

Cabinet Response: Transport for Buckinghamshire (Ringway Jacobs contract) Task & Finish report July Upadte'2013

Lead Policy Officer: Kama Wager

Date reported to Cabinet: 15 Aug 2013

Lead Cabinet Member for response: Peter Hardy (up until May 2013) Janet Blake from May 2013

Lead Officer for response: Sean Rooney / Karen Agbabiaka

Recommendation	Agreed Yes/No	Cabinet Response including proposed action	Update and further proposals (Oct 2012)	Update for Select Committee (Aug 2013)	Responsible Cabinet Member	Responsible Officer	Action by date
<p>1. The Cabinet Member and Strategic Client should seek a 'contract development opportunity' to refine arrangements in line with current market conditions to ensure best possible value for money for the life of the contract.</p>	Agreed	<p>The current contract facilitates and requires the demonstration of value for money and that Ringway Jacobs, (RJ) are constantly looking for ways in which they can deliver the services for reduced funds. The contractor is open to discussions regarding the contract and will continue to work with the Senior Management Team, (SMT) of Place Service and Cabinet Member to ensure value for money, (VFM) and efficiencies are delivered through the contract whilst continuing to look for development opportunities in the framework of the contract.</p> <p>A benchmarking exercise was carried out on the current Capital Maintenance Programme, (CMP) where a value of work in the region of £1m was subject to market review. The costs returned indicated that the services provided by Ringway Jacobs were favourable to the market. A similar exercise will be undertaken for the CMP of 2012- 13 programmes.</p> <p>It should be noted that although the market has changed through the life of the contract, it is easier to obtain reduced contractor rates for one off / larger service provision but we must maintain the thought that long term contracts such as this one reaps benefits of a steady rate over a longer period of time and does not fall foul of undulating market values over that longer period of time.</p>	<p>Ongoing conversations are taking place with Directors of the Authority along with Senior Managers of Place and Ringway Jacobs to explore potential opportunities to further develop the contract. These conversations are at an early stage but both sides are open to discuss a variety of suggestions that will benefit the Authority in terms of control and financial opportunities.</p> <p>Further workshop discussions are planned for October/ November to move forward with the development of this piece of work.</p> <p>The discussions will be reported back to the Strategic Board at which Members are represented through the Cabinet Member along with Adrian Busby and David Rowlands.</p> <p>Value plus continues to be used to capture any savings and efficiencies that are delivered through the contract.</p> <p>The CMP is again using the opportunity to tender a number of schemes to achieve a bench mark opportunity and to ensure the Authority is still achieving current market value rates.</p>	<ol style="list-style-type: none"> BCC Place Service is currently undertaking a study to determine how the overall Highways and Transportation service operates, is perceived and consider the desired future state of the service. It will be important that this is aligned to the future thinking and operation of BCC and will contribute to the Buckinghamshire County Council Strategic Plan 2013–17. BCC and RJ senior managers participated in a Contract efficiency workshop on 11 June 2013 to review all elements of the contract and identify efficiencies. Under the contract RJ must 'seeks to demonstrate that the provision of the Services is providing value for money to the Employer within the resources available to the Employer'. BCC (The Employer) has a number of processes in place to audit and challenge. Below are a number of examples: <ul style="list-style-type: none"> RJ demonstrates that market testing is undertaken via the tendering process. – an example of this was the tendering of the CMP where Tarmac National Contracting were awarded the Chesham resurfacing scheme as they provided the best value for money. Monthly Business Performance reviews – RJ and BCC undertake a monthly review of the programmes across all the business plans associated with the Task Order. Operational Management Board & Strategic Board – check, challenge, sign off and understand the associated risks. 10 out of the 41 2013/14 KPI's are directly linked to Value for Money. Please note that RJ is only permitted under the contract to fail 4 KPI's in order for the Contract to be extended. Independent external yearly Audits. The Value plus - process reviews the service and seeks to find efficiency savings. RJ staff efficiencies – all staff have efficiency targets as part of their Appraisal process (DSP's) which are reviewed and measured annually linking into Value plus. 	<p>Peter Hardy(up until May 2013)</p> <p>Janet Blake from May 2013</p>	<p>Karen Agbabiaka/ Sean Rooney</p>	Ongoing

		Value Plus continues to be utilised to identify savings in the operational delivery of the contract is made. These efficiency savings are agreed by the SMT and monitored through the governance of the contract and Transtat.					
