



Best Practice When Procuring TM Services

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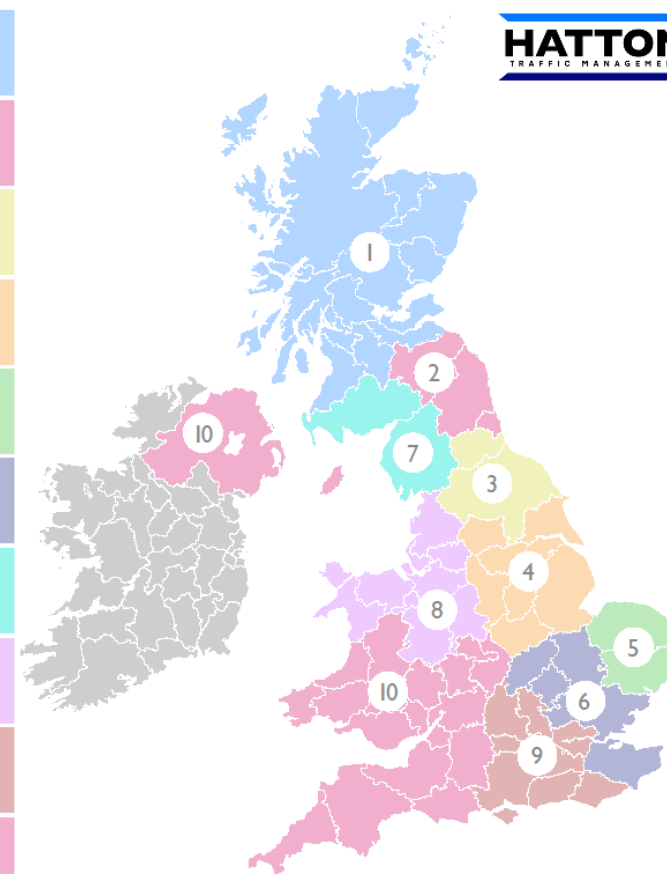
I feel your
pain!

Who are Hatton?

- Established 1976
- 147 Employees
- Turnover - £10m pa

- Traffic Management
- Vehicle Restraint Systems
- Permanent Signs

1	ABERDEEN OFFICE Axiom House, 1 International View, ABZ Business Park, Aberdeen, AB21 0BJ Tel: 01224 795 399
2	NEWCASTLE OFFICE Unit 10b, Brunswick Industrial Estate, Newcastle-Upon-Tyne, NE13 7BA Tel: 0191 236 8060
3	BISHOP AUCKLAND OFFICE Unit 1, Westerton Industrial Estate, Bishop Auckland, DL14 8AH. Tel: 01388 775 542
4	DONCASTER OFFICE Unit 9, Decoy Bank North, Lakeside, Doncaster, DN4 5JR Tel: 01302 369 893
5	NORWICH OFFICE Unit 4, Fransham Farm, Dereham, Norwich, NR19 2JT Tel: 01362 681 954
6	CHELMSFORD OFFICE Temple Wood Industrial Estate, Stock Road, Chelmsford, CM2 8LP Tel: (01277) 841 361
7	CARLISLE OFFICE Unit 1B, Western Bank Industrial Estate, Wigton, CA7 9SJ Tel: 01697 369 260
8	WARRINGTON OFFICE Unit F, Hoyle Point, Hoyle Street, Warrington, WA5 0LW Tel: 01925 649 700
9	LONDON OFFICE 1 Tilling Way, East Lane Business Park, Wembley, HA9 7NQ Tel: 02039 359 350
10	GENERAL ENQUIRIES info@hattontraffic.co.uk Tel: 0191 236 8060



Best Practice When Procuring TM

- What do you expect when you procure traffic management services?
- How do you measure the quality?
- Are the operatives fully trained and capable of carrying out duties?
- Can you relax knowing the service delivery is as expected?
- Is there a risk to the Council's reputation?
- Are the accreditations of the TM company valid and up to date?
- Did you ensure flexibility within the service delivery model?
- Are your operatives and road users operating in a safe environment?



