



project
amber
An lcrig Initiative

Project Amber Framework

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Blackpool Council
President of LCRIG

Bringing local authorities together
to discuss common challenges

**"innovation is crucial to
the continuing success of
any organisation"**

Innovation is often also viewed as
the application of better solutions
that meet new requirements,
unarticulated needs, or existing
market needs.



The 'Thinking' - Crisis of Complexity

- *A declining network that was impossible to arrest*
- no Asset Register & valuation
- **technological disconnect**
- **No confidence in management reports – BVPI's ? RCI's ?**
- failure to communicate effectively
- difficult to argue case for budgets
- lack of influence .



The end is nigh!

- rising public & member expectations
- rising compensation cl-
- bad PR
- demotivate
- situatic ut sustainable

..it had to change.



The Social Network

- Case for road based on social Impact – ALL ASSETS
- Ability to target limited funding in the right place at the right time.
- **Sound business case evidenced with strong financial management information.**



Element 2 Case Studies – key learning points

2009

- Getting buy in from key stakeholders. This is most important when ensuring that elected members within local authorities are engaged.
- The ongoing collection of data asset management performance is vital if informed decisions are to be made on how to improve.
- Credible asset management provides the ability to strike the right balance between localism and wider strategies.
- The use of external validation can prove invaluable in reinforcing support





1/2 ←



Public Satisfaction Survey

Outstanding Performance Award 2014

Presented on 14th October 2014

by

Robert Goodwill, MP

to

Blackpool Council

- The 2014 results showed a further substantial improvement in road condition.
- This allied with speed and quality of repair, making Blackpool the only authority in the survey that saw improvement in all of its road condition benchmarking indicators



Trust & Confidence

Key ingredients are:

- Accurate and detailed condition data
- Treatment History
- Accurate whole life costs
- Based on accurate treatment life spans
- Repeatable valuation based on deterioration models

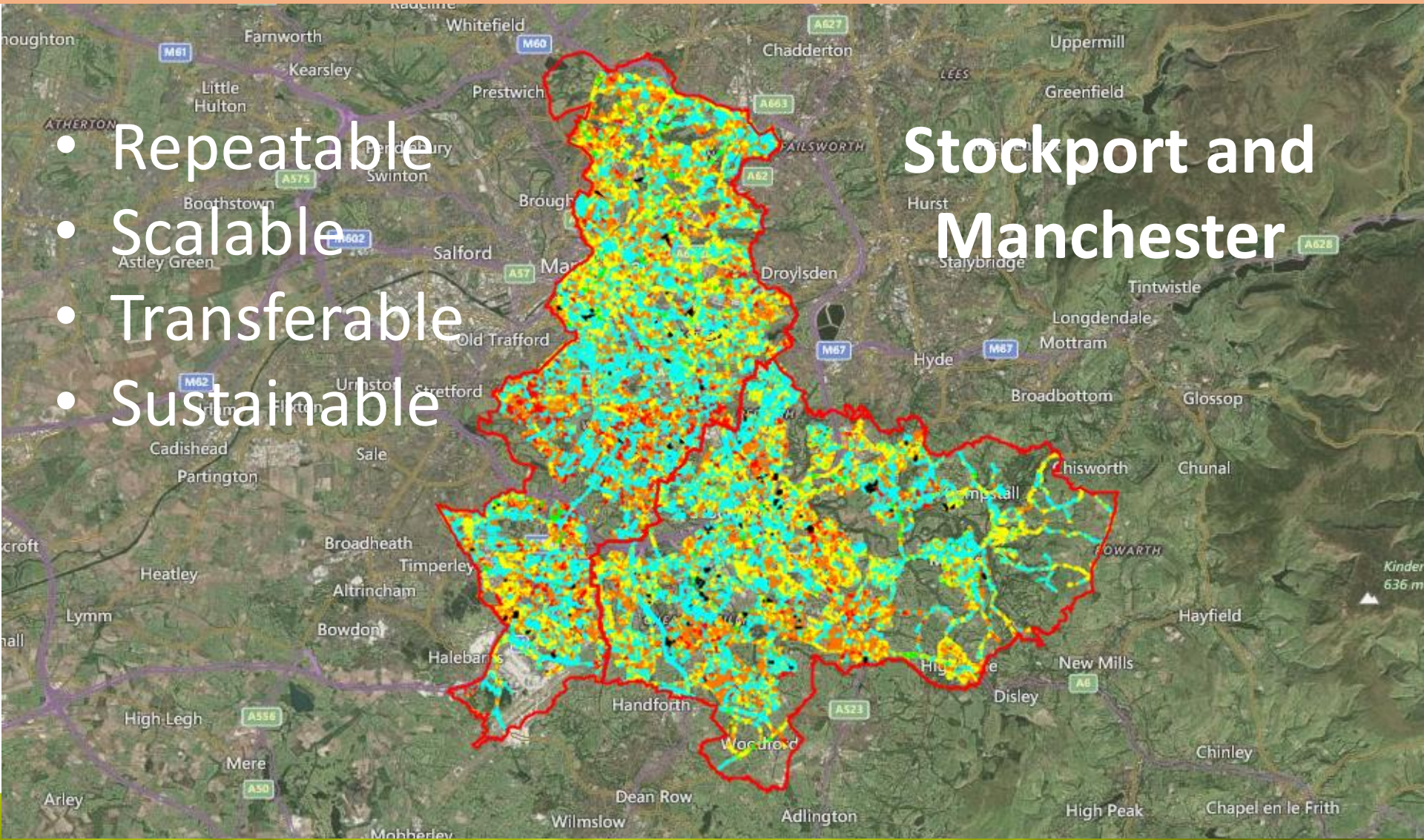
- Improve our streets for the benefit of residents
- **Arrest the accelerating decline of our network**
- Significantly reduce the amount of patching and potholes
- Significantly reduce the number and cost of tripping claims
- **Put in place programmes of planned preventative treatments.**



