



Date: Thursday, 30 June 2022

Time: 2.00 pm

Venue: Shrewsbury/Oswestry Room, Shirehall, Abbey Foregate, Shrewsbury, Shropshire, SY2 6ND

Contact: Sarah Townsend, Committee Officer
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PLACE OVERVIEW COMMITTEE

TO FOLLOW REPORT (S)

6 Kier Performance Reporting (Pages 1 - 4)

To receive an update from the Head of Highways regarding KPIs, following consideration of this agenda item at the committee's last meeting. Report to follow.

Contact: Andy Wilde (Tel: 01743 255472)

10 Place Overview Committee Work Programme (Pages 5 - 12)

To consider the future work programme of the Committee. (To Follow).

Contact: Danial Webb (Tel: 01743 258509)

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Place Overview Committee	<u>Item</u>
30 June 2022	<u>Public</u>

Shropshire Highways: Key performance indicators

Responsible officer

Danial Webb, overview and scrutiny officer
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1.0 Summary

1.1 This paper provides the committee with Shropshire Highways' key performance indicator scores for January, February, and March 2022.

2.0 Recommendations

2.1 Committee members to:

- scrutinise the performance indicator scores
- identify any areas of concern in the scores and
- make any appropriate recommendations for further scrutiny based on these scores.

3.0 Background

3.1 The Place Overview Committee met in May 2022 to consider a report on the performance of Shropshire Highways, the council's partnership with Kier to deliver highways and street scene services.

3.2 At the meeting, the committee members asked for the performance indicator scores for the months of January, February and March 2022. These are attached as **appendix 1** of this report.

List of background papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)

None

Cabinet Member (Portfolio Holder)

All

Local Member

All

Appendices

None

Appendix 1 Shropshire Highways key performance indicator scores Jan-Mar 2022

Shropshire Highways - KPI Model Shropshire Council Score Card - January 2022			
		Target Performance Level	Final KPI Score
KPI 1a	Reactive & Routine Highway and Environmental Maintenance tasks completed in time. Reactive Highways Works	98.00%	100.0%
KPI 1b	Reactive & Routine Highway and Environmental Maintenance tasks completed in time. Street Lighting	98.00%	33.0%
KPI 1c	Reactive & Routine Highway and Environmental Maintenance tasks completed in time. Emergency Response	98.00%	100.0%
KPI 2	Reactive, Routine Highway and Environmental Maintenance tasks to required quality	98.00%	99.8%
KPI 3	Highway Project and scheme works completed on time and without defects	98.00%	100.0%
KPI 4	Up to date financial management information is provided on time and +/-10% of final cost	98.00%	100.0%
KPI 5	Provision of all forward works plans received on time and to correct quality	98.00%	100.0%
KPI 6	Monthly Performance Figures provided on time without errors	100.00%	100.0%
KPI 7	Applications for payment submitted on time correctly without errors. (5%)	95.00%	99.6%
KPI 8	Customers satisfied with the performance of Kier and its supply chain	80.00%	100.0%
KPI 9	Winter Maintenance - service completed on time	98.00%	100.0%

Shropshire Highways - KPI Model Shropshire Council
Score Card - February 2022



		Target Performance Level	Final KPI Score
KPI 1a	Reactive & Routine Highway and Environmental Maintenance tasks completed in time. Reactive Highways Works	98.00%	62.0%
KPI 1b	Reactive & Routine Highway and Environmental Maintenance tasks completed in time. Street Lighting	98.00%	31.0%
KPI 1c	Reactive & Routine Highway and Environmental Maintenance tasks completed in time. Emergency Response	98.00%	100.0%
KPI 2	Reactive, Routine Highway and Environmental Maintenance tasks to required quality	98.00%	99.7%
KPI 3	Highway Project and scheme works completed on time and without defects	98.00%	100.0%
KPI 4	Up to date financial management information is provided on time and +/-10% of final cost	98.00%	100.0%
KPI 5	Provision of all forward works plans received on time and to correct quality	98.00%	100.0%
KPI 6	Monthly Performance Figures provided on time without errors	100.00%	100.0%
KPI 7	Applications for payment submitted on time correctly without errors. (5%)	95.00%	99.3%
KPI 8	Customers satisfied with the performance of Kier and its supply chain	80.00%	100.0%
KPI 9	Winter Maintenance - service completed on time	98.00%	100.0%

