



## Achieving Band 3 Status within Dorset Highways

Andrew Martin

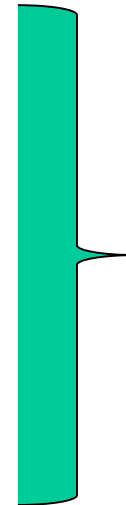
Service Director Highways & Emergency Planning

Dorset County Council

# Today's Presentation

- Introduction to Dorset Highways

- Asset Management
- Resilience
- Customer
- Benchmarking And Efficiency
- Operational Service Delivery



Self Assessment Headings

- Service Highlights
- Future Issues and Development Area



# Service Delivery Aligned to the Four Corporate Outcomes

Safe

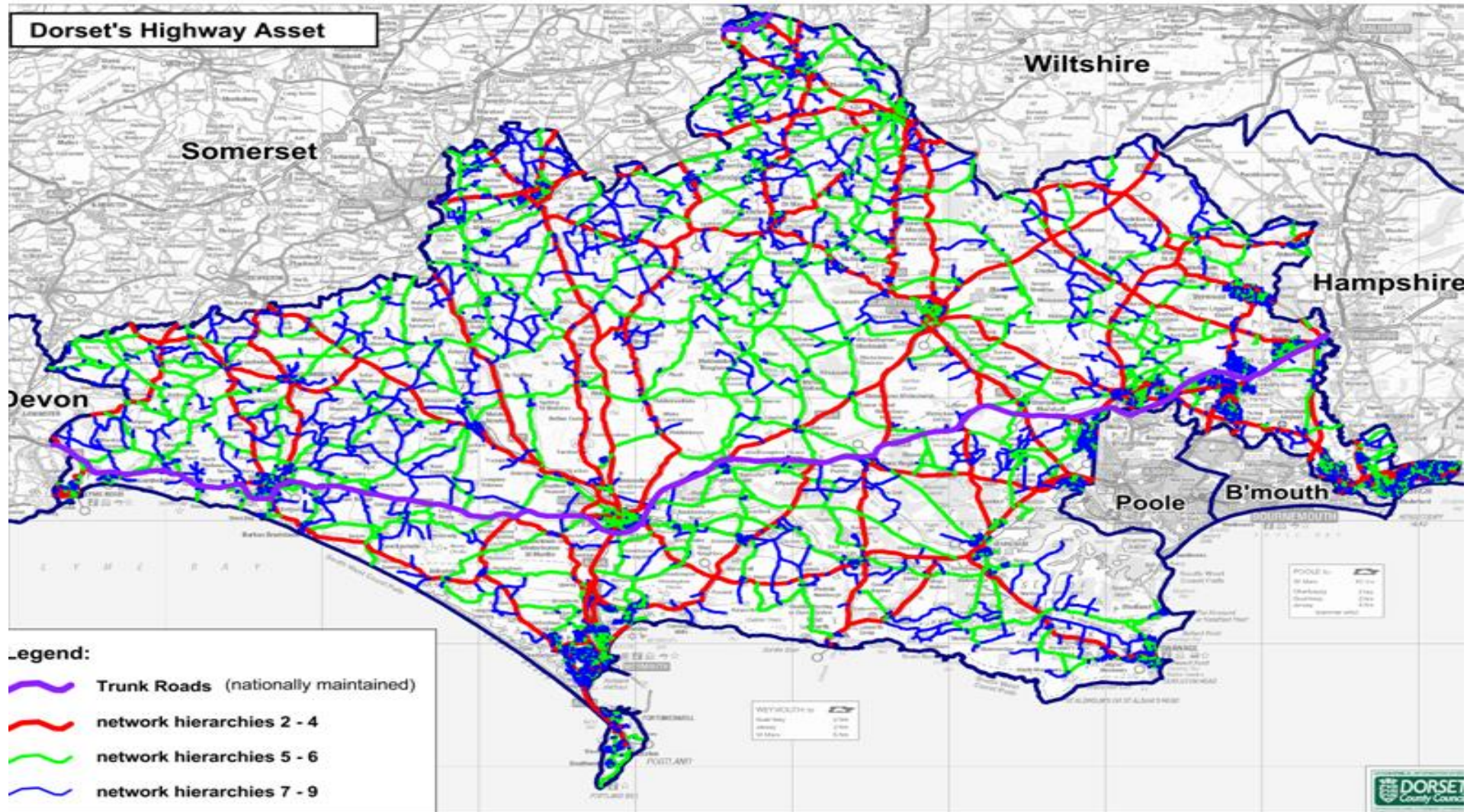
Healthy

Independent

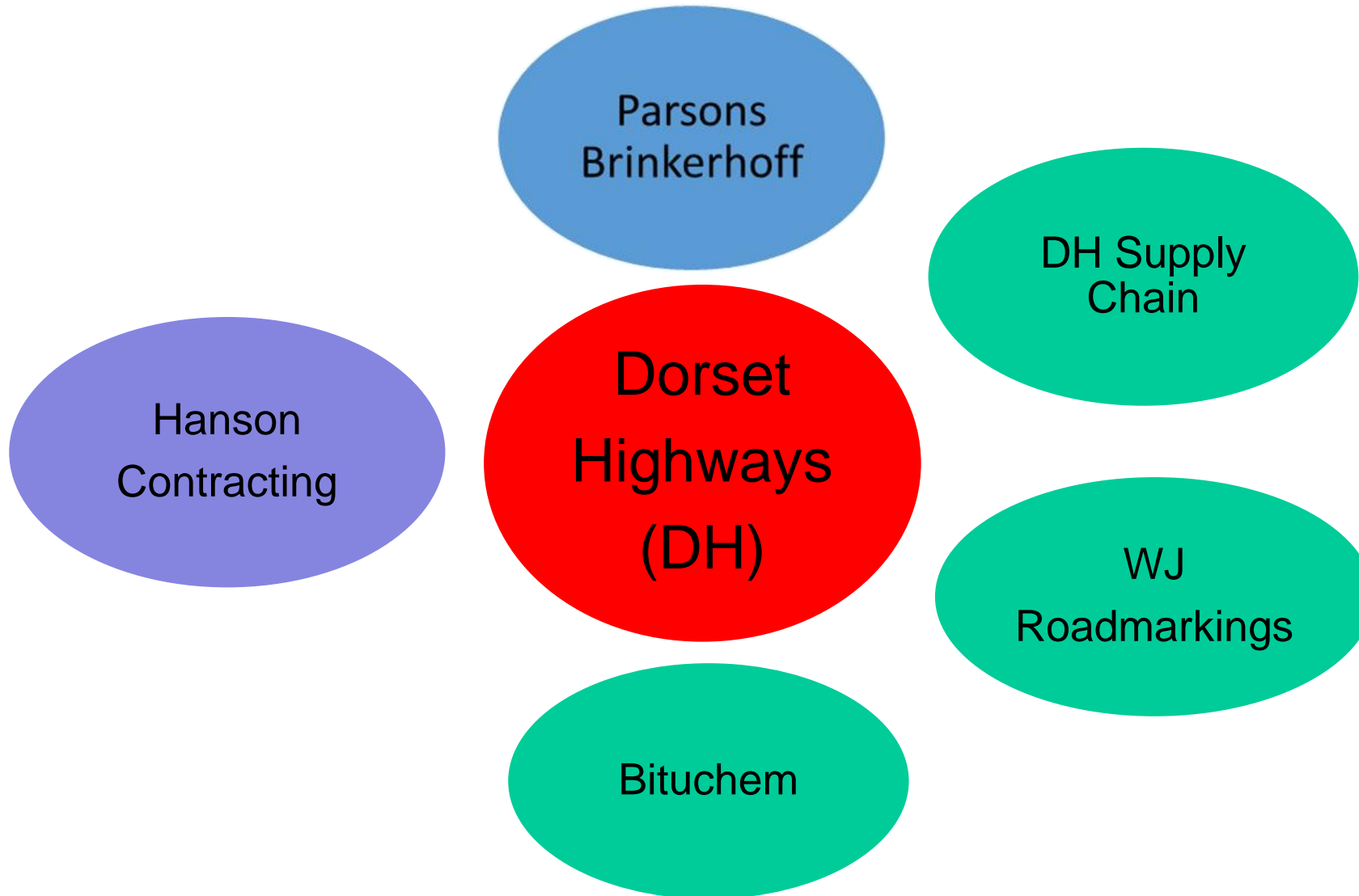
Prosperous



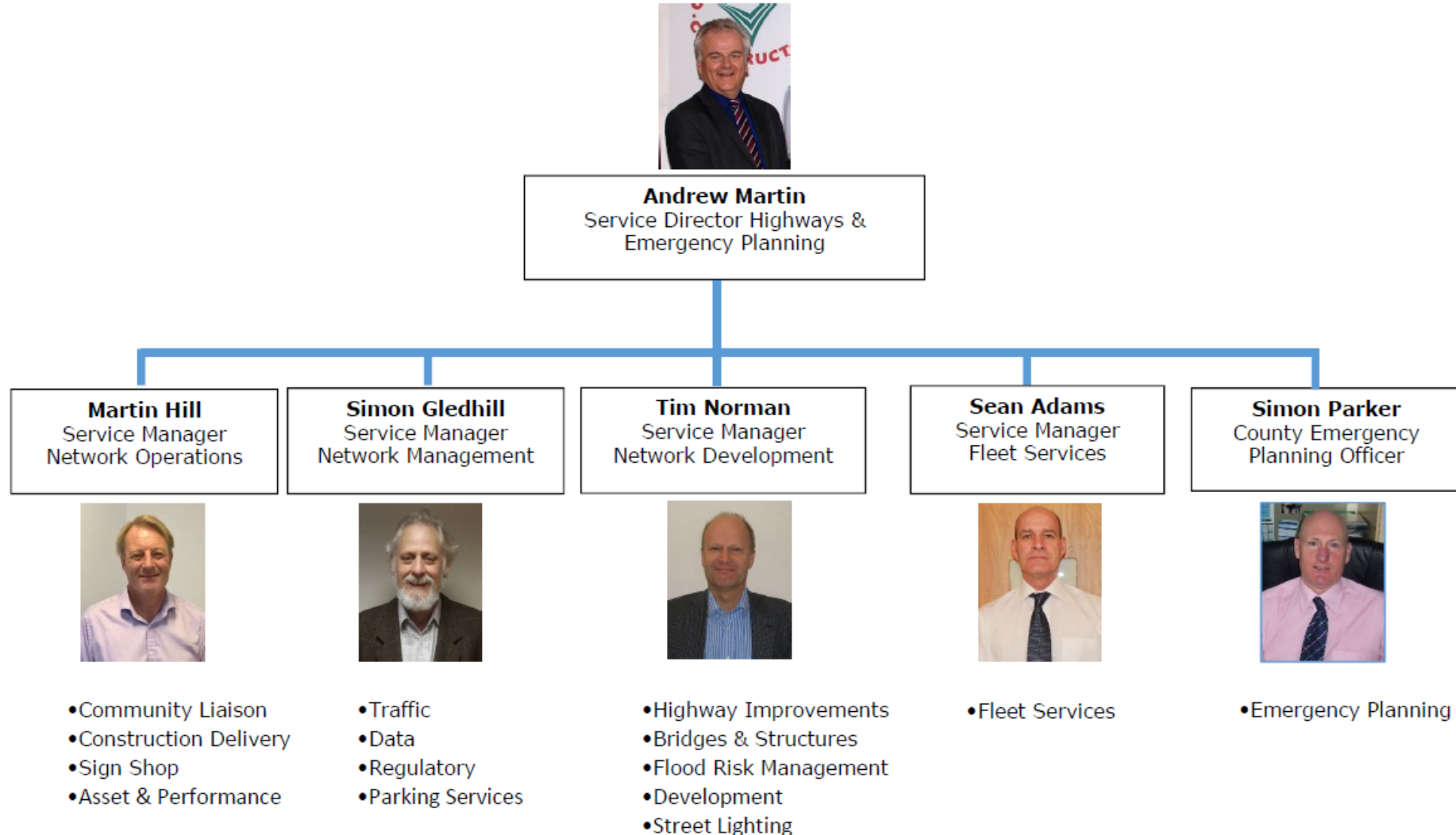
# Dorset's Carriageway Network 4094 kms



# “ Mixed Economy Service Delivery Model”

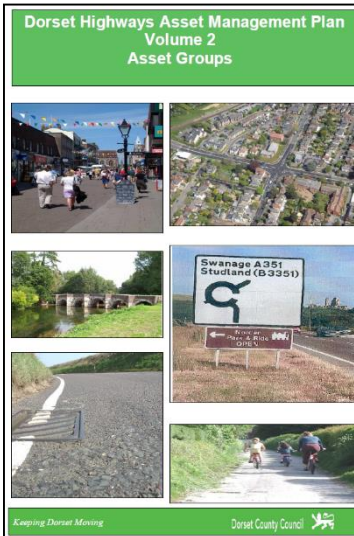
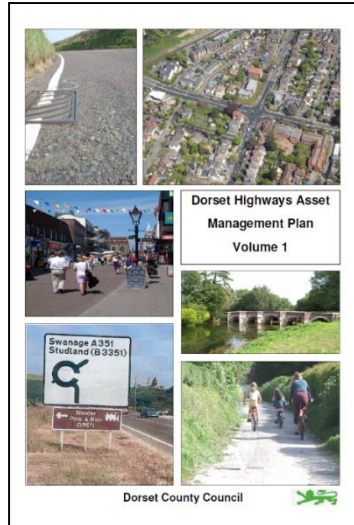


# Dorset Highways Management Team



# 1) Asset Management

## Key Policy Documents



KEEPING DORSET MOVING



- Presented to and approved by Cabinet
- Annual Members Seminar held
- Circulated to All Town and Parish Councils
- Placed on Web Site

# Annual Service Plan Produced

## Dorset Highways Service Plan 2017/18

'Keeping Dorset Moving'



Dorset County Council



Clear linkage to  
Corporate Outcomes

- Safe
- Healthy
- Independent
- Prosperous



# Key Service Objectives 2017/18

No.	Objectives	Accountability	Measure	Completion Date	Link to Corporate Outcome
1	Maintain the highway network in suitable condition	Andrew Martin	Network classification in need of maintenance not to exceed: 3% Principle Network 4% Non-Principle Network 12% Unclassified Network	31/03/18	Safe & Prosperous
2	Deliver highway service with allocated budget	Andrew Martin	Year-end out turn to be within 1% of net budget allocation	31/03/18	Prosperous
3	Minimise number of killed or seriously injured incidents on the network	Simon Gledhill	Total number of people killed or seriously injured to be less than 196	31/03/18	Safe, Healthy & Prosperous