2. Membership of the Strategic Board should be widened to include the two Cabinet Spokesmen for Transport in addition to the Cabinet Member. The Strategic Client should be resourced to ensure resilience, effective management, capacity and challenge to the contractor.	Agreed -	<p>The structure and attendees of the Strategic Board will be reviewed at the next scheduled meeting. The restructuring of the Place Service has necessitated a change in the attendees and potentially the overall governance structure of the Board.</p> <p>The Cabinet Member for Planning and Transport welcomes the recommendation and it has been suggested that David Rowlands and Adrian Busby will be nominated to the Strategic Board to provide a wider Member presence and also bring an element of the commercial expertise and wider transport experience to the Board.</p> <p>With the formation of the Place Service, the SMT of Place will be able to build on a level of resilience and will be supported by the Lead Officers and Business Managers across the Place Service. This will provide a wider resource to challenge the contractual and commercial viability and quality of the contract.</p> <p>The Cabinet Member for Planning and Transport is very much in agreement that additional support should be provided to the SMT Transport lead and hence was successful in securing additional funding to employ an officer to support the SMT Transport officer and to maintain the resource of the external consultant who is currently providing on site audit and quality function.</p>	<p>David Rowlands and Adrian Busby have been made formal members of the Strategic Board and have provided additional challenge to the delivery of the service. They were specifically involved in the development of the Contract Performance Indicators, (CPIs) for 2012/13 against which the contractor's defined profit is placed at risk. The development of these CPIs ensures the correct behaviours of the contractor and drives the service quality.</p> <p>The CPIs also specifically target the agreed challenges for the year as set out below:</p> <ul style="list-style-type: none"> o To deliver a step change in the condition of the Highway network; o To demonstrate Value for Money and efficiencies in the delivery of the service; o To deliver a consistent high quality service on a right first time basis; and o To communicate effectively with the key stakeholders and ensure customer satisfaction. <p>An additional resource has been employed to provide support to the SMT transport lead and additional challenge to the Contractor in terms of quality and value for money. This is in addition to the ongoing employment of the works quality inspector who reports on a regular basis to the Cabinet Member for Planning and Transportation.</p>	<p>With the abolition of the Transport Spokespersons roles the membership and terms of reference of the new Strategic Board (SB) were agreed by that board on 11th June 2013 – TOR's attached.</p> <p>Karen Agbabiaka started in December 2012 and has provided specific scrutiny to the TfB contract with particular reference to the Business Planning and task order and the demand management and communication aspects of the contract. These areas have significant change over the last six months and the indications are that improvements in the service are already being demonstrated. Complaints are down and response times have improved for the majority of key contacts.</p> <p>The key areas addressed by the Contract KPIs remain as previously defined although the specific indicators have changed to reflect the emerging priorities and expectations of the Council. The Contract Performance indicators for 2014/15 will need to be developed through the current MTP process to ensure that they drive behaviours to meet the expectations of the new Council.</p>	<p>Peter Hardy(up until May 2013)</p> <p>Janet Blake from May 2013</p>	<p>Sean Rooney / Karen Agbabiaka</p>	<p>Aug 2013</p>

<p>3. Papers of the TfB Strategic Board should be made accessible to County Councillors in order to make available options for and impacts of TfB efficiencies and results of service financial and performance benchmarking.</p>	<p>Agreed</p>	<p>It is the intention to provide the Strategic Board with a quarterly review of performance and trends against the business plan projections and forecasts. Any information that could be construed as commercially sensitive would not be made available generally. The efficiency of the service would be a fundamental element of this report. The contract makes specific reference for the need to demonstrate continuous improvement and to demonstrate value for money through benchmarking. The results of any benchmarking exercise would similarly be included in the quarterly performance reviews.</p> <p>These performance and review papers of the Strategic Board will be made available to Members through the secure restricted zone of the intranet. The additional presence of the two Members on the Strategic Board will also strengthen the ability for Member challenge.</p>	<p>This information is available on the Members pages. Commercially sensitive information has been restricted but is available on specific request through the Cabinet Member for Planning and Transportation. The Cabinet Member and the two additional Members on the Strategic Board have unfettered access to all aspects of the service delivery and Strategic Board Papers as does the Scrutiny committee on request.</p>	<p>This information is available and is placed onto the members Pages on the Service Information Centre (SIC)</p>	<p>Peter Hardy(up until May 2013) Janet Blake from May 2013</p>	<p>Sean Rooney / Karen Agbabiaka</p>	<p>Aug2013</p>