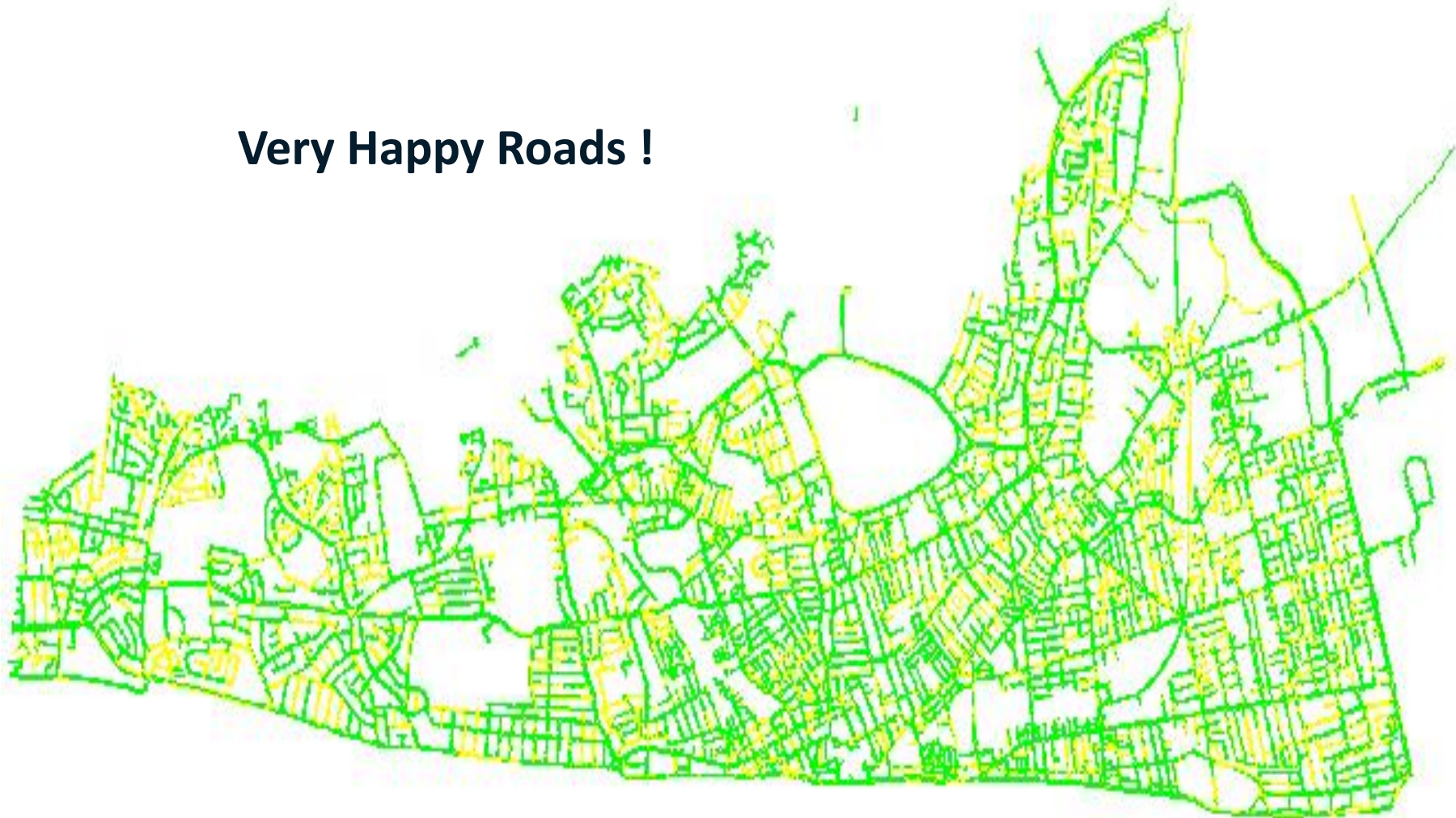
www.Ramsframework.co.uk

- Repeatable
- Scalable
- Transferable
- Sustainable

Stockport and Manchester



Very Happy Roads !



What about the future?

The future's

AMBER



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Right Places & Right Time, but Right Treatment ?





“Preserve the network, stop the decline, halt the wear and ageing process, push forward the end of serviceable life into the future, use the other treatments to fix / repair small and or large areas of network to again prolong the serviceable life of the network, work with the suppliers to achieve this ‘a best result’ weave into the mix the work the Utilities do around innovation and the use of alternative materials, how much they excavate and reinstate means they are fully linked to our work in LCRIG.”



lcrig

Local Council Roads
Innovation Group

Technical Training and Innovation Day

Grand Hotel Blackpool | 4th March 2019



The collaborators

- The Suppliers suggested the best treatments for the damage type/s
- Listened to the other suppliers
- The suppliers jointly developed a delivery programme
- They worked together to make the best of the road space
- Worked on the network without conflict.



Project Amber has created opportunity...



- It has enabled suppliers to demonstrate their products and processes.
- It encouraged new relationships between suppliers enabling them to work together in Blackpool and beyond.
- Massive savings
- It has created the opportunity for LCRIG members to share learning.

**DON'T WAIT FOR
OPPORTUNITY.
CREATE IT.**

· SCATTEREDQUOTES.COM ·

But it must not end here