4	Successfully manage significant events on the highway network	Simon Gledhill	Successful delivery of: Ironman Camp Bestival All fun runs and marathons	30/09/17 30/09/17 31/03/18	Safe, Healthy & Prosperous
5	Effective collaborative working with Town and Parish Councils	Martin Hill	10 Parish Councils sign Agency Agreement to deliver minor maintenance activities	31/03/18	Safe, Independent & Prosperous
6	Maximise central government maintenance funding	Martin Hill	Maintain Band 3 status Increase compliance to 19 of 22 questions	30/11/17	Safe & Prosperous



# Key Service Objectives 2017/18

No.	Objectives	Accountability	Measure	Completion Date	Link to Corporate Outcome
7	Successful collaboration with Dorset Local Enterprise Partnership	Tim Norman	Successfully: Construct Chapel Gate Roundabout Commence Blackwater East Junction	31/03/18 30/11/17	Safe & Prosperous
8	Oversee effective management of business continuity within Dorset County Council	Simon Parker	75% of critical services to produce business continuity plans during 2017/18	31/03/18	Safe & Prosperous
9	Effective Partnership working	Andrew Martin Martin Hill Martin Hill Tim Norman	Successfully implement Partnership with Hanson Contacting WJ Road Marking Bituchem WSP Parson Brinkerhoff	31/03/18	Safe & Prosperous
10	Effective management of Corporate Operators Licence	Sean Adams	Maintain DCC as a low risk operator OCRS score green categorisation	31/03/18	Safe
11	Maintain effective communication with staff	Andrew Martin	Establish quarterly staff forum meetings and hold three meetings during 2017/18	31/03/18	Safe & Prosperous
12	Establish effective succession planning strategy	Martin Hill	Complete first tranche of staff development programme	31/03/18	Independent & Prosperous
13	Deliver Directorate Forward Together efficiency savings targets	Andrew Martin	Deliver Highways savings target of £449,000	31/03/18	Prosperous