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<p>4. Localised 'trend data' available to the Contact Centre and Service Information Centre on types of issues raised, response rates, and unresolved issues should be published online and communicated to County Councillors as local updates (quarterly) and as part of TfB updates at Local Area Forums.</p>	<p>Agreed</p>	<p>The necessary information is readily available and will be base lined in April 2012. Thereafter quarterly reports will be developed and published to enable a continue focus on customer engagement and trends to be identified and acted upon.</p> <p>The Transport for Bucks, (TfB) update report that is currently issued at each Local Area Forum, (LAF) will be expanded to include this data.</p>	<p>Since June 2012 this information has been made available through the contact centre and the Service Information Centre.</p> <p>This information is reported monthly to the Operational Management Board which is Chaired by the Cabinet Member.</p> <p>A summary of this information can and will be presented at all LAFs now that it is readily available.</p> <p>The information available for July shows that there were 60 complaints 55 stage 1 and 5 stage 2, this was in the context of over 6500 contacts in the same period. The complaints received by team were</p> <ul style="list-style-type: none"> • 34 LATs • 10 Street Lighting • 5 marketing and Comms • 5 rights of way • 3 parking • 2 street works noticing • 1 traffic signals <p>The areas of concern raised were</p> <ul style="list-style-type: none"> • Delay /failure to keep people informed 61% • Complaint re service delivered 14% • Failure to respond within prescribed time 13% <p>This information is analysed monthly by the Operational Management Team and improvement actions agreed with the OMB as appropriate.</p> <p>It is too early to identify any specific trends in the above information but all teams who are subject to a complaint are made aware of the complaint and are involved in the response and any improvement plan if a procedural or systemic failure has been identified as a consequence of the investigation in to the complaint.</p> <p>The Cabinet Member and Senior Managers of Place Service meet on a regular basis with a representative of the Corporate Complaints team where data and information are discussed across the whole Place Service. Specific information is also provided on the RJ element of the service.</p>	<p>This information is now to be provided in a summarised fashion and released to all Members on a monthly basis through the monthly TfB statistic sheet.</p> <p>At the end of August a new facility will be added to the SIC through the members pages to provide members with up to date information (using an interactive map) detailing the following information.</p> <p>The service areas to be included are :</p> <ul style="list-style-type: none"> • Major CMP schemes • Plane and Patch works in their area • Pothole repaired over the past year • Street lights repaired over the last year and those identified for the next 21 days – the programme for LED replacement on the A+B roads as it effects the area • Gullies cleansed and gullies to be cleansed over the forthcoming two weeks • Grass cut to date and to be cut over the forthcoming two weeks • Works in the area today. • Winter maintenance routes and salt bin stocks. <p>When the members go to their pages on the SIC the map will be centred on their area and all of the above will be available subject to their selection criteria. In addition there will also be general information available such as the classification of the roads and any accident cluster sites. There is also the option to highlight works being undertaken by the utility companies.</p> <p>This is currently being tested by two members selected by the Cabinet Member to refine it requirements further with a view to a full launch at the end of August.</p> <p>It is not currently intended to provide information about all contacts and communications due to the volume of contacts (6500 – 10000 per month). At a future stage it would be possible to provide a division by division breakdown of both the stage two and stage complaints</p> <p>In the interim period the LATs have been providing the members with a written weekly update of all works forecast for the forthcoming week and any specific issues.</p>	<p>Peter Hardy(up until May 2013)</p> <p>Janet Blake from May 2013</p>	<p>Sean Rooney / Karen Agbabiaka</p>	<p>Aug 2013</p>
