



Public Realm Service, Operational Briefing

May, 2026

Briefing purpose

01

What's changing/what stays the same

A headline recap

03

Operational update

Workforce readiness, depot improvements, fleet, systems etc.

05

What to expect in the first few weeks

Operational support, monitoring, continued engagement

02

The new delivery model

What this means for Parishes and residents

04

How to report issues

New improved reporting function

06

Next steps & questions

Go Live!

Current arrangements

UNTIL 31 MAY 2026

Balfour Beatty Living Places

Continues to deliver all Public Realm Services under the existing contract — no changes to service delivery in this period.

Services Unchanged

All current services remain in place as normal. Residents should experience no disruption.

Business as Usual

Report faults and make enquiries through existing channels until the handover takes effect on 1 June 2026.



The New Service model

FROM 1 JUNE 2026

Herefordshire Council takes back **day-to-day control** of Public Realm Services. The following services move under direct Council oversight:



Roads & Highway Drainage

Maintenance of the highway network and drainage infrastructure



Green Spaces & Verges

Grass cutting, verge maintenance, and public green areas



Street Lighting & Cleansing

Public lighting network and street cleansing operations



Winter Service & Rights of Way

Gritting, snow clearance, footpaths, bridleways, and bus shelters

Delivery routes

FROM 1 JUNE 2026

Herefordshire Council directly **leads and controls day-to-day service delivery** rather than delegating it to a single contractor work will be delivered through a combination of:

- **M Group Highways** (main public realm contractor)
- **The Council's own Highways and Public Realm Framework** (multiple pre-approved local and regional specialist contractors)
- **External national/regional frameworks** where needed

Pre-agreed Rates

Work delivered at fixed,
transparent rates — no surprises

Greater Flexibility

Council controls what is
commissioned and when

Cost Certainty

Inflation managed within
contract mechanisms

Our service

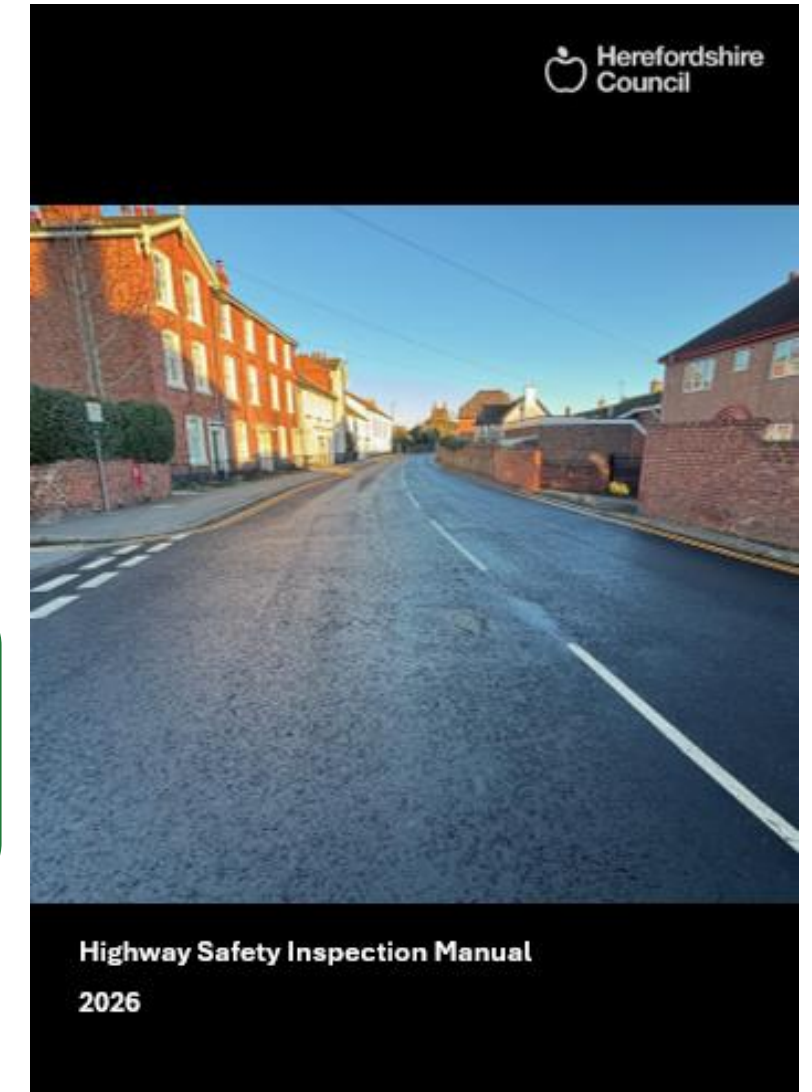
FROM 1 JUNE 2026

We have made changes to our service, including developing a new Highway Safety Inspection Manual that means defects are categorised in an easier to understand manner and ultimately get fixed more quickly.

