

		<b>PSEG/03/19 AGENDA ITEM 7</b>
<b>Committee:</b>	<b>Place Services and Economic Growth Scrutiny Committee</b>	
<b>Date:</b>	<b>17 January 2018</b>	
<b>Report title:</b>	<b>Urgent Business: Ringway Jacobs Task and Finish Scoping Document</b>	
<b>Enquiries to:</b>	<b>Peter Randall, Senior Democratic Services Officer Peter.randall@essex.gov.uk</b>	

### **Background**

Following the first meeting of the Ringway Jacobs joint task and finish the attached scoping document has been agreed (Appendix A).

### **Recommended actions**

Members are asked to consider the attached document and key lines of enquiry, provide comment and approve the plan moving forward.

### Appendix A – **Scoping Document**

<b>Essex County Council Place Services and Economic Growth Scrutiny Committee and the Corporate Policy and Scrutiny Committee</b>
---

<b>WHAT ARE WE LOOKING AT?</b>	
<b>Review Topic</b>	Ringway Jacobs contract renewal
<b>Type of Review</b>	Joint Task and Finish Group
<b>WHY ARE WE LOOKING AT THIS?</b>	

<b>Rationale for the Review</b>	Following agreement from the Chairman of the Place Services and Economic Growth Policy and Scrutiny Committee and Corporate Policy and Scrutiny Committee, a joint Task and Finish group has been established to investigate renewal of the Ringway Jacobs highways maintenance contract.
<b>HOW LONG IS IT GOING TO TAKE?</b>	
<b>Timescales</b>	Four month review with final report submitted to a joint committee (with members from both Place Services and Economic Growth Policy and Scrutiny Committee and Corporate Policy and Scrutiny Committee) for approval on the 18 April 2019.
<b>Provisional Timetable</b>	17 December 2018 – 18 April 2019
<b>WHAT INFORMATION DO WE NEED?</b>	
<b>Aim</b>	The aim of this piece of work is to review current highways contractual performance and to make recommendations to the Deputy Leader and Cabinet Member for Infrastructure ahead of renewal with Ringway Jacobs in November 2019.

## Key Lines of Enquiry

### KPI's

- The reason for the reduction in the amount of KPI's set (115 down to 56)
- An explanation of what the percentages mean and how they relate to performance (Appendix A)
- KPI's (Appendix A) changed to a RAG grading so it shows which targets are/are not currently being met
- An explanation around KPI's MI1 – MI3
- Investigate whether extreme weather has affected performance
- Understand the mechanisms in place to ensure that KPI's are adaptive to changing needs and circumstances
- Explore whether any further KPI's are required

### Other Authorities

- Explore how similar sized local authorities manage their highway maintenance contract – Kent County Council
- Explore whether other authorities who use Ringway Jacobs are satisfied with the service they are receiving – Central Bedfordshire, Cheshire East, London Highways Alliance
- Identify the changes that Cheshire East made to their contract Ringway Jacobs

### Quality of repairs

- Explore the detail behind the repairing defects at the first attempt
- An explanation on the definition of a temporary repair
- Explore the new/different ways of repairing highway defects
- Explore the focus of repairs i.e. local roads, footpaths etc
- Impact extreme hot and cold weather has on operations
- Explanation of the fault repair process from reporting/identification through to inspection and rectification, including timescales and risk assessment process

### Perception

- Explore the differences between public perception of how the contract is performing against ECC's/Ringway Jacobs perception

### General

- The Essex contract makes up 50% of Ringway Jacobs business. What does the other 50% include?
- Is there a communications strategy included in the contract?
- An explanation from the Cabinet Member on the current highway maintenance focus (local roads, footpaths)
- An explanation on the current inspection regime
- Explore whether the current partnership driven contractual arrangements preferable to a more traditional, adversarial contract