The logo for Project Amber Framework consists of three vertically stacked circles: an orange circle at the top, a yellow circle in the middle containing a white stylized flower icon, and a yellow circle at the bottom.

PROJECT AMBER FRAMEWORK

an lcrig initiative

- Repeatable
- Scalable
- Transferable
- Sustainable



Thank you!

.....Short Film

www.lcrig.org.uk



Highway Authorities in

How Local Highway Authorities have embraced
lockdown to get their networks in shape

Chris Dyer

Consulting Director at Yotta



Yotta

Asset Management & Visualisation Technology Business

UK Based – Expanding in Europe, Australia and South America

100+ Employees – Consultants, Project Managers, Developers

Over 200 UK Local Authority & Private Sector Customers

100% Focussed on Infrastructure Market

Experts in Highways Infrastructure & Environmental Management



HIGHWAYS



LIGHTING



MOBILE



IoT



ENVIRO

Outline

- Covid, Lockdown & Highway Maintenance
- Technology Platforms in support of robust decision making to ensure resilience and continuity.
- Digital Infrastructure connecting people, assets & outcomes
- Asset management, monitoring quality of inspections and ensuring operations are on top of maintenance schedules
- What has Covid & Lockdown taught us?



Covid, Lockdown & Highway Maintenance

'For operatives who are required to work outside, either undertaking condition surveys, pothole and other repairs, including planned maintenance and construction works, then they should continue to do so. It is vital they continue to heed Public Health England guidance on social distancing with plans in place to follow the advice.'

Baroness Vere

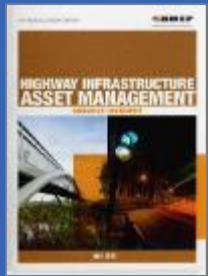
Roads Minister



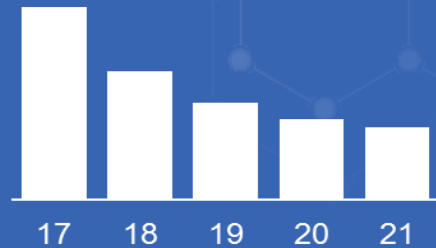
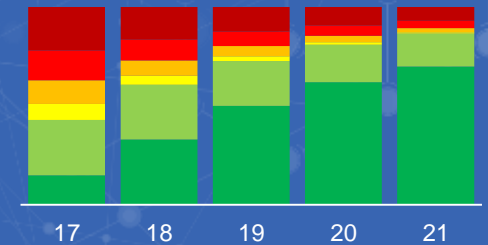
Resilience & Continuity