**Emergency
2 hours**

**Category 1
24 hours**

**Category 2
28 days**



What this means for Parishes and residents

Improved oversight
across the county

Local economic benefit
to pre-approved local
contractors

Improved value for money
through competitive
commissioning

One team, one service
For Parishes and residents

Stronger support
With clearer routes to escalate
and track issues

Better customer experience
with clearer reporting and
updates

Herefordshire firms get new contracts for council work

23RD APRIL HEREFORDSHIRE COUNCIL BUSINESS LOCAL GOVERNMENT TRANSPORT



People



Our Team

We become a team of 99 staff. In September 2025 we were just 33, and in September 2023 we were just 18!



TUPE

We welcome 50 new colleagues to Herefordshire Council through a Transfer of Undertakings (Protection of Employment) process

Highway Maintenance	Bruce Evans	Locality Stewards, Structures, Street Lighting, Carriageways and Footways, Highway Drainage
Highway Design and Construction	Chris Allen	Design, Highway Adoption and Infrastructure Improvement, Highway Development Control, Project Management
Highway Asset Management	Mark Lewis	Asset Management Policy and Strategy, Systems, Digital and Data,
Streetscene, Network Management and Public Rights of Way	Leigh Whitehouse	Grounds Maintenance, Parks and Open Spaces, Street Cleansing, Arboriculture, Road Safety and Traffic Management, Streetworks/Network Management, Public Rights of Way
Flood Risk Management	Steve Hodges	Lead Local Flood Authority, Flood Risk Management, Natural Flood Management, Land Drainage
Commercial	Dave Martin	Quantity Surveying, Contract Management, Finance

Locality Stewards

Mortimer

Matt Brookes

Leominster

Colin Smith

Weobley

Phil Pankhurst

Bromyard

Mike Brookes

Ledbury

Neil James

Ross Town

Cody Foster

Ross Rural

Lee Fishwick

Golden Valley

James Howells

Hereford North

Pete Bradbury

Hereford South

Mike Gill

Kington

Vacant

Supervisor

Paul Richards

Fleet

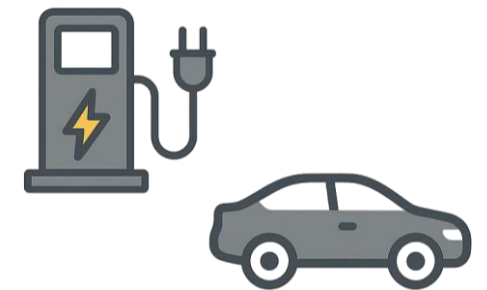


Contractor Fleet:

- Council have retained ownership of the gritters and snow blowers – these will be maintained by M Group
- All other existing vehicles, plant and equipment owned by the council will be sold to M Group
- All contract vehicles required will be provided and maintained by M Group and co-branded