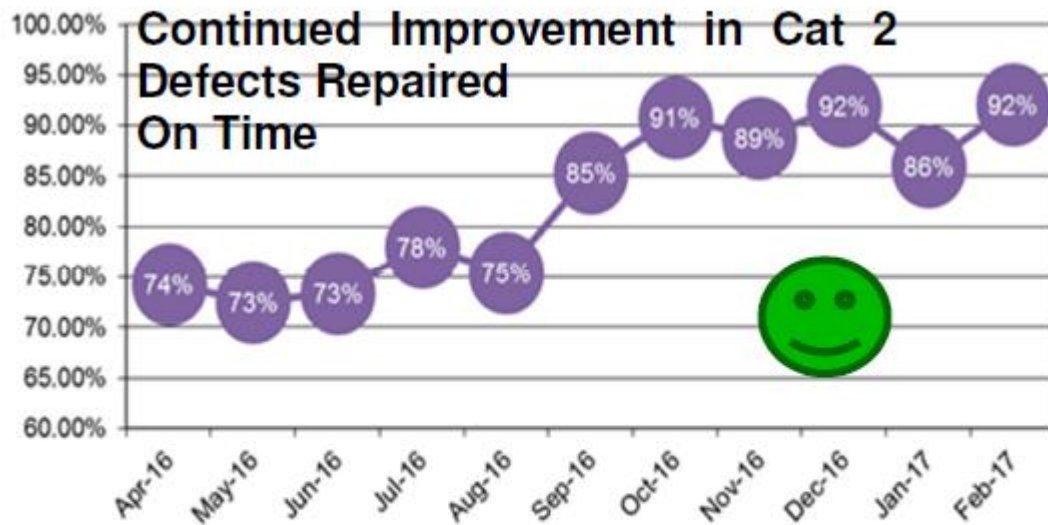


# Team Plan – Fleet Services

No.	Objective	Accountability	Measure	Completion Date	Link to Corporate Outcomes
1	Develop opportunities to enhance service provision and increase income	Sean Adams	Install a Tachograph centre at Charminster Depot Develop a business case to enhance the maintenance facility in the East of the County	01/11/17 31/03/18	Prosperous
2	Effective management of the County Councils Passenger and Goods Carrying Operators Licences	Sean Adams Martin Downton	Operator Risk Compliance Score (O CRS) to continue as a Green (low risk operator) for the CC's Goods and Passenger carrying 'O' Licence	Ongoing	Safe Independent
3	Maintain service performance	Alan Jarman Andrew Paulley	95% workshop productivity 96% of fleet to be available 90% of all jobs completed within 24 hrs 100% of all MOT's to pass first time 100% workshop quality assurance audits	Ongoing	Safe Prosperous
4	Demonstrate high levels of compliance with Operator Licence undertakings	Martin Downton Kevin Clark Karen Hand	Achieve Freight Transport Associations Truck Excellence nationally recognised accreditation	01/12/17	Safe Prosperous
5	Technical Workforce continued professional development	Martin Downton	All vehicle technicians to enrol on the Institute of Road Transport Engineers accreditation and licencing scheme to achieve IRTEC accreditation.	31/03/18	Prosperous
6	Deliver 2017-18 Fleet Replacement plan	Sean Adams	All identified fleet assets are replaced in a timely manner and within agreed budget	31/03/18	Safe Independent Prosperous
7	Operate service within its allocated budget	Sean Adams Martin Downton	Demonstrate effective Budget Management	31/03/18	Prosperous
8	Safety in the Workplace	Martin Downton Andrew Paulley Alan Jarman	Achieve nil accident reports Raise awareness of reporting near misses at Team Brief, Safety Awareness Days Introduce Safety Conversations to encourage a more proactive culture of health and safety management Encourage a robust near miss reporting culture	Ongoing	Safe Prosperous
9	Robust Absence Management	Sean Adams Martin Downton	Reduction in sickness days lost through robust adherence to the absence management policy – Not to exceed Corporate target of 7.5 days per FTE.	Ongoing	Healthy Prosperous

