

Highways & Engineering Service Future Council Improvement Review – Cover Report

1.0 Purpose of the Report

- 1.1 The purpose of the attached report (Item 4b) is to provide the Overview & Scrutiny Committee (OSC) with details of the outcome of the Future Council Improvement Review (FCIR) of the Highways & Engineering Service (the Service) and recommendations for service modernisation.

2.0 Introduction/Background

- 2.1 The highway network is vital to the economic, social and environmental well-being of Barnsley. The highway network is valued at £2.2 billion and is the most valuable asset the Council manages. It is key to achieving nearly all of the Council's business objectives, providing the means by which children get to school, the elderly receive home help, waste is transported and Council staff deliver services around the borough.
- 2.2 The Highways & Engineering Service is responsible for: highway design; bridges and structures; drainage; network management; and traffic & road safety. Although the Service has undergone numerous restructures, modernisation is required to meet future demand and address key issues facing the Service. As a result, a review was conducted by the Transformation Team to examine service delivery and look at how functions are managed.
- 2.3 Further analysis and evaluation needs to be carried out for certain areas of the review. However, a series of recommendations and core changes have been made. It is anticipated that the recommendations will be implemented by April 2019 without diminution of service to the public.

3.0 Invited Witnesses

- 3.1 At today's meeting, the following representatives have been invited to answer questions regarding this area of work:
- Matt Gladstone, Executive Director – Place
 - Paul Castle, Service Director – Environment & Transport, Place Directorate
 - Matt Bell, Head of Highways, Engineering & Transportation, Place Directorate
 - Rachel Tyas, Head of Transformation, Environment & Transport, Place Directorate
 - Cllr Robert Frost, Cabinet Support Member for the Place Directorate

4.0 Possible Areas for Investigation

- 4.1 Members may wish to ask questions around the following areas:
- How have front-line employees and members of the public contributed to the review and how will they be involved in the future?
 - How will efficiencies be achieved through this review, for example investment in new technology?

- How will you demonstrate that these improvements deliver value for money?
- What visible improved outcomes will members of the public see?
- What is the key to managing relationships and promoting a positive image?
- Given that previous restructures have not been effective in addressing issues, how do you foresee the current recommendations improving outcomes?
- What strategies need to be adopted to attract, develop and retain a workforce capable of achieving the vision and purpose of the service?
- What are the key risks and challenges for the forthcoming year and how will these be managed?
- What areas of good practice, either within BMBC or other authorities, can be replicated for a 'quick win'?
- What mechanisms are in place to ensure the gathering of timely and accurate data, and how will intelligence be used to drive the service forward?
- In your opinion, which of the recommendations will have the largest impact upon work in the Service?
- What actions could be taken by Members to support the recommendations from the review?

5.0 Background Papers

- Item 4b (attached) - Highways & Engineering Service Future Council Improvement Review
- Traffic Management Act 2004: <https://www.gov.uk/government/publications/traffic-management-act-2004-summary/traffic-management-act-2004-summary>

6.0 Glossary

BDR	Barnsley, Doncaster & Rotherham
BMBC	Barnsley Metropolitan Borough Council
FCIR	Future Council Improvement Review
HR	Human Resources
KLOEs	Key Lines of Enquiry

7.0 Officer Contact

Anna Marshall, Scrutiny Officer
28th September 2018