Safety Issues to Consider

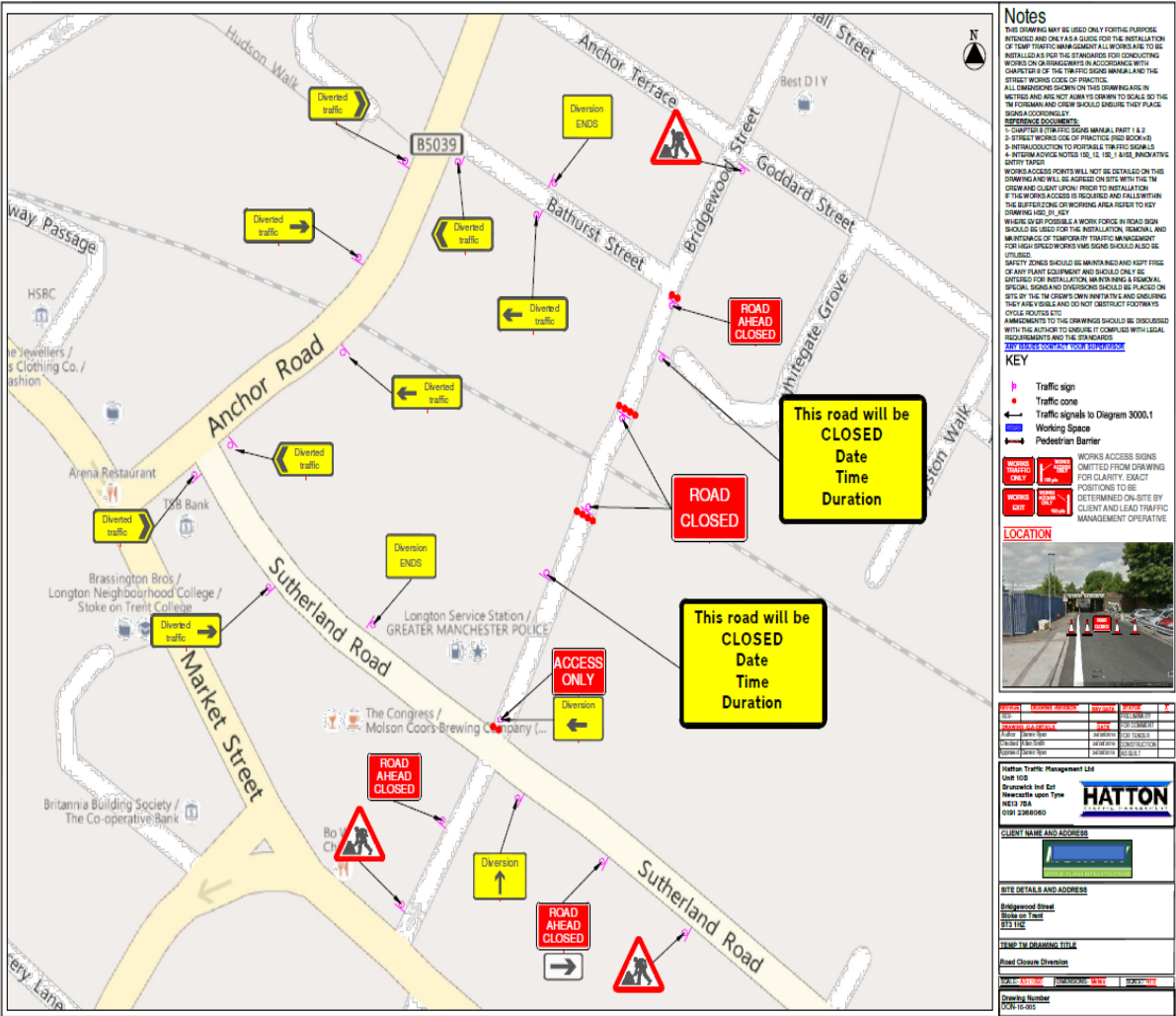
- Tasks – Multitude of roadside tasks / Multi skilled staff.
- Operational staff training.
- Risk mitigation – Planning, design, deployment of service.
- PPE – Suitability for the environment being worked in.
- Signage / Advanced warning protocol.
- RAMS – Risk Assessments / Method Statements.
- Behaviour of road users.
- Communication strategy – Public, Contractor, DLO, Client.

Multitude of Roadside Tasks

- Mindset of operatives.
- Risk assessment awareness / Compliance.
- Pressure of completion – Time factor.
- Supervision.



Risk Mitigation – Plan/Design/Deploy



Perception of Road Users



Manchester City Council - Fined £15k - 2014

Manchester City Council Employee struck by car picking litter on roadside.

