

Meeting:	Audit and Governance Committee	Date: 22 January 2018
Subject:	Streetcare Audit Report – 12 Month Follow-up Report	
Report Of:	Jonathan Lund, Corporate Director	
Wards Affected:	All	
Key Decision:	No	Budget/Policy Framework: No
Contact Officer:	Jonathan Lund, Corporate Director	
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Appendices:	None	

FOR GENERAL RELEASE

1.0 Purpose of Report

- 1.1 To provide a 12-month update on activity to implement the recommendations arising from the Streetcare Contract Audit which was reported to Committee on 23 January 2017

2.0 Recommendations

- 2.1 To receive and note the update report

3.0 Background and Key Issues

- 3.1 A Streetcare Audit Report was included in the 2016/17 Audit Plan and the findings were reported to the Audit and Governance Committee on 23 January 2017. Seven recommendations were made as a result of the Audit and these were endorsed and adopted by the Committee. It was agreed that the recommendations contained in the Action Plan would be implemented and that appropriate officers would report back to the Committee on progress after 6 months and 12 months. This is the second and final report after 12 months.

Recommendation 1 - Review and revise the purpose, terms of reference, completeness of the Risk Register and arrangements for strategic oversight of the service.

Task	Actioned Y/N	Response Update
Amend Strategic Review Meeting Terms of Reference	Y	<p>Strategic Partnering Board Meeting – renamed as Quarterly Strategic Review Meeting – Cabinet member attendance, Terms of Reference reviewed and adopted.</p> <p>Strategic Planning & Performance Meeting – renamed as Bi-Monthly Strategic Performance Meeting. Officer attendance.</p>

Risk Register	Y	Implemented
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Recommendation 2 - Formally document and regularly maintain and review key service conditions, specifications and variations to ensure contract compliance

Task	Actioned Y/N	Response Update
Identify and document all key conditions/specifications.	Y	A full register of Key Contract Requirements have been developed which reflect the relevant contract specification reference/clause numbers.
Confirm and document all identified contract variations on a register	Y	A single Service Change Register is in place in which all changes are being recorded.

Recommendation 3 - Implement a formal contract change process, reflecting past changes where practical, including a up to date Adopted Land Schedule;

Task	Actioned Y/N	Response Update
Document all changes to service provision	Y	A single Service Change Register is in place in which all changes are being recorded.
Adopted Land schedules for the Kingsway development and other locations	Y	All outstanding Adopted Land Commissioning forms have been signed and the Adopted Land Register updated accordingly.

Recommendation 4 - Clarify currently undocumented contract charges and ensure that procedures are appropriate to demonstrate “good value for money”;

Task	Actioned Y/N	Response Update
Provision of documentation to support and agree the annual charge of £53,824 for waste bins	Y	Capital expenditure breakdown provided by Amey for the Purchase of Bins which takes into account depreciation value; together with copies of sales invoices provided. Details previously supplied to all Committee Members prior to the six-monthly update.
Demonstrate “good value for money”	Y	All purchases are now made using the GCC Procurement Portal where a number of quotations are to be obtained for Goods & Services

Recommendation 5 - Implement an annually updated Service Plan which documents key service delivery data and in particular costs, staff levels, fleet, H&S, quality measurement, site locations, working methods.

Task	Actioned Y/N	Response Update
Annually update Service Delivery Plan	Y	The 2017 Service Plan was prepared and scrutinised by O&S Committee on 10 July 2017. Discussions currently in place with Amey prior to the provision of their 2018 Service Delivery Plan which will include the information set out in this recommendation and will be presented later this year.

Recommendation 6 - Review key performance indicators to include strategic, operational and quality related targets and sanctions for non-compliance; and

Task	Actioned Y/N	Response Update
Review of Strategic & Operational KPI's with appropriate financial sanctions	Y	This has been agreed

Recommendation 7 - Implement appropriate arrangements to monitor/check and document performance.

Task	Actioned Y/N	Response Update
Checks to be performed on the KPI results produced by Amey	Y	Key Performance Indicators are currently discussed at Monthly Operational Project Group meetings and also questioned and challenged at Strategic meetings. Following the Together Gloucester Review the existing role of Client Officer is being developed to provide additional resource for compliance management.
Monitoring of Amey performance of the service provision and documentary evidence in support of this	Y	Monthly Contract Monitoring Forms were introduced in January 2017 which are completed by the Operational Leads of the four Service areas, i.e. Grounds, Streetscene and City Centre Improvement.

4.0 Asset Based Community Development (ABCD) Considerations

4.1 None

5.0 Alternative Options Considered

5.1 None

6.0 Reasons for Recommendations

6.1 The report provides an update as promised to, and required by, the Committee.

7.0 Future Work and Conclusions

7.1 None

8.0 Financial Implications

8.1 None

9.0 Legal Implications

9.1 None

10.0 Risk & Opportunity Management Implications

10.1 None

11.0 People Impact Assessment (PIA):

11.1 None

12.0 Other Corporate Implications

12.1 None

Background Documents: None