

Unrestricted

**TO: RINGWAY BOARD  
28 MARCH 2017**

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**CLIENT REVIEW OCTOBER 2015 TO SEPTEMBER 2016  
Chief Officer: Environment and Public Protection**

**1 PURPOSE OF REPORT**

- 1.1 Ringway Infrastructure Services Ltd (RIS) was appointed as the Council's Highways, Maintenance and Works Contractor on 1 October 2014. This report looks back over the second year's operation of that Contract and makes a recommendation in respect of contract extension.

**2 RECOMMENDATION**

- 2.1 That the Contract with RIS be extended by one year as allowed for within the terms of the Contract.**

**3 REASONS FOR RECOMMENDATION(S)**

- 3.1 The Contract with RIS includes for up to seven one year extensions subject to satisfactory performance as measured against set strategic key performance indicators. Performance over the term has again achieved the necessary standards and there is no reason not to agree another extension to 1 October 2023.

**4 ALTERNATIVE OPTIONS CONSIDERED**

- 4.1 None.

**5 SUPPORTING INFORMATION**

- 5.1 The Contract with RIS commenced on 1 October 2014. The form of Contract was new to both Council staff and many of RIS employees and they introduced a number of changes that required being bedded in. The first year of transition was not therefore without learning opportunities. The second period has been a period of consolidation, development and, with the town centre works in particular, several challenges.

- 5.2 During the year the Board met on 3 December 2015, 9 June and 12 September 2016. Over that period a number of specific issues have been raised, including:

- (i) Permitting
- (ii) Strategic KPI's
- (iii) Town centre including Station Green
- (iv) Coral Reef works
- (v) Street lighting (LED)
- (vi) Cashable savings achieved and service opportunities
- (vii) Depot alterations
- (viii) Joint training

## Unrestricted

- 5.3 During that period the Board was presented, as required, with a number of standard reports including the Service Manager's and Contractor's report. Whilst the members of the Board/team remained largely the same over the year, there were some changes with Ringway's representation. The first was Chris Edwards' appointment, and then as a result of Ringway changes Nick Goddard's role changed and he has been replaced by David Gibby, although Nick has in later months been brought back to cover whilst David has been away due to personal reasons. The changes created no operational difficulties.
- 5.4 Whilst it was not easy, by the end of year two all of the SKPI's had again been achieved. Traffic management requirements gave rise to the greatest number of concerns in year one. These have now been addressed. The value of cashable savings recorded over the year was £17,601, making a total of £32,601 to date excluding the LED project.
- 5.5 There were no Contract variations in the year.
- 5.6 Looking forward the Contract requires at least annually a joint workshop with a view to help create and realise value for money improvements, service enhancements and efficiencies. This is the responsibility of the Contractor and is something that needs to be agreed looking forward. The Board is requested to consider any topics for discussion.
- 5.7 Finally the Contract requires that the Contractor's Annual report is used to inform the Annual and Medium Term Plans. This work and any proposals for service development need to be undertaken in time for the commencement of the third term in October 2017 and will therefore need to be an item scheduled for consideration then.

## 6 **ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS**

### Borough Solicitor

- 6.1 Not requested for this report.

### Borough Treasurer

- 6.2 The Borough Treasurer is satisfied there are no significant financial implications arising from the recommendation in this report, the amount of works ordered through this contract is subject to the relevant highway budgets.

### Equalities Impact Assessment

- 6.3 Not applicable.

### Strategic Risk Management Issues

- 6.4 Addressed in the report.

Unrestricted

## 7 CONSULTATION

### Principal Groups Consulted

7.1 Not applicable.

### Method of Consultation

7.2 Not applicable.

### Representations Received

7.3 Not applicable.

### Background Papers

None.

### Contact for further information

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