

Infrastructure+ review of scrutiny of governance and reporting arrangements to Prosperous Staffordshire Select Committee – Executive Response Action Plan

Name of Select Committee: Prosperous Staffordshire Select Committee

Date: 15 February 2016

Recommendation		Proposed action (or action already taken)	Lead Member/Officer	Deadline
No. 1	Officers review the technical language used in customer feedback report with a view to making it easier for customers to understand (ref 6.1)	Initial improvements have been made to the feedback scripts. Ongoing changes are being made in response to feedback received.	Mary Raftery Anne	Ongoing
2	A copy of Infrastructure+ organisation chart be made available to all Members on the Members' intranet and be kept up to date (ref 6.3)	<p>The dynamic nature of the Partnership means that the organisation is constantly evolving. The current organisation chart is currently available on the county council's intranet site at the following link: http://www.intra.staffordshire.gov.uk/services/Economy-infrastructure-and-skills/place-delivery-models/Infrastructure/Transition/Organisational-Structure.pdf. A link from the Member's intranet will be pursued.</p> <p>Key contacts for elected Members are the Community Highway Infrastructure Liaison Managers who act as a gateway into the partnership:</p> <ul style="list-style-type: none"> • Richard Rayson – East Staffordshire Borough and Stafford Borough (except Gnosall and Doxey Ward); • David Greatbatch – Newcastle-under-Lyme Borough 	Mary Raftery Anne	Ongoing

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		<p>and Staffordshire Moorlands District;</p> <ul style="list-style-type: none"> • Tim Heminsley – Tamworth Borough and Lichfield District; and • Mark Keeling – South Staffordshire District, Cannock Chase District, (Gnosall and Doxey Ward). 		
3	Details of the Members' Guide be placed on the Members' intranet (ref 6.3)	<p>The Customer and Communication Outcome Group of the Infrastructure+ partnership (and part of the overall governance structure) is now established and membership includes representation from Corporate Review Committee. Items 3, 4 and 5 are all being taken in to consideration and prioritised in to a forward improvement programme.</p> <p>Current priorities include:</p> <ul style="list-style-type: none"> • Implement local Highway Amenity Maintenance Agreements (MTFS measure); • Define the wider marketing / communication strategy; • Development of 'Project Heineken' and associated improved customer 'roadworks' communications/media; • Establish a defined method of reporting I+ performance to Members (<i>subsequent suggestion from PSSC is a Member's Access System</i>); and • Providing greater visibility of planned and cyclical works programmes for Members / public. 	Mary Anne Raftery	Ongoing
4	That the Gulley Emptying programme be added to the Members' Guide (ref 6.5)			
5	That a review be made of highways information available on the Members' intranet to add details of local highways staff contacts, divisional highways programmes, planning applications in Members divisions (ref 6.5), local improvement plans and cyclical highways			

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<p>programmes (ref 6.6) and that officers investigate if a routine, reactive and cyclical performance pack for each Member's division could be provided (ref 6.6)</p>			
<p>6 A scrutiny Member (who is not a Member of the Prosperous Staffordshire Select Committee be invited to join the Customer Innovation and Involvement Satisfaction Outcomes Group (6.3)</p>	<p>The Corporate Review Committee nominated Councillor John Francis to join the Group.</p>	<p>Mark Winnington/Tina Randall/Mary Anne Raftery</p>	<p>22th April 2016</p>
<p>7 A request is made to Staffordshire Borough and District Council planning officers to ask if they could publish highways (planning) responses that could pertain to housing</p>	<p>A request has been made to provide the information where this is not already published as part of the Planning Committee minutes.</p>	<p>Dale Arthur</p>	<p>22nd April 2016</p>

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developments as part of their Planning Committee minutes (ref 6.5)			
8 Members recommended that Community Highways Infrastructure Managers be asked to share details of meetings arranged with Parish Councils with elected members (ref 6.6).	Community Highway Infrastructure Managers have where requested by Members been reminded to share details of meetings with Parish Councils, and other relevant communications, with the respective local elected Member.	Mary Anne Raftery	22 nd April 2016