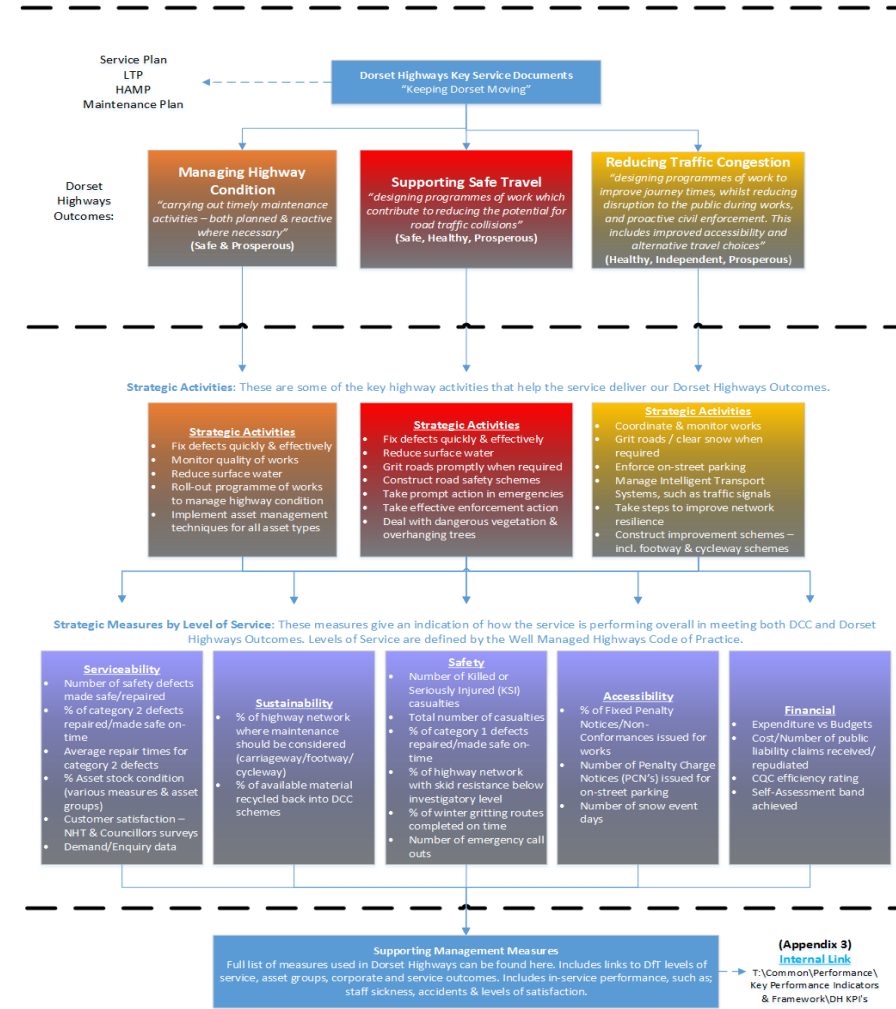


# Performance Framework



**92% of Cat 2 Defects Repaired On Time in February**

## Appendix 2 What Does Good Look Like? Dorset Highways Strategic Performance Measures

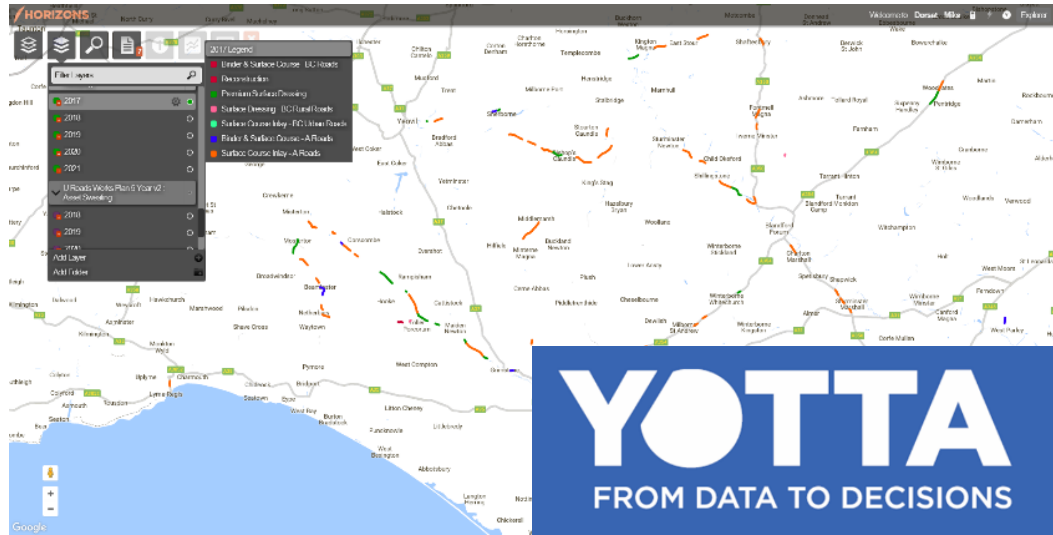


# Lifecycle Planning

- Carriageways Annual condition surveys/Yottas Horizons software .... 3 year programme
- Footway Specific condition surveys .... 3 year programme
- Drainage Inventory exercise underway on resilient network
- Roadmarkings Ecodine Survey .... 3 year programme
- Roadsigns Routeshoot .... 3 year route specific programme
- Traffic Signals HMEP Ancillary Asset Planning Toolkit .... 3 year programme
- Bridges & Structures CIPFA Structures Asset Management Toolkit .... 5 year programme