Robust Decision Making



net_seclen	pms_seclen	dft_class	road_name	road_type
356.95	345	3	A671	S2
338.09	348	3	A671	S2
45.62	47	3	A671	S1
2461.68	2456	3	A671	S2
2687.63	2684	4	B6478	S2
38.91	39	3	A671	S2
32.67	31	3	A671	S2
1311.47	1317	4	B6243	S2
1311.47	1317	4	B6243	S2
1121.2	1129	3	A682	S2



Strategic
Asset
Management

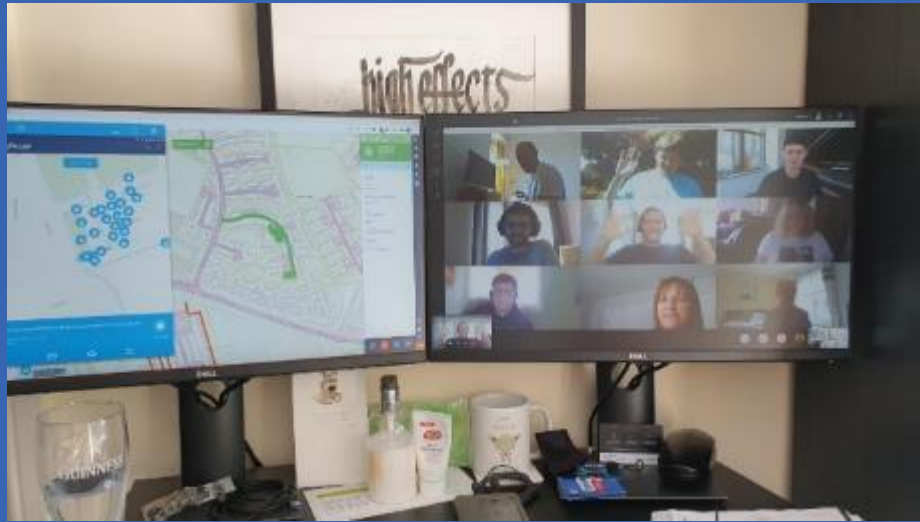
Data

Systems

Intelligence



Resilience & Continuity



- Online Collaboration
- Centralised database
- Single source of truth
- Real-time information

Plannin
g



Resilience & Continuity



- Complete field-based working
- Common multi-service area platform
- Flexible resourcing
- Real-time scheduling

Inspecti
ng



Resilience & Continuity



- End to end asset management
- Real-time actual completion
- Before and after information
- Construction information

