

# Highways Services: the fourth emergency services

Tayside Contracts



Tayside   
contracts

# Talk Will Cover

- Tayside Contracts – what and who we are
- The cross boundary approach to increase service resilience
- Pot holes? Winter Gritting? Going beyond operational boundaries
- Flood and water management as an essential element in Highways maintenance and managing the highways asset

# What is Tayside Contracts

- Unique DLO/DSO within Scotland (established in 1996) – Original Shared Service
- Operating under Joint Committee
  - Angus Council
  - Dundee City Council
  - Perth & Kinross Council
- Employ approx. 2500 people (3300 posts)
- Turnover £73 million for 2016/17
  - Roads Maintenance is £40 million of this turnover
- Provide the following services
  - Catering
  - Cleaning
  - Construction
  - Janitorial
  - School Crossing Patrollers
  - Vehicle Maintenance & Fleet Management
- Provide internally our own Support Services e.g. IT, Personnel, Finance etc.
- Undertake work for other authorities and the private sector



# Where we are



# The Cross Boundary Approach

- **Highways services shouldn't be controlled by boundaries**
  - Public don't care they only want good quality highways. They don't want inconsistencies across Councils
  - Elected members don't care or do they?
  - So why should officers care?

# What do you need?

- **Alignment of strategy, policy and processes across Councils**
  - Our three constituent Councils have established the *Tayside Maintenance Strategy Group*
  - They have taken an Asset Management Approach
    - Understanding the asset they own and have identified how it should be maintained
    - Use of technology to manage the asset from inventory data collection through to pushing the work through to operatives and then payment

# What can we offer?

- We have grown out of the CCT era which means that we are a cost focussed and service focussed organisation
- Single management structure
- Flexible to respond to differing needs of our three constituent Councils
- Economies of scale
- Can offer services which are too expensive for a single Council working across Council boundaries
- Retention of specialist skills
- Innovation
- Market regulation
- Ability to go after large public contracts
- Ability to deal with budgetary difficulties which a Council may have

# Pot holes? Winter Gritting? Going beyond operational boundaries

- **Pot holes - Repairs**

- Linked to Council strategies – we are flexible to meet their different requirements
- Not one size fits all – we can adequately invest in equipment with maximise utilisation and therefore lower costs
- Moved away from reactive to proactive repairs policy
- Use of technology in gathering data



Winter



# Pot holes? Winter Gritting? Going beyond operational boundaries

- **Winter Gritting**

- 3 Councils have vastly different geographical challenges
- Also Councils have varying requirements
  - Working on aligned policies
  - We have flexibility to deliver varying requirements
- Can move men and equipment quickly across boundaries
- Route optimisation where routes are planned on need not Councils' boundaries
- Innovation in use of technology e.g. GPS, talk thorough route information and automatic gritting
- Investment capability



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# Flooding

Weather Patterns are Changing and  
the Types of Emergencies we are  
having to Deal with are Changing





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# Flood and water management as an essential element in Highways maintenance and managing the highways asset

- Critical to remove water from highways or stop it getting on in the first case
- Engagement in development of 3 Councils local flood management plans
- Required assets and resources are used where and when necessary across the three Councils area
- Focus on being outcome drive i.e. focus gully emptying on identified flood risks
- Use of new technology and social media











# SUMMARY

- We are the **FOURTH** emergency service
  - Many people do not know we are there until the emergency happens
    - Winter
    - Flooding
    - Highways Damage
    - Disruption to Businesses and the Economy through people not being able to get to work and go about their daily busines

# SUMMARY

- **Organisations such as Tayside Contracts working across Councils boundaries can offer:**
  - Economies of Scale
  - Flexible to respond to differing needs of our three constituent Councils
  - Can offer services which are too expensive for a single Council working across Council boundaries
  - Retention of specialist skills
  - Innovation
  - Market regulation
  - Ability to go after large public contracts
  - Ability to deal with budgetary difficulties which a Council may have