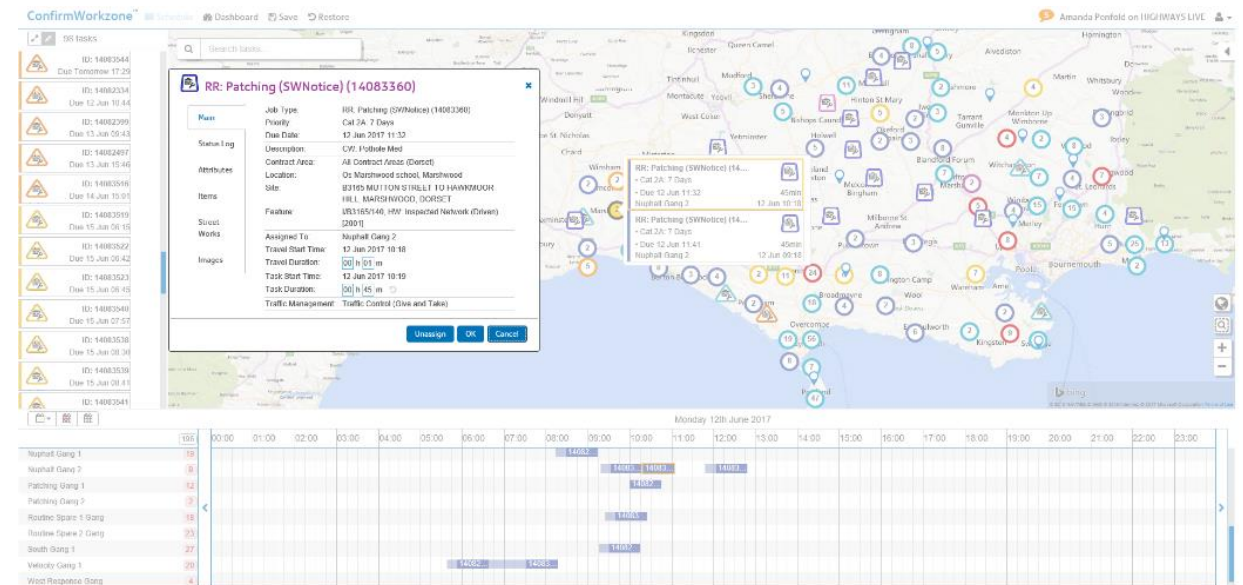


# Managing our Asset Data Effectively

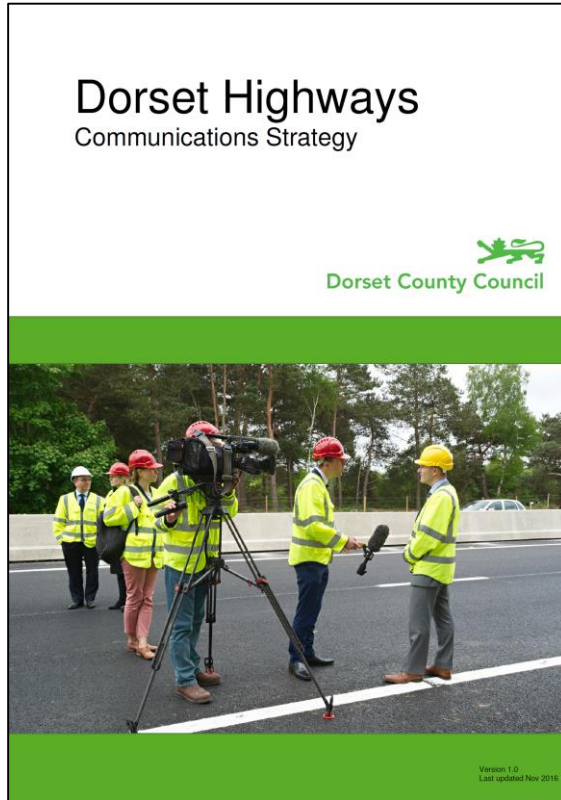


Asset Management Data

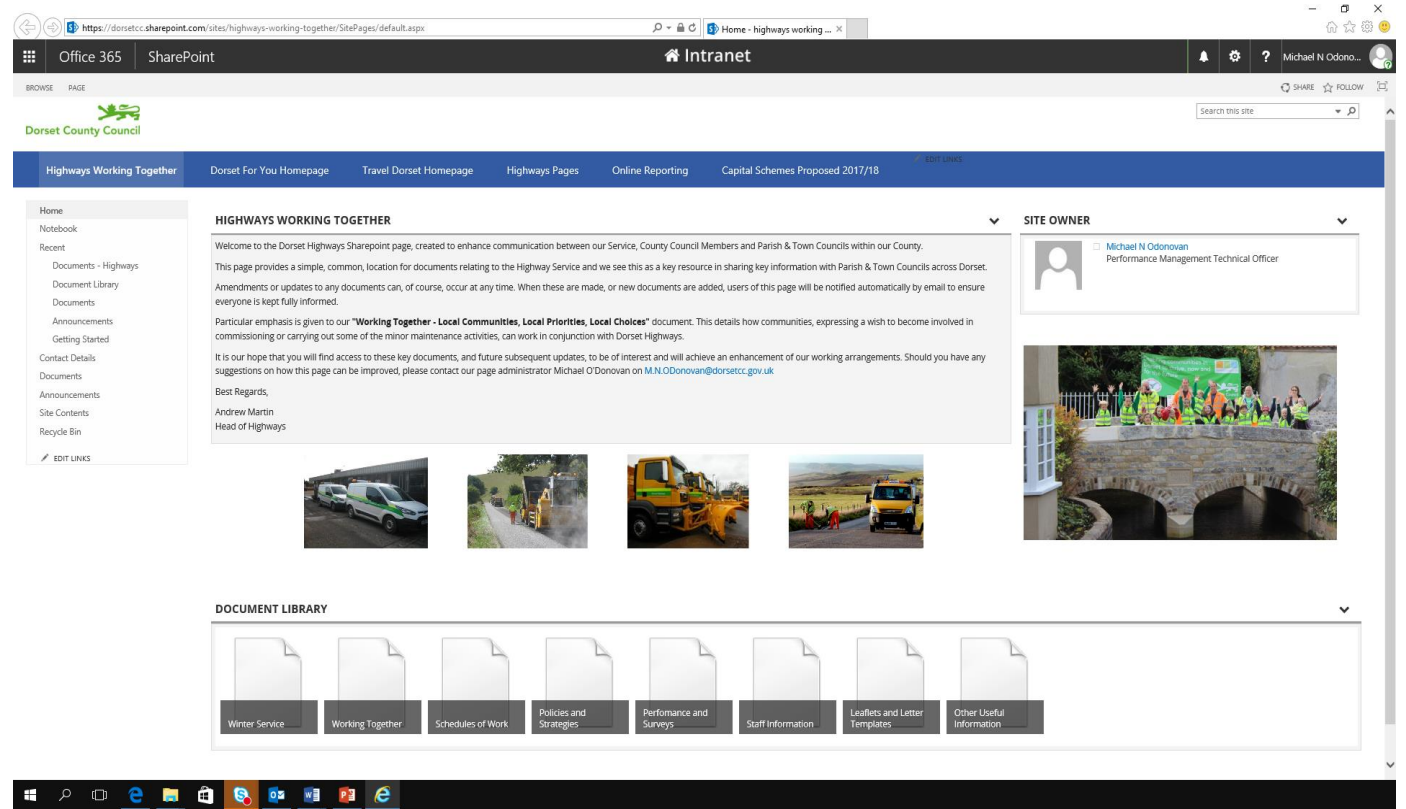
## Confirm – Works Scheduling



# Communications Strategy



Published on Website



Document Portal for Members,  
Town and Parish Councils





# Amended Approach To Maintenance

- Only hot material used for pothole repair on A, B and C network
- Velocity Patching on minor road network
- Formulating annual “Defect Cluster” resurfacing programmes
- Doubled our surface dressing programme
- Additional £800,000 invested in surface water drainage schemes
- Integrated working between Asset and Flood Risk Management Teams



# 3. Customer

- Annual Surveys.... NHT, Town and Parish, Elected Members
- Customer Call Centre.... records nature of calls (including failure demand)
- Online Defect Reporting (60% of contact with service now digital)
- Online Skip / Scaffold and Vehicular Crossing Licences



# Informing our "Customers"

## Monthly E-Newsletters



Travel and transport newsletter - October 2015

### Mission accomplished!



Work has finished on rebuilding a historic bridge in Charminster, Dorchester.

The challenge posed involved dismantling the old listed bridge and building a new bridge – with bigger arches for better water flow – while using as many of the original bricks as possible, including reusing the historic keystones and parapets.

East Hill Road has now reopened following the completion of the bridge.

Dorset County Council worked with the Environment Agency and English Heritage on the project, which will alleviate flooding in the area.

### Working with landowners

Landowners and parish councillors have met with engineers in Druah's Hollow to discuss proposals to stabilise the slopes.

During a site visit on 14 October, it was explained which trees would be retained, what vegetation will be cut back and where the soil nails and mesh will be used.

The next step is for the landowners to agree, in principle, for the work to be carried out and contract details to be agreed.



### Relocation, relocation, relocation

A new method has been used to move protected reptiles away from the A338 Bournemouth Spur Road construction area.

Usually, when carrying out work which affects reptiles – protected by UK and European law – organisations must apply for a licence from Natural England before beginning lengthy work to install reptile fencing and move the creatures by hand.

For the A338 road reconstruction, ecologists at Dorset County Council worked closely with Natural England to agree a new method of working – making the verges unattractive as habitat while enhancing other areas nearby to encourage the reptiles to move home.



### Protecting rivers

Ecologists are celebrating the reopening of the Level Mill B&AT (Byway Open to All Traffic) in Dorchester following a year of restoration work.

Dorset County Council, the Environment Agency, Dorset Wildlife Trust and Natural England worked together to stabilise and fence the river banks, and to repair the ford and ruts in the field.

The work was possible thanks to the DWT Dorset's Wild Rivers Project and EA River Frome Restoration fund, as well as council staff and volunteers.

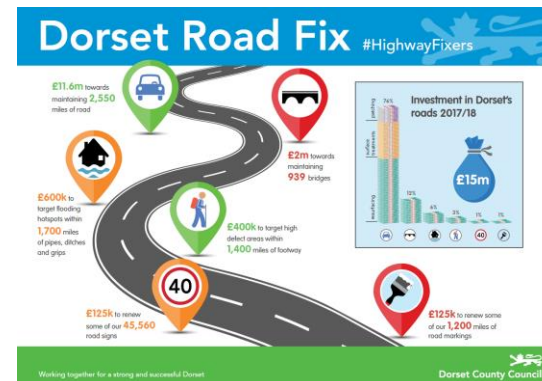


## Bournemouth A338

Dorset County Council will be carrying out major maintenance on the Bournemouth Spur Road in 2015/16.



## Blogs on Major Schemes



## Infographics for Key Activities



# Highways "Working Together" SharePoint Page for Members and Town and Parish Councils

The screenshot shows a SharePoint page titled "Highways Working Together" for Dorset County Council. The browser address bar shows the URL: <https://dorsetcc.sharepoint.com/sites/highways-working-together/SitePages/default.aspx>. The page header includes "Office 365", "SharePoint", and "Intranet". The user profile is "Michael N Odonovan".

The main navigation bar includes: "Highways Working Together", "Dorset For You Homepage", "Travel Dorset Homepage", "Highways Pages", "Online Reporting", and "Capital Schemes Proposed 2017/18".

**Home**

- Notebook
- Recent
  - Documents - Highways
  - Document Library
  - Documents
  - Announcements
  - Getting Started
- Contact Details
- Documents
- Announcements
- Site Contents
- Recycle Bin

[EDIT LINKS](#)

### HIGHWAYS WORKING TOGETHER

Welcome to the Dorset Highways Sharepoint page, created to enhance communication between our Service, County Council Members and Parish & Town Councils within our County.


This page provides a simple, common, location for documents relating to the Highway Service and we see this as a key resource in sharing key information with Parish & Town Councils across Dorset. Amendments or updates to any documents can, of course, occur at any time. When these are made, or new documents are added, users of this page will be notified automatically by email to ensure everyone is kept fully informed.






Particular emphasis is given to our **"Working Together - Local Communities, Local Priorities, Local Choices"** document. This details how communities, expressing a wish to become involved in commissioning or carrying out some of the minor maintenance activities, can work in conjunction with Dorset Highways.

It is our hope that you will find access to these key documents, and future subsequent updates, to be of interest and will achieve an enhancement of our working arrangements. Should you have any suggestions on how this page can be improved, please contact our page administrator Michael O'Donovan on [M.N.Odonovan@dorsetcc.gov.uk](mailto:M.N.Odonovan@dorsetcc.gov.uk)









Best Regards,  
Andrew Martin  
Head of Highways

**SITE OWNER**

 [Michael N Odonovan](#)  
Performance Management Technical Officer



### DOCUMENT LIBRARY

 Winter Service	 Working Together	 Schedules of Work	 Policies and Strategies	 Performance and Surveys	 Staff Information	 Leaflets and Letter Templates	 Other Useful Information
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# Social Media