Deliveri
ng



Resilience & Continuity



Paver



Roller Passes



Temperature



Deliveri
ng

- Asphalt laying data
- Visualised records
- Future Planning



People, Assets & Outcomes



Connected Assets



Connected People



Connected Outcomes



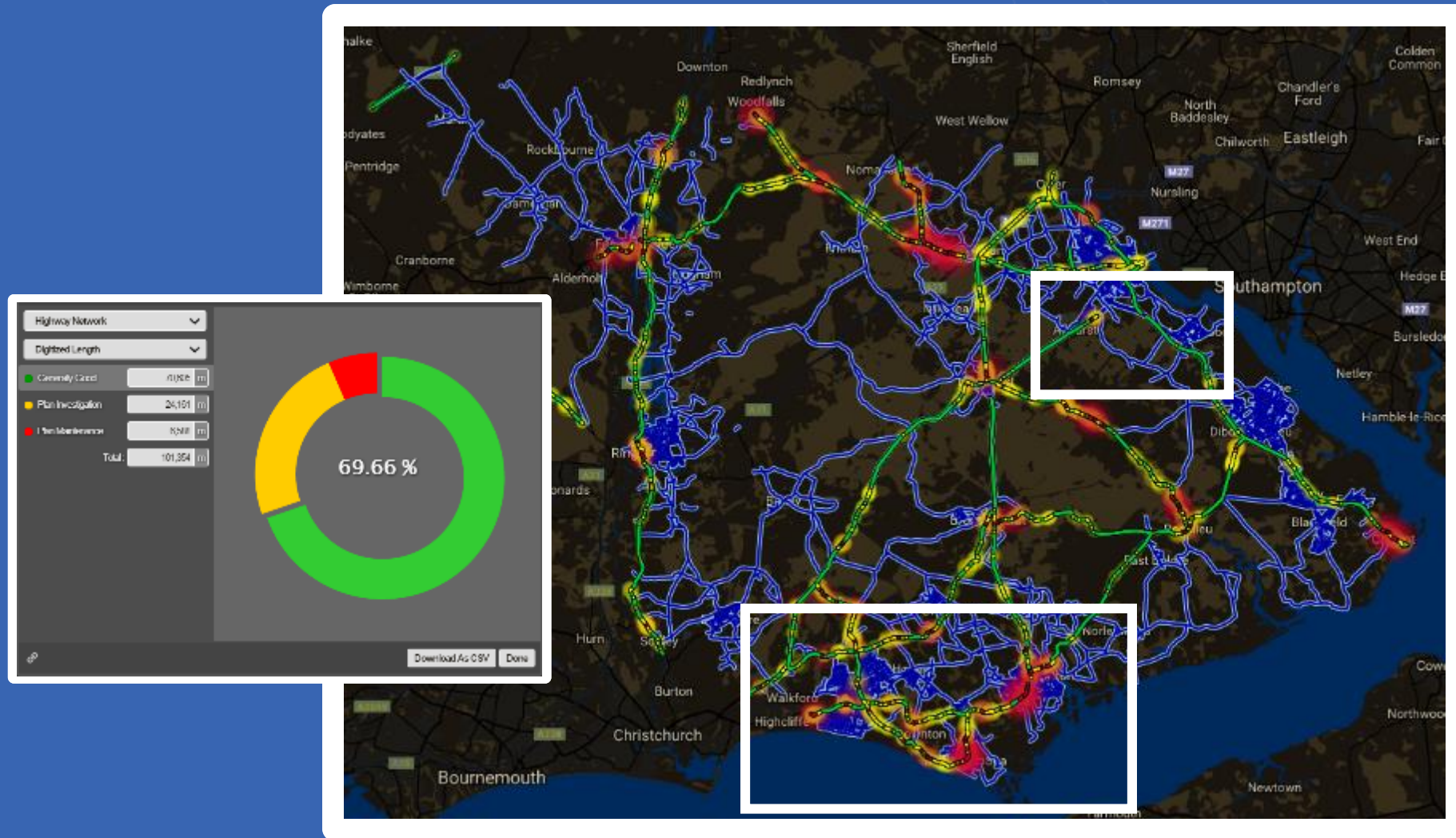
Operational

Strategic

Asset Led Operations



Asset Management Planning



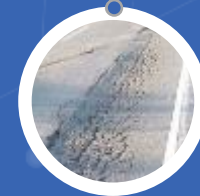
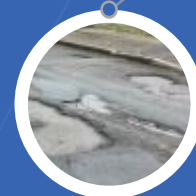
Summary views useful for Senior Decision Makers and Asset Managers – See trends and patterns in asset condition and performance.