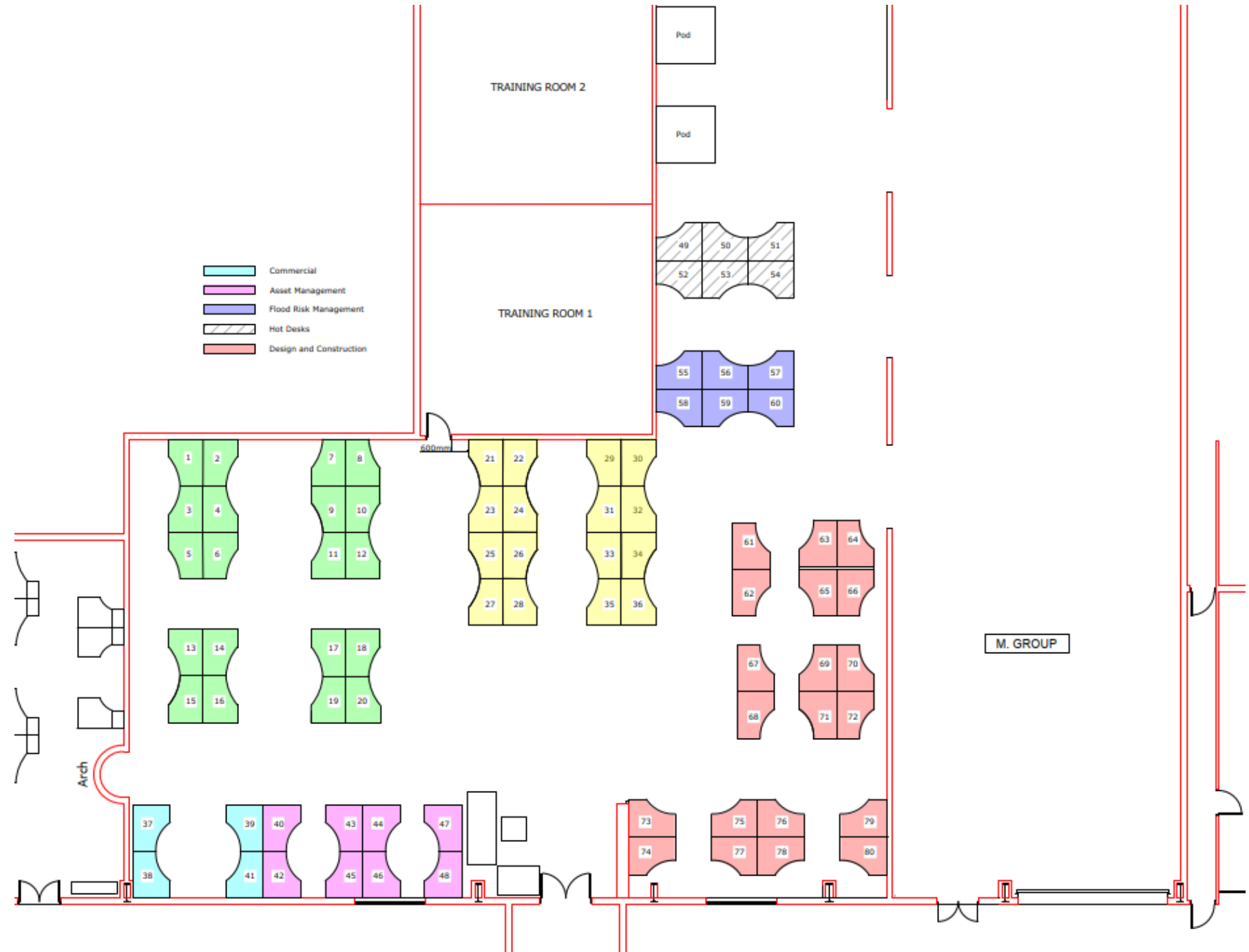
Council Fleet:

- New cars and vans have been delivered and liveried as the Council
- New charging points have been installed at Thorn and Kingsland Depots
- Wenea charging payment cards will also be provided to use the Council's other charging points located around the county



