

**TRAFFORD COUNCIL**

**Report to:** Executive  
**Date:** 26<sup>th</sup> June 2017  
**Report for:** Approval  
**Report of:** Executive Member for Highways, Parks and Environmental Services

**Report Title**

**Executive response to Scrutiny Committee Task and Finish Group: Review of the Joint Venture Contract between Trafford Council and Amey.**

**Summary**

The report sets out the response of the Executive to the recommendations made by Scrutiny Committee following their review of the One Trafford Partnership.

**Recommendation(s)**

The Executive is recommended to:

- a) Note the contents of the Scrutiny Committee Task and Finish Group report attached as Appendix 1;
- b) Approve the Executive’s response to recommendations proposed by Scrutiny Committee, as set out in section 2.

Contact person for access to background papers and further information:

Name: Richard Roe  
Extension: 4265  
Background papers: None

*Implications*

Relationship to Policy Framework/Corporate Changes	N/A
Financial:	There are no additional costs above those already budgeted for.
Legal Implications:	None
Equality/Diversity Implications:	N/A
Sustainability Implications:	N/A
Resources Implications: eg Staffing/ICT/Assets	N/A
Risk Management Implications:	N/A
Health and Wellbeing Implications:	N/A

Health and Safety Implications:	N/A
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## 1.0 Background

- 1.1 A Scrutiny Committee Task and Finish Group undertook a review of the One Trafford Partnership (OTP) between the Council and Amey. The OTP deliver a range of environmental, highways and infrastructure services. The Task and Finish group focused on two specific topics: contract specifications and communications (including responsiveness).
- 1.2 The final report from the Task and Finish Group was approved by Scrutiny Committee on the 22<sup>nd</sup> March 2017, and is attached as an appendix to this report. The report set out four recommendations for consideration by the Executive, which are summarised below. More detail in relation to each recommendation is set out in the Scrutiny report, and this report should be read in conjunction with that:

Recommendation 1 – improvements to communications.

Recommendation 2 – performance reporting to Executive.

Recommendation 3 – smarter working in relation to leaf clearance.

Recommendation 4 – improvements to the CRM system.

## 2.0 Response from Executive

**Recommendation 1 – That the Communications Proposals in Appendix 1, incorporating the suggested changes in section 5 of the report, be implemented.**

- 2.1 The Executive welcomes the support from Scrutiny Committee for the new Communications Proposals put forward as part of the review and confirms that these will be implemented. In relation to the suggested changes proposed by Scrutiny the Executive:

- Confirms that communication to members will cover all aspects of the contract, though notes that different elements may be covered each month dependent on activity and to ensure updates are of a reasonable length;
- Agrees that updates should highlight both successes and issues to be addressed, but believes that the reporting of KPIs would be better kept to the performance report to the Executive, as set out in recommendation 2;
- Confirms that daily updates will also be sent by email, though notes these will be for specific areas of activity, for example the leafing programme and winter gritting.

**Recommendation 2 – That a quarterly Part II report detailing performance against the KPIs set as part of the Joint Venture Contract be provided to the Executive for monitoring purposes (section 6 refers).**

2.2 The Executive note the Committees request for more information in relation to the performance of the One Trafford Partnership to be provided to members. It therefore proposes that a report be presented to the Executive on a quarterly basis, in line with the ADP reporting timetable, noting that the ADP includes a number of OTP indicators. The OTP performance update will be a Part II report, and will include details of any relevant payment deductions.

**Recommendation 3 – That steps be taken to encourage smarter working in relation to leaf clearance, as detailed in section 7 of the report.**

2.3 The Executive welcome the comments from Scrutiny Committee in relation to the leaf clearance programme and ways in which this can be improved for the 2017 Autumn programme. The proposals put forward have been discussed with the OTP and will be trialled in suitable locations to assess the potential benefits to service delivery.

**Recommendation 4 – That the CRM system be improved as per the suggestions made in section 8 of the report.**

2.4 The Executive note the comments in relation to the CRM system and the concerns raised. In relation to the specific issues identified the Executive can advise that:

- Re-opening of cases – a change request has been issued to resolve this issue. In addition to changes to C360, changes would also be required in Amey systems to enable full resolution.
- Interface between Amey and CRM systems - Improvements have already been made to the interface between C360 and Amey systems and more are being made in the coming months. In terms of service requests not containing 'the required information', the forms were developed in conjunction with Amey and the requirements were built onto the specifications given to Civica. Since go-live where additional requirements have been identified change requests have been submitted; for example additional free text fields where residents can provide extra information. The One Trafford Partnership will continue to look for opportunities to further improve systems.
- Satisfactory responses - Providing a more satisfactory and prompt response is subject to the list of options available within Contact 360 and an expanded list of options is being considered.

**Other Options**

The Executive could choose not to accept some or all of the recommendations put forward by Scrutiny committee.

**Consultation**

Not applicable

**Reasons for Recommendation**

To enable the Executive's response to be reported to Scrutiny Committee.

**Key Decision**

This is a Key Decision currently on the Forward Plan: No  
If Key Decision has 28 day notice been given N/A

Finance Officer Clearance PC

Legal Officer Clearance JLF

DIRECTOR'S SIGNATURE 

To confirm that the Financial and Legal Implications have been considered and the Executive Member has cleared the report.