

HEREFORDSHIRE PUBLIC REALM CONTRACT 2024/25

ANNEX 1 – NETWORK RESILIENCE



ANNUAL PLAN FINAL APPROVAL

BBLP: Simon Robinson

HC:

SERVICE OVERVIEW

SERVICE SUMMARY

Network resilience combines the delivery of winter maintenance and response to civil emergencies. With the exception of winter maintenance, this annex covers only preparedness and organisational arrangements for multi-agency civil emergencies as resources are allocated to other service areas covered by their respective annexes of the annual plan.

COMMISSIONED WORKS

The annex shall deliver all activities and works as set out in [Schedule 4 – Service Information Annex 01 - Service Information Support during Civil Emergencies v1.2](#) unless deemed out of scope as detailed below

THE SERVICE

HIGH LEVEL SERVICE DELIVERY

SERVICE	RESOURCES	DIRECT/SUB CONTRACT	DELIVERY
Supervision & Management	Operations Manager, Winter Coordinator, Commercial Support, Operatives for Salt Deliveries, Fleet Workshop Support	Direct Employed	Programmed training - Annual refresher and/or full training programme Ensuring plant, fleet and equipment is maintained in a safe and serviceable condition
Winter Maintenance	Operational Delivery team, Forecasting Services, Vaisala, Salt Supplies, National Highways, Snow contractors	Direct Employed & Sub-Contractors.	Winter Period from 1st November 2024 - 15th April 2025, based on 73 x Treatments. (Based on the Revenue Cuts 24/25) Delivery of a forecast driven service
Footpath Treatments	6 x Ops, 2 x Quad Bikes, 4 x 3.5T Vehicles, Hand Spreaders	Direct Employed & Sub-Contractors.	Reactive basis based as per Winter Service Plan and available resources
Gritting Runs	17 Gritters, 34 drivers, Minimum 6 x Zero Hours Drivers Duty Control Officers (DCO) x 3, Verification Officer (VO) x 1, Route Inspectors x 6	Direct Employed & Sub-Contractors	Precautionary, Preventative & Reactive Gritting - Maintaining the Primary & Secondary routes network in a safe condition as per Winter Service Plan 2018-23

Salt Bins	8 x Operatives, 4 x 3.5T Vehicles	Direct & Sub- Contractors	Planned programme and requests for All HC owned grit bins.
Emergency Responses	Routine & Reactive Maintenance Teams	Direct & Sub- Contractors	On a reactive basis and preparedness for any events that may be forecast and predictable

OUT OF SCOPE ACTIVITIES

The activities or works are out of scope:

Service/Activity Removed	Reason
Snow clearance	<p>IN SCOPE</p> <ul style="list-style-type: none"> • Priority and secondary routes • Remote areas covered by snow contractors • Use of snow blowers (4 snow blowers, 12 operatives trained) • Use of the 2 Quad Bikes and Towable Spreaders • Designated car parks and transport interchanges • Designated footpaths/cycleways • Emergencies Services Depots, as required <p>NOT COMMISSIONED IN SCOPE</p> <ul style="list-style-type: none"> • Non designated routes • Area outside of the public realm (e.g., Herefordshire Councils property assets) unless requested by Herefordshire Council Contract Management Team (CMT)
Salt bin replenishment	<p>IN SCOPE</p> <ul style="list-style-type: none"> • All HC owned grit bins (initial fill by the start of the season) • Delivery of salt to parishes (to agreed designated locations as per criteria) • Replacement/Repair of damaged or missing salt bins <p>NOT COMMISSIONED IN SCOPE</p> <ul style="list-style-type: none"> • Private grit bins • Community Commissioning Model – Self Help Salt bins • Addition of new grit bins to the network (Parishes are responsible for paying for any new grit bins, subject to approval of location)