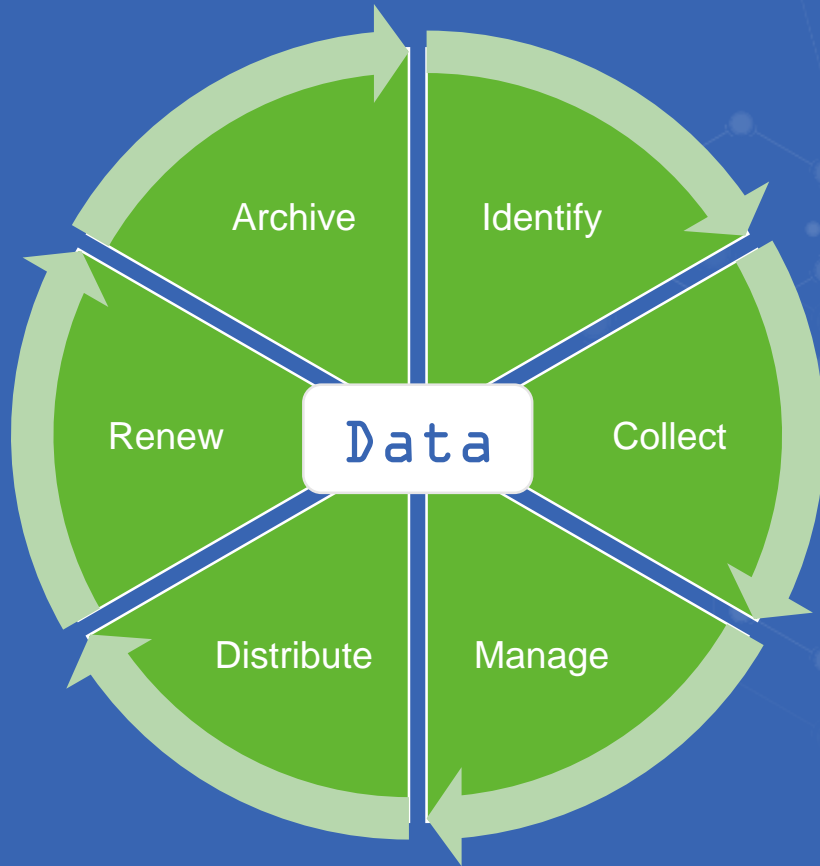
Asset Management Planning



Detailed Views for Asset Managers and Engineers – Access vast amounts of data in powerful visualisations to clearly understand asset condition and performance at a specific site.



Monitoring Quality



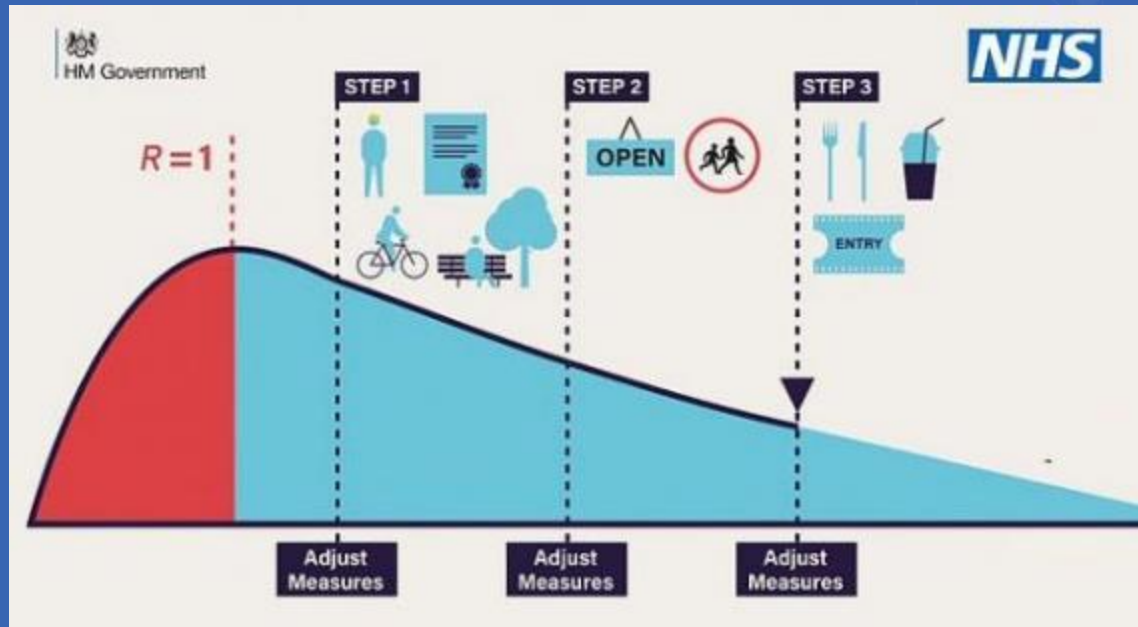
- Data Management Strategy
- Data Standards/fit for purpose
- Auditing Schedule
- Reconciliation of performance

Operational Delivery



- Delivery away from residential areas
- Quieter roads, better value
- Advance programmes of work

So what Has Lockdown taught us?



- Allow data to inform decisions
- We don't need to rush back
- Remote working is here to stay
- Digital Infrastructure is critical

A new digital norm

'To deliver true resilience and to make the most of asset maintenance in the lockdown and beyond, councils need a digital infrastructure that supports connectivity between people, systems and assets.'



YOTTA

FROM DATA TO DECISIONS

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Consulting Director

Yotta Ltd





Strategic Service Review (Infrastructure Operations) Oxfordshire County Council January 28, 2021

