



integrated expertise

A green circular logo containing the text 'Central Bedfordshire' in white, sans-serif font.

Central
Bedfordshire

Highways Service Improvement Plan

Overview and Scrutiny Committee

14 Sept 2017

Paul Mason – AD Highways

Phil Skegg – Operations Director RJ

Chris Goodacre – Contract Director RJ

Introduction

- Amey Managing Agent Contract 2005-2016
 - The previous arrangements –
MAC □ Budget responsibility with provider
 - No visibility on how things were done
- New contract aims agreed at Executive on 14th Oct 14
 - Improved customer satisfaction
 - Improved value for money
 - Increased visibility
 - Continue with Asset Management
 - Co-location
- New Term Service Contract with Ringway Jacobs

commenced April 2016

Current Position

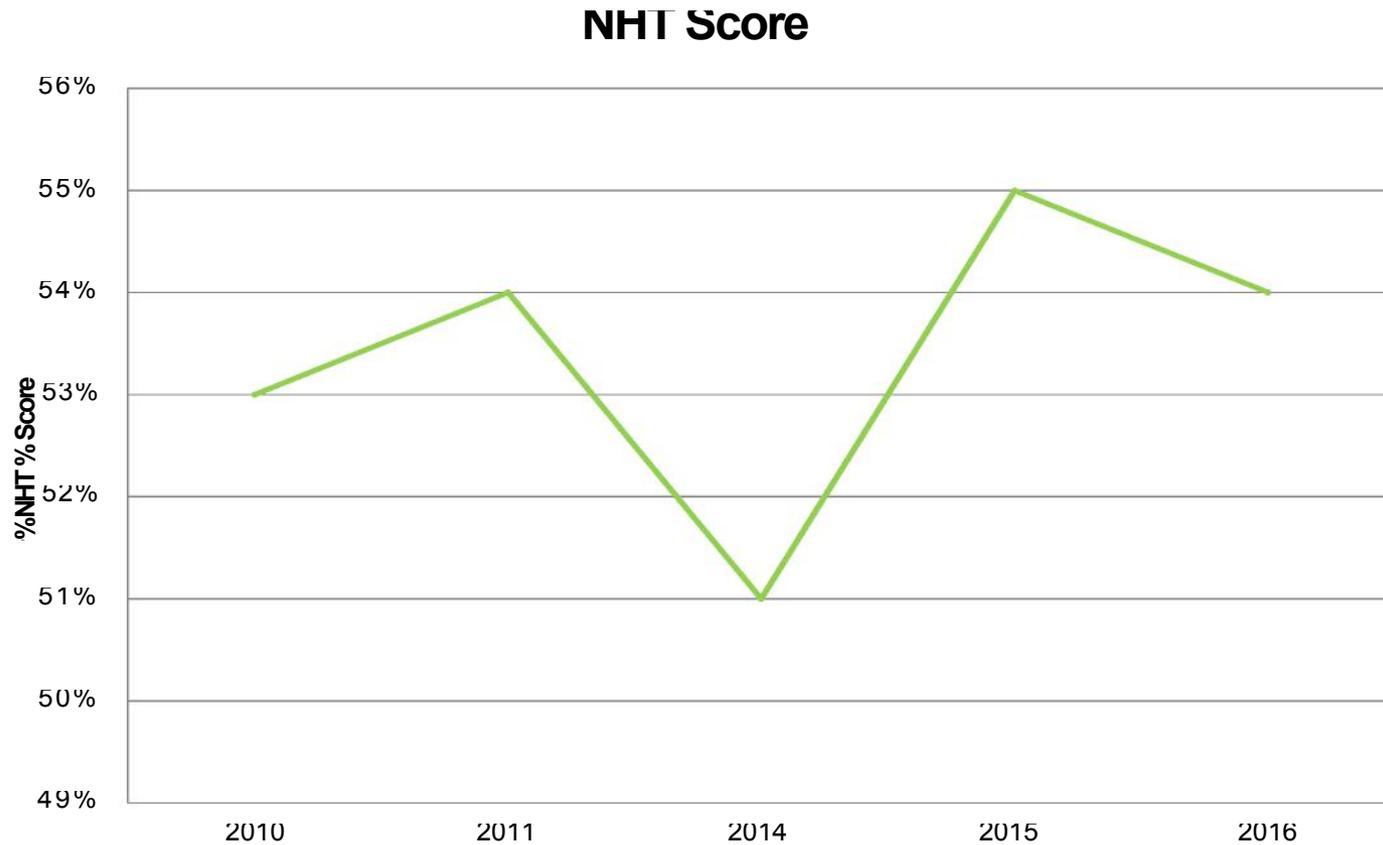
- Pressures

- Bids for Government Funding
- Capacity of the Team
- Council Savings
- Increasing Demand

- Where we are

- Contract been running 17 months
- Highways re-structure completed and live 1st April 2017
- Majority of posts filled now but some churn continues
- Availability of resources

Current Position- Aims



Current Position- Aims

- Value for Money
 - Budget reductions between 15/16 (last year of MAC) and this year are: Rev c£1.3m and Cap c£6.9m
- Visibility
 - Area Teams enlarged
 - All PPE and branding has CBC and RJ
- Asset Management
 - Highways Asset Management Strategy and Policy adopted by Executive in August 2017
- Co-location
 - Anticipated Q4 2017/18

Positives

- > Winter working
- > Emergency service delivery – Storm Doris/ Clophill Fire A6
- > SIP – Jetpatcher
- > Gully programme

Key Issues

1. Work taking too long
2. Lack of Information on the Service
3. Not demonstrating value for money

Work Taking Too Long

Improvement Action	Date Due
Collaboration Accreditation - action plan	October 2017
Quality of information on task orders	March 2017
Roles and Responsibilities and structure resilience	October 2017
Target Cost process understanding and agreement	October 2017

Lack of Information on the Service

Improvement Action	Date Due
Members Portal implementation programme to be delivered	December 2017
Complete implementation of SIC version 2	December 2017
Highways Communications Strategy	October 2017

Not Demonstrating Value for Money

Improvement Action	Date Due
Road map of target cost for remaining services not yet using target cost	September 2017
Annual plan improvements (5 year) to allow economies of scale to be maximised	April 2018
Increasing use of the contract within CBC contract to allow economies of scale to be maximised	March 2018
Final Accounting releasing pain/gain pot	October 2017

Next steps

Next Steps	Date
Essex Visit to share best practice	11 October 2017
Adoption of the Resilient Network at Executive	December 2017
Submission of Incentive Fund Bid	January 2018
Service Improvement Plan Progress Update	

Any Questions?