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<p>5. TfB should introduce a Key Performance Indicator to monitor and reduce the number of repeat contacts made by residents to the County Council about TfB services. Consideration should be given to options to improve outbound communication (calling people back) to provide updates and manage expectations.</p>	<p>Agreed</p>	<p>A Key performance Indicator, (KPI) to measure the number of repeat contacts will be developed and included in the KPI suite for 2012/13.</p> <p>The management of expectation is a critical element of improving the perception and delivery of the service. The Service Information Centre,(SIC) is able to provide both real-time and proactive information and the Contact centre is being briefed with information and advice on the latest realistic response times for certain issues raised.</p> <p>The Twitter format of communication is proving very useful. TfB now have over 1000 followers and the number of re-tweets is growing. In particular the tweets regarding the winter service, along with the ability to track the gritters, are very well received as they provide a real-time information flow.</p> <p>Through Twitter we are able to direct and encourage people to use the SIC and see where we are working.</p>	<p>A methodology to measure the number of repeat contacts has been developed and information is being captured to highlight the key areas of concern. Targets were not set for the 2012/13 year as no previous data was available around which to base any meaningful targets.</p> <p>Outbound communications have been strengthened through the development and reinvigoration of a number of TfB branded information notes targeted at both the members and the Parish Council. TfB recognises that up to date and readily digestible information is essential in managing the expectations of the public given the very tight fiscal circumstances that we are in. All members have had the opportunity to attend TfB service briefings and all have received both the business plan and the service level information booklets for routine maintenance.</p> <p>The logistic of calling all 6500 contacts made have been investigated and as a starting point the call centre are currently asking people if they need to be called back on completion of the issue fro which they made contact. Those contacts made via the SIC can be tracked through a very rudimentary status indicator that shows as just added – live or closed out. We are investigating ways of upgrading this so that people can see where there issues is in the process of being resolved and who it sits with. This is work in progress but expected be in place for the new year.</p>	<p>A management KPI was developed but was superseded by events that drove the need for immediate improvement in this aspect of the service. In addition to the works carried out previously in terms of information to the members and parishes about key aspects of the Service we have introduced the following improvements to drive the quality and response times and to reduce the level of repeat calls. An improvement project group has been set up including TfB and the Client to develop and deliver an improvement plan to manage this area of work.</p> <ul style="list-style-type: none"> • Introduced a new contact filtering process and escalation process that drives a quicker response times • Key staff that interact with the public and members are receiving training to improve letter writing and general communication skills • Improved information to the Contact centre allowing a better first time response • Customer journey exercises have been carried out and processes changed to improve the service • The repeat call information is now captured on a monthly basis and shared with the OMT and OMB and areas for improvement are identified and acted on continually. <p>The new ‘report a problem’ facility to go live at the end of August will include a track my report facility showing the latest status of the problem reported.</p> <p>We continue to improve our external communication and have developed a new campaign building on the “we’re working on it “campaign highlighting that we do more than just surface roads.</p> <p>“We’re working on it in more ways than One” campaign highlights all of the areas that we deliver and provides a platform for the LATs to brief the Parish Councils and the LAFs about what works are planned to be in there areas over the next two to three weeks. The LAT vans have been branded with the new campaign logo and lightweight temporary signs have been developed to be placed in the vicinity of the works on the weeks leading up to them starting; hopefully intercepting or preventing a number of contacts before they occur ie grass cutting in this area in the next two weeks.</p>	<p>Peter Hardy(up until May 2013)</p> <p>Janet Blake from May 2013</p>	<p>Karen Agbabiaka</p>	<p>August 2013</p>