		Target Performance Level	Final KPI Score
KPI 1a	Reactive & Routine Highway and Environmental Maintenance tasks completed in time. Reactive Highways Works	98.00%	100.0%
KPI 1b	Reactive & Routine Highway and Environmental Maintenance tasks completed in time. Street Lighting	98.00%	12.0%
KPI 1c	Reactive & Routine Highway and Environmental Maintenance tasks completed in time. Emergency Response	98.00%	100.0%
KPI 2	Reactive, Routine Highway and Environmental Maintenance tasks to required quality	98.00%	99.6%
KPI 3	Highway Project and scheme works completed on time and without defects	98.00%	100.0%
KPI 4	Up to date financial management information is provided on time and +/-10% of final cost	98.00%	100.0%
KPI 5	Provision of all forward works plans received on time and to correct quality	98.00%	100.0%
KPI 6	Monthly Performance Figures provided on time without errors	100.00%	100.0%
KPI 7	Applications for payment submitted on time correctly without errors. (5%)	95.00%	99.3%
KPI 8	Customers satisfied with the performance of Kier and its supply chain	80.00%	100.0%
KPI 9	Winter Maintenance - service completed on time	98.00%	100.0%



Place Overview Committee 30 June 2022	<u>Item</u> <u>Public</u>
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Place Overview Committee Work Programme

Responsible officer

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1.0 Summary

1.1 This paper presents the Place Overview Committee's proposed work programme for the 2022-2023 municipal year.

2.0 Recommendations

2.1 Committee members to:

- agree the proposed committee work programme attached as **appendix 1**
- suggest changes to the committee work programme and
- recommend other topics to consider.

3.0 Background

3.1 The work programme provides the opportunity for the committee to plan its work for the next twelve months. In planning its work, it should aim to produce a programme that features a combination of:

- scrutiny of council priorities, through its corporate plan (The Shropshire Plan)
- forthcoming policy proposals, as listed in the Forward Plan and from discussions with officers and administration members.
- community priorities that the public bring to the attention of elected members.
- priorities for action resulting from the council's financial and capital strategies.
- the work of our partners, for example the Marches Local Enterprise partnership or
- following up on previous recommendations from the committee.

3.2 The Shropshire Plan

Shropshire Council's overarching corporate plan, The Shropshire Plan, is currently in draft stage and has yet to be approved by Council. The Plan, when approved, will contain:

- Corporate priorities which the Place directorate will be responsible for delivering;

- Plans and policies which together will deliver the priorities of the corporate plan; and
- A suite of performance management information that will allow elected members to scrutinise both the delivery of plans and policies, but also to determine whether those plans and policies had resulted in the expected change in performance.

3.3 The committee attempted to meet to hold a work programme planning session. Unfortunately the meeting had to be postponed due to illness. While we arrange another planning meeting, the chair and deputy chair have met with directors and portfolio holders to identify priority topics for the year ahead.

3.4 Shropshire Council's Forward Plan of Key Decisions is attached as **appendix 2**. There will be an opportunity for further scrutiny of the Shropshire Plan when it has been approved by Council in May this year.

4.0 Next steps

4.1 Officers will present a refreshed work programme at each committee meeting. In addition the committee will meet informally between committee meetings to discuss which topics they wish to scrutinise at future meetings.

List of background papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)

None

Cabinet Member (Portfolio Holder)

All

Local Member

All

Appendices

Place Overview Committee work programme

Forward Plan of Key Decisions – June 2022

Appendix 1

Overview and Scrutiny work programme for municipal year 2022-2023

Place Overview Committee

Topic	Objectives	Participants	Information required	Date
Kier Performance Reporting	<ul style="list-style-type: none">To receive an update from the Head of Highways regarding KPIs, following consideration of this agenda item at the committee's last meeting. Report to follow.	Head of Highways	<ul style="list-style-type: none">Key performance indicators January – March 2022	30 June 2022
Planning Committee Structures	<ul style="list-style-type: none">To scrutinise the findings of research commissioned by the committee into the perceived impact of the 2019 decision to restructure Shropshire Council's planning committees	Assistant Director Economy and Place	<ul style="list-style-type: none">Schemes of delegation in other local authorities	30 June 2022
Banners, Bunting, Christmas Lighting & Temporary Signage Policy Review in Shropshire	<ul style="list-style-type: none">To receive an update on recommendations made by the committee's signs, banners and bunting task and finish group.	Network Co-ordination & Compliance Manager	<ul style="list-style-type: none">Task and finish group reportUpdate on recommendations made in the report.	30 June 2022

