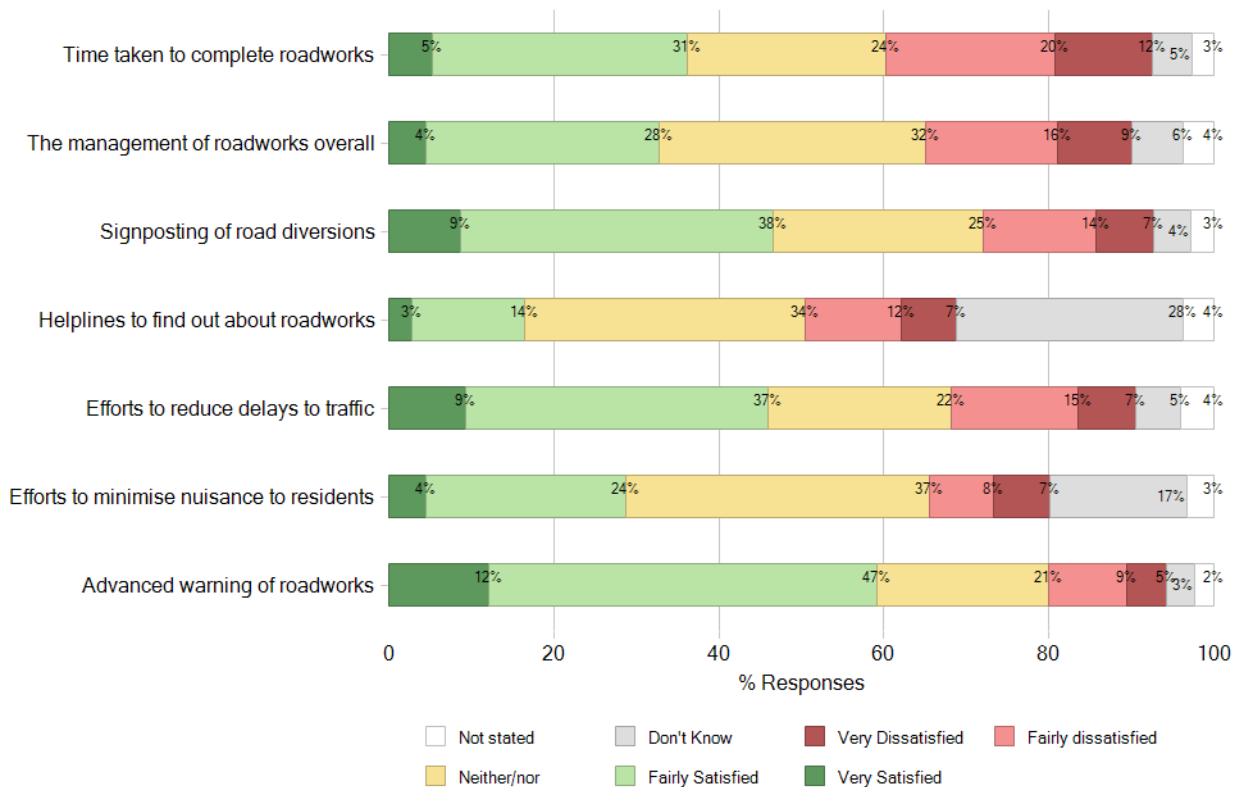


Q9 Still thinking about the local situation, how satisfied or dissatisfied are you with ..?

This graph shows your 'Satisfaction' results for Question 9 and compares them with the average results of all other Authorities in the survey. Uses weighted data.

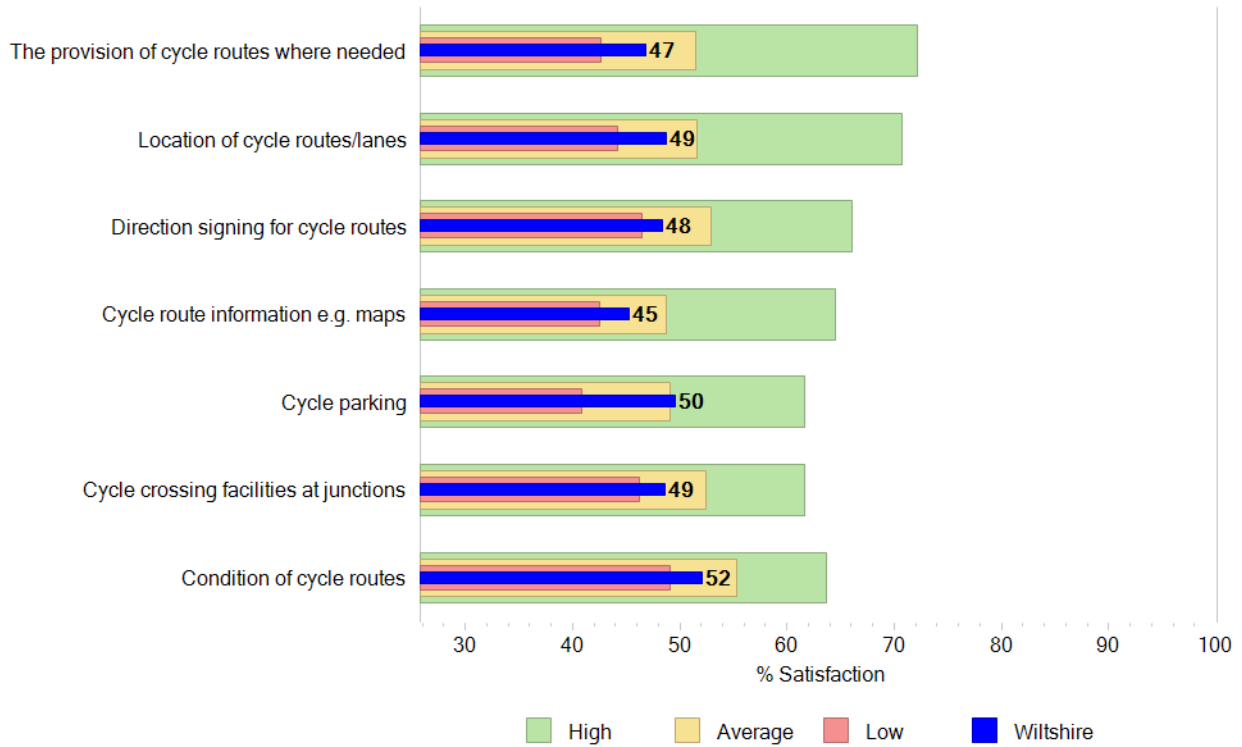


This graph shows the percentage of responses in your area to each option in Question 9. Uses unweighted data.

