



# Managing Street Scene

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**Cardiff Council**



# 1. Background of service provision across Cardiff



# Cardiff & Street Scene – Asset

Asset Group	Element	Quantity	Data Confidence
Carriageway	Including lay-bys, bus lanes etc.	1,099 km	High
Footway	Adjacent to carriageway	1,400 km	High
Footpath	Remote from c/way Public Rights of Way	200 km	Medium
Cycleway	On c/ways; shared with f/ways; remote from c/ways	103 km	Medium
Structures	Bridge	101 No	Medium
	Unusual Structures e.g. post tensioned viaducts such as Grangetown, Cogan etc	14 No	High
	Footbridge	57 No	Medium
	Culvert > 0.9m < 1.5m	190 No	High
	Retaining Wall	86 No	Low
	Underpass / Subway	65 No	High
Street Lighting	Tunnel	1	High
	Lighting columns	37,663No	Medium
	Illuminated Signs and Posts	5,083 No	Medium
Traffic Signals	Illuminated Bollards	437	Medium
	Signalised junctions – under Council control	196	High
	Signalised pedestrian crossings – under Council control	115	High



# Cardiff & Street Scene – Asset

Asset Group	Element	Quantity	Data Confidence
Safety Fences	Vehicle safety fences	68,000 m	Medium
Non illuminated Signs	Warning, Regulatory and local direction/information signs/posts	23,000 No	Medium
Drainage	Gullies, piped drains, watercourses, roadside ditches, swales, etc.	See section 4	Low
Traffic Calming	Speed humps and cushions	2,600	Medium
Road Marking	All road markings	900 km	Medium
Street Furniture	Bollards	22,000 No	Medium
	Pedestrian Guardrail	20,000 m	Medium
	Street Name Plates	8,815 No	Medium
	Bins – under Waste Management control	3,000 No	Low
	Grit bins	600	Medium
	Cattle grids	3	Medium
	Seating	411 No	Low
	Weather Stations	7 No	High
Verges and Planted Areas	Verges, soft landscaped areas and Street Trees (approx. 12,000 no.) planted within the adopted highway – under Parks Services control	Not included in investment strategy	
		Not included in investment strategy	
Highway Trees			

Total Highway Asset valued at **£2.5 Billion**

Investment at **£4M / annum**



# Street Scene – Asset Investment

- At current investment levels (£470) class 1A footways (e.g. Queen st / Hayes) will be resurfaced every 60 years
- At current investment levels (£470) class 1 footways (e.g. Abany rd / Cowbridge Rd) will be resurfaced every 72 years
- At current investment levels (£470) class 2, 3 & 4 footways (the rest of the network) will be resurfaced every 356 years

## 356 years ago is 1660:

- Charles II was Monarch
  - Samuel Pepys begins his diary
  - Shakespeare had only been dead for 44 years
  - The general post office was established
- **Structures are biblical with investments showing replacements every 2500-3000 years.**



