

Regulatory and Audit Committee

Title:	Transport for Buckinghamshire Service Reviews – Update on progress
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Electoral wards affected:	All

1. Introduction

This paper provides an update on the improvement work which is underway on the Transport for Buckinghamshire (TfB) Service. There are two main streams of review and improvement work currently in progress on the Highways and Transportation service provided by TfB. These are:

- A review of the overall TfB service commissioned by the Cabinet Member for Transportation which is currently being undertaken by external consultants, Gate One.
- The TfB Improvement Plan which is implementing improvement actions already identified by the Transport and Locality Services (ETL) Select Committee review and the internal audit on the TfB Capital Maintenance Programme.

Gate One Review

This review was designed to build upon earlier reviews (e.g. Internal Audit, ETL Select Committee, Improvement Plan), to take an independent look at the service and to make recommendations for further improvements going forward. Work began on 23rd April with an initial three-week 'discovery' phase. Key themes in the review are: Governance, Strategic Partnering, and Value for Money. Findings from this were presented to a joint Cabinet-COMT session on 19th May, and further lines of enquiry were agreed for a second phase of work. This and allied action planning will continue until end-June.

It was agreed at the meeting on 19th May to commission an independent, detailed Value for Money review of TfB, to go into the issue in more depth. This will run to a similar timescale, with findings and recommendations to be included in a single report by Gate One.

TfB Improvement Plan Progress

Whilst the Gate One review has been underway work has been continuing on the TfB Improvement Plan. Overall, the plan is about 75% complete with the focus recently being on reviewing and developing policies and completing the specific actions arising from the audit report on the Capital Maintenance Programme. With respect to the latter, the

improvement actions identified by Place Management to address the audit findings are now substantially complete. Ringway Jacobs has carried out its own internal audit of a further sample of Capital Maintenance Schemes and has completed further improvement actions identified as a result of this audit. The effectiveness of these actions will be kept under review.

A further more detailed report on the improvement actions arising from all the current reviews will be reported to the Committee in September.