

HEREFORDSHIRE PUBLIC REALM CONTRACT 2022-23

ANNEX 2 – COMMUNITY DEVELOPMENT & STAKEHOLDER MANAGEMENT



SERVICE OVERVIEW

SERVICE SUMMARY

Delivering Public Realm Services has a direct effect on the residents of Herefordshire. Providing effective communications and engagement through a high level of quality customer interaction and positive stakeholder management is essential for the success of the partnership and will be achieved through data led, open and honest communication, together with transparency around management and communication of key service messages aligned to Herefordshire Council's County Plan and Communication Strategy.

COMMISSIONED WORKS

The annex shall deliver all activities and works as set out in Schedule 4 – Service Information Annex 02 - Service Information Community Development V1.3 and Annex 03 - Service Information Customer Interface and Stakeholder Management V1.4 unless deemed out of scope as detailed below

SERVICE DELIVERY

SERVICE	RESOURCE	DIRECT/SUB CONTRACT	DELIVERY	COST
Fee	As per below	Direct	As per below	£106,320.76
LMO	N/A	N/A	N/A	N/A
Inspections – safety and third-party enquiry	12 x Locality Stewards 12 x Vehicles 12 x Tablets, Phones & Laptops	Direct	<p>Inspections as scheduled, as outlined in the Highways Maintenance Plan including annual night inspection to capture night-time defects.</p> <p>Defects to be categorised, prioritised and recorded electronically for inclusion in reactive and programmed maintenance schedules. Investigate issues with Accident investigation prevention team</p> <p>Erosion Sites</p> <p>Defects to be categorised, prioritised and recorded electronically for inclusion in reactive and programmed maintenance schedules.</p> <p>Inspection of Metalled PROW route surface only.</p>	£605,905.10
Inspections – emergency and third-party enquiry	12 x Locality Stewards 12 x Vehicles 12 x Tablets, Phones & Laptops	Direct	<p>Inspection where required in response to emergencies and customer enquiries</p> <p>Defects to be categorised, prioritised and recorded electronically for inclusion in reactive and programmed maintenance schedules.</p>	

Lengthsman & volunteer coordination	1x Locality Liaison Coordinator	Direct	<p>Engagement with Lengthsman</p> <p>Coordination of Lengthsman contracts with parishes.</p> <p>P3 commissioned by HC</p> <p>Locality Stewards to assist with liaison</p> <p>Coordination of opportunities for involvement of volunteer and community groups to deliver elements of service</p>
Community engagement	1x Locality Liaison Coordinator	Direct	<p>Once commissioned by HC coordination of community commissioning scheme and other parish focussed projects</p>
Stakeholder Engagement	<p>12 x Locality Stewards</p> <p>12 x Vehicles</p> <p>12 x Tablets, Phones & Laptops &</p> <p>2 x Customer Service staff</p>	Direct	<p>Provision of timely information through Locality Stewards weekly briefs to ward members and parish council</p> <p>Parish walks/tours</p> <p>Provision of information for Herefordshire Council website</p> <p>Provision of guides, newsletters, briefings etc</p> <p>Responding to direct requests from stakeholders</p> <p>Gaining feedback through surveys eg NHT, member specific</p> <p>Scheme communications (consultation/engagement)</p>
Community Support (equivalent of 100 days 'volunteer time')	1 x Locality Liaison Coordinator	Direct	<p>Identifying opportunities and supporting organisations and communities with projects from staff and in-kind support (including social value projects)</p> <p>Identifying funding opportunities and applying for funding to support projects within the localities.</p>
Partnership and multiagency working	Locality Steward, Customer Services,	Direct	<p>Representation at local, regional and national meetings relevant to the improvement and delivery of service</p> <p>Working with other organisations to improve delivery e.g., Environment Agency/Safer Roads Partnership tackling mud on road.</p>

<p>Customer Services, phone and online contact</p>	<p>1 x Manager 1 x Supervisor 1 x Coordinator 2 x Call handlers 2 x Administrators</p>	<p>Direct</p>	<p>Phones answered between 9am–4pm Monday to Friday primarily by a team of 2 call handlers with a resource of 7 staff available for busy and peak periods. Out of those hours emergencies are picked up by the contact centre who liaise with our out of hours supervisors. For non-emergencies customers are advised to call back within the hours of 9-4pm or report online. Herefordshire Council is responsible for maintaining the out of hours emergency call service handling. Response to other forms of contact e.g., web, email, mail and in person is picked up the Customer Service team during the hours of 9-4pm Monday–Friday with emergency works prioritised first.</p>	
<p>Customer Liaison Resolution Management (Complaints, compliments, FOI/EIR, liaison).</p>	<p>Stakeholder Liaison Coordinator x 1 via HC information access team (except for compliments)</p>	<p>Direct</p>	<p>Recording and management of all complaints to resolution. Timescales for resolving complaints will be agreed with the complainant via Herefordshire Council information access team. Recording of compliments and celebrating success. Freedom of Information and Environmental Information Regulations requests managed in line with statutory requirements via Herefordshire Council information access team.</p>	
<p>Skills Academy</p>	<p>1 x Customer Service Manager</p>	<p>Direct</p>	<p>Engage with local schools, colleges and providers to offer work experience opportunities, support at careers events, support at Mock Interviews and Careers Days. Record details of Apprentices, Graduates and Trainees To record upskilling of the workforce</p>	