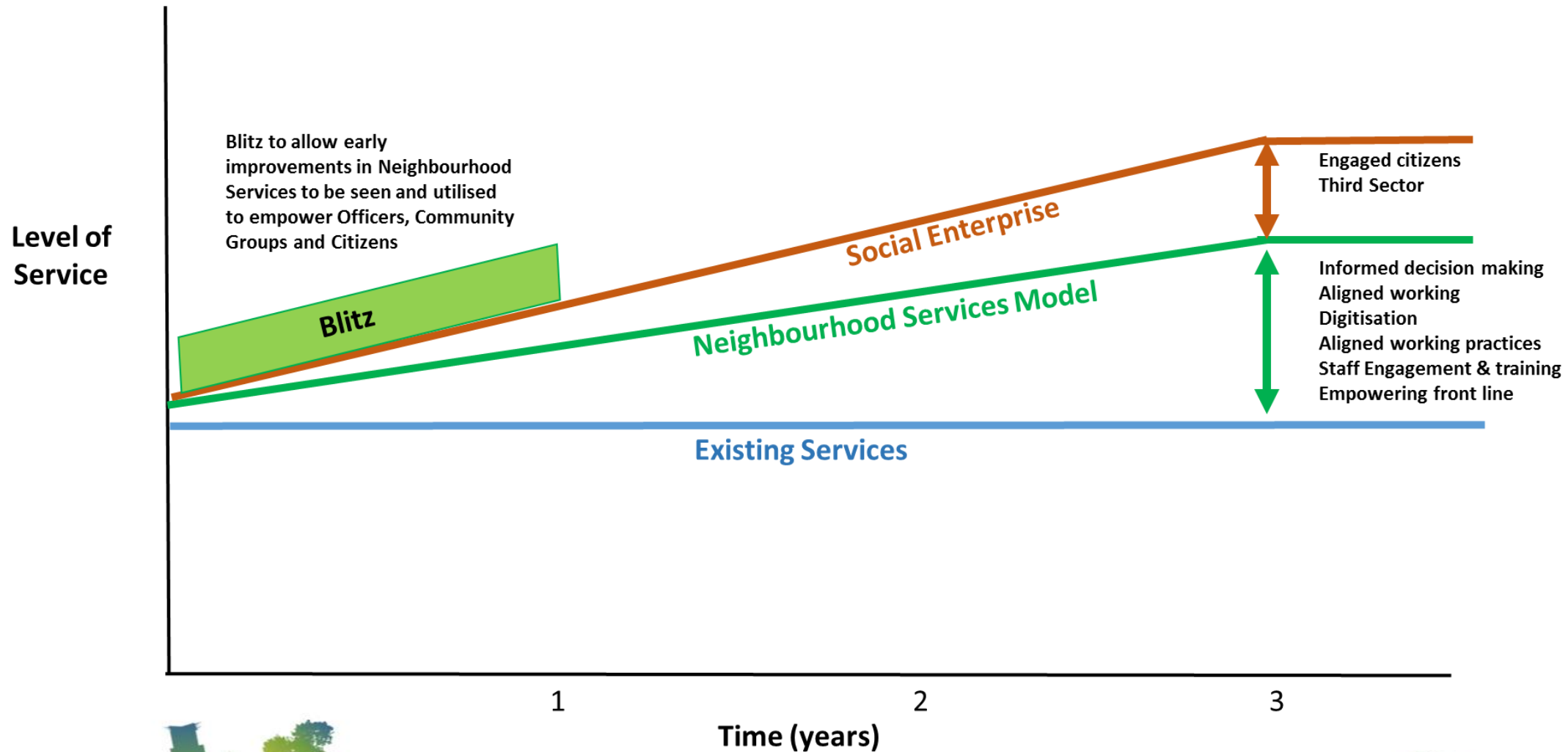
# Cardiff & Street Scene – Activity

- **Over 20 Million** Waste Collections
- **25,000** Bulky Waste Collections
- **100,000** Moving Traffic Offences
- **60,000** Parking Fines
- **57,000** Safety Defects on the Highway
- **3,500** roads cleansed
- **3,600** bins to be emptied





# How do you get more value





# 2. Highway Licensing and the use of digital systems



Global experts in  
offence processing  
software



# Key Objectives

- 1. Replace costly manual paper based issuing of licences to digital licencing**
- 2. Change existing paper based invoicing through SAP to upfront payments through a 3<sup>rd</sup> party payment portal**
- 3. Issue FPNs for any environmental offence including littering, dog fouling and fly tipping through a digital system to reduce back office time and increase on street hours of Environmental Enforcement Officers**
- 4. Allow customers to access their accounts and purchase licences and services, easily and effectively, improving customer service**
- 5. Reduce numbers of calls relating to highway licencing by providing and informative personalised digital solution for the customer.**