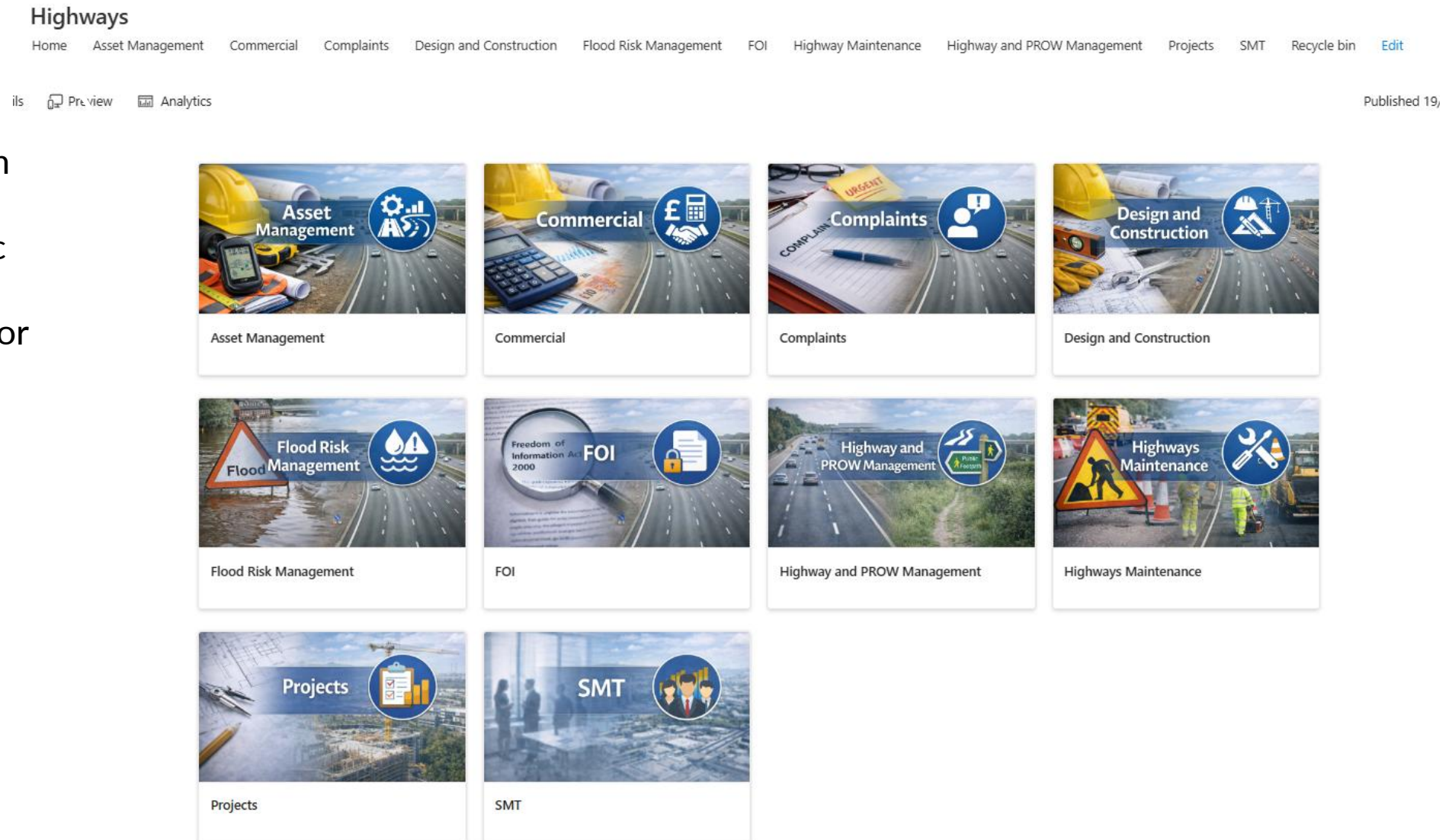
Place

- M Group will operate out of Thorn and Kingsland depots
- We have agreed which areas of Thorn depot will be exclusive to HC
- We are taking the opportunity to brand Thorn Depot, so that it looks and feels like other corporate buildings
- M Group will be investing in hot boxes and HVO tanks at both depots
- We have upgraded Wi-Fi and network points for staff



Data

- We've transferred 2/3 terabytes of data from BBLP
- We've created a SharePoint Site for all Public Realm colleagues
- We've not lost any data from Confirm/AMX or any other systems, including GIS
- We've had a good sort out of paper records, including at the Modern Records Unit and in many rooms at Thorn depot!



Finance and commercial

- We've agreed an Annual Plan with members and have governance in place for how we will spend our £43.5m during 2026/27
- We've been drawing up detailed work programmes ready for delivery
- We've taken the opportunity to link our Confirm Asset Management/Ordering System with Business World

What we have committed to deliver	The Investment:
• Better resurfacing and drainage • Safer walking routes • Repairs to bridges and structures • Improvements to Public Rights of Way • Upgrades to play areas	• £23.697m Government highways maintenance funding • £6.385m Highways infrastructure investment • £5m to resurface Herefordshire roads • £1m for Public Rights of Way improvements • £600k to tackle ash dieback • £1m for play area upgrades • £945k Parish Lengthsman Scheme

Customer service and digital

What we had:

- No visibility of the reporting function on the homepage of our website
- Separate reporting forms for separate issues, mixture of 'app' and online forms going to separate mailboxes
- Manual input from mailboxes into Confirm
- Limited auto-generated customer updates



What we have developed:

- Single front door for reporting issues
- Clear visibility on website homepage
- One reporting form for all issue types
- Automatic integration into Confirm
- Auto-generated real time customer updates as job progresses through Confirm codes
- Live map and real time tracking improvements on website



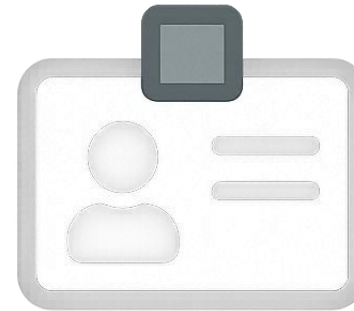
Dear Edward Bradford

Thank you for your Pothole report.

Your report has been logged and will be assessed by our Highways team. Your reference number is FS-Case-820011491.

Ready for Go LIVE

- ✓ PPE Distributed
- ✓ Thorn access badge distribution
- ✓ Health and safety briefings and risk assessments
- ✓ Role specific training
- ✓ IT equipment collected
- ✓ Systems access checked
- ✓ Information shared on car booking process
- ✓ Induction sessions scheduled





Next Steps

- ✓ Go live: **1 June 2026**
- ✓ Monitoring and performance reporting
- ✓ Operational support on the ground
- ✓ Ongoing refinement of systems and processes

Key takeaways:

- ✓ Reporting should all be done online via the new form
- ✓ Feedback any issues but please bear with us as there will be continued development post launch
- ✓ There will be on-going engagement to continue to develop our service and processes together

Thanks for your continued support!