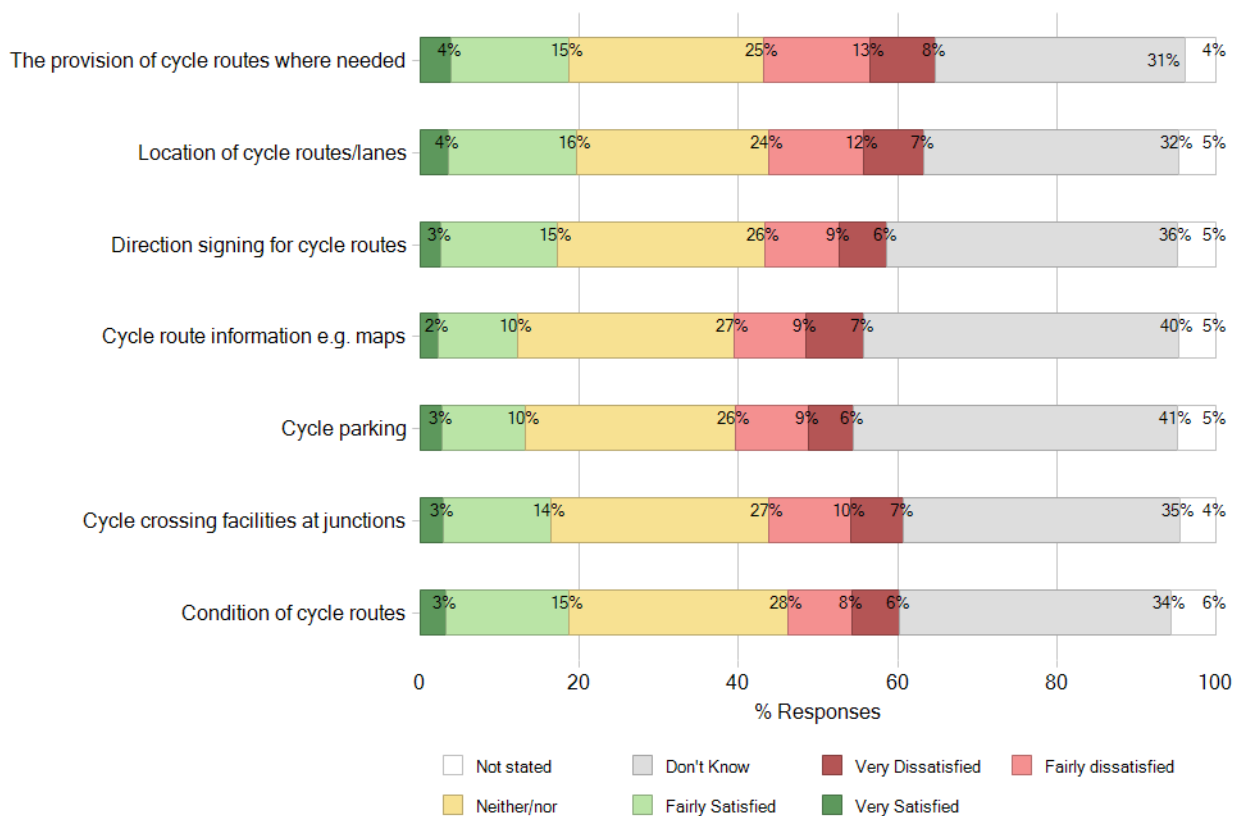


Q10 How satisfied or dissatisfied are you with each of these locally?

This graph shows your 'Satisfaction' results for Question 10 and compares them with the average results of all other Authorities in the survey. Uses weighted data.

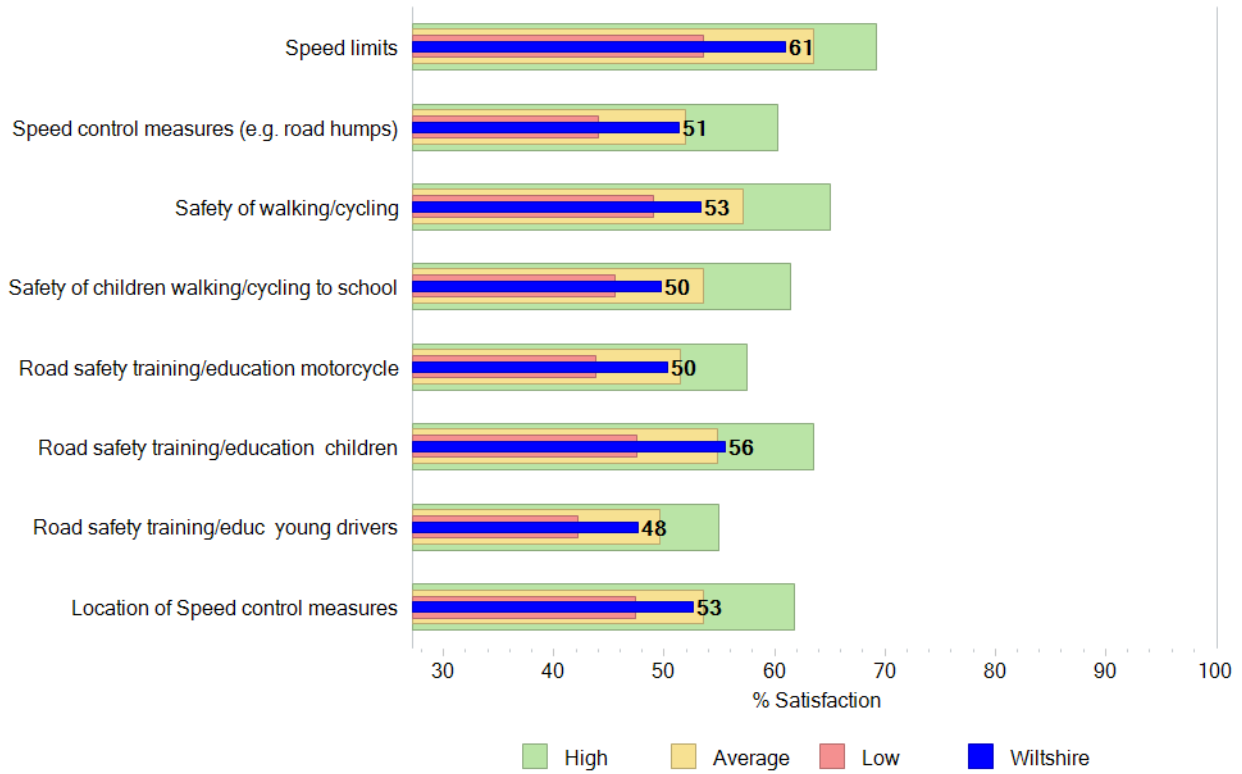


This graph shows the percentage of responses in your area to each option in Question 10. Uses unweighted data.

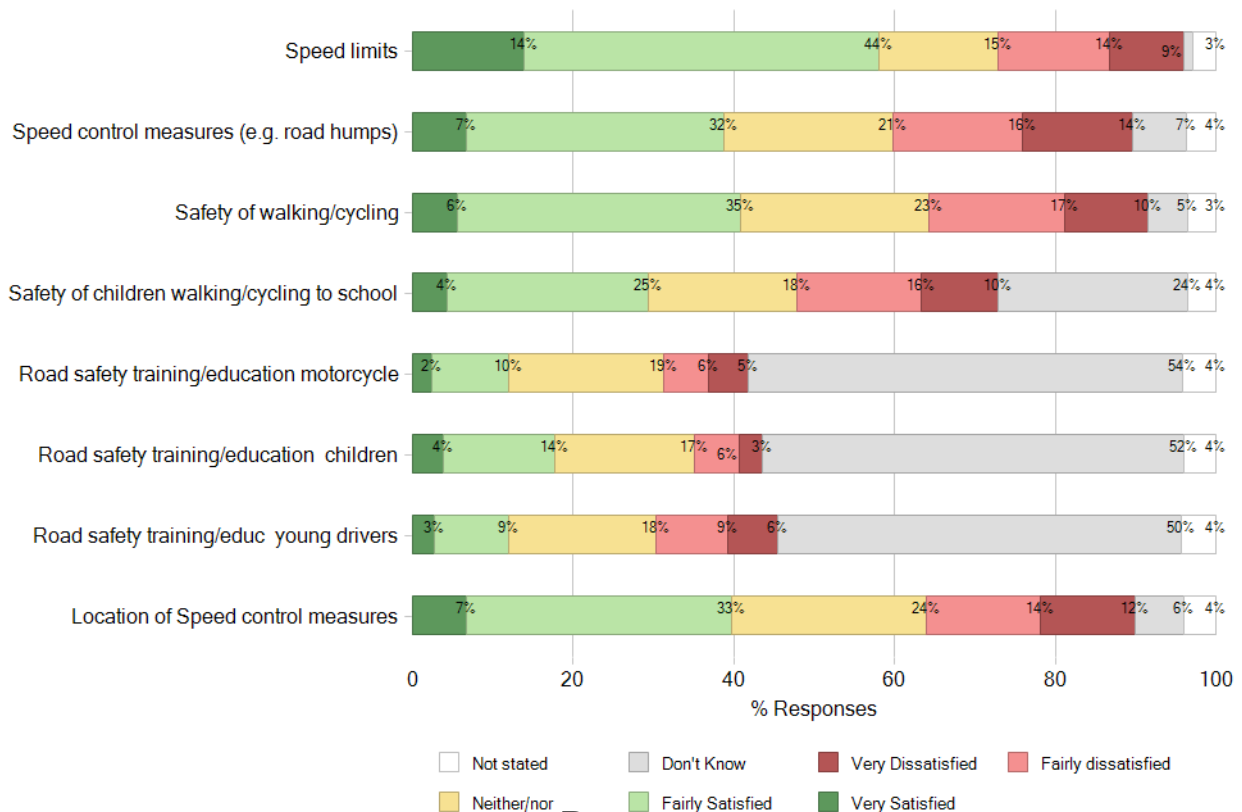


Q11 How satisfied or dissatisfied are you with the following in your local area?

This graph shows your 'Satisfaction' results for Question 11 and compares them with the average results of all other Authorities in the survey. Uses weighted data.