<p>Communications – proactive and reactive</p>	<p>1 x Stakeholder Manager, Communications Team x 3, Customer Services Team x 7, Locality Stewards x 12</p>	<p>Direct</p>	<p>Stakeholder identification and engagement for delivery and planned major projects</p> <p>Identify proactive press releases opportunities and assess suitability based on local and national context, respond to reactive media contact (via HC) within agreed timescales in association with HC.</p> <p>Regularly update and review HC webpage contents submitting to web team and ensuring meet public sector accessibility guidelines. Provision of publications/ leaflets, and information to reduce reactive requests</p> <p>Design and delivery other forms of communication as required including promotion of safety and HC strategic priorities</p> <p>Notification of changes on the network e.g., emergency road closures via Elgin Manage @hfdstreets Twitter and Facebook. Develop social media and digital engagement opportunities in accordance with HC Social Media Strategy and budget available. Utilise channels to warn, inform, educate, engage and motivate on Public Realm matters, prioritising according to agreed Communications Strategy.</p> <p>Other forms of communication as required including promotion of safety messages</p> <p>Ensure that more than statutory communications are considered in relation to road, street, bridge or other Public Realm activities, where a greater requirement for information is identified, e.g., major road or bridge closures.</p> <p>Ensure winter communications and any other agreed strategic priorities are delivered efficiently and effectively within resource and budget available.</p>	<p>£369,368.92</p>
--	---	---------------	---	--------------------

			<p>Manage the engagement mechanism between Balfour Beatty Corporate, BBLP and HC via weekly meetings (or other agreed channel) and ad hoc as required; ensuring strategies are aligned as far as possible.</p> <p>Improvements to digital member communication and Locality Steward processes are ongoing.</p>	
--	--	--	--	--

OUT OF SCOPE ACTIVITIES

SERVICE/Activity Removed	Reason
<p>Inspections Un-adopted roads Land outside of Herefordshire Council ownership All Public Rights of way inspections (except for the Metalled PROW route surface)</p>	<p>Not within the contractual agreement</p>
<p>Consultation & Communications for Schemes delivered by another contractor</p>	
<p>Lengthsman/P3 - Any training required for Lengthsman</p>	
<p>Community Engagement - Responsibility for public volunteers</p>	
<p>Working with volunteers - Responsibility for public volunteers</p>	
<p>Devolved services - Management of transfer and legal processes</p>	
<p>Community support Management of external volunteers Training of volunteers Financial sponsorship for charities/ organisations/ individuals</p>	
<p>Customer Resolution Management Public Rights of Way - Complaints, Compliments, FOI/EIR. Traffic Regulation Orders Disabled Bays Speed Indication Devices</p>	
<p>Out of hours communications</p>	

APPENDICES

APPENDIX A: BBLP POLICY & PROCESSES TO BE USED IN THE DELIVERY OF THE ANNEX

Policies

- Public Realm Communication Strategy; Communications Planner
- Customer Services Manual
- Customer Service and Requests for Service protocol
- Freedom of Information Guidance 2015
- Lengthsman/P3 schemes guidance notes
- Community Commission Scheme toolkit

Processes

- Enquiry & Defect Management Process
- Locality Steward Response to Emergencies
- Statutory Inspection Process
- NRSWA Inspection Process
- Application for inclusion in the Lengthsman scheme/P3
- Application for community engagement assistance
- Working with volunteers
- Receiving Enquiries
- Customer Services Assistants Action Appropriation
- Emergency Response, Cat 1 Defect
- Enquiry Complaint
- Flagging Special Requirements
- Issue Resolution
- Complaint Escalation
- Media Enquiry
- Communicating emergency road closures

Scheme communication – sequence of events

Community Commissioning scheme

APPENDIX B: PROGRAMME OF WORKS

Statutory Inspection Programme, managed through Confirm

APPENDIX C: BUDGET BREAKDOWN

Revenue - Localities Stewards	£407,462.62
Revenue - Comms	£152,732.82
Capital - Localities Stewards	£264,496.01
Capital - Comms	£256,903.33
Total	£1,081,594.78