

Working Group Report to the Governance and Audit Committee.

Name of Working Group:	HTR
Date of Meeting:	19.04.23

Brief Details of Matters considered at the meeting:

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

3) Monitoring and Delivery

4) Stock

Outcomes / Observations:

Monitoring and Delivery

The new AMX system has been introduced and will provide clarity and granular detail for each individual job, also providing an individual cost/job code.

A new role – AMX System Specialist will shortly be in place (May) which will provide an overview of each aspect and ensure all elements are used correctly.

Training is being arranged for staff with external accreditation to ensure all staff are aware and fully understand the system and confident and consistent when using it.

Targeted Key Performance Indicators will be introduced which will embed discipline and highlight areas for improvement

Dashboards will provide analysis and live reports to identify further improvements.

Stock

A new Policy and Forms are being used for all staff for traceability.

Levels of communication have improved with the recruitment of a Senior Manager covering regular meeting and cross border talks.

Geographical information systems (GIS) provided more accurate location information that can be added to on a daily basis. Inspectors can add additional issues if spotted out and about.

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

Actions/Information to be provided 19.04.23

ACTION – MP – to circulate customer reply wording options to Working Group for approval.

ACTION – PW – Will provide early indication to the Working Group around the use of the HTR12 form and the tarmac policy.

ACTION – MP – to arrange a demonstration of joined up GIS assets and utilities

ACTION – PW to provide information and clarification to the query raised around the Rhayader W&R SWAP Report figures for stock.

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Recommendations to the Governance and Audit Committee:

The HTR Service have Action Plans in place for all 7 SWAP reports and are being actioned

1. Commissioning
2. Procurement
3. Monitoring and Delivery
4. Stock
5. Fleet
6. Non-standard Payments
7. Time Recording

The Action Plans introduce a number of changes to the service including:

AMX system

New staff – AMX System Specialist – Senior Manager

Training – for all staff on new Policies and Forms

Communications – enhanced due to regular meetings

More awareness of the PCC site and logging a job for HTR