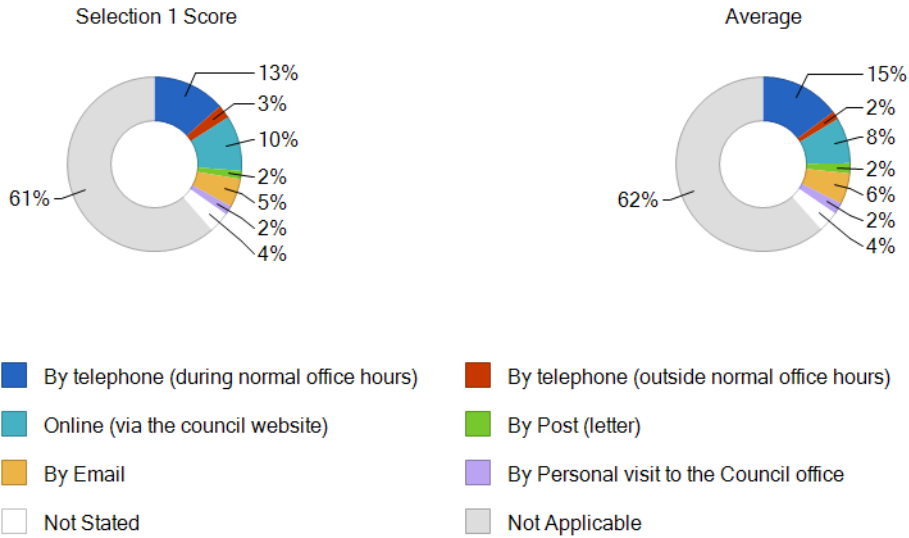


This graph shows the percentage of responses in your area to each option in Question 11. Uses unweighted data.



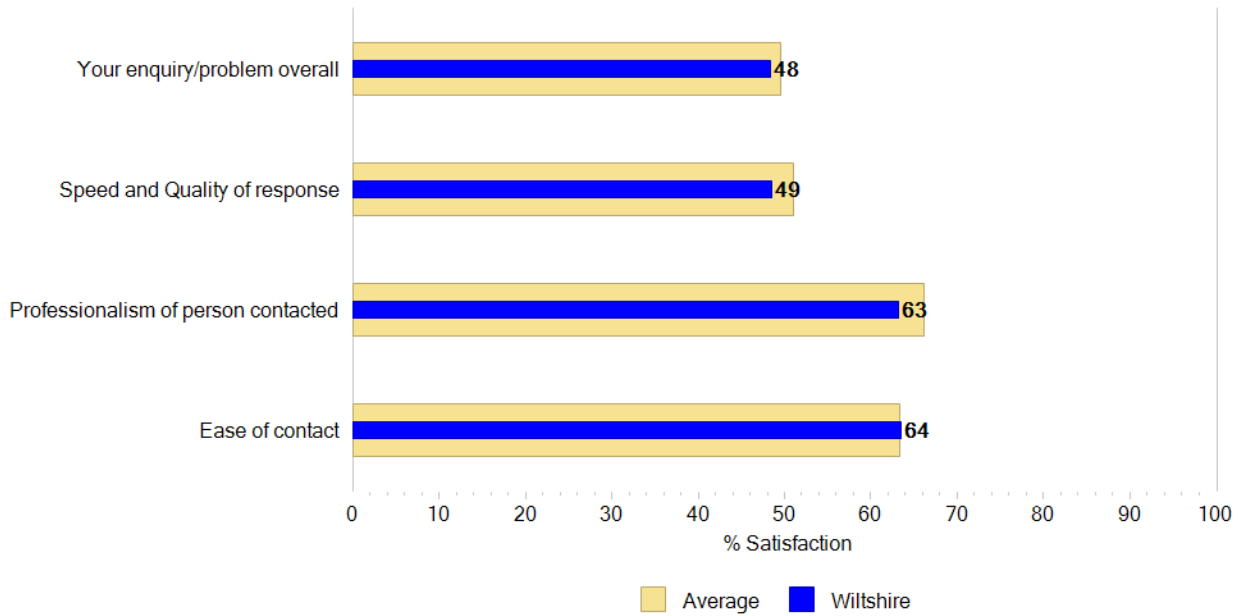
Q12 In which of these ways, if any, have you contacted the Council to report a highways and/or transport issue or to make a highways and/or transport enquiry over the last 12 months?

This graph shows the percentage of responses in your area to each option in Question 12 and compares them with the average results of all other Authorities in the survey. Uses unweighted data.

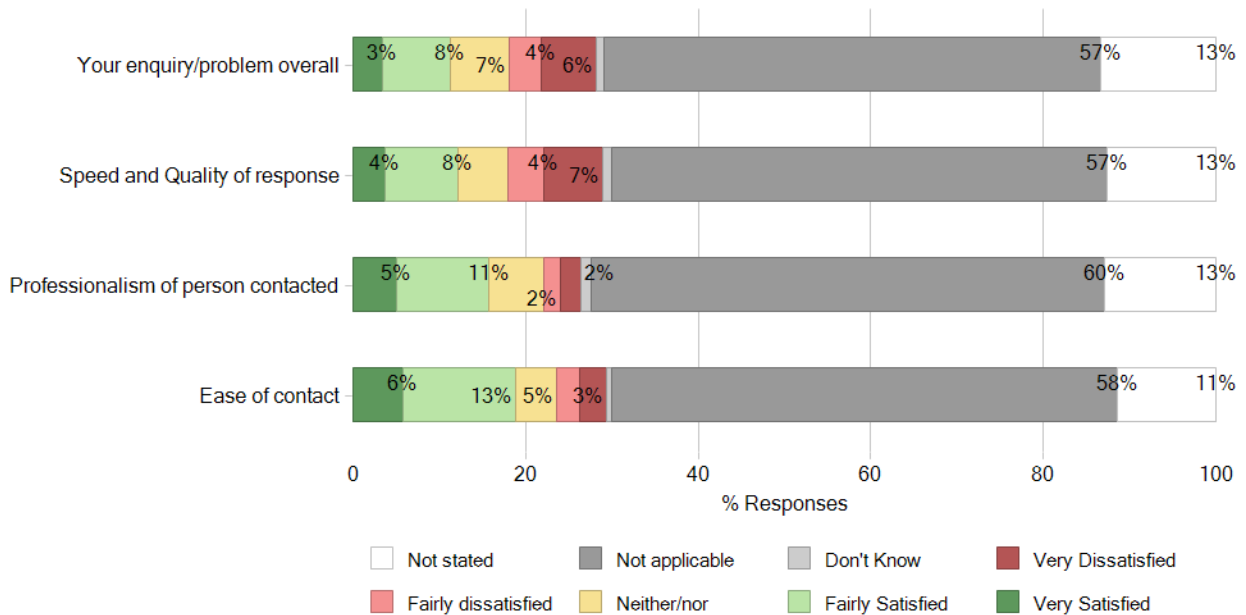


Q12a How satisfied or dissatisfied are you with the following aspects of how your enquiry was handled?

This graph shows your 'Satisfaction' results for Question 12a and compares them with the average results of all other Authorities in the survey. Uses unweighted data.

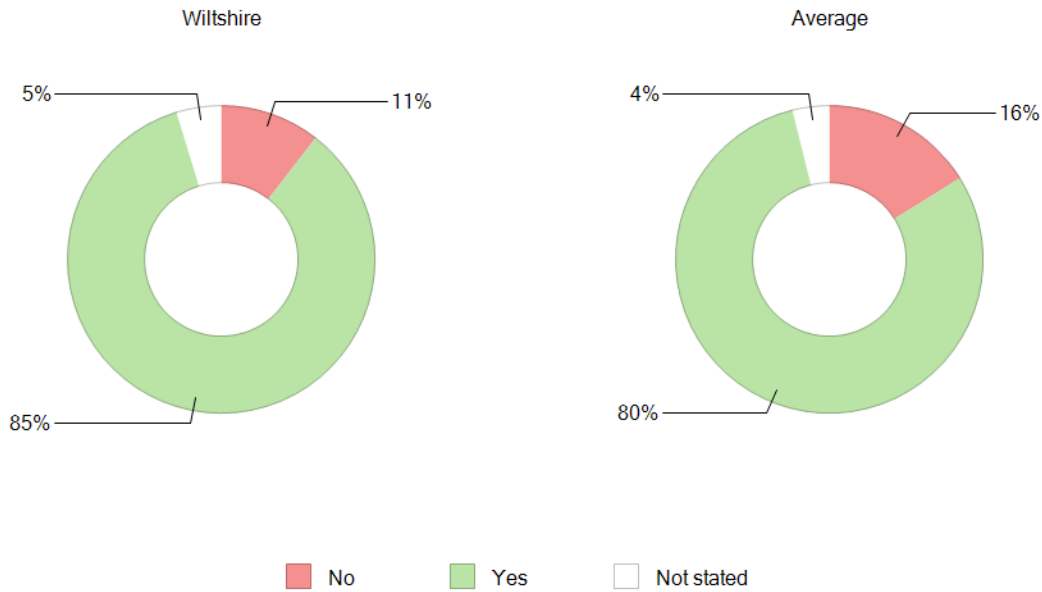


This graph shows the percentage of responses in your area to each option in Question 12a. Uses unweighted data.



