

Working Group Report to the Governance and Audit Committee.

Name of Working Group:	HTR
Date of Meeting:	22.03.23

Brief Details of Matters considered at the meeting:

Presentation provided on how to report an issue

Presentation provided on HTR processes

Actions from 22.03.23 fully completed

1) Commissioning

Audit report and action plan presented by Paul Wozencraft - Improvement and Programme Change Manager

2) Procurement

Outcomes / Observations:

Thorough presentation provided to fully explain and answer all questions around 1) commissioning.

2) Procurement

Assurances given:

- Robust systems are now in place with stronger monitoring systems providing more details to HTR staff, some resistance to change has been seen within teams which is being monitored and reported to the Head of Service.
- New Key Performance Indicators and targets will be introduced from April 2023 to reflect recent process changes to ensure that progress and improvement are being made.
- A new role has been introduced (AMX System Specialist), the recruitment process is underway. AMX is a central system for HTR which is already linked to street lighting and land drainage, additional elements are to be added including cost analysis, highways claims and possibly health and safety.

Concerns:

- Contractor availability – difficulties experienced in receiving three quotes – it is hoped that the re-introduction of Contractor Days will attract and engage local contractors.

Future Actions / Items to be added to the Work Programme:

Actions/Information to be provided 22.03.23

- PW – to review the wording the public received once an issue has been logged – the 10 day response time given is generic and could be more specific
- PW – will provide the Working Group defect time periods for street works by external bodies (utility contractors) and contact numbers

Recommendations to the Governance and Audit Committee:

The Working Group will continue meeting to go through the 7 SWAP Audit reports and Action Plans.

Future Dates

Wednesday	19 April	15:00	Zoom
Wednesday	24 May	11:00	Zoom
Thursday	15 June	09:30	Zoom

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