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City and County of Swansea
Dinas a Sir Abertawe



Best in Uk?

- Welsh Asset Management Project
- Innovation approach by the council
- Swansea Pothole Project



Welsh Asset Management Project

Real Benefits

Tools

- Valuation tool kit
- Standardised Spreadsheets
- Methods of visual inspection with training

Agreed Standards

- Standardised documents
- Safety Intervention levels

State of the Nation Report on Highways Asset Management



Examples

- Asset Management Policy Statement
- Asset Management Plan (Standard Template)
- Annual Status and Options Report
- Asset Valuation Report
- Data Management Plan**
- 5 Year Forward Works programme
- Performance Indicator Returns
- Road Maintenance Manual**
- Agreed Method for Visual Inspection
- Welsh FNS
- All Wales Safety Intervention Levels
- Looking at Agreeing a national approach to the new Code of Practice

Swansea Council Innovation

Council Innovation Officer and “Sustainable Swansea”

- Corporate Stuff

 - System thinking

 - Blue Sky thinking

 - Deep Ocean thinking

- Listening and trying things out

 - Drop in session for all staff to unload

 - Meeting to discuss the outcomes – all invited

 - Prioritise

 - Trying things out



Swansea Council Innovation

Our “Driving Forward” Programme

- PATCH
- Safety Inspections
- Pot Hole initiative
- Notices
- Internal drain cameras
- Gulley Work schedules

Still to be looked at

- Street works and internal noticing
- Apprentice Positions
- Prioritisation Scoring for schemes.



Swansea's 48 hour pot hole pledge

- ❑ Second best roads in Wales but very poorly perceived



- ❑ Head in sand or tackle
- ❑ Pot Hole initiative
- ❑ Extra Funding to tackle perception

Swansea's 48 hour pot hole pledge

- Not related to safety
- Explain some exceptions.
- Heavy marketing
- Social media
- Every report with email address gets a response with photograph of before and after or an explanation
- Work statistics published online



Swansea's 48 hour pot hole pledge

- Very Wary -Backlash
- 6000 first year
- Customer satisfaction up 30%
- Social Media satisfaction
- Compliments rather than complaints
- Support from politicians
- Additional real work done
- Some preventative works
- A means to an end



- ❑ Take Praise were you can get it we don't often deserve the criticism we get
- ❑ Public don't understand what we do so get them on board.
- ❑ All the weapons available

Thank You