	<ul style="list-style-type: none"> <li>- Explore whether there is anything specific the Cabinet Member wishes the Task and Finish Group to explore</li> </ul>
<b>What primary/new evidence is needed?</b>	<ul style="list-style-type: none"> <li>- The current Ringway Jacobs contract</li> <li>- The current KPI's within this contract</li> <li>- ECC press releases</li> </ul>
<b>What secondary/ existing information is needed?</b>	<ul style="list-style-type: none"> <li>- Information on the types of enquiries received from Members, MP's and members of the public relating to highways (Member Enquiries, Customer Enquiries)</li> <li>- The types of queries reported via the online Tell Us About Something tool</li> </ul>
<b>What briefings and site visits might be relevant?</b>	Members were interested to see how highway maintenance repairs were carried out
<b>Other work being undertaken/Relevant Corporate Links</b>	None.
<b>What is inside the scope of the review?</b>	All aspects relating to highway maintenance in line with the current Ringway Jacobs contract.
<b>What is outside the scope of the review?</b>	Passenger Transport – unless it pertains specifically to interactions with wider highways planning.
<b>WHO DO WE NEED TO CONTRIBUTE/CONSULT? (INITIAL MEETING TO ESTABLISH THIS)</b>	
<b>Relevant Portfolio Holder(s) and other Member involvement</b>	<ul style="list-style-type: none"> <li>- Councillor Kevin Bentley, Deputy Leader of the Council and Cabinet Member for Infrastructure</li> <li>- Councillor Lesley Wagland, Deputy to the Cabinet Member for Kevin Bentley</li> </ul>
<b>Key ECC Officers</b>	<ul style="list-style-type: none"> <li>- Andrew Cook, Director Highways and Transportation</li> <li>- Peter Massie, Head of Commissioning Essex Highways</li> <li>- Laura Lee, Category and Supplier Lead</li> </ul>
<b>Partners and service users</b>	County Authorities who also use Ringway Jacobs (Buckinghamshire, Central Bedfordshire, Cheshire East and London Highways Alliance.)
<b>WHAT RESOURCES DO WE NEED?</b>	
<b>Lead Member and Membership</b>	Councillor Stephen Hillier Councillor David Kendall Councillor Jo Beavis Councillor Valerie Metcalfe Councillor Michael Hardware Councillor John Moran Councillor Ron Pratt Councillor Anne Turrell Councillor Carole Weston Councillor Tony Ball (Lead Member)

<b>Co-optees (if any)</b>	None.
<b>Lead Scrutiny Officer/Other</b>	Richard Buttress, Member Enquiries Manager Peter Randall, Senior Democratic Services Officer
<b>Expected Member commitment</b>	A maximum of 7 meetings to be held between December 2018 and April 2019, as set out below.
<b>WHAT ARE THE RISKS/CONSTRAINTS?</b>	
<b>Risk analysis</b> (site visits etc.)	Risk management form to be completed if any site visits are included as part of the review.
<b>Possible constraints</b>	
<b>WHAT WILL BE REQUIRED FROM STAKEHOLDERS?</b>	
<b>Internal stakeholders</b>	<ul style="list-style-type: none"> <li>• Time to attend Task and Finish Group evidence sessions</li> <li>• Information and advice</li> <li>• Communications for any potential press release following the review</li> <li>• Legal/contractual advice</li> </ul>
<b>External stakeholders</b>	<ul style="list-style-type: none"> <li>• Time to attend Task and Finish Group evidence sessions</li> <li>• Written evidence</li> </ul>
<b>WHO ARE WE DIRECTING ANY RECOMMENDATIONS AND ACTIONS TO?</b>	
<b>Recommendations to</b> (key decision makers):	Councillor Kevin Bentley, Deputy Leader of the Council and Cabinet Member for Infrastructure
<b>Reporting arrangements</b>	Task and Finish Group final report to be presented to the full joint Committee for a response from the relevant Cabinet Member on Thursday 18 April 2019.
<b>Follow-up arrangements</b>	<p>The final report should be responded to by the cabinet member in the usual way, as set out in the 'Protocol for Working Arrangements Between the Cabinet and Overview and Scrutiny Committees' as agreed at Full Council in October 2013.</p> <p>A follow up item will be scheduled for each committee separately in October 2019 to review uptake of, and progress against agreed recommendations.</p>
<b>ADDITIONAL INFORMATION/NOTES</b>	

<b>Meeting dates</b>	<u>January 2019</u> Monday 14 January 2019 Monday 21 January 2019  <u>February 2019</u> Monday 11 February 2019 Monday 18 February 2019  <u>March 2019</u> Monday 11 March 2019 Monday 18 March 2019  <u>April 2019</u> Monday 1 April 2019
----------------------	--