<p>6. Customer satisfaction Key Performance Indicators should be strengthened, particularly those specific to improving response times to reported faults and customer</p>	<p>Agreed</p>	<p>The current TfB business and KPI suite is being refocused on the following four challenges:</p> <ul style="list-style-type: none"> ○ To deliver a step change in the condition of the Highway network; ○ To demonstrate Value for Money and efficiencies in the delivery of the service; ○ To deliver a consistent 	<p>Customer satisfaction is being monitored through 11 Contract Performance indicators and all are currently performing above the minimum expected requirement set by the contract although four are not meeting the expected target below which the fee “at risk” is withheld.</p> <ul style="list-style-type: none"> • CAT1 potholes fixed within 24hrs - currently 91.66% as against a contractual requirement of 92% • CAT1 potholes made safe next 	<p>Customer satisfaction is now being monitored through 12 Contract Performance indicators and all that currently have data are currently performing above the minimum expected requirement set by the contract</p> <ul style="list-style-type: none"> • CAT1 potholes fixed within 24hrs - currently 98%against a contractual requirement of 95%, which is an increased target over last years target • CAT1 potholes made safe next working day – currently 98%,against a requirement of 98% • Satisfaction with work effecting frontages – currently at 96% as against a requirement of 85% 	<p>Peter Hardy(up until May 2013)</p> <p>Janet Blake from May 2013</p>	<p>Sean Rooney</p>	<p>Complete and yearly reviewed.</p>

<p>correspondence.</p>		<p>high quality service on a right first time basis; and</p> <ul style="list-style-type: none"> To communicate effectively with the key stakeholders and ensure customer satisfaction. <p>The final bullet point supports the strengthening of the customer focus and satisfaction. There are currently 7 contract KPIs that directly relate to levels of customer satisfaction for various elements of the service and a further 3 that relate specifically to the response times and the adherence or otherwise to the corporate correspondence processes.</p> <p>We will ensure that where ever possible timescales are being provided for the rectification or response times to the issues raised.</p>	<p>working day – currently 94.7%, against a requirement of 98%</p> <ul style="list-style-type: none"> % response time (excluding potholes) – currently 97.9%, against a requirement of 98% Satisfaction with work effecting frontages – currently at 80.3% as against a requirement of 85%. <p>The total fee at risk against these is currently in the order of £46,000 and there are improvement plans in place for each.</p> <p>With regard to the response to potholes it can be seen that this is already a step change to the outturn position of last year at 75%.</p> <p>All of the 41 CPIs including those above are monitored on a monthly basis by the OMT and the OMB and action plans are in place to address all those falling short of the expected target.</p>	<p>(Only a small sample at this time).</p> <ul style="list-style-type: none"> Percentage of works completed without the need for remedial works - currently at 94.8% against a target of 98% <p>The total fee at risk against these is currently in the order of £44,500 and there are improvement plans in place for each.</p> <p>As stated above we have introduced a new escalation process to drive improved response times to all correspondence Whilst this is still work in progress there are already signs of improvement although we are currently finding that the volume of correspondence is diverting resources from other potentially critical services.</p>			
<p>7. Integration between the Contact Centre and Service Information Centre should be increased to ensure that customers receive a consistent quality of service and response rate. The SIC should be sufficiently resourced in order to be up to date, accurate and able to provide acknowledgements and updates.</p>	<p>Agreed</p>	<p>Every effort is made to ensure that the SIC is kept up to date. There is an existing dedicated resource that seeks to ensure that all aspects of the SIC are current. Reviews of users of the SIC are sought on a regular basis and improvements are being sought on a continuous basis.</p> <p>The intention is to publicise the SIC to a greater extent and current statistics show a steady increase in hits on the site.</p> <p>Recent Roadshows have been delivered in both the north and the south of the county with an open invitation to both the County Councillors and representatives of the Parish Councils and a number of improvements are being developed to meet the ideas suggested and concerns raised.</p> <p>Ongoing interaction between the SIC and the Contact Centre:- During the first week of February two visits were made to the contact centre to ensure that all the TfB trained contact</p>	<p>The interaction between the contact centre and the whole of TfB has increased as a consequence of the custom journey exercise. The TfB management team spent half a day each in the contact centre discussing how they could make best use of the centre in stemming the demand for services and repeat contacts. Each service lead has revised their “Frequently asked Questions” responses and the contact centre has been provided with new and up to date information about key programmes. A process to keep this information has been put in place.</p> <p>It would appear that after a small early migration from the contact centre the number of contacts with the Council through both the service centre and the Contact centre continue to rise as people find the most suitable vehicle for them to make contact.