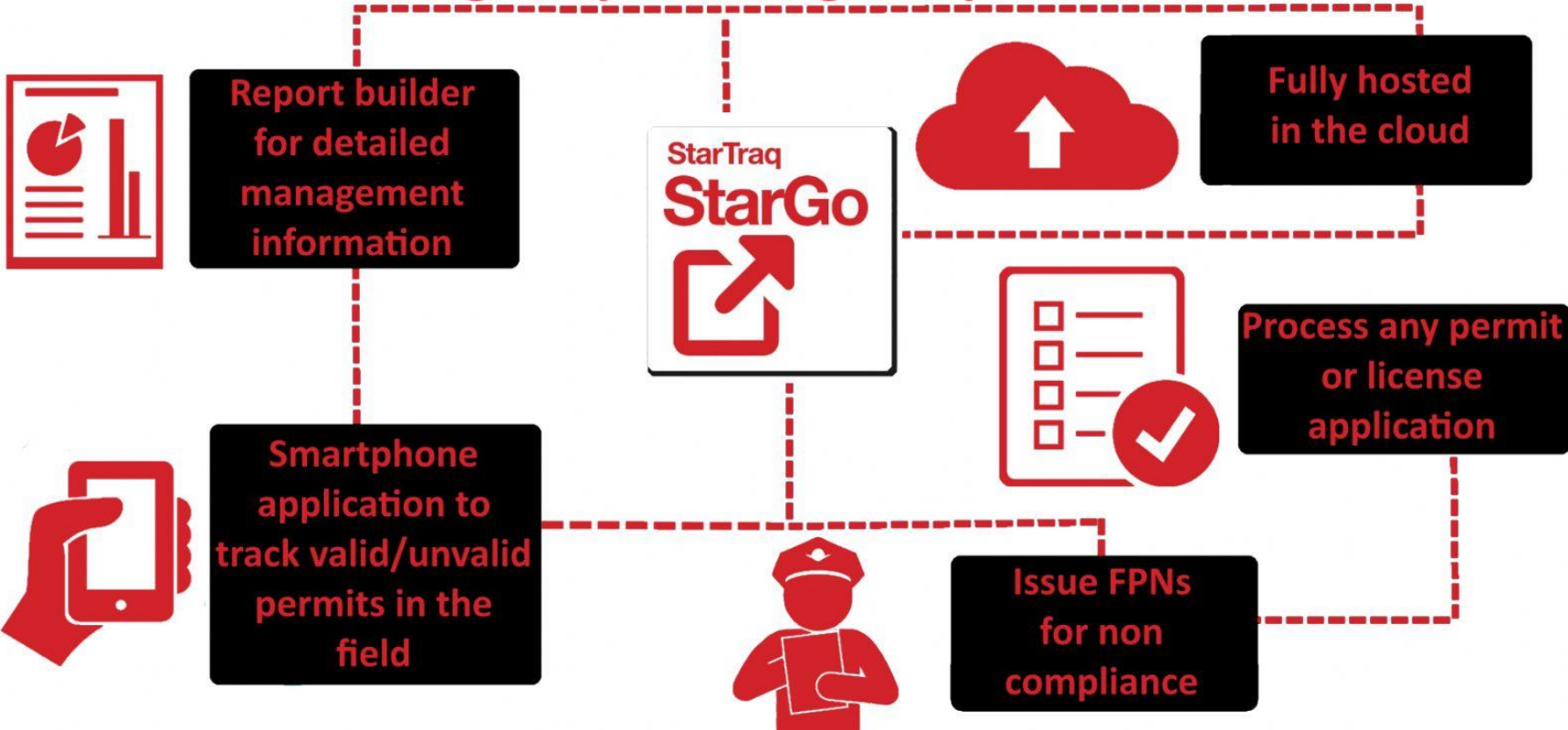
# Licensing Solution

- Customer Portal – Apply, renew and pay for multiple permits / licenses
- Upload documentation to support applications
- View the status of ongoing applications
- Reminders sent prior to permit expiration
- Automatic permit renewals
- Email confirmation of virtual permits
- 16 Licences / Services available
- 16 new services to be added
- Personalized e-mails
- Semi Automated



# Licensing Solution

The complete end-to-end software solution for managing highway licensing and permits