HSE findings ; “Manchester City Council had not identified being struck by a car as a risk associated with litter picking so no signs or safe system of work in place, staff had not been given information about controlling or informing traffic about them working on or near the road”



“Council & Contractors Fined”

October 20th 2016

- Liverpool City Council fined £15k and ordered to pay £130k costs.
- Tarmac Trading Limited fined £1.3m and ordered to pay £130k costs.
- Enterprise Liverpool Ltd fined £25k and ordered to pay £80k costs.

“By engaging with the entire project team at the very start of a project, clients like Liverpool City Council, can ensure that good health and safety culture is embodied throughout the life of the project. Ongoing communication and cooperation between the principal contractors and sub-contractors ensures that the project is being adequately planned, managed and monitored”.

Value for Money

- Partnership ethos
- Agreed priorities. (better planning & delivery)
- Communication strategy.
- Shared facilities.
- Using the contractor – more for your money.



- Contractor represents the Client.
- Stakeholder consultation.
- Elected Member / Officer Awareness of contract arrangements.
- Collective involvement in contract delivery.
- Relationship built on trust and dependability.
- Honesty, Flexibility and Reliability.
- Safety standards / Quality / Accreditation.



Make Use of Credentials



Category B2



Management System Evaluation

Health and Safety	100%
Environment	98%
Quality	100%
Corporate Social Responsibility	100%

Onsite Assessment

Health and Safety	100%
Environment	100%
Quality	100%
Corporate Social Responsibility	100%

- What value to put on innovation in the tender?
- What would you want to see that demonstrates innovation in traffic management delivery?
- Is there a potential conflict in giving a contractor more scope for innovative ways of working?
- How do you sell innovation to the Council and it's members?
- What can you get back from allowing innovation to be led from the ground?



Potential Conflict to Proceeding

- **What is getting in the way of 'new thinking' and ideas?**
- Council culture?
- Fear of private sector service creep?
- Lack of resources to consider innovation?
- Traditional mindset?
- Procurement restrictions?

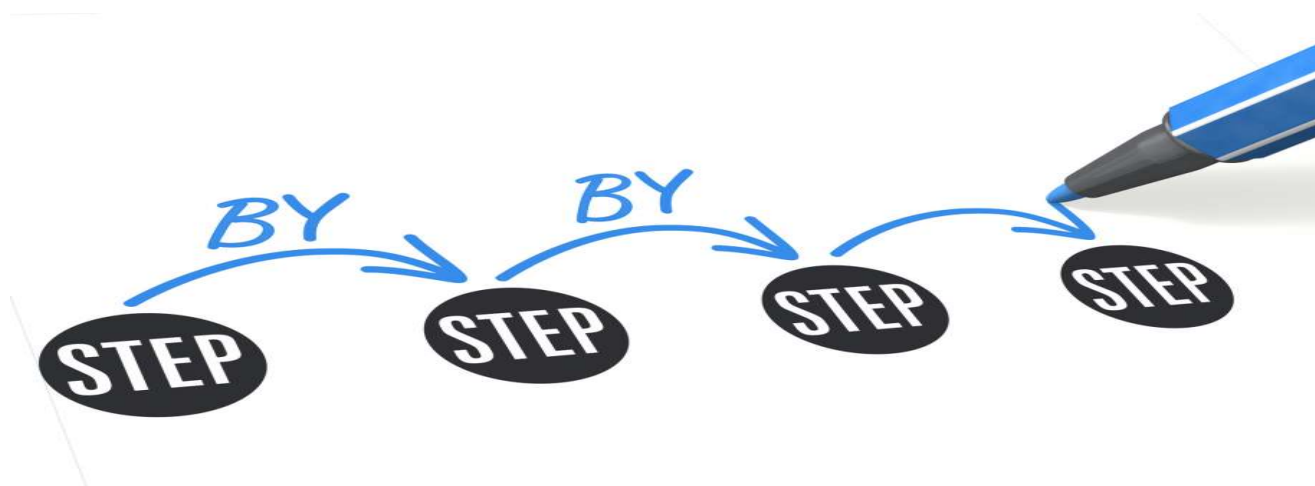


What makes a good contract?

- **JVC** - Working in some councils.
- **PFI** - Not always the panacea it was described to be.
- **Specification contract** – Rigid but controlling?
- **Bill of Quantities** – Know your core costs up front.
- **Partnership** – Incorporating some of the above but relies on degree of trust, honesty and open dialogue.
- **Cultural differences** – Need to understand each other.