</p> <p>Detailed scrutiny of all complaints is now considered monthly at the OMT and OMB and action plans are being developed to address the issues raised.</p>	<p>We continue to work very closely with the Contact centre in an attempt to provide them with the latest information relating to all of the programmed works. The Team Leader in the Contact Centre meets weekly with the TfB team to ensure the CC is aware of any emerging activities or issues and is properly briefed to handle any increase in contacts to the centre</p> <p>The information to be made available to the members as set out above will also be made available to the contact centre and all of the LATs. This information works from real time information provided by the operational hub and so will provide the most up to date information on a daily basis for the contact centre.</p> <p>The new ‘report a problem’ application is now fully integrated with Symology which is the database used to capture and track all correspondence and works orders. The direct integration will provided significant benefits as the former system required all info reported to be transferred to Symology manually.</p> <p>The Contact centre is well aware of the seasonality of the issued generally raised by the public and TfB have been continuing to provide improved information relating to programmes relating to these seasonal complaints such as grass cutting, street lighting and gully emptying.</p>	<p>Peter Hardy(up until May 2013)</p> <p>Janet Blake from May 2013</p>	<p>Karen Agbabiaka</p>	<p>Immediate and on going</p>

		<p>centre staff are accessing all the information available and making best use of the SIC. These training sessions will continue as additional functionality is added. Also Frequently Asked Questions, (FAQs) are being removed with links taking the customer to the SIC rather than updating two separate documents. In this way the information remains current.</p> <p>These actions will be contained and delivered within the existing resources.</p> <p>A suggestion that the Cabinet Member for Planning and Transport will meet with Cabinet Member for Community Engagement to discuss potential opportunities to maximise the interaction between the SIC and the corporate Contact Centre.</p>					
<p>8. As part of a ‘while here’ policy to improve local satisfaction with TfB services, non-Category 1 potholes in close proximity to an urgent Category 1 pothole should be repaired concurrently as standard.</p>	<p>Agreed</p>	<p>The current TfB business and KPI suite is being refocused on the following four challenges:</p> <ul style="list-style-type: none"> o To deliver a step change in the condition of the Highway network; o To demonstrate Value for Money and efficiencies in the delivery of the service; o To deliver a consistent high Quality service on a right first time basis; and o To communicate effectively with the key stakeholders and ensure customer satisfaction. <p>The “while here” policy supports the first three points above and as such significant effort and emphasis has been placed on this approach for the forthcoming year.</p> <p>The pothole strategy and associated policy is in the final stages of being reviewed to enable a fresh focus on the carriageway maintenance regime. The ability to fully deliver this concept is limited by the current financial position. It is the aspiration to deliver this</p>	<p>In addition to increasing the number of pothole gangs employed TfB have also employed two Jet Patcher Machines that are able to readily fix both CAT1 and CAT2 defects. The deployment of these machines in conjunction with the pothole gangs is having a significant impact on the overall number of defects that are being treated.</p> <p>The number of CAT1 defects continues to be of concern with only limited signs of the number reducing month on month but the number of overall defects treated is almost double that of last year, and it is expected that this will have a beneficial effect and reduction in the CAT1 defects over the next six months. Whilst this is not a full shift to the “while here” concept it is having a positive impact on both road condition and public perception, in certain areas.</p> <p>There have been some complaints about the quality of the jet patcher works but this has been down to a misunderstanding and lack of information regarding the intended outcome and surface condition provided by this technique. In order to address this issue we have developed a short video that is available on the SIC explaining the method and demonstrating the benefits of the Jet patcher,</p>	<p>We continue to employ two jet patcher machines and the current trend in potholes being reported has seen a significant reduction over the last two months (1750 and 1150 for June and July respectively) following an all time peak in April (4400 potholes repaired). Although this is encouraging it must be treated with extreme caution as the number of potholes is very weather dependent.</p> <p>In addition to the reactive maintenance we are clearly spending increasing funds through the Capital Maintenance programme £30million between 2011-13 and a further £25million of the next two years; and this year we are spending in the order of £2.0 million on a robust and targeted “Plane and Patch” programme designed to tackle areas where we know that the roads are likely to deteriorate quickly and create an issue with Cat 1 defects through the winter months. Whilst this is not a full “While here” approach, it is considered that this will go some way to addressing the current low levels of satisfaction being driven by the current policy of only tackling Cat 1 defects. The £2.0 million is enabling us to tackle some 200 hundred sites across the county that would otherwise not be repaired.</p>	<p>Peter Hardy(up until May 2013)</p> <p>Janet Blake from May 2013</p>	<p>Sean Rooney</p>	<p>Dependent upon budget availability</p>