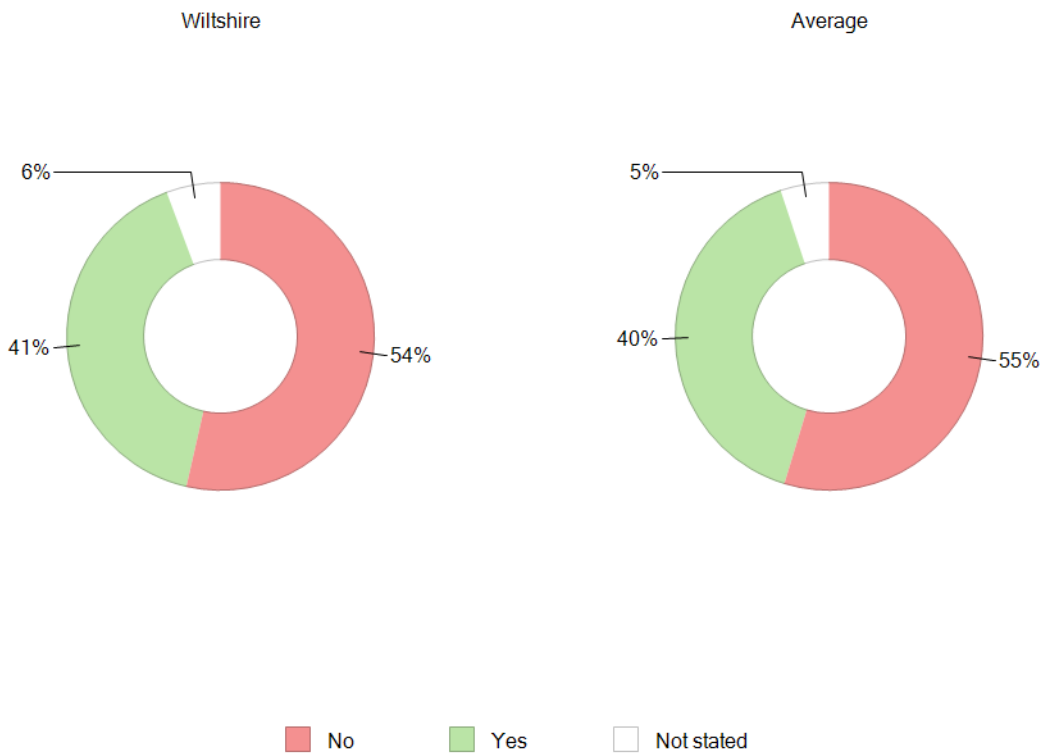
Q13 Does anyone in your household own a car?

This graph shows the percentage of responses in your area to each option in Question 13 and compares them with the average results of all other Authorities in the survey. Uses unweighted data.



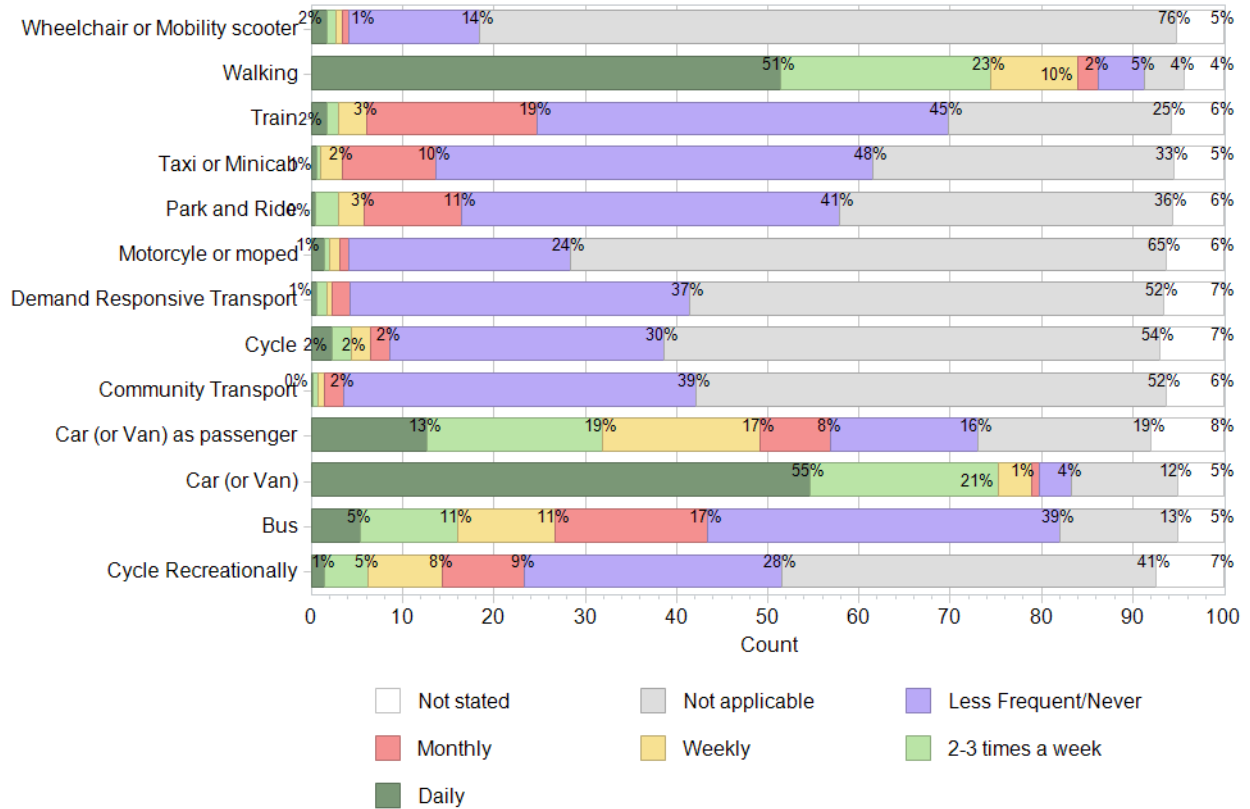
Q14 Do you make use of the national free bus pass?

This graph shows the percentage of responses in your area to each option in Question 14 and compares them with the average results of all other Authorities in the survey. Uses unweighted data.



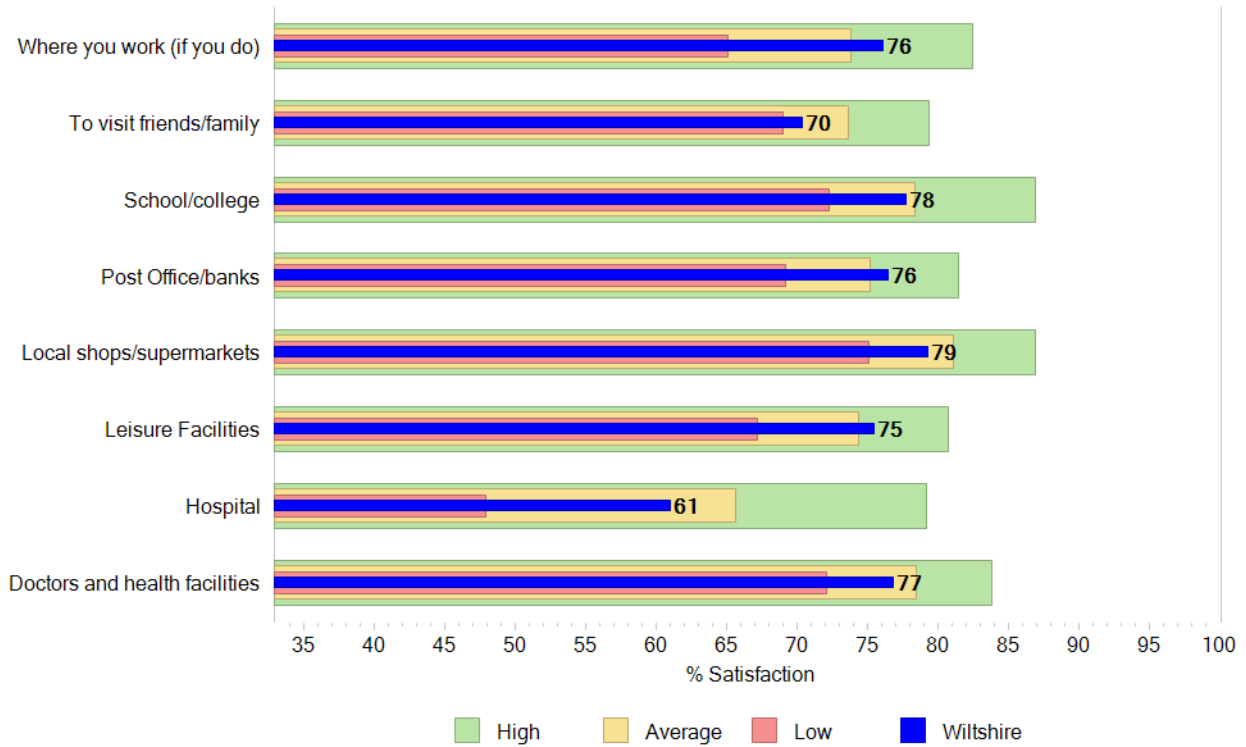
Q15 Approximately, how often, if at all do you use each of the following to get about?

