

## BBLP Action Plan

No	Action required on:
1	<b>Seamless transition</b> from previous contracts to BBLP not completely achieved. Inductions / briefings / meetings during first few weeks of contract led to grass cutting issues during summer 2013.
2	<b>IT systems</b> were not all operational from day 1 of contract, and Causeway issues have been evident throughout year 1
3	<b>Role profiles</b> for BBLP operatives and staff, to align with Wiltshire's Behaviours Framework were not developed prior to day 1.
4	BBLP understanding of what the <b>Community Team Service</b> is seeking to deliver was not clear. It should provide local services provided by multi-skilled teams that are dedicated to specific areas, which work in a proactive manner to reduce demand and the need for reactionary working. BBLP's lack of understanding on this appears to have contributed to the problems encountered in some areas of the Local Highways Service during the year.
5	Development and availability of <b>works programmes</b> (long, medium and short term) for Local Highways and Streetscene services was not completed.
6	BBLP indicated that they would develop and implement a first ' <b>90 day plan</b> ' with a series of quick wins to ensure the contract started well. The 90 day plan was not provided to Wiltshire, and does not appear to have been developed.
7	Various issues with works streetworks <b>noticing</b> were experienced. Providing the correct NRSWA / TMA notices and working in accordance with notices did not always happen.
8	No <b>Annual Plan</b> was developed for year 1.
9	Issues with regards to operation of BBLP <b>IT systems</b> regarding closing down of Works tickets, PEMs issued to BBLP, work probably being undertaken, problematic closing down mechanism resulted in unreliable records of what work has / has not been responded to. It should be noted that a jointly developed IT process has now been introduced to address this issue.
10	Accuracy of financial information regarding <b>payment applications</b> . There have been issues with regards to the Causeway / Exor interface regarding payment applications. BBLP systems currently seem unable to provide accurate Works Invoice files to reflect the certified payment amounts against each order. For example March 2014 application had 700 errors. These issues have resulted in a build up of historic works orders that have not been closed down, which compounds the problem further and leads to frustrations on the Client side of having to make repeated comments and corrections to the BBLP applications.

11	Non delivery of <b>Training Centre</b> to date.
12	Provision and installation of <b>GPS trackers</b> on BBLP fleet has not come forward as soon as expected. Not all plant has power take off capability. Currently the GPS system is providing only limited information regarding fleet utilisation, and hence only limited intelligence as to how services could be enhanced and improved.
13	County wide <b>Digital Radio system</b> not delivered to date.
14	Delivery regarding BBLP's <b>Sharepoint</b> system was delayed. This was to be the mechanism for displaying information regarding works done, works underway and works being planned, as well as performance information (KPIs / Tender promises), contract information, meeting notes etc. Sharepoint is now being rolled out.
15	No evidence currently that there is good, or improving <b>staff moral</b> within BBLP workforce. BBLP are addressing this.
16	BBLP <b>staff turn-over</b> , and particularly key staff continuity has not been helpful to the smooth running and delivery of the service.
17	Incomplete delivery during the first year of <b>Community Team service</b> – e.g. availability of Highways Community Stewards, Community Days / Street Sparkle delivery, grass cutting operations, find and fix activities, provision of multi-skilled workforce (generic working).
18	<b>Winter Fleet Maintenance</b> Service has not been as smooth as it may have been. Communications between Rygor / BB Fleet / BBLP / Wiltshire Council Fleet have not always been effective.
19	Provision and use of <b>hand held devices</b> for Local Highways Community Team and Pull service gangs has been a problem. Number of devices provided not as many as was anticipated. Devices were provided later than anticipated, and were not being used as anticipated. This resulted in a reduction in the amount of find and fix (proactive) works being recorded. BBLP are currently undertaking a full roll out of devices.
20	General integration and 'bedding in' of <b>TUPE staff</b> into BBLP during initial contract period. PDRs, behavioural assessments and 'through customer eyes' training not undertaken during first 90 days.
21	<b>Cemetery maintenance</b> issues were noted.
22	<b>Grass cutting</b> issues were noted.
23	BBLP have not been able to fully demonstrate that they have been collecting, or providing full <b>KPI information</b> throughout year 1.
24	BBLP have provided 4 <b>apprentice placements</b> during year 1, but all of these were 'inherited' from the Ringway contract. Tender promises indicate that minimum of 6 per year will be provided.

25	Issues with responsiveness regarding <b>fly tipping clearance</b> , and closure of fly tipping PEMs once completed were experienced at the start of the contract.
26	Issues with closure of <b>PEMs</b> has sometimes made dealing with insurance claims more difficult. The new joint IT system is now addressing this issue.
27	Less <b>community engagement</b> than hoped took place to encourage and facilitate community involvement in initiatives such as Community Days and Street Sparkle. More interaction with local communities with regards to provision of community newsletters, Area Board reports, programmes, information leaflets regarding future works required.
28	Delivery of <b>Structures programme</b> initially uncertain due to Supply Chain not being fully established at the start of contract.
29	Little progress made to date with regards to identifying and using techniques to re-use <b>Tar materials</b> .