

# 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><b>Inspections</b>                      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><b>Consultation &amp; Communications</b> for Schemes delivered by another contractor</p>	
<p><b>Lengthsman scheme (delivered by HC direct staff from 24/25)</b>                      contract including all legal aspects &amp; P3 Contract, Lengthsman &amp; 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 &amp; 6 Cones ONLY (full set)</p>	
<p><b>Community Engagement</b> - Responsibility for public volunteers</p>	
<p><b>Working with volunteers</b> - Responsibility for public volunteers</p>	
<p><b>Devolved services</b> - Management of transfer and legal processes</p>	
<p><b>Community support</b>                      Management of external volunteers                      Training of volunteers                      Financial sponsorship for charities/ organisations/ individuals</p>	



<p><b>Customer Resolution Management</b>                  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"> <li>• 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 &amp; Development &amp; Delivery of Annual plan engagement sessions.</li> <li>• Preparing reports for consideration within the service, sections of the Council, members and external bodies including monthly member’s service round-up.</li> <li>• Advising on Parish Plans and attending Parish walks/tours at a senior level.</li> <li>• 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.</li> </ul>	

**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

<b>Revenue - Localities Stewards</b>	£314,121.07
<b>Revenue – Comms &amp; Customer Services</b>	£95,680.29
<b>Capital - Localities Stewards</b>	£495,901.63
<b>Capital - Comms &amp; Customer Services</b>	£314,787.81
<b>Total</b>	£1,220,490.81