This graph shows the percentage of responses in your area to each option in Question Q15. Uses unweighted data.

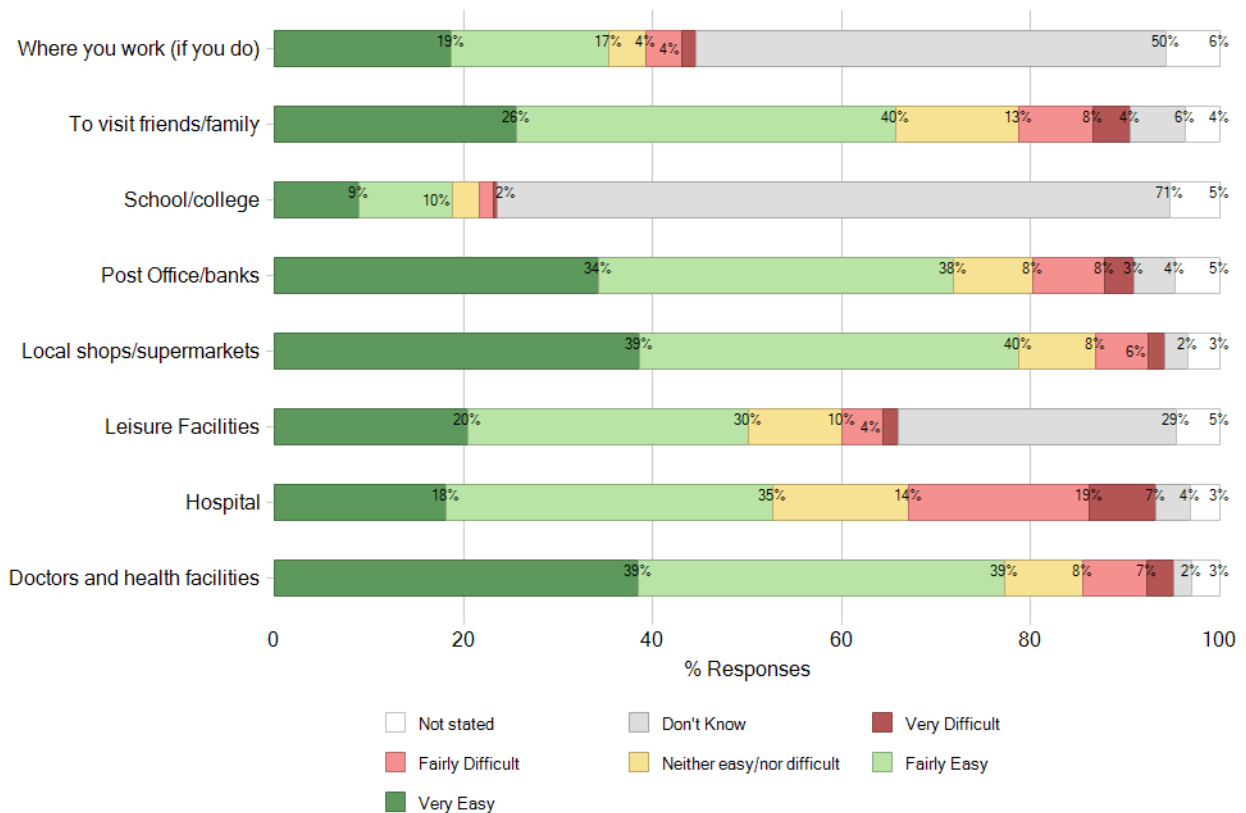


Q16 How easy or difficult do you find travelling to the following places (by any form of transport)?

This graph shows your 'Ease of travel' results for Question Q16 and compares them with the average results of all other Authorities in the survey. Uses weighted data.

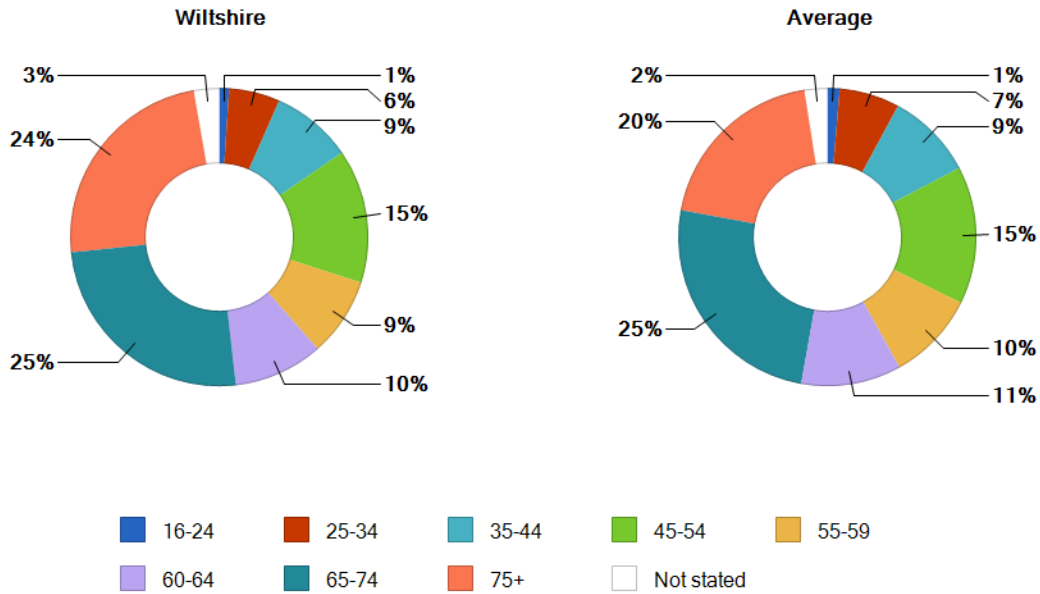


This graph shows the percentage of responses in your area to each option in Question 16. Uses unweighted data.



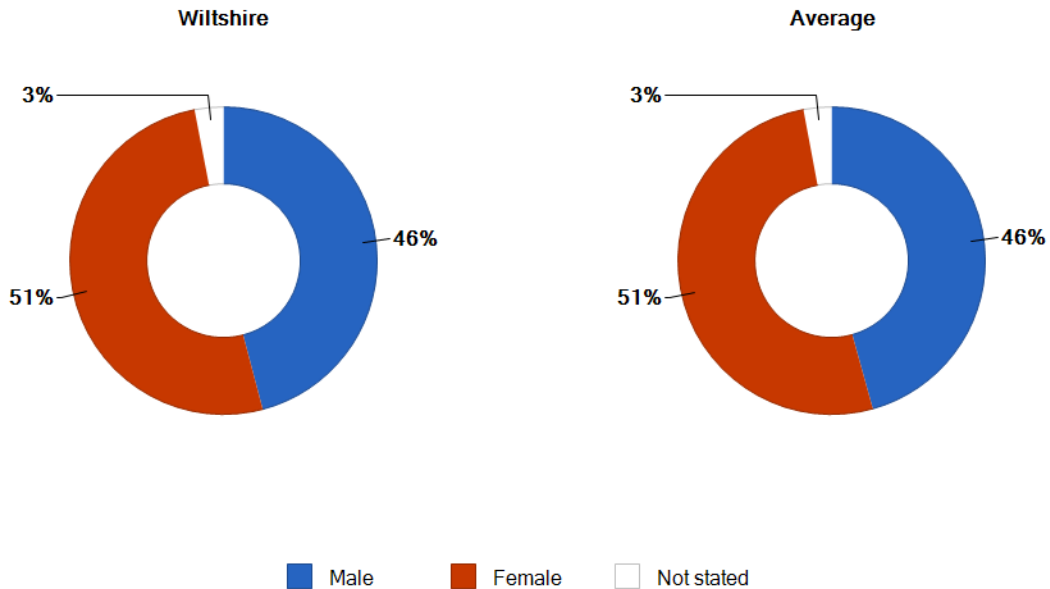
Q17 Which of these age groups are you in?

