

Appendix C – Internal feedback

Service area	Highways – 21 July	Drainage – 26 July	Projects – 2 Aug	Claims and Insurance – 3 Aug	Street Cleansing – 9 Aug
Benefits of current set up	<ul style="list-style-type: none"> Local knowledge Experienced staff High standard service 				
Contract limitations	<ul style="list-style-type: none"> Potential conflict of interest – current Supplier could recommend work being awarded to themselves Inspectors could identify excessive number of issues to inflate quotes Inspectors could be reluctant to criticise work their colleagues carried out 	<ul style="list-style-type: none"> Minimal independent review Lack of approval step between preliminary design and orders being placed 	<ul style="list-style-type: none"> More control is needed regarding procurement options for larger schemes RBWM greater financial and value control 	<ul style="list-style-type: none"> Settlements are made by current supplier and needs more transparency Potential for lack of independence between inspections and liability RBWM has a statutory responsibility to engage with solicitors when required – cannot delegate to contractor 	<ul style="list-style-type: none"> Street cleaning is an all-year-round service and needs a constant resource Toilets in parks should not be in a separate contract Direct award reduces overheads
Elements to be considered/added to new contract	<ul style="list-style-type: none"> More in house checking of what is needed will be required. 	<ul style="list-style-type: none"> Need robust reporting process for problems Better data provision required – eg history of pipework/maintenance 	<ul style="list-style-type: none"> Identify a framework of suppliers for larger schemes where we have to tender 		<ul style="list-style-type: none"> Ensure inflation variances are considered in pricing Clearer definition of continuous cleaning

	<ul style="list-style-type: none"> • More in house monitoring will be required 	<ul style="list-style-type: none"> • Sustainability metrics – eg carbon reduction statement – should be included 	<ul style="list-style-type: none"> • Highways Development Contract could be an element within the technical contract • Build a force majeure or capping element to avoid paying for things we don't need 		<ul style="list-style-type: none"> • Build in impact of Climate Change factors – eg weed spraying and leaf clearance frequencies and timings • Build in regular reviews of additional services • Cost of extra bins • Consideration of Bridges/Event Management needs • Unit pricing for: seasonal evening cleaning, deep cleaning, car park cleaning • Add design/landscaping for parks
In house initiative in progress	<ul style="list-style-type: none"> • Inspectors should be brought in-house • Project and cost control should be brought back in house 	<ul style="list-style-type: none"> • Recruiting Flood Risk Officer and SUDS specialist – will cover planning and applications • New in-house resources will not do design work 	<ul style="list-style-type: none"> • Have brought more services back in house recently. Design work split between Lot 1 and Lot 3 depending on complexity 		

Split contract comments	<ul style="list-style-type: none"> • Prefer to bring Inspector's service back in house • Any role coming back in house should be re-specified • Permits should be kept separate 	<ul style="list-style-type: none"> • A technical contract including design, asset management and development would be useful 	<ul style="list-style-type: none"> • Technical services contract would be beneficial and reduce our risk • We should introduce an "intelligent" design reviewer to the in-house team 	<ul style="list-style-type: none"> • Inspections to be done by RBWM with policy adherence the priority • In house inspectors would be more open • Less layers would be beneficial for claim handling 	<ul style="list-style-type: none"> • Street Cleaning should be separated from Highways in contract • Street Cleansing are heavier on vehicles and resource than Highways • Concern re subcontractor element of bidding – conflict between bidder and subcontractor
Other points	<ul style="list-style-type: none"> • We need to create a role to check and monitor work 	<ul style="list-style-type: none"> • Better use of skills crossover could be considered – eg resource who do highways inspections to check drains at same time 	<ul style="list-style-type: none"> • Policy setting work must be an in-house function • We need independence between the authoriser and the deliverer 	<ul style="list-style-type: none"> • Private contractor priorities are different to Local Authority where policy adherence has greater focus • Public are unaware who has paid out on a settlement – assume it is RBWM, this is incorrect • Need to improve contract wording for indemnity aspect 	<ul style="list-style-type: none"> • Litter regulation – link to Deposit Return Scheme not working effectively yet