

Wiltshire Council

Environment Select Committee

13 December 2016

Task group update

Purpose

1. To provide an update on recent task group activity and propose any decisions requiring Committee approval.
2. Further verbal update will be provided by the Chairmen of the task groups as appropriate.

Highways and Streetscene task group

3. Membership

Cllr Bob Jones (Chairman)
Cllr Gordon King
Cllr Linda Packard
Cllr Anthony Trotman
Cllr John Walsh

Scrutiny / support officer: Marie Gondlach

To endorse the appointment of Cllr Magnus Macdonald to the task group.

4. Terms of Reference

To endorse the proposed terms of reference for the task group:

- a. 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;
- b. 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;
- c. 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.

5. Recent activity

The task group met with officers on 28th November to receive the following information with a focus on the potential development of KPI's based on customer's experiences:

- National Highways and Transport Network survey results
- Contract monitoring scores
- Wiltshire Highways Contracts Average monthly scores per service

The task group is scheduled to meet once more in the New Year to receive further requested information and formulate their final report.

Proposals

6. To note the update on task group activity provided.

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