		<p>as soon as is practicably possible when the budgetary situation can be reconciled to be able to carry out the while here policy.</p> <p>The new standard, when delivered, in conjunction with additional operational staff will facilitate a greater emphasis and a more obvious and visible delivery of the preferred approach.</p>					
<p>9. Local Area Technicians (LATs) should be supported to interface between County Councilors, District and Parish Councils, Local Area Forms and operations at TfB to ensure they can proactively identify, prioritise and resolve local works and faults. County Councilors should be provided with the contact details for their LATs in order to support their community leadership roles.</p>	Agreed	<p>Most of the LATs are already well known to their local County Councilors. Each of the Members has a dedicated page accessed only by those who are given the link. It is not available to the general public but found by each Member clicking on their photograph. Their individual capital programme is listed at the top followed by any notices to homes affected by the work added to on a weekly basis. Details of the community and road fixer gangs and the gully emptier programme are included if they are working in their area the following week. The photograph and contact details of the relevant LAT and their team leader are also included. The pages are updated on a weekly basis and the Members are reminded to look at their pages via a link in an email sent out weekly</p> <p>The Cabinet Member for Planning and Transport suggests that once the transformational re designs of the TfB service is finalised, a meeting will be organised on a District area basis where Members will be invited to meet with their LATs and ensure that all contact details and priorities are understood by both parties. This meeting will inform the Members of any potential changes to their LAT and introduce those new LATs to the Members in that particular area.</p>	<p>The LATs continue to meet with their members on a as needs basis and the LAT team leaders attend all of the LAF meetings as required.</p> <p>The members should be receiving a copy of a recent network bulletin that sets out the roles and responsibilities that the LATs.</p> <p>A new dashboard for the LATs is to be launched in the near future. This will support them in delivering their role and provide them with a single point of information on the following:</p> <ul style="list-style-type: none"> • Works scheduled to start in the week • Works completed in the week • Outstanding and delayed works • Utility Works in the area • Correspondence with reminders for compliance in terms of response times • Proportion of Network visited / inspected. <p>The above will clearly facilitate better and timelier transfer of information to the Members.</p> <p>The introduction of a new role Customer Services Manager , filled by Tim Fowler, has also added to the improvement of communication and messaging to not only the Members but also to the residents and customers of the Authority.</p> <p>The Cabinet Member has decided that the District area meetings between Members and their LATs should be delayed until after the election in May 2013 because of operational changes in the LAT structure and in order that newly elected members can be involved.</p>	<p>We are reviewing the way in which the LATs work with the intention of providing a structure that will allow better interaction with Members at a local level. Whilst ensuring that the work that they do is captured and recognised.</p> <p>LAT training is underway to up-skill them and improve the interaction in the works ordering process between their work and that of the delivery teams</p> <p>Weekly updates are in place to inform members of what is happening in their areas on a weekly basis.</p> <p>The introduction of the Hub will provide LATs and Members with the ability to have better information about what works are planned on a weekly basis</p> <p>The LATS will have direct access to all of the information provided through the SIC to the members and will continue to be the first point of contact for the Members. In order to reduce the LATs administrative burden given the high volumes of correspondence both formal and informal we are investigating ways in which they may be supported to allow more time for front line services.</p>	<p>Peter Hardy(up until May 2013)</p> <p>Janet Blake from May 2013</p>	<p>Sean Rooney / Karen Agbabiaka</p>	<p>April 2013</p>