

Appendix A

Item Reference	Item Number	Contract Improvement Output	Expected Improvements	Actions	Owner		Due Date	Progress Commentary	Status	
					CBC	RJ				
A	i	Collaboration accreditation	Improved collaboration for the Highway service leading to increased productivity, outputs, responsiveness and communications	BSI ISO 44001 standard work to be developed, taken forward and actioned	NS&PM	HS&CG	Jun-18			
		A more collaborative approach and 'ONE TEAM' ethos	Focus on building better more effective partnerships on a management level in operational functions	Away day works shops to be held for key service areas	PM	CG	May-18			
		Better collaboration and improved relationships between teams and individuals		All staff to receive behavioural preference profiling and to be made aware of the 'ONE TEAM' programme	NS	HS	Oct-18			
		Joint CBC/RJ teams working collaboratively on key workstreams to ensure delivery and drive through improved ways of working and communication.	Deliver all 2018/19 Structural maintenance programme	ONE TEAM delivery as worked up at collaboration away days		DT	Ongoing			
			Plan for the delivery of 2019/18 structural maintenance programme	ONE TEAM delivery as worked up at collaboration away days	Pmi		Ongoing			
			Deliver all 2018/19 street lighting programme	ONE TEAM delivery as worked up at collaboration away days	AC	DH	Ongoing			
			Plan for the delivery of 2019/18 street lighting programme	ONE TEAM delivery as worked up at collaboration away days	AH	DT	Ongoing			
			Deliver all 2018/19 Area Teams' programme	ONE TEAM delivery as worked up at collaboration away days	PMI		Ongoing			
		Plan for the delivery of 2019/18 Area Teams' programme	ONE TEAM delivery as worked up at collaboration away days		TF	Ongoing				
		ii	Co-author a suite of integrated processes that provide inputs and outputs, controls and gates, clarity of organisational and team ownership and a comprehensive RACI matrix.	Clear understanding between both parties as to expectations at each handover stage and the impact on the overall process output as a result.	Training for agreed Task Order process This training to include TOs for each of the scheme stages: a) Design b) Target Cost setting c) Construction d) Maintenance/Asset Management	PS	SP	Sep-18		
			Improved Task Order quality and information provision	Correct information provided for schemes (Design/Target Cost Setting/Construction)	Review the training guidance for target cost and task order raising and test to ensure that the new process instructions are correct and acceptable	MB	DS	Sep-18		
			Improved compliance with CDM regulations	Correct CDM processes followed and documentation provided for all construction works.	Continue further CPD training in CDM processes and responsibilities	MW	CM	Ongoing		
			Audit regime for Task Order quality	All information to be provided with TOs and correctly stored on BOX	Audit dates and checking process agreed and carried out	MW	HS	Ongoing		
			Starts resilience to prevent bottlenecks in scheme process	Starts provision resilience strategy developed and agreed	Rates for USTs to be discussed and agreed and strategy formalised	MaW	DS	Jul-18		
	iii	Highways Service Organisational Map - Detailing all CBC and RJ key roles, clearly identifying each role's accountabilities and delegated authorities for decision making. To include key cross party relationship mapping.	Focus on building better more effective partnerships on a management level in operational functions	Ongoing update of the chart following staff changes or restructures	JB	HS	Ongoing			
B		Ringway Jacobs to achieve compliance across the agreed Key Performance Indicator framework.	Performance improvements in the measures included in the agreed KPI framework Focus on Cat 1&2 improvements; 7 day responses; final accounts; and target cost setting	Set up joint improvement plans per KPI where required and monitor as business as usual	MW	HS	Ongoing			
C	i	Relocation of Area 1 team to the new Sandy depot as part of the overall Central Bedfordshire Highways Contract accommodation strategy.	Reduction in cost to the service by removing the interim service solutions and rent payments	Appoint Project Manager for Build	HK		Complete			
			True Co-location to build a stronger partnership ethos	Hold regular Mobilisation Team Meetings	NS	CM	Ongoing			
	ii	Improved Cost efficiency for the contract - Collective agreement and road map on the movement of service commissioning to the use of Target Cost	Maintain and improve the clarity of which services (and scope of the services) Option C is to be used for as a priority	Further training to ensure that staff know how and what should go through option C. Cultural improvement through away days etc		PM	CG	Aug-18		
			Cost efficiency to the service more widely understood and undertaken	Preparation of information to enable smoother agreement and reduction of priced risk in targets going forward		JT	HS	Nov-18	JT has a paper from previous work outlining improvements from data capture that will be used. Owners from above action to consult	
			More collaborative working and clarity of targets							
	iii	Improved perception of the Highways Service Contract within CBC Departments and increased use of the contract to deliver services	Increased contract throughput	Establish key CBC "account managers" for each of the CBC departments that will use the contract		MW		Sep-18		
				Provide a guidance manual/process chart for prospective 3rd party users of the contract that establishes the requirements of all parties and advises on which processes are required to be used.						
				Walk, Talk, Build process to be developed and agreed		PV		Sep-18		
				WTB process workshop		MW	DT	Sep-18	Sign off by Ops board required	
		iii	Ringway Jacobs maintain a supply chain sufficiently skilled and resourced to deliver a fluctuating programme of works and overall contract resilience for emergency response as required.	Managed Budget profiles to allow engagement with sub-contractors to be cost effective	Annual Plan budget progress reporting to be part of Ops Board	MB	DS	Ongoing	Annual Plan progress has been set up but now needs to focus on budget spend as currently just leads in	BAU
		Improved quality of sub-contractors	Sub-Contractor list to be increased using the approved sub-contract		JW	TF	Ongoing	TF in process of acquiring new Subbies	BAU	
		Improved timely delivery of services	Sub-contractor audit regime to be undertaken		MW	HS	Ongoing	H&S audits in place regime to be formalised and meeting to be undertaken regarding this action.	BAU	