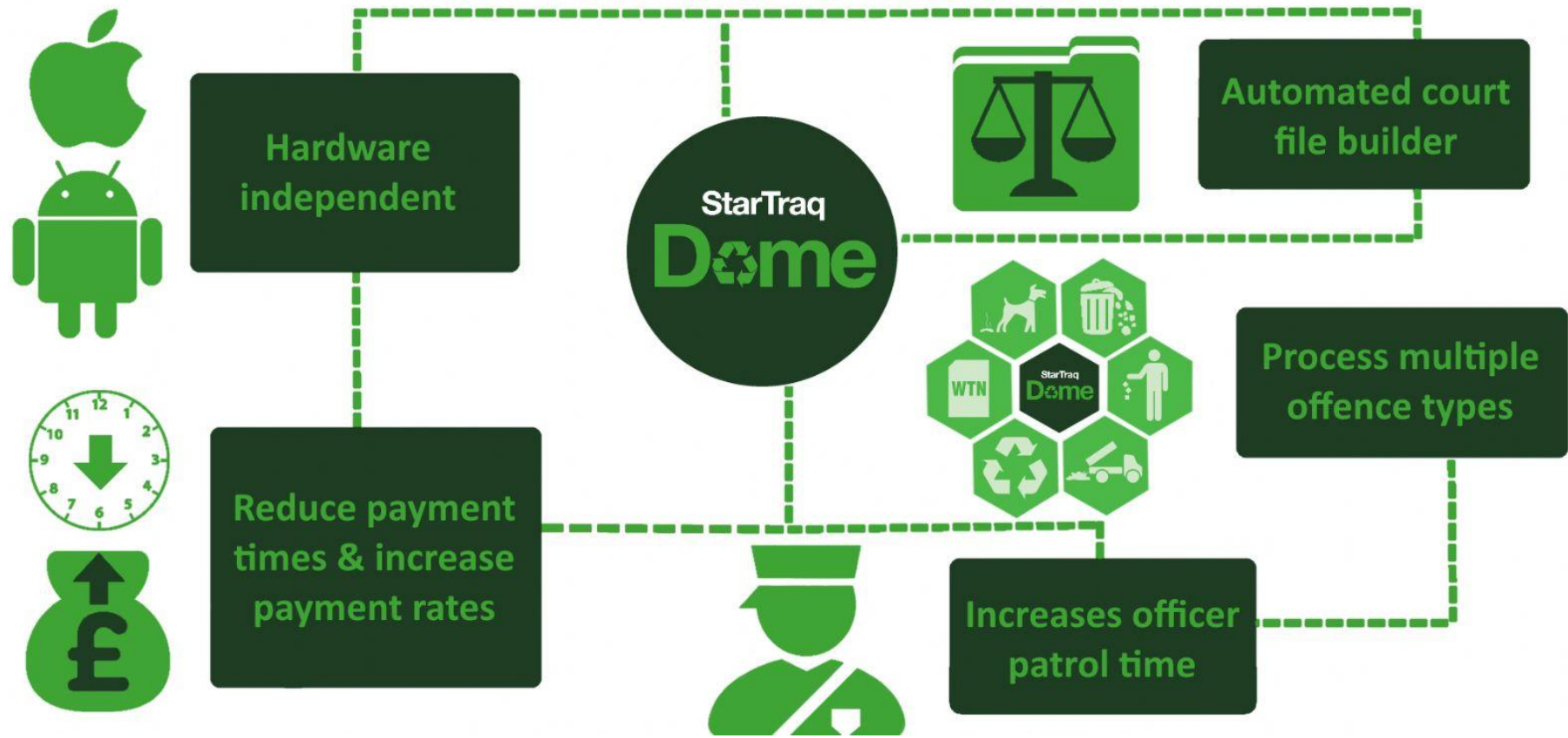
# Enforcement Solution

- Easy tracking of cases
- Mobile & Web
- Online Payment
- Full document management system to attach the evidence to individual records
- More officer time spent on the street
- On the spot tickets
- Upload FPNs from handheld electronic devices
- Dashboards and drag-and-drop reporting for real time M.I.
- Batch printing software to issue initial FPNs, reminders and debt recovery letters