This graph shows a breakdown of your respondents by age group, Q17 and compares them with the average results of all other Authorities in the survey. Uses unweighted data.



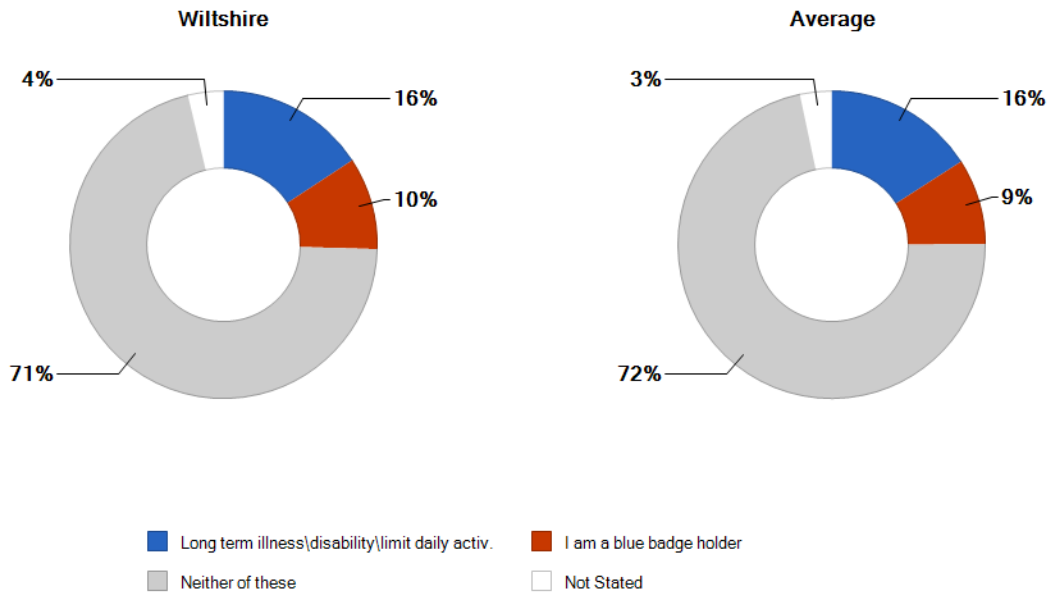
Q18 Are you?

This graph shows a breakdown of your respondents by gender, Q18 and compares them with the average results of all other Authorities in the survey. Uses unweighted data.



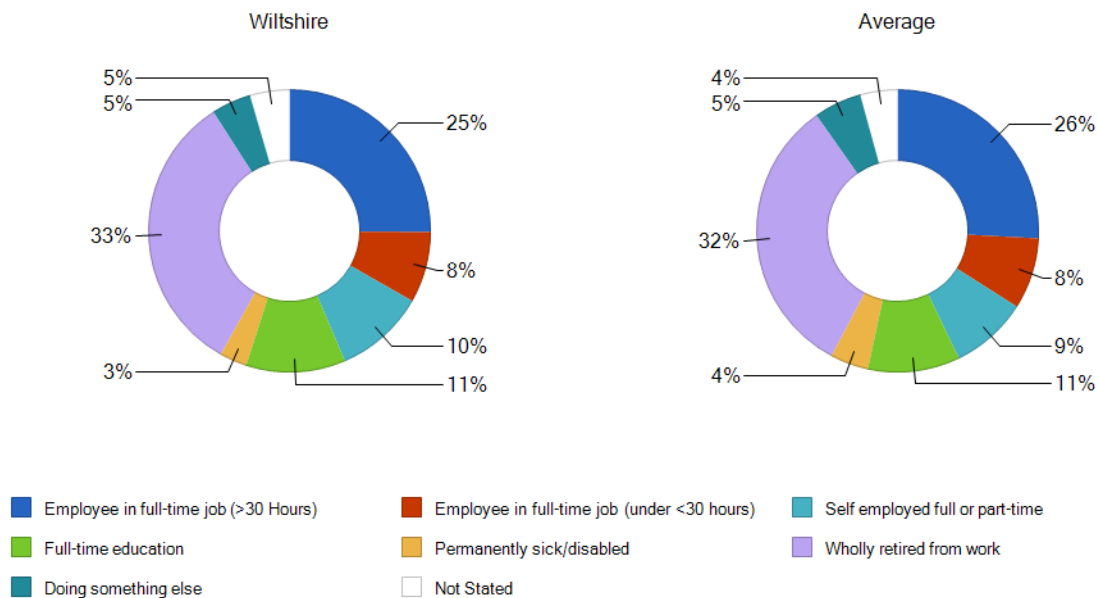
Q19 Which of these apply to you?

This graph shows a breakdown of your respondents with a long standing illness, disability or infirmity, or a Blue Badge holder Q19 and compares them with the average results of all other Authorities in the survey. Uses unweighted data.



Q20 Which of the following best describes what you are doing at the moment?

This graph shows a breakdown of your respondents by employment status, Q20 and compares them with the average results of all other Authorities in the survey. Uses unweighted data.



Q21 To which of these groups do you belong?

This graph shows a breakdown of your respondents by ethnicity (survey question 21) and compares them with the average results of all other Authorities in the survey. Uses unweighted data.



- | | |
|---|--|
| ■ White British | ■ White Irish |
| ■ Other white background | ■ Black or black British Caribbean |
| ■ Black or black British African | ■ Any other black background |
| ■ Mixed white and black Caribbean | ■ Mixed white and black African |
| ■ Mixed white and Asian | ■ Any other mixed background |
| ■ Asian or Asian British Indian | ■ Asian or Asian British Pakistani |
| ■ Asian or Asian British Bangladeshi | ■ Any other Asian background |
| ■ Chinese | ■ Other ethnic group |
| ■ Not stated | ■ White Scottish |
| ■ White Other British | ■ White Gypsy/Traveller |
| ■ White Polish | ■ Pakistani, Pakistani Scottish or Pakistani British |
| ■ Indian, Indian Scottish or Indian British | ■ Chinese, Chinese Scottish or Chinese British |
| ■ African, African Scottish or African British | ■ Black, Black Scottish or Black British |
| ■ Arab, Arab Scottish or Arab British | |

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Wiltshire Highways Contract

Ringway Infrastructure Services – Year 1

Monitoring the contractor's performance through Key Performance Indicators (KPI's) and Monthly Staff Satisfaction Scores.

Background

Wiltshire Highways Contract 'Volume 5 Part 2 - Contract Management Process' sets out the process for monitoring the contractor's performance as set out in the contract. The results are used to monitor and report on the contractor's performance in providing the service, and determine the entitlement of the contractor to an extension of the contract.

The contract provides for the authority to award a maximum of two years extension to the five year contract. This is applied on an annual basis with a maximum of six months contract extension potentially awarded in any one year.

Two methods of monitoring the contract are used:

- The Monthly Satisfaction Score
- Score against Contract Objectives

An annual score is produced for each method and these scores are used to calculate any contract extension to be awarded. The formula used for this is:

- Total Average Annual Satisfaction score out of ten plus the Total Score against Contract Objectives score out of ten divided by two.

Scores of 6.0 to 7.9 would lead to a three month extension.

Scores of 8.0 and over would lead to a six month extension.

Contract Objectives

The contractor's performance is measured against ten contract objectives, these are:

- General Management
- Financial Management
- Customer Service and Quality
- Health and Safety
- Staffing Issues
- Service Development and Innovations
- Information Technology
- Environmental Management
- Technical performance – Quality
- Technical Performance – Programme and Cost

Contract Monitoring using the Satisfaction Scores

The contract requires a web based system to be used by partners within the contract to score each other's performance. Wiltshire currently uses the eContract system provided by Measure 2 Improve. This system generates a monthly email to key staff from the client, consultant and contractor involved in delivery of the service requesting them to log into the scoring card and submit their scores to a set of specific questions about the service and product provided by each partner. The scores are marked from one to ten, with ten being the most satisfied.

For the purpose of monitoring the performance of the contractor the Contract Monitoring Scores for the questions are grouped together to reflect the ten contract objectives. The monthly average satisfaction scores for the contractor for each contract objective are recorded in the contract monitoring spreadsheet as shown in Appendix A.

