

Councillors' Briefing Note

No. 145

Service : Neighbourhood Services

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Member Briefing – Changes to the Local Highway and Streetscene Service

To ensure all members are briefed on the changes to the Local Highway and Streetscene Service I am writing to update you on the management structure reorganisation and the arrangements for the new contract.

New Contract

The Highway and Streetscene contract, which commences on the 1st June 2013, brings a number of service providers into one service. Currently the Highway and Streetscene service providers include: Ringway Infrastructure Services; Balfour Beatty Living Places; The Landscape Group (two separate contracts) and the Council's own in-house Streetscene Service. Balfour Beatty Living Places were the successful contractor and will now run all these services on behalf of the Council.

The Parish Steward Scheme, grass cutting, litter collection, town centre cleaning etc activities are all contained in the new contract and will be continuing throughout the new contract period. What the contract will do is bring together the synergies of those activities to achieve efficiencies and maximise the benefits.

The biggest change you will see on the ground will be the operational teams working to one community area board with all officers being responsible for an area, rather than an individual service. This is to encourage operatives to identify solutions to problems they find and assisting the Council to work more proactively. To encourage operatives to adopt this new ethos the team members will be known as Community Stewards.

The Council is working with Balfour Beatty Living Places on the implementation of the new arrangements. Training and support will be

needed to allow staff to change their working practises. Whilst some improvements will occur almost immediately, others will need to be introduced in phases when circumstances allow.

Management Restructure

The Local Highway and Streetscene management structure has recently been reorganised to bring it in line with the Highway and Streetscene Contract. The main change in the structure has been the formation of generic officers responsible for all Local Highways and Streetscene Services in a given area. Below are listed the officers concerned:

1. A **Community Coordinator**, is responsible for the management of the Local Highway and Streetscene assets and the community priorities within one community board area. The Community Coordinator is the town and parish council contact for that community board area.
2. An **Engineer** provides the technical support and strategic service provision across two community board areas. Feedback to Community Area Boards is undertaken by the Engineer at the Community Area Board Transport Groups.

Attached is a map showing the officers allocated to your area.

The Community Coordinators will be contacting their parish and town councils during May to introduce themselves.

The Council are reminding town and parish councils there are still spaces available on the Local Highway and Streetscene Contract Workshops being held in May and June.

These workshops explore the new ways of working and communication arrangements for the Local Highway and Streetscene Service.

They will discuss the new Local Highway and Streetscene maintenance services. They will seek parish and town council's views on performance matters and opportunities to work more effectively in the future. They will seek to identify the priorities of the parish and town councils.

Wiltshire Council Members are welcome to attend. If you would like to participate please contact Fiona Waind, Support Manager, on 01249 706355 or email fiona.waind@wiltshire.gov.uk.

Community Areas	Date	Time	Location
Melksham	21 May 2013	6.00pm – 8.00pm	County Hall Trowbridge
Westbury	21 May 2013	6.00pm – 8.00pm	County Hall Trowbridge
Trowbridge	21 May 2013	6.00pm – 8.00pm	County Hall Trowbridge
Bradford on Avon	21 May 2013	6.00pm – 8.00pm	County Hall Trowbridge
Chippenham	5 June 2013	6.00pm – 8.00pm	Monkton Park, Chippenham
Corsham	5 June 2013	6.00pm – 8.00pm	Monkton Park, Chippenham
Malmesbury	5 June 2013	6.00pm – 8.00pm	Monkton Park, Chippenham
Marlborough	5 June 2013	6.00pm – 8.00pm	Monkton Park, Chippenham
Royal Wootton Bassett and Cricklade	5 June 2013	6.00pm – 8.00pm	Monkton Park, Chippenham
Calne	5 June 2013	6.00pm – 8.00pm	Monkton Park, Chippenham
Devizes	23 June 2013	6.00pm – 8.00pm	Devizes Corn Exchange
Pewsey	23 June 2013	6.00pm – 8.00pm	Devizes Corn Exchange
Tidworth	23 June 2013	6.00pm – 8.00pm	Devizes Corn Exchange
Amesbury	23 June 2013	6.00pm – 8.00pm	Devizes Corn Exchange
Amesbury (alternative date and location)	7 June 2013	6.00pm – 8.00pm	City Hall, Salisbury
Salisbury	7 June 2013	6.00pm – 8.00pm	City Hall, Salisbury
Warminster	7 June 2013	6.00pm – 8.00pm	City Hall, Salisbury
South West	7 June 2013	6.00pm – 8.00pm	City Hall, Salisbury
Southern	7 June 2013	6.00pm – 8.00pm	City Hall, Salisbury