## Staff empowered to use Twitter



# Accessing the Highway Capital Programme 2017/18



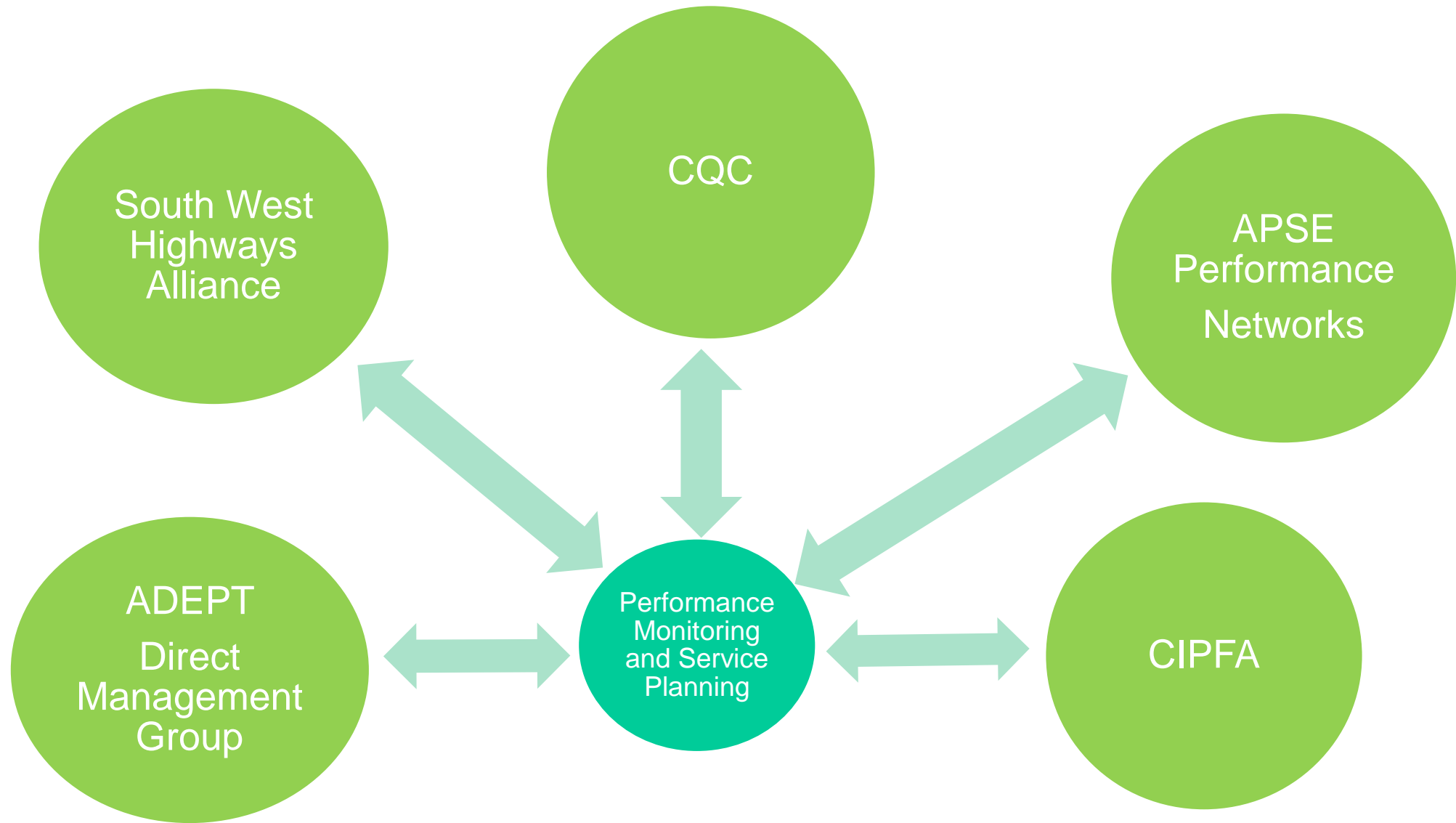
# Accessing the Highway Capital Programme 2017/18

The screenshot displays the Dorset Explorer web application interface. At the top, the browser address bar shows the URL <http://explorer.geowsex.com/councillors/sharepointembed>. The application header includes the Dorset Explorer logo and a search bar containing the text "toller". On the right side of the header, the current map coordinates are displayed: Easting: 361825.65, Northing: 98876.91, and Zoom: 25.75km (13). A "Base Maps" panel is open on the right, showing "OpenStreetMap" as the selected base map, with "Ordnance Survey" as an alternative. The main map area shows a detailed view of Dorset, with several roads highlighted in purple and blue. Key locations labeled on the map include Broadwindsor, Beaminstor, Netherbury, Melplash, North Poorton, Toller Porcorum, Malden New, Toller Fratrum, Wynford Eagle, Frampton, Grimstone, Muckleford, Stratton, Muckford, Bradford Ferever, Charminster, Chariton Down, Godmanstone, Sydling St Nicholas, Frome St Quintin, and Cerne Abbas. The map also shows various road numbers such as A3066, B3162, B3163, A356, A37, and A352. A scale bar at the bottom left indicates 1000 meters and 2000 feet. The bottom of the screenshot shows the Windows taskbar with icons for various applications.





# 4. Benchmarking and Efficiency



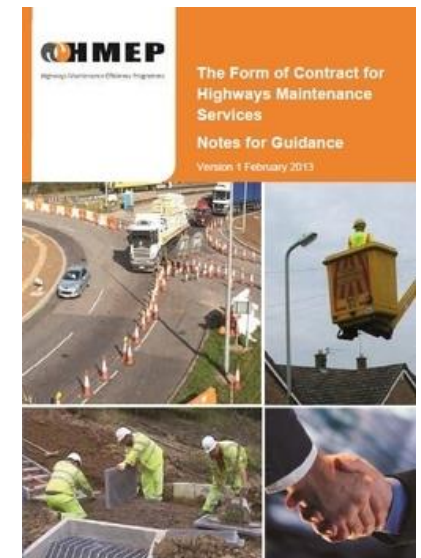
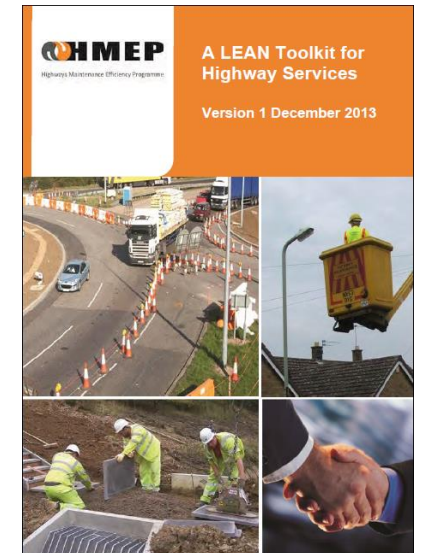
# 5. Operational Service Delivery

## Fundamental Service Wide Review 2015/16

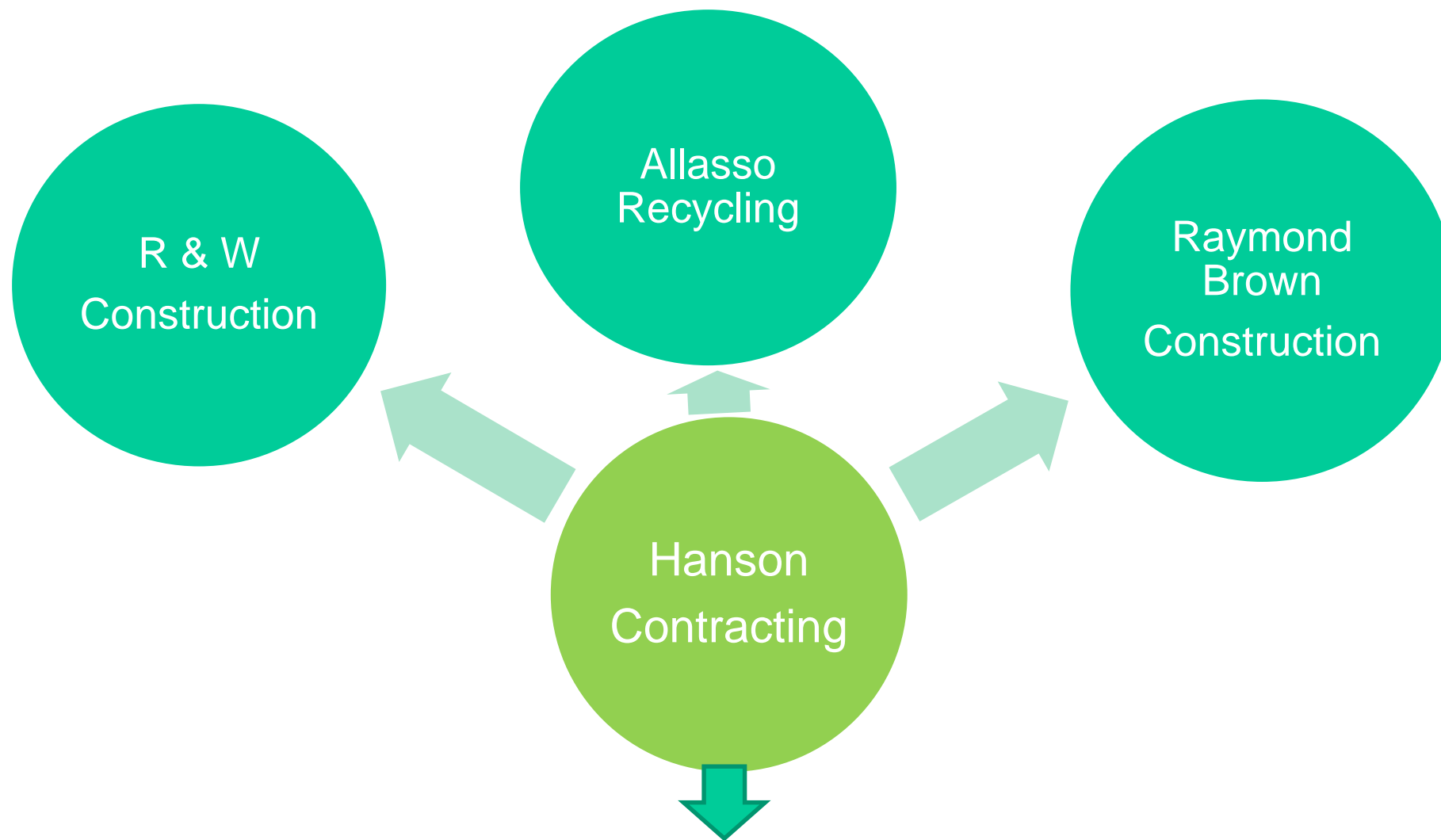
- HMEP Peer Review
- HMEP Lean Toolkit
- £1.5 million efficiency saving delivered