Contract Monitoring using the Scores against the Contract Objectives

The contract also requires the contractor's performance to be monitored against a number of Key Performance Indicators (KPIs), which are aligned with the contract objectives. Each month the contractor provides evidence regarding these KPI's to demonstrate their ongoing compliance in provision of the particular service or outputs. A score is determined each month based on the level achieved. These scores are calculated each month and the average score for the year for each service objective is determined. Each Contract Objective is given a total weighting of 1.0 this weighting is divided between each Performance Assessment Factor being scored, with some assigned a higher weighting than others according to their importance. The total average score for each Performance Assessment Factor is multiplied by the individual weighting. These scores are added to produce the final total scores carried forward to the Contract Objective Score - Summary Sheet as shown in Appendix B.

2016 – 2017 Contract Monitoring Scores

The following Contract Monitoring Scores against the Contract Objectives for 2016 -17 were not evidenced by the contractor and so the scores for these were given as zero for this year;

- Customer Service and Quality –
 - Twice a year Parish Steward Satisfaction Surveys (Parish Councils).
 - Major schemes feedback, cards issued specific to site works on major schemes.
- Environmental Management –
 - Measures against the Blue and Green Rules for work to/on Structures over water courses, Blue Green Forms to be completed for each site.
- Technical Performance, Programme and Cost –
 - Noticing Indicators.
 - Masonry works safety defects completed on time.

The following Contract Monitoring Scores against the Contract Objectives for 2016-17 were unable to be completed due to the information not being currently available. These will be reviewed in 2017-18 to see if they are still applicable or need to be revised in order to enable evidence to be provided easily.

- Customer Service and Quality –
 - Possible annual Client feedback survey with Heads of Service.
- Information Technology –
 - Percentage availability of the My Wiltshire App for use by operatives per month, monitoring not including scheduled updates.
- Technical Performance, Quality –
 - Number of gullies to be emptied per month.
 - Length of road to be swept per month.
 - Quality of workmanship on completed sites.
- Technical Performance, Programme and Cost –
 - Gully Emptying completed within budget.
 - Sweeping completed within budget.
 - Integrated Transport Schemes started and finished on time and within budget.

Combined Contract Monitoring Scores

The final Satisfaction Scores and Contract Objective Scores for the year are then used to determine the entitlement to any contract extensions. The scores for the first year of the contract are shown in Appendix C - Contract monitoring Scores Summary Sheet 2016–17.

The score for 2016/17 is 7.5 which is in the range of 6.0 to 7.9, which would entitle Ringway to a three month extension.

Appendix A

Monthly Satisfaction Scores Sheet

CONTRACT OBJECTIVE	SATISFACTION QUESTIONS	Monthly Satisfaction Scores														Totals	
		April *	May	June	July	August	September	October	November	December	January	February	March	Total	Annual Averages	Current Average Total	
General Management	Understanding and assistance to deliver my business		7.3	7.2	7.2	6.8	7.2	6.9	7.3	7.3	7.5	7.3	7.5	79.5	7.2	7.2	
	Ease to do business		7.3	7.2	7.4	7.5	7.5	6.9	7.2	7.2	7.5	7.4	7.5	80.6	7.3		
	Ability to keep promises, trust and honesty		7.4	6.9	7.1	6.8	6.9	6.7	6.9	7.0	7.3	7.3	7.3	77.7	7.1		
	Ability to work as a team		7.5	7.4	7.7	7.3	7.3	7.0	7.2	7.2	7.3	7.4	7.7	81.0	7.4		
	Totals average per month		7.4	7.2	7.4	7.1	7.2	6.9	7.2	7.2	7.4	7.4	7.5		7.2		
Financial Management	Delivery to budget		6.2	6.4	6.5	6.8	6.1	6.2	6.5	6.8	7.4	7.3	7.0	73.1	6.6	6.6	
	Totals average per month		6.2	6.4	6.5	6.8	6.1	6.2	6.5	6.8	7.4	7.3	7.0		6.6		
Customer Service and Quality	The quality of product		7.1	7.2	7.1	7.3	7.3	6.9	7.1	7.0	7.4	7.4	7.5	79.1	7.2	7.0	
	Delivery to time		6.7	6.7	6.8	6.9	7.0	6.5	6.8	7.0	7.2	6.9	7.2	75.8	6.9		
	Totals average per month		6.9	6.9	7.0	7.1	7.1	6.7	7.0	7.0	7.3	7.2	7.4		7.0		
Health and Safety	Responsibility for safety & environment		7.4	7.3	7.3	7.2	7.4	7.4	7.6	7.2	7.5	7.5	7.6	81.4	7.4	7.4	
	Totals average per month		7.4	7.3	7.3	7.2	7.4	7.4	7.6	7.2	7.5	7.5	7.6		7.4		
Staffing Matters	Extent and appropriateness of communication		7.2	7.1	7.0	6.9	6.9	6.8	6.9	6.9	7.1	7.2	7.5	77.4	7.0	7.2	
	Ability to keep promises, trust and honesty		7.4	6.9	7.1	6.8	6.9	6.7	6.9	7.0	7.3	7.3	7.3	77.7	7.1		
	Ability to work as a team		7.5	7.4	7.7	7.3	7.3	7.0	7.3	7.2	7.3	7.4	7.7	81.0	7.4		
	Totals average per month		7.4	7.1	7.3	7.0	7.0	6.8	7.0	7.0	7.2	7.3	7.5		7.2		

CONTRACT OBJECTIVE	SATISFACTION QUESTIONS	Monthly Satisfaction Scores														Totals	
		April *	May	June	July	August	September	October	November	December	January	February	March	Total	Annual Averages	Current Average Total	
Service Development and Innovations	Innovation, advice and honesty		7.1	7.1	7.0	6.6	7.1	6.8	7.2	7.1	7.3	7.3	7.3	77.8	7.1	7.2	
	Ability to work as a team		7.5	7.4	7.7	7.3	7.3	7.0	7.3	7.2	7.3	7.4	7.7	81.0	7.4		
	Totals average per month		7.3	7.3	7.3	6.9	7.2	6.9	7.3	7.2	7.3	7.4	7.5		6.5		
Information Technology	Innovation, advice and honesty		7.1	7.1	7.0	6.6	7.1	6.8	7.2	7.1	7.3	7.3	7.3	77.8	7.1	7.0	
	Extent and appropriateness of communication		7.2	7.1	7.0	6.9	6.9	6.6	6.9	6.9	7.1	7.2	7.5	77.2	7.0		
	Totals average per month		7.1	7.1	7.0	6.8	7.0	6.7	7.1	7.0	7.2	7.3	7.4		7.0		
Environmental Management	The quality of product		7.1	7.2	7.1	7.3	7.3	6.9	7.1	7.0	7.4	7.4	7.5	79.1	7.2	7.3	
	Responsibility for safety & environment		7.4	7.3	7.3	7.2	7.4	7.4	7.6	7.2	7.5	7.5	7.6	81.5	7.4		
	Totals average per month		7.2	7.2	7.2	7.2	7.3	7.2	7.4	7.1	7.5	7.5	7.6		7.3		
Technical Performance-Quality	Ability to work as a team		7.5	7.4	7.7	7.3	7.3	7.0	7.3	7.2	7.3	7.4	7.7	81.0	7.4	7.3	
	The quality of product		7.1	7.2	7.1	7.3	7.3	6.9	7.1	7.0	7.4	7.4	7.5	79.1	7.2		
	Totals average per month		7.3	7.3	7.4	7.3	7.3	7.0	7.2	7.1	7.4	7.4	7.6		7.3		
Technical Performance-Programme and Cost	Delivery to budget		6.2	6.4	6.5	6.8	6.1	6.2	6.5	6.8	7.4	7.3	7.0	73.2	6.7	6.8	
	Delivery to time		6.7	6.7	6.8	6.9	7.0	6.5	6.8	7.0	7.2	6.9	7.2	75.7	6.9		
	Totals average per month		6.4	6.6	6.7	6.9	6.6	6.4	6.7	6.9	7.3	7.1	7.1		6.8		

* No monthly satisfaction scores were recorded for April 2016 as the scoring system was not in place at the start of the contract

Total Average	7.1
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APPENDIX B

Contract Objective Score – Summary Sheet

CONTRACT OBJECTIVE	CONTRACT KPI	PERFORMANCE ASSESSMENT FACTORS	MAXIMUM AVAILABLE SCORES	ACTUAL SCORES	FINAL SCORES 2016 - 17
General Management	Achievement of annual improvement plan targets	Improvement Plan Targets during the first year of the contract - 2016 / 2017			8.3
		Introduce the My Wiltshire App to the maintenance gangs and ensure full use in finding defects and recording action taken	2.0	1.32	
		Set up and ensure the Parish Steward Scheme in Place and working	2.0	2.00	
		Produce Sweeping Schedules	2.0	2.00	
		Produce Gully Emptying Schedules	2.0	2.00	
		Provide EPI access for Wiltshire staff - this is to be used as the central access point for Ringway programmes, key information etc	1.0	0.00	
		Provide training programmes within Wiltshire for Apprentices, Graduates, ex-offenders etc.	1.0	1.00	
Financial Management	% of applications for payment which are on time and fully accurate	Applications submitted on time	5.0	4.67	10.0
		Accurate applications	5.0	5.29	