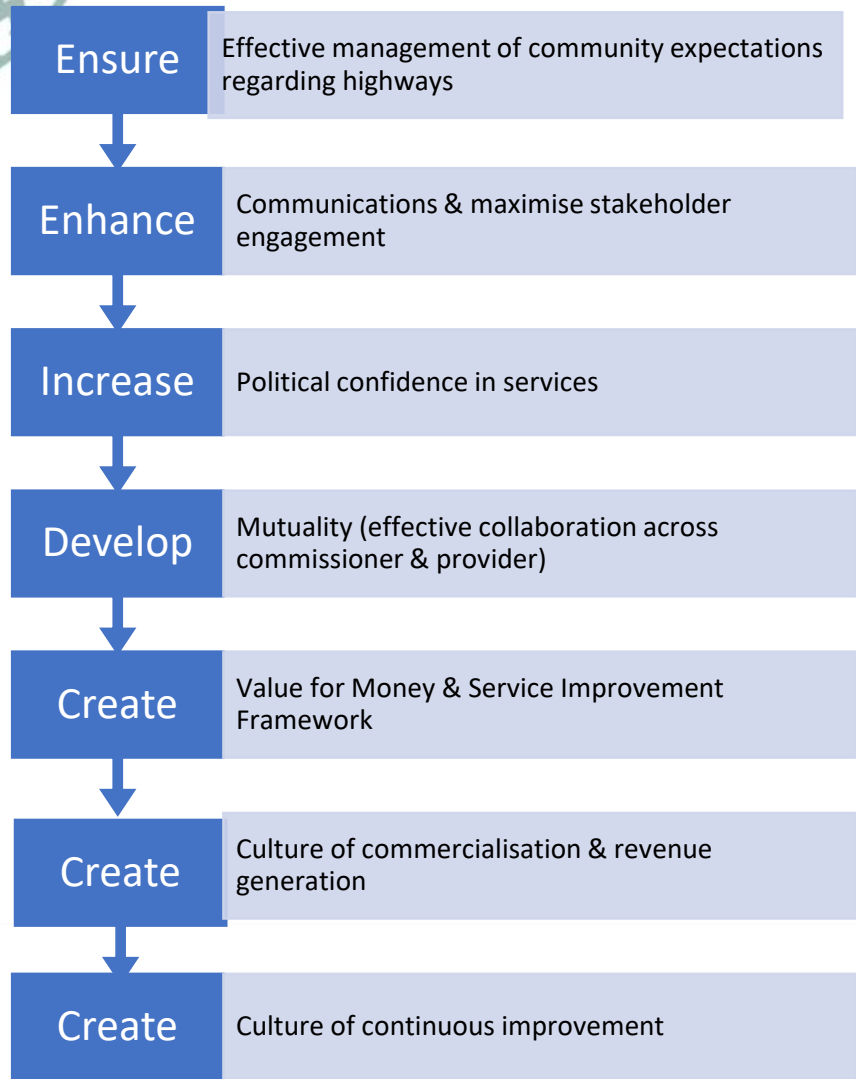
Melanie Graham
Tom Scholes



Our Approach

- Opportunity to bring services together to review delivery and create a strategic and streamlined approach.
- Recognition of need for external support – Proving Ltd
- Completion of baseline assessment (exploring strengths, weaknesses and to determine size of programme and approach)
- Programme Approach delivering all aspects of the proposed programme

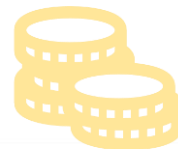
Our Ambition & Achievements



Communications & Engagement



Mutuality



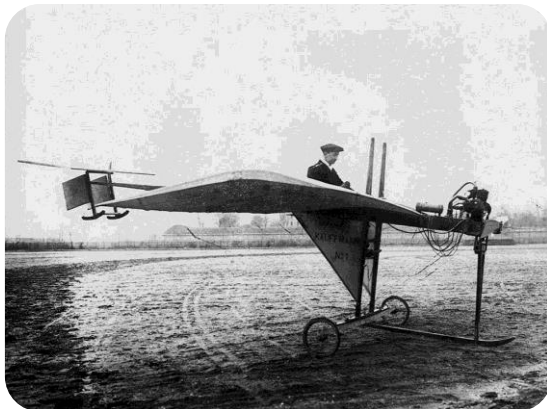
Value for Money

- Distribution of 234 T&PC surveys with 30% return (75)
 - Co-design of “Highways How to” Guide for T&PC & CG
 - Highways (FMS) Superuser target exceeded by 50%
 - Increase in response rate for annual Member/T&PC survey 113 compared to 4.
 - Production of Highways Information leaflet (fact sheet)
 - Delivery of daily network management updates
-
- Governance refresh & business case rewrite
 - Distribution of 254 staff surveys - response rate of 46% . Action plans to address feedback
 - Production of joint OD plan, training & newsletters etc
 - Relaunch of business plan (programme of events for staff)
-
- Improved commuted sums process with policy change annual £1m draw down
 - £400k additional fees/charges identified
 - £500k in service efficiencies and access to capital funds
 - Creation and utilization of income and savings tracker
 - Creation of effective business planning including performance and risk reporting