Place Overview Committee

Topic	Objectives	Participants	Information required	Date
Proposed Fees for Event Closures / Temporary Traffic Restriction Orders	<ul style="list-style-type: none"> To receive an update on proposed fees for event closures / temporary traffic restriction orders. 	Network Co-ordination & Compliance Manager	<ul style="list-style-type: none"> Proposed fees structure 	30 June 2022
Communicating highways works and repairs	<ul style="list-style-type: none"> Understand how the council communicates disruptions to the highway. Make recommendations on future development of communications. 	Assistant Director, Infrastructure		29 Sept 2022
Highways capital programme	<ul style="list-style-type: none"> Review the council's capital programme for highways and transport for the period 2021-2025. Ensure Shropshire Council has the staffing and infrastructure in place to plan and deliver programmes of work made possible by increased capital funding. Ensure adequate funding is allocated to programme investments within LTP4. 	Executive Director of Place	<ul style="list-style-type: none"> Financial strategy 2021-2025 Capital investment plan 	29 Sep 2022

Place Overview Committee

Topic	Objectives	Participants	Information required	Date
Clean and healthy rivers	<ul style="list-style-type: none"> To agree a terms of reference for a committee review to “better understand the reporting and reasons for both sewage discharges and farm-related discharges and their impact on the bio-diversity of rivers and the health of those who swim in the river.” 	Chair, Place Overview Committee	<ul style="list-style-type: none"> River network in Shropshire Pollution levels in the Shropshire river network Current legislation covering discharges into rivers 	29 Sept 2022
Local cycling and walking infrastructure plan	<ul style="list-style-type: none"> Scrutinise draft active travel strategy Examine capital funding underpinning strategy Explore how the strategy will meet the objective of the draft local transport plan 	Head of Environment and Transport	<ul style="list-style-type: none"> Draft Local cycling and walking infrastructure plan. 	10 Nov 2022
Local Transport Plan 4	<ul style="list-style-type: none"> Scrutinise findings of thematic consultation on emerging themes underpinning the draft local transport plan. Ensure the plan’s priorities align with and support other council corporate priorities. Understand how the plan addresses competing and complementary priorities within the plan. Examine plan priorities and capital investment underpinning the plan. 	Assistant Director, Infrastructure	<ul style="list-style-type: none"> Draft local transport plan Findings from thematic workshops Regional transport strategies 	10 Nov 2022

Place Overview Committee

Topic	Objectives	Participants	Information required	Date
Bridgnorth and NE Shrewsbury future connectivity area assessment	<ul style="list-style-type: none"> • Overview of public engagement during the assessment • Scrutinise findings of assessment in light on LTP4 and local cycling and walking infrastructure plan, 	Head of Environment and Transport	<ul style="list-style-type: none"> • Area assessment findings • Engagement plan 	10 Nov 2022
LED lighting programme	<ul style="list-style-type: none"> • To review the impact of the lighting programme on the 	Assistant Director, Infrastructure	<ul style="list-style-type: none"> • 	26 Jan 2023
Clean and healthy rivers	<ul style="list-style-type: none"> • Evidence gathering for the committee review of river water quality 	Chair, Place Overview Committee	<ul style="list-style-type: none"> • River network in Shropshire • Pollution levels in the Shropshire river network • Current legislation covering discharges into rivers 	26 Jan 2023

Place Overview Committee

Topic	Objectives	Participants	Information required	Date
Planning Improvement	<ul style="list-style-type: none"> • Update on the review of the planning service, including <ul style="list-style-type: none"> ○ Engagement with town and parish councils ○ Training for town and parish councils ○ Automated processes for self-service ○ The Member Gateway ○ Restructuring ○ Training 	Assistant Director, Infrastructure	<ul style="list-style-type: none"> • 	23 March 2023
Update on review of winter service plan	<ul style="list-style-type: none"> • Scrutinise performance in carrying out the 2021/2022 highways winter service plan. • Monitor implementation of recommendations arising from the 2021 Place Overview Committee review of the winter service plan. 	Head of Highways	<ul style="list-style-type: none"> • Outcome of recommendations from the committee's 2021 report. 	23 March 2023

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