<p>Gritting</p>	<p>IN SCOPE</p> <ul style="list-style-type: none"> • Primary routes • Secondary routes • Ad-hoc requests approved by DCO (and in line with Winter Plan) • Designated footpaths/cycleways and transport interchanges • Designated HC carparks and Hereford Crem • Police requests following DCO approval (and in line with Winter Plan) • Defect reporting by gritter drivers, in particular water on the highway • Emergencies Services Depots, as required <p>NOT COMMISSIONED IN SCOPE</p> <ul style="list-style-type: none"> • National Highways Road Network • Area outside of the public realm (e.g., Herefordshire Councils property assets) unless requested by Herefordshire Council Contract Management Team (CMT) • 3rd party / privately owned areas unless requested by Herefordshire Council Contract Management Team (CMT)
<p>Salt bags</p>	<p>IN SCOPE</p> <ul style="list-style-type: none"> • Provision of salt bags to reduce risk of ice formation <p>NOT COMMISSIONED IN SCOPE</p> <ul style="list-style-type: none"> • Provision of salt bags to 3rd parties
<p>Sandbags</p>	<p>IN SCOPE</p> <ul style="list-style-type: none"> • Provision of sandbags as per current HC sandbag policy <p>NOT COMMISSIONED IN SCOPE</p> <ul style="list-style-type: none"> • Provision of sandbags to Parishes, unless requested by Herefordshire Council Contract Management Team (CMT).
<p>Emergency response</p>	<p>IN SCOPE</p> <ul style="list-style-type: none"> • Response to civil emergencies • Provision of sandbags in accordance with current HC Sandbag policy <p>NOT COMMISSIONED IN SCOPE</p> <ul style="list-style-type: none"> • Disposal of sandbags (unless placed by BBLP to protect property from Public Realm Assets) • Provision of sandbag stocks as a precautionary measure - Annex 7

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| | <ul style="list-style-type: none"> Provide 24hrs cover to organize and supervise any emergency service activities in the Public Realm within Herefordshire County. |
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APPENDICES

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

Incident Escalation Process

Lesson Learned

Service Delivery Process

Winter Service Plan

In Scope and Out of Scope

Legislative and Associated Documents

APPENDIX B: PROGRAMME OF WORKS

WORK PROGRAMMES

Herefordshire Snow Clearing Areas

Herefordshire Snow Contractors

Winter Rota

Winter Drivers

ACTIVITY SCHEDULES

Winter Maintenance Routes by Zone

Winter Maintenance – Treatment Update

APPENDIX C: BUDGET BREAKDOWN

Winter Standby	£151,842.71
Winter Stand Down	£37,735.54
Gritting Runs	£397,501.81
Salt Bins	£37,723.91

Driver Training	£27,492.13
Footpath Treatments	£7,047.71
Winter Preparedness	£200,633.21
Total	£859,977.02

APPENDIX D – LIST OF NOMINATED SUBCONTRACTORS

- InsideOut
- MeteoGroup (DTN)
- Vaisala
- Snow Contractors



Snow Clearance
Areas.pdf



Herefordshire
Snow Contractors.p

HEREFORDSHIRE PUBLIC REALM CONTRACT 2024-25

ANNEX 2 – COMMUNITY DEVELOPMENT & STAKEHOLDER MANAGEMENT



ANNUAL PLAN FINAL APPROVAL

BBLP Champion: Anthony Agate

HC Commissioner: Ed Bradford

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 early stakeholder engagement 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 the commissioned activities and works agreed 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 /SUBCONTRACT	DELIVERY
Annex Management	Network & Engagement Manager Commercial Support.	Direct	Oversight and management of the service under Annex 2. Role also overs Annex 9. Commercial support to operation of annex.
Locality Stewards	12 x Locality Stewards 12 x Vehicles 12 x Tablets, Phones & Laptops		Statutory Inspections as scheduled and outlined in the Highways Maintenance Plan including: Annual night inspection - on Overtime Erosion Site inspections Playground inspections Divorced footway and Cycleway Inspections Tree inspections – dead, diseased, or dying (referred to specialist Arb team) Known accident cluster site inspections. Defects to be categorised as per the HMP, prioritised, and recorded electronically in Confirm data base.