- Incremental and pre-planned stage approach.
- Clear objectives from the start.
- How do you turn 'You' and 'Us' into 'We'?
- Common goals and objectives.
- Find something that doesn't 'rock the boat' too much to start.





'INSIDE THE CONES'



EXCEPTIONAL

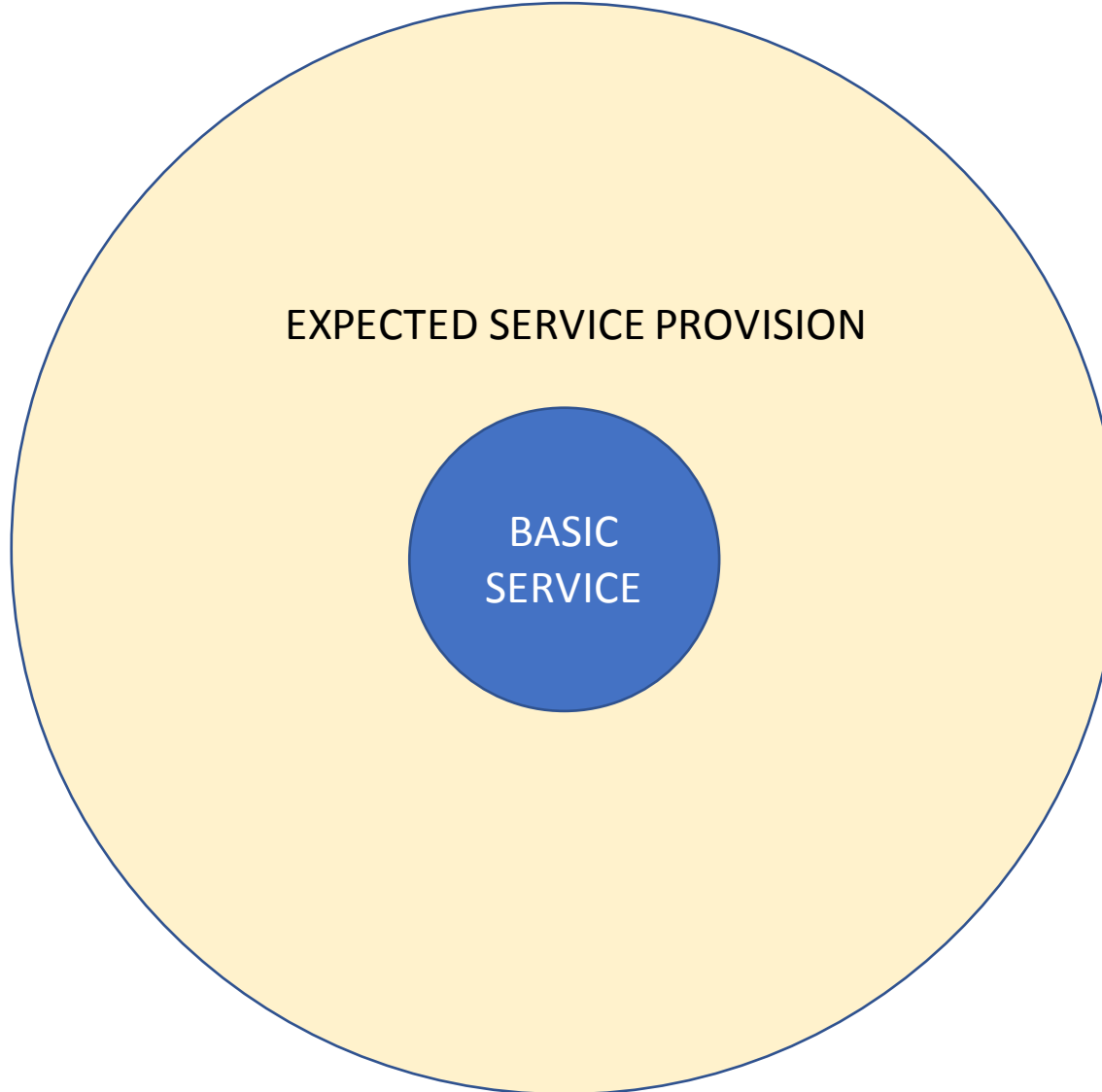
EXPECTED SERVICE PROVISION

BASIC
SERVICE

INCREDIBLE

WOW

OUTSTANDING



HATTON

T R A F F I C M A N A G E M E N T

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