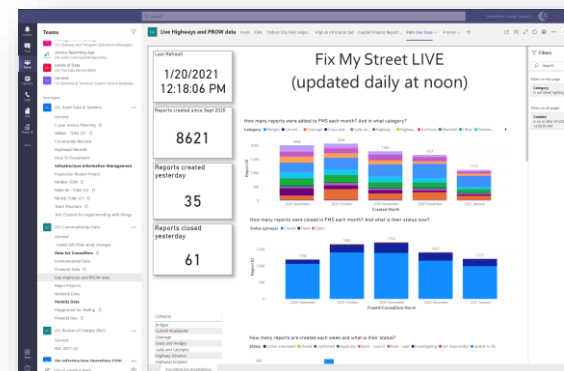


Lessons Learnt

“Performance is everyone’s responsibility”



Strategy – where should we fly to? **Performance** – Are we really getting there? **Value** - will we run out of fuel?



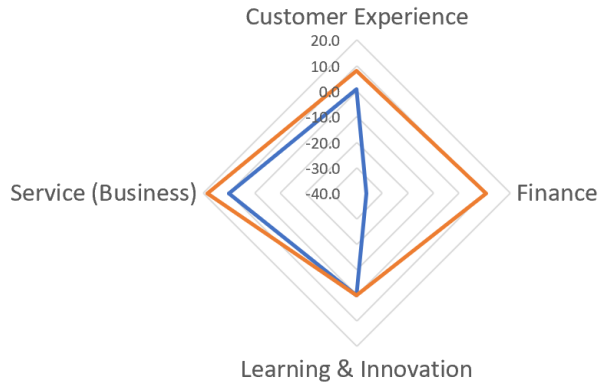


SSR Legacy (Performance Management)

A view on our performance that's proportionate to the time you have to understand it.

Balanced Scorecard

— Scores Q1 — Scores Q2 — Scores Q3 — Scores Q4



COMMUNITY OPERATIONS DASHBOARD 2020/21 MONTHLY PERFORMANCE SUMMARY			
Area Hub	Customer Experience	Highways Contracts	Asset Systems
KPIs Target Actual Delta	KPIs Target Actual Delta	KPIs Target Actual Delta	KPIs Target Actual Delta
Owner: Hugh Porter	Owner: Michael Graham	Owner: Sue Rooney	Owner: Tom Schuler
Reporting period: Narrative	Reporting period: Narrative	Reporting period: Narrative	Reporting period: Narrative
Asset Systems	Network Mgt	Parking Mgt	Service Improvement
KPIs Target Actual Delta	KPIs Target Actual Delta	KPIs Target Actual Delta	KPIs Target Actual Delta
Owner: Tom Schuler	Owner: Keith Shering	Owner: Keith Shering	Owner: Michael Graham
Reporting period: Narrative	Reporting period: Narrative	Reporting period: Narrative	Reporting period: Narrative
Waste	Supported Transport	Traffic Control Centre	Highway Maintenance
KPIs Target Actual Delta	KPIs Target Actual Delta	KPIs Target Actual Delta	KPIs Target Actual Delta
Owner: Teren Mitchell	Owner: Ender Purvis	Owner: Keith Shering	Owner: Sue Rooney
Reporting period: Narrative	Reporting period: Narrative	Reporting period: Narrative	Reporting period: Narrative

3 mins - Intelligent aggregation of 65 KPIs

20 mins – Rag and Narrative

ASSET SYSTEMS

The ASSET SYSTEMS dashboard displays several KPI cards, each with a metric, narrative, and trend chart. Key metrics include:

- Proportion of DMs being progressed (ASD-CRC)
- Proportion of Village Drive Closures progressed (ASD-CRC)
- Support small resolved per week (ASD-RW)
- Proportion of PFIDs being progressed (ASD-CRC)
- Landline Displays Observed while in dig (ASD-CRC)
- Number of working hours per DM progress (ASD-HFI)
- Number of working hours per DM progress (ASD-DFI)

In Depth Analysis – Full KPI history, trends and more narrative

Every service area plus Finance Risk HR Health & Safety



Going Forward

- Culture Change and roll out of business planning & performance management across Communities
- Building on the mutuality – joint problem solving & solutions
- Annual Value for money Assessments
- Tighter budget management
- Learning and outcomes to feed into the current Communities Review & Redesign Programme

Oxfordshire County Council Dec 19 · Highways Value for Money