CONTRACT OBJECTIVE	CONTRACT KPI	PERFORMANCE ASSESSMENT FACTORS	MAXIMUM AVAILABLE SCORES	ACTUAL SCORES	FINAL SCORES 2016 - 17
Customer Service and Quality	% scores from customer and client satisfaction survey	Twice a year Parish Steward Satisfaction Surveys (Parish Councils)	2.8	0.00	5.6
		Major schemes feedback - cards issued specific to site works on major schemes	1.6	0.00	
		Compliments from monthly spreadsheet	2.8	2.80	
		Complaints from monthly spreadsheet	2.8	2.80	
		Possible Annual Client feedback scores of the service from Client HoS	N/A	N/A	
Health and Safety	Submission of Monthly Health and Safety Records Monitoring Ringway's Activities	Lost Time Injury Frequency Rates	1.6	1.60	10.0
		RIDDOR Reports	1.4	1.40	
		Near Misses	1.4	1.40	
		Service Strikes	1.4	1.40	
		Vigiroute safe driving	1.4	1.40	
		Site Safety Meetings - Supervisor / Manager site audits	1.4	1.40	
		Tool Box Talks Carried Out	1.4	1.40	

CONTRACT OBJECTIVE	CONTRACT KPI	PERFORMANCE ASSESSMENT FACTORS	MAXIMUM AVAILABLE SCORES	ACTUAL SCORES	FINAL SCORES 2016 - 17
Staffing Matters	% Completed Staff Surveys	Measure minimum 85% Staff Participation	2.5	2.50	9.5
	% of staff turnover per year	CHURN staff turnover - should not include retirement or dismissals - measure should be a percentage of staff retained per year	2.5	2.00	
	Staff kept informed of internal Ringway news	Regular news letter issued - from next year - quarterly issue	2.5	2.50	
	Annual H&S meeting held for all staff	Annual H&S updates carried out	2.5	2.50	
Service Development and Innovations	Developments or Improvements arising from joint contractor and client initiatives implemented over the course of the Contract	Revised Gully Emptying Service during 2016/17	5.0	5.00	10.0
		Revised Mechanical Sweeping Service during 2016/17	5.0	5.00	
Information Technology	Network and core data centre infrastructure availability	Network down time against availability -recorded down time to be above 95% per month	10.0	10.00	10.0
		Percentage availability of the My Wiltshire App for use by operatives per month - monitoring not including scheduled updates	N/A	N/A	

CONTRACT OBJECTIVE	CONTRACT KPI	PERFORMANCE ASSESSMENT FACTORS	MAXIMUM AVAILABLE SCORES	ACTUAL SCORES	FINAL SCORES 2016 - 17
Environmental Management	% year on year reduction in carbon footprint from works, services, office/depots	Annual Sustainability figures for Ringway Energy Consumption	3.3	3.30	6.7
		Measure against the Blue and Green Rules - For work to / on Structures over water courses Blue Green Forms to be completed for each site	3.3	0.00	
		Number of reported Environmental Incidents - no more than 3 per year	3.4	3.40	
Technical Performance-Quality	Contract compliance with required outputs to provide the service	Number of Gullies to be emptied per month	N/A		6.5
		Length of Roads to be Swept per month	N/A		
		Parish Steward Find & Fix per month	1.5	0.75	
	Service provision	Percentage of street lights and illuminated signage working (Total number of street light units minus number of Priority 1 - 5 Day faults during the month). KPI Sheet - Column Ref: C4	1.8	1.09	
		Average number of working days to repair a Priority 1 street light fault (Total number of days that faults were open divided by the total number of faults repaired in the month). KPI Sheet - Column Ref: C2	1.8	0.83	

CONTRACT OBJECTIVE	CONTRACT KPI	PERFORMANCE ASSESSMENT FACTORS	MAXIMUM AVAILABLE SCORES	ACTUAL SCORES	FINAL SCORES 2016 - 17
		Average number of actual days to repair a DNO fault (Total number of days that faults were open divided by the total number of faults repaired in the month). KPI Sheet - Column Ref: C3	1.8	1.18	
		Number of reactive jobs done per day per operative/gang (Street Lighting) KPI 6	1.8	1.18	
	Quality of pre-site investigations	Percentage number of Service strike for street lighting (Number of service strikes per columns installed). KPI 8	1.5	1.50	
	Quality of workmanship on completed sites	After site quality of workmanship tidy site etc	N/A	N/A	
Technical Performance- Programme and Cost	% of operations which comply with TMA noticing	Noticing indicators to be confirmed	0.9	0.00	4.3
	% of programmed highway works completed within budget	Gully Emptying	N/A	N/A	
		Sweeping	N/A	N/A	
		Weed Spraying completed to programme and within budget	1.3	1.30	
% of works completed on time	% of Salting Routes completed on time per salt run	1.3	1.30		

CONTRACT OBJECTIVE	CONTRACT KPI	PERFORMANCE ASSESSMENT FACTORS	MAXIMUM AVAILABLE SCORES	ACTUAL SCORES	FINAL SCORES 2016 - 17
		Percentage of street light faults repaired on time (Percentage of reactive maintenance Priority 1 - 5 day faults for street light units repaired on time, excluding DNO faults). KPI Sheet - Column Ref: B7	1.3	0.40	
		Percentage of emergency faults for street light units repaired on time. KPI 3	1.3	0.88	
		Number of planned maintenance jobs (BLC) done per day per operative/gang KPI 7	1.3	0.36	
		Potholes safety defects completed on time	1.3	0.01	
		Masonry works safety defects completed on time	1.3	0.00	
	% of reactive and programmed highway works completed right first time and within budget	Integrated Transport Schemes started and finished on time and within budget	N/A	N/A	

APPENDIX C

Contract Monitoring Scores Summary Sheet 2016-17

CONTRACT OBJECTIVE	Average Annual Monthly Satisfaction Score 2016-17	Average Annual Contract Objective Score 2016-17
General Management	7.2	8.3
Financial Management	6.6	9.5
Customer Service and Quality	7.0	5.6
Health and Safety	7.4	10.0
Staffing Matters	7.2	9.5
Service Development and Innovations	6.5	10.0
Information Technology	7.0	10.0
Environmental Management	7.3	6.7
Technical Performance-Quality	7.3	6.5
Technical Performance-Programme and Cost	6.8	4.3
Total Score	70.3	80.4
Average Total Score	7.0	8.0
Merged Score (Proportion 50/50) = (7.0 + 8.0)/2	7.5	

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Wiltshire Council

Environment Select Committee

21 November 2017

Executive Response to the Final Report of the Public Transport Review 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 Public Transport Review Task Group.

Background

2. On 19th September 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 21st November 2017.

Executive response to the Task Group's recommendations

Recommendation No.1	Note the report and recommendations made regarding the Public Transport Review over the course of the task group's work.		
Reason for recommendation	To present the work of the task group.		
Cabinet member	Cllr Bridget Wayman	Lead Officer	Parvis Khansari
Executive response	21 st November 2017	ACCEPTED	The report detailing the work and conclusions of the task group are accepted and noted.
Action			Success criteria
None.			N/A
Target date			Implementation date
Immediate.			Immediate

Recommendation No.2	Receive an update in 12 months regarding the implementation of the options selected following the public transport review.
Reason for recommendation	To update the Environment Select Committee on the progress following the review.

Cabinet member	Cllr Bridget Wayman		Lead Officer	Parvis Khansari
Executive response	21 st November 2017	ACCEPTED	An update on the implementation of the selected options following the review will be brought to the committee.	
Action				Success criteria
To bring a Public Transport Review update to the Environment Select Committee will be brought to the November 2017 committee.				N/A
Target date			Implementation date	
21 st November 2017			21 November 2017	

Recommendation No.3	Cease the work of the Public Transport Review task group.			
Reason for recommendation	The work of the task group has been completed.			
Cabinet member	Cllr Bridget Wayman		Lead Officer	Parvis Khansari
Executive response	21 st November 2017	ACCEPTED	Agreed that the task group's work has now been completed and should be ceased.	
Action				Success criteria
To dissolve the task group.				N/A
Target date			Implementation date	
Immediate			Immediate	

Proposal

- To note the executive response to the Final Report of the **Public Transport Review Task Group** and that the three recommendations of the task group have been accepted by the Executive.

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

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