## Reprocurement of Highway Service Strategic Partner April 2017

- HMEP Procurement Route Choices Toolkit
- HMEP Contract Suite adopted
- 10 Year Highway Term Partnership (£100 million) Hanson Contracting
- Unit rates received several percentage points below market tested exercise



# Hanson Contracting Supply Chain



**Top up resource to Dorset Highways and commitment to provide £500,000 reciprocal work per annum**

# Working in collaborative manner

## A338 Bournemouth Spur Road Major Maintenance Scheme



£22 million delivered on time and within budget

# Operational Service Delivery

## Collaborative Working

- Strategic Highways Works Partnership      Bournemouth and Poole
- Strategic Consultancy services      Somerset County Council
- Strategic Roadmarking Partnership      Cornwall Council (£2 million p.a.)
- Weather Forecasting Services      South West Counties
- Provision of winter rock salt      South West Counties
- Civil Engineering Works      Hampshire County Council Gen3 Framework
- South West Highways Alliance      13 Highway Authorities in the South West



# Collaborative Working: Town and Parish Councils

## Working Together - Highways

Local Communities, Local Priorities, Local Choices



### Three options :

- Volunteer Teams
- Directly Commission their contractor
- Directly Commission Dorset Highways



Dorset Association of Parish & Town Councils

(Affiliated to the National Association of Local Councils)



# Service Highlights: APSE Service Awards



Highways Team of the Year - 2016

# Service Highlights: Haywards Main Bridge, Child Okeford



£ 1.5 million designed in-house, delivered on time and within budget

# Highlights: Operating our Fleet Effectively

- Telematics fitted to Highways Fleet



# Service Highlights: DCC / Hanson Contracting Partnership



**1 million hours without a reportable accident since 2010**

# Service Highlights: Considerate Constructors National Awards



Assessed as “exceptional” in four out of five categories

# Highlights: Carbon Offset Initiatives



Tree Planting – Community Orchard, Weymouth  
Financed by: W J Roadmarkings

# Highlights: School Visits to Key Sites



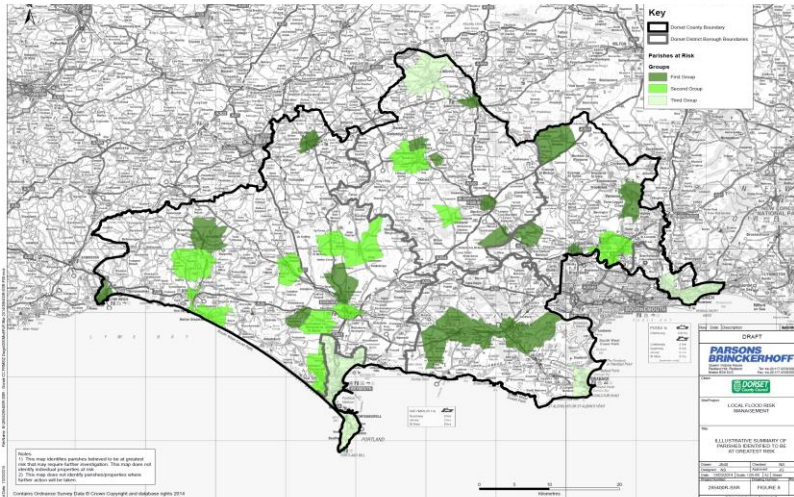
Charminster Village Bridge Reconstruction

# Future Key Issues and Development Areas

- Maintain Level Of Budget Provision (Revenue and Capital)
- Delivery of Key Service Objectives within Service Plan
- Managing Public expectation
- Local Government Reorganisation?
- Develop collaboration with local communities
- Maintain “Band 3” status
- Retention of Key Staff



# Severe Weather Information Management (SWIM)



## Priority locations for Flood Risk Management in Dorset

The Local Flood Risk Management Strategy considered flood risk across all communities in Dorset to identify areas at highest risk of flooding, which are highlighted in green on the above map. The prioritisation considered the following factors:

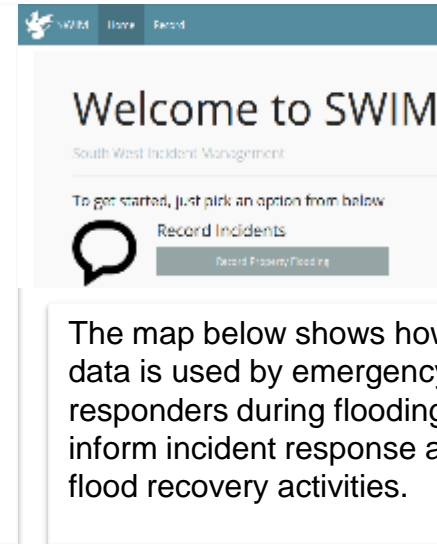
- (i) Number of flood records;
- (ii) Frequency of flooding; and
- (iii) Risk of flooding from surface water.

## Prioritised response to investigation of recent incidents

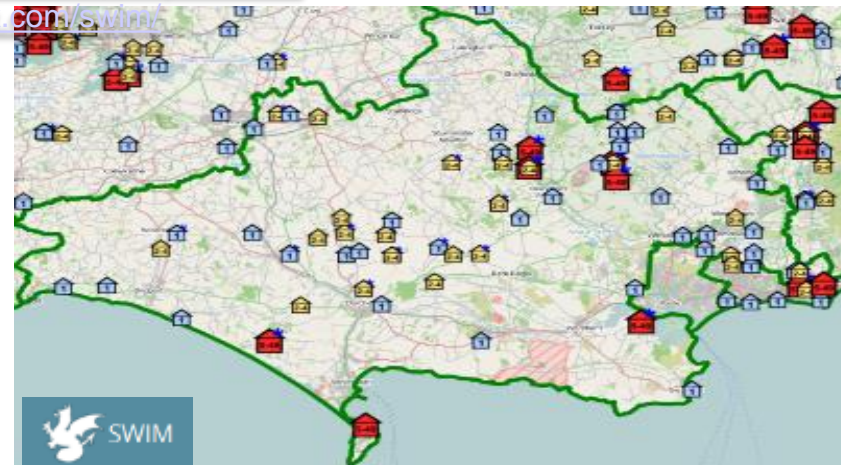
## Reporting flooding to your property or community

Reporting flooding to your property or community is essential to help us understand flood risk and prioritise our flood management activities. Please report flooding online at the following location:

<https://apps.geowesse.com/swim/>



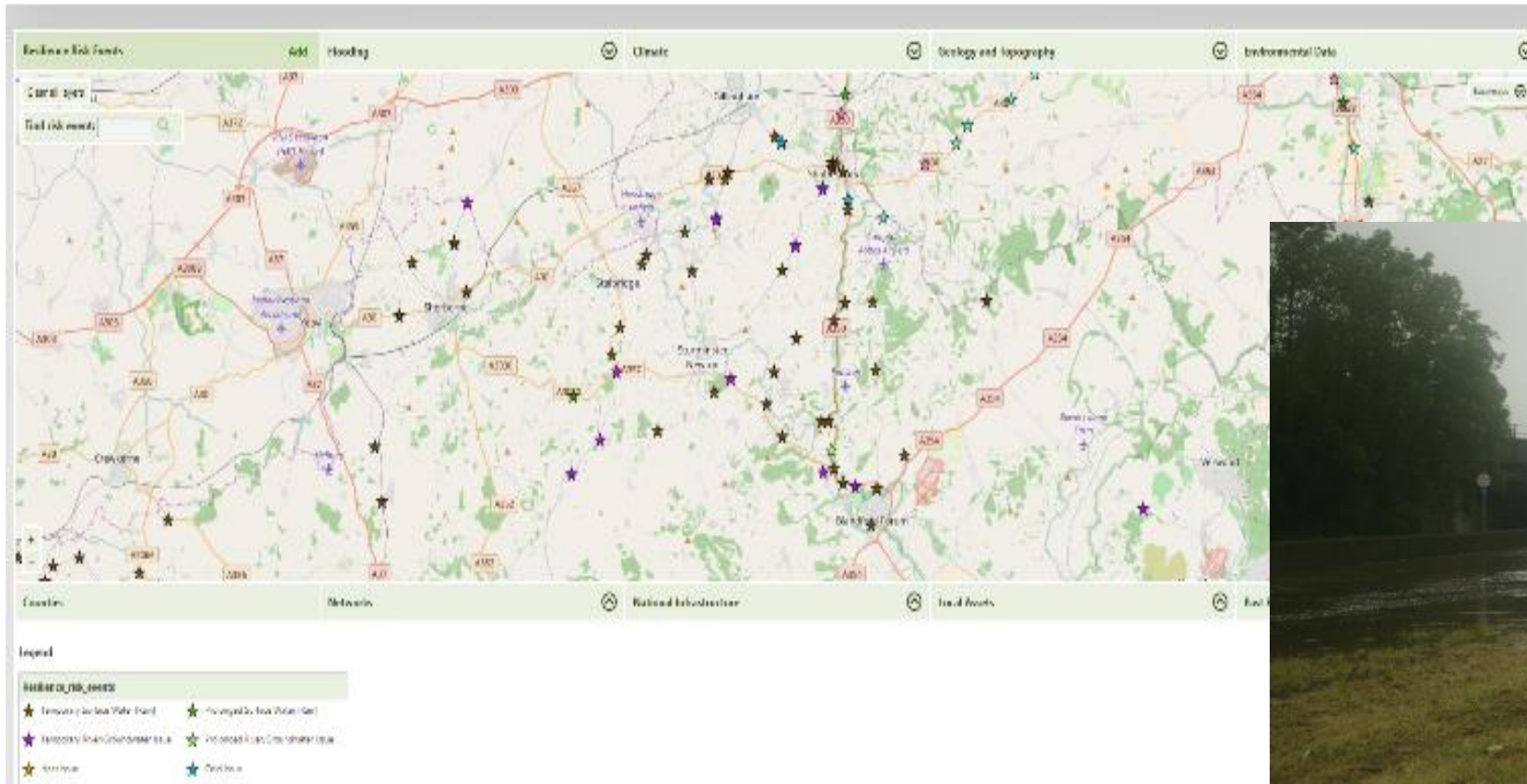
The map below shows how the data is used by emergency responders during flooding to inform incident response and flood recovery activities.



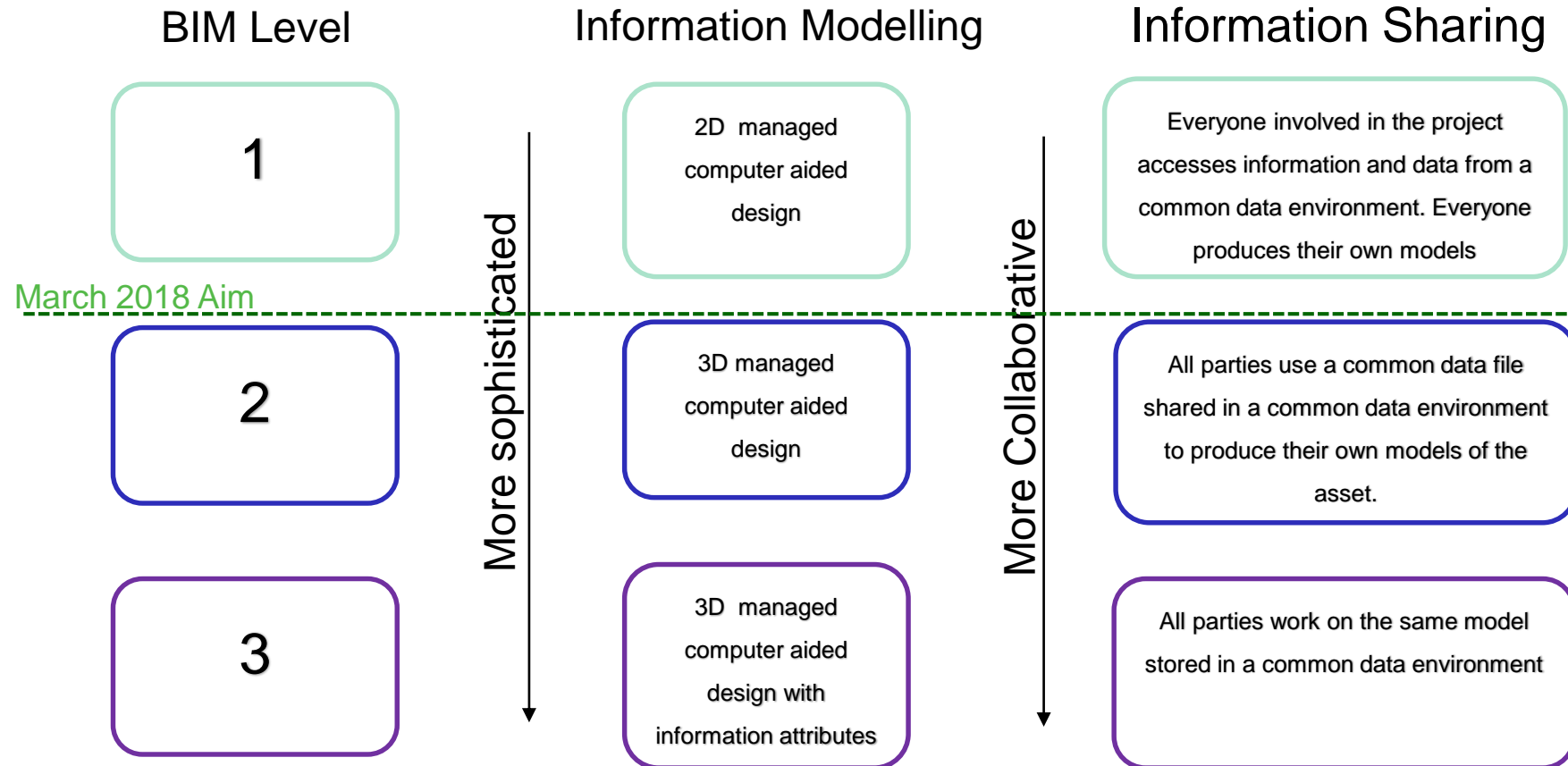
# Highway Infrastructure Resilience Assessment Modelling Tool



[Home](#) [Overview Map](#) [Partners](#) [Reports](#) [Documents](#)



# Deliver Dorset Highways BIM Strategy





**Thank you for listening**

**[a.j.martin@dorsetcc.gov.uk](mailto:a.j.martin@dorsetcc.gov.uk)**