# Enforcement Solution

The complete 'Software as a Service' solution for environmental enforcement

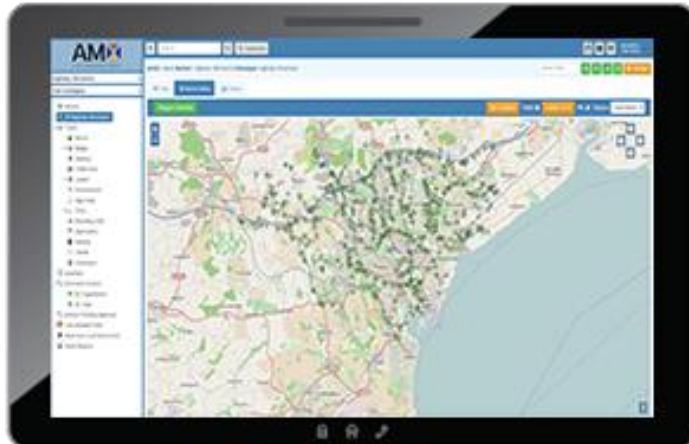


# Successful outcomes

- 47% increase in licensing revenue in Year 1 resulting in £150k increase in income
- Reduction number of staff required to manage applications / automated notification of renewal
- Increased Officer time spent on street leading to better enforcement / Mobile Working
- FPNs increased by 40% when comparing to previous year
- Ability to manage staff workload
- Reduce the amount of manual repetitive tasks
- Full audit trail for evidential purposes / Quick retrieval and production of court files
- Improved customer experience instant self serve
- Added benefits of associated schemes Hybrid Print, SUDS applications, Untaxed Vehicles, Single Justice Procedure
- Information for informed decision making



# 3. Asset Management moving forward





# Asset Management - Drivers for Change

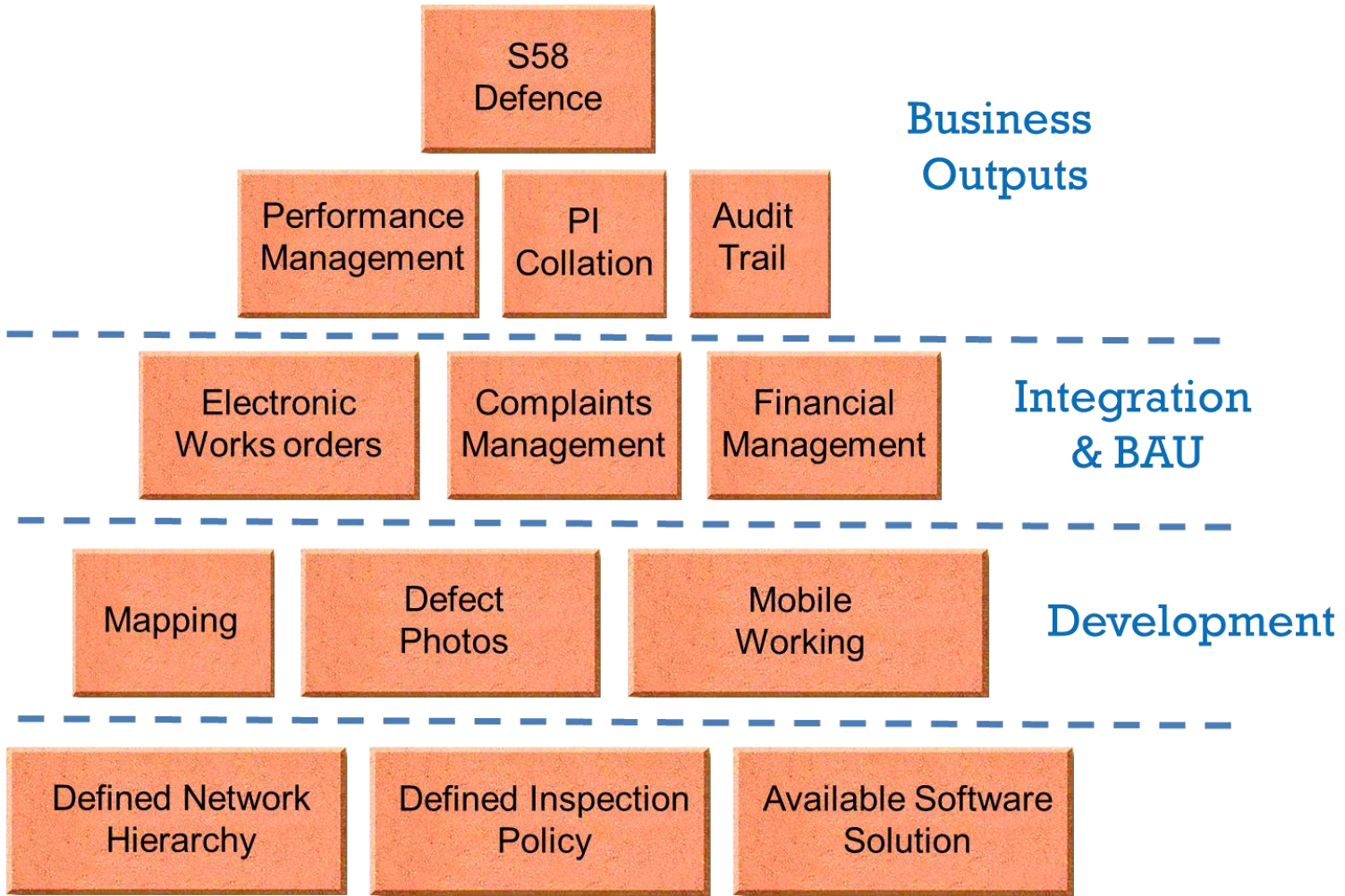
- CSS Asset Management HAMP Project
- Limitations of existing applications
- Mobile working
- LGBI funding
- Organisational acceptance of HAMP
- Whole of Government Accounts
- Defending Insurance Claims



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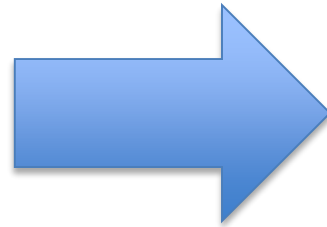
# Proof of Concept - Safety Inspections



# Other assets and work

On top of highways assets:

- Litter bins
- Bus stops
- P&D machines
- MTO cameras
- Gullys
- Grit bins
- Council & Public buildings
- DFS units
- Planters
- Public Art



Future Developments:

- Lighting management – move from Mayrise
- Fleet Mgmt – driver vehicle checks, driver assessment checks
- People – staff time, training refresher reminders
- AMX will be managing all the site visits/security checks for all the council owned hubs & flats
- Passenger travel – managing the checks on escorts



# Benefits to good asset management

- Full benefits realised when integrated in BAU
- Improved efficiency of Inspectors
- Photos for Desktop Assessment
- Clear Audit Trail
- Ease of Reporting
- Shared info through GIS
- Support to informed decision making and budget setting



# How do you make it successful

- Have a dedicated Project Team - Good and optimal solutions from dedicated support and information is provided. Take personal responsibility.  
**‘Effort In = Effort Out’**
- Smaller providers are more inclined to develop a tailored fit solution rather than try and impose existing systems that may be costly.  
**Ask for extras / changes you are the client, don’t settle!!!**
- Just because it hasn’t been done before in Local Authorities doesn’t mean it can’t be done, it probably exists in the private sector or it can be built.  
**Don’t be scared to “Lead the Way” and seize the additional opportunities**



# Make staff and citizens lives better



ASSET MANAGEMENT EXPERT

Asset and defect management



Customer reporting & management

CHIPSIDE

MIPERMIT

Cashless parking and virtual permits



Global experts in offence processing software

Digital licensing and mobile enforcement



BARTEC  
AUTO ID

Waste collection management



Intelligent Lighting





# Questions