		Direct	<p>Investigate issues with Accident investigation prevention team where requested.</p> <p>Reactive inspection of confirmed list of Metalled PROW routes which are identified by HC in the agreed schedule (surface wearing course only).</p> <p>Inspection of routes which are not on the agreed schedule are inspected by HC's PROW team prior to submission to BBLP for defect categorisation and reactive repair.</p> <p>Highway Enforcement only – up to stage one letter only and then stage two onwards with HC enforcement officer.</p>
			<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> <p>Locality Stewards to assist with liaison Coordination of opportunities for involvement of volunteer and community groups to deliver elements of service.</p>
Partnership and multiagency support	Locality Stewards and Customer Services	Direct	Working with other organisations to improve delivery, reporting, communications, and safer highways e.g., Environment Agency/Safer Roads Partnership tackling mud on road and water run-off from adjacent land.
Customer Services, phone, and online contact	1 x Manager 2 x Call handlers 2 x Customer Services Administrators, Business Support and	Direct	<p>Phones answered between 9am–4pm Monday to Friday.</p> <p>Out of those hours emergencies are picked up by the contact centre who liaise with BB out of hours supervisors. For non-emergencies customers are advised to call back within the hours of 9-4pm or report online.</p> <p>Herefordshire Council is responsible for maintaining the out of hours emergency call handling service.</p> <p>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>
Business Support	Waste Coordinator		Business administration support including coordination of waste returns.
Customer Liaison Resolution Management	via HC information access team (except for		Recording and management of all complaints to resolution. Timescales for resolving complaints will be agreed with the complainant via Herefordshire Council information access team.

<p>(Complaints, compliments, FOI/EIR, liaison).</p>	<p>compliments)</p>		<p>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. Supporting organisations and communities with projects from staff and in-kind support (including social value projects) General Service Enquiries through dedicated Members, Parish, and community inboxes with a 10day period for response and resolution.</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 Comms Manager (Part time 3 days per week), Communications Team: Comms assistant, project comms coordinator, comms apprentice.</p>	<p>Direct</p>	<p>Stakeholder identification and engagement for delivery and planned major projects. Identify opportunities for HC to pursue proactive press releases by assessing suitability based on local and national context. Respond to reactive media contact (via HC press office), providing information within agreed timescales in association with HC and BB press office. Regularly review HC webpage contents, submitting updates to HC web team and ensuring meet public sector accessibility guidelines. Provision of information campaigns, publications, and leaflets, to reduce reactive requests. Design and delivery other forms of communication as required including promotion of safety and HC strategic priorities. Notification of changes on the network e.g., emergency road closures via One. Network 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, inform, educate, engage, and empower on Public Realm matters, prioritising according to agreed Communications Strategy. 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>Manage the engagement mechanism between Balfour Beatty Corporate, BBLP and HC via weekly meetings (or other agreed channel) and ad hoc as re required; ensuring strategies are aligned as far as possible.</p> <p>Improvements Locality Steward communication processes are ongoing.</p>
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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 reactive inspection to those Metalled PROW route surfaces identified in the agreed schedule to be provided by HC). PROW Enforcement process</p>	<p>Not within the contractual agreement</p>
<p>Consultation & Communications for Schemes delivered by another contractor</p>	
<p>Lengthsman scheme (delivered by HC direct staff from 24/25) contract including all legal aspects & P3 Contract, Lengthsman & Drainage Scheme - Engagement with Lengthsman and parishes. Coordination of Lengthsman contracts with parishes. Invoicing, Annual maintenance plans. 1 x Annual Training session for Lengthsman Issuing of initial Traffic Management – Men at work, 510 Blue arrow, Road Narrows & 6 Cones ONLY (full set)</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 H-Bars Disabled Bays Speed Indication Devices</p>	
<p>Out of hours communications</p>	
<p>Community Commissioning Model – delivered by direct HC staff from inception to completion from 24/25. Delivery of schemes can be instructed to BBLP from HC commissioning team.</p>	
<p>Stakeholder manager role – removed from service including:</p> <ul style="list-style-type: none"> • Contact with stakeholders, including attending and provision of updates to appropriate meetings with members, parish councils and other stakeholder groups, including bi-monthly locality briefings & Development & Delivery of Annual plan engagement sessions. • Preparing reports for consideration within the service, sections of the Council, members and external bodies including monthly member’s service round-up. • Advising on Parish Plans and attending Parish walks/tours at a senior level. • Representing the Council as a point of contact for community initiatives including meetings with the overarching bodies representing community groups. Delivery of community engagement meetings where identified. 	

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

Processes

- Enquiry & Defect Management Process
- Locality Steward Response to Emergencies
- Statutory Inspection Process

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

APPENDIX B: PROGRAMME OF WORKS

Statutory Inspection Programme, managed through Confirm.

APPENDIX C: BUDGET BREAKDOWN

For detailed breakdown of budget refer to the Budget Master Sheet

Revenue - Localities Stewards	£314,121.07
Revenue – Comms & Customer Services	£95,680.29
Capital - Localities Stewards	£495,901.63
Capital - Comms & Customer Services	£314,787.81
Total	£1,220,490.81