



Harnessing the benefits achieved through COVID-19
'a future smarter working highways service'

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What a year!

- **23 March 2020** – lockdown
- Business as usual in Lincolnshire Highways Service!
- **GO LIVE 1 April 2020** – mobilising 3 new contracts
 - Term-maintenance contract with Balfour Beatty
 - Traffic signals contract with Colas
 - Professional services with WSP
- Planned timetable of roll-out, activities, collaborative activities – ***all went out of the window!***
- COVID or not – ***‘we took the decision to mobilise and continue to deliver our services to our Councillors and residents’***

LCC highways service – despite COVID-19 we continued to...

- De-mobilise 2 contracts with Kier and Dynniq
- Accelerated the roll out of mobile devices to all our highways officers
 - Enabled local highway officers to WFH safely
- Carry out business as usual, safety inspections, enquiries & complaints
- Deliver all functions within our highways service – *business as usual*
- Accelerate the roll out of Microsoft Teams : our new world of work
- Deliver a full programme of capital works
- Roll out Confirm on-demand remotely
- The delivery of depot improvements
- Provision of £100 allowance to all LCC staff to set themselves up at home
- IT and office equipment taken home and additional IT appliances purchased to enable officers to WFH effectively
- Delivery of our major schemes continued : social distancing adhered to

Balfour Beatty (BB) – what they did...

- Continued to mobilise the contract despite COVID-19 – TUPED workforce
- Delivered new equipment to newly TUPED officers to home addresses
- Mobilisation Team – *strong, joined up, motivated and dealt with issues immediately*
- **Key** – early engagement with workforce between LCC, Kier and BB
- **Communication strategy** developed and implemented for engagement with all parties
- Open door availability – *can do attitude by LCC and BB*
- Planned face to face contract training continued via on-line training with social distancing

Balfour Beatty (BB) – hurdles to overcome

