Highways Services: the fourth emergency services

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









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





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





Tayside (F)
contracts



Tayside 🐨 contracts

Flooding

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

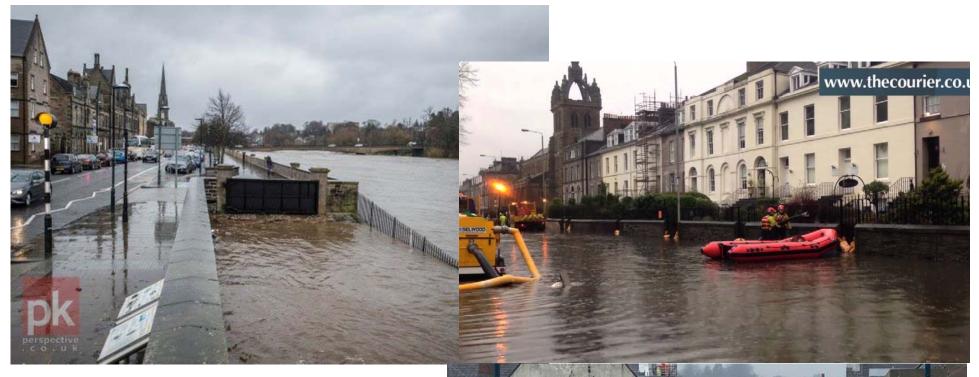




Flood and water management as an essential element in Highways maintenance and managing the highways asset

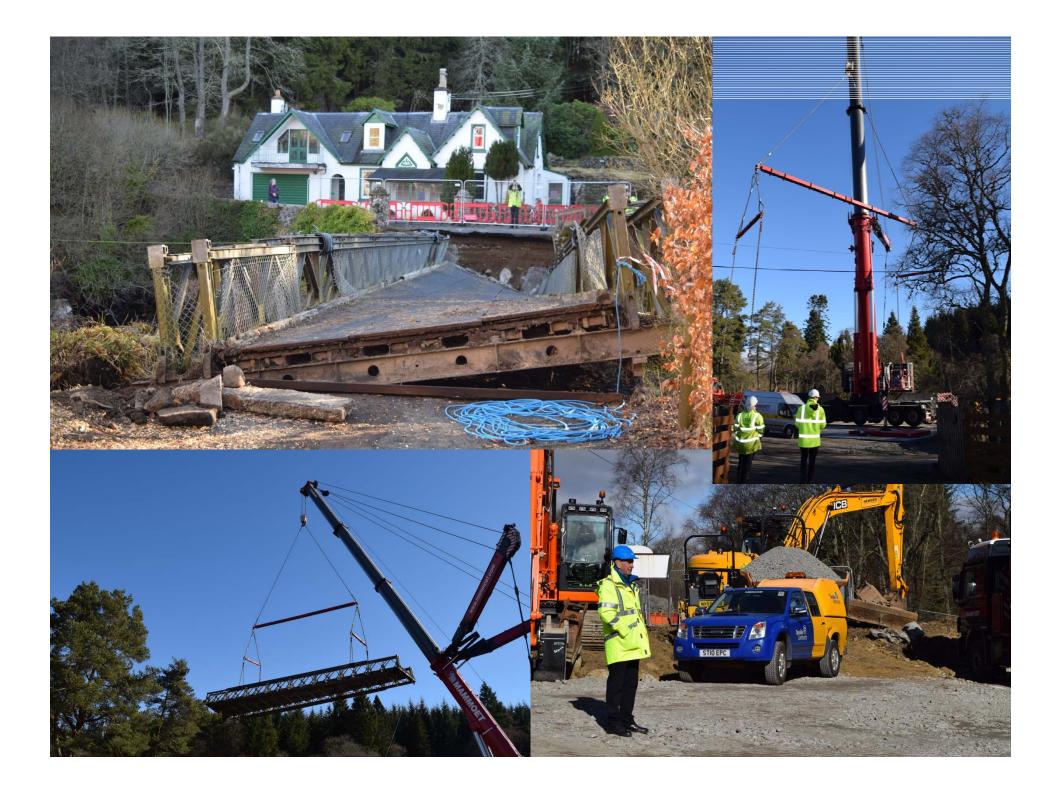
- Critical to remove water from highways or stop it getting on in the first case
- Engagement in development of 3 Councils local flood management plans
- Required assets and resources are used where and when necessary across the three Councils area
- Focus on being outcome drive i.e. focus gully emptying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







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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

