

7h. REPORT OF THE CABINET MEMBER FOR TRANSPORTATION

Transport for Bucks

Last April an independent health check of the TfB contract was undertaken at my request by Gate One Ltd. Their findings were that there were serious shortcomings on both sides of the partnership – client and contractor – resulting in failings in governance, strategic partnering and value for money. A series of recommendations were made to improve the contract and its implementation by BCC and our contractor, Ringway Jacobs.

One year on, the situation is much improved. The governance of the contract has been revitalised and relaunched. TfB has completed a reorganisation that has resulted in better engagement with Members; strengthened and streamlined management; more focus on local area-based working; and driving a culture based on:

- Ownership and local empowerment
- Customer service
- Quality
- Delivery on promises

The BCC client team has been augmented and is much more actively holding TfB to account for its promises, through more regular inspections of works and a revamped, targeted set of key performance indicators.

It is anticipated that savings from improved efficiency and value for money will be reinvested in the service, focusing on innovative approaches to improve service delivery.

The ETL Select Committee has recognised this progress, with 10 of its 12 recommendations closed or considered substantially complete.

I know that much remains to be done to drive through greater accountability for quality and delivery of promises, and therefore provide better, more reliable service to members and residents. I recognise members' concerns and am always happy to work with them.

**RUTH VIGOR-HEDDERLY
CABINET MEMBER FOR TRANSPORTATION**