

TRAFFORD COUNCIL

Report to: Scrutiny Committee
Date: 14 March 2018
Report for: Consideration
Report of: Director of One Trafford Partnership

Report Title

Update on the progress made on 4 key recommendations arising from the Task and Finish Group Review of the Joint Venture Contract between Trafford Council and AMEY.

Summary

At its meeting held on 22 March 2017, Scrutiny Committee approved 4 key recommendations for improvements identified by the task and finish group subject to further consideration and approval by the Executive.

Executive considered the recommendations approved by Scrutiny Committee at its meeting held on 26 June 2017, and suggested a number of additional changes which were incorporated into development plans.

This report provides an update on progress made on the 4 key recommendations approved by the above committees.

Recommendation(s)

To note the progress made on the agreed areas for improvement as follows:- .

1. Member Communications Strategy
2. Quarterly Performance Reporting to Executive
3. Improved management arrangements to support leaf clearance programs
4. CRM Improvements

Contact person for access to background papers and further information:

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1 BACKGROUND

At its meeting held on 22 March 2017, the Scrutiny Committee task and finish group identified 4 key recommendations arising from a detailed review of the partnership contract with a focus on contract specifications and communications.

Scrutiny Committee then referred the recommendations to Executive at a meeting held on 26th June 2017. The Executive accepted all recommendations and noted that a further Task and Finish Group would be established to further explore the recommendation's set out in section 4 of the report (Customer Relationship Management System) to explore the feasibility and timescales for those improvements to take place.

A further report was then provided by Scrutiny to the Executive at its meeting held on 29th January 2018 and that report should be noted in conjunction with this update.

2. PROGRESS AGAINST 4 KEY RECCOMENDATIONS

2.1 Recommendation 1 – Communication Proposals

All proposals and changes requested by the Scrutiny and Executive Committees have now been incorporated and Members are now receiving a regular monthly update. Feedback from Members has been very positive and there have been no additional requests to incorporate any further content in these updates.

In addition to the monthly member update, all Members were kept informed of progress with the additional “winter clean” programme by daily updates during the period 1 December 2017 to end of January 2018 with more recent daily updates focusing on other ad hoc activity e.g. gritting programmes which have also been very well received.

A revised communication plan was introduced in November 2017 for the management of highways investment programme and was named “Keeping you Moving”. This saw the introduction of bespoke updates at a ward level for Members to ensure they were kept aware of works that were scheduled in their ward with a 1 week lead time prior to the works commencing. These updates include any changes to the originally agreed dates and these will continue to be provided until the full completion of highways investment works which is currently on track to end on 31 March 2018. Further detail of the “Keeping You Moving” Communications Strategy is attached at **Appendix 1** for information.

Work will continue on the development of comprehensive communication plans as we move into a new contractual year and will be aligned to the wide range of cyclical maintenance programmes in place. This will include publication of the intended plans on the Council's internet so that both residents and Members have visibility of the works that are scheduled across key delivery areas and will be able to filter this at a ward level. This new way of working will support a reduction in calls made to the contact centre by residents for works that are already part of an agreed programme of works.

2.2 Performance Reporting

The Annual Delivery Plan (ADP) includes a number of headline performance indicators for the One Trafford Partnership which are reported through to the Executive. These are:

- The percentage of relevant land and highways assessed as Grade B or above;
- Percentage of highway inspections carried out in full compliance with the agreed programme
- Improve the % of household waste arising which have been sent by the Council for recycling/composting

The ADP for 2018/19 is currently being developed and appropriate performance measures to be included in this will be considered.

In addition, further work is being done to test and validate performance across the wider suite of One Trafford Partnership KPIs for the current year, to address concerns raised by Members and residents. It is expected that this work will continue until full validation of the remaining Annual KPI's have been concluded at the end of the financial year.

It is therefore proposed that a further report is presented to Executive as a Part II report in the summer which provides the following key information:-

- Agreed performance results for the period 1 March 2017 to 31 March 2018
- Any performance deductions agreed for the same period
- Agreed changes to the current performance framework and the intended benefits
- Timetable for quarterly reporting to Executive for the new financial year including the first quarterly report.
- Where performance is reported below the minimum targets set, proposed improvement plans will be included in the supporting narrative.

2.3 Smarter Working – Leaf Clearance Programmes

The recommendations made by the scrutiny task and finish group were adopted by AMEY and resulted in all leafing programmes being successfully completed last year.

Learning from the smarter working has now been incorporated into this year's cyclical maintenance programmes and full visibility of timescales for commencement and completion of the leafing programme together with the supporting resident/community engagement strategies will be included in the monthly update to Members ahead of the commencement date.

It should also be noted that the learning from this programme has also been incorporated into a number of other key delivery areas e.g. highways maintenance programs for gully cleansing. All cyclical programme of work for this year will include any associated risks to delivery and proposed mitigations to support more robust monitoring and ensure that programmes are delivered in accordance with agreed plans.

2.4 Customer Relationship Management (CRM) Improvements

As reported in section 1 of this report, a task and finish group was established to review the recommendations made in the previous report of Scrutiny and a further more detailed report was provided to the Executive on 29 January 2018.

The Executive have asked for regular updating of performance against a number of recommendations set out in that report and this will now become the forum for reporting the associated progress and timescales for improvements.

It should however be noted that as part of the contract transformation priorities the One Trafford Partnership have established a Joint ICT working group which meets regularly and the recommended improvements together with a number of additional enhancements have been agreed. When the changes are ready for “go live” Members will be updated on the changes and any communication for users will be appended to those updates.

3. SUMMARY

Scrutiny Committee is asked to note the progress made in delivering the recommended improvements.

In addition, Scrutiny Committee is asked to note the proposal to provide a further detailed report on Performance to Executive in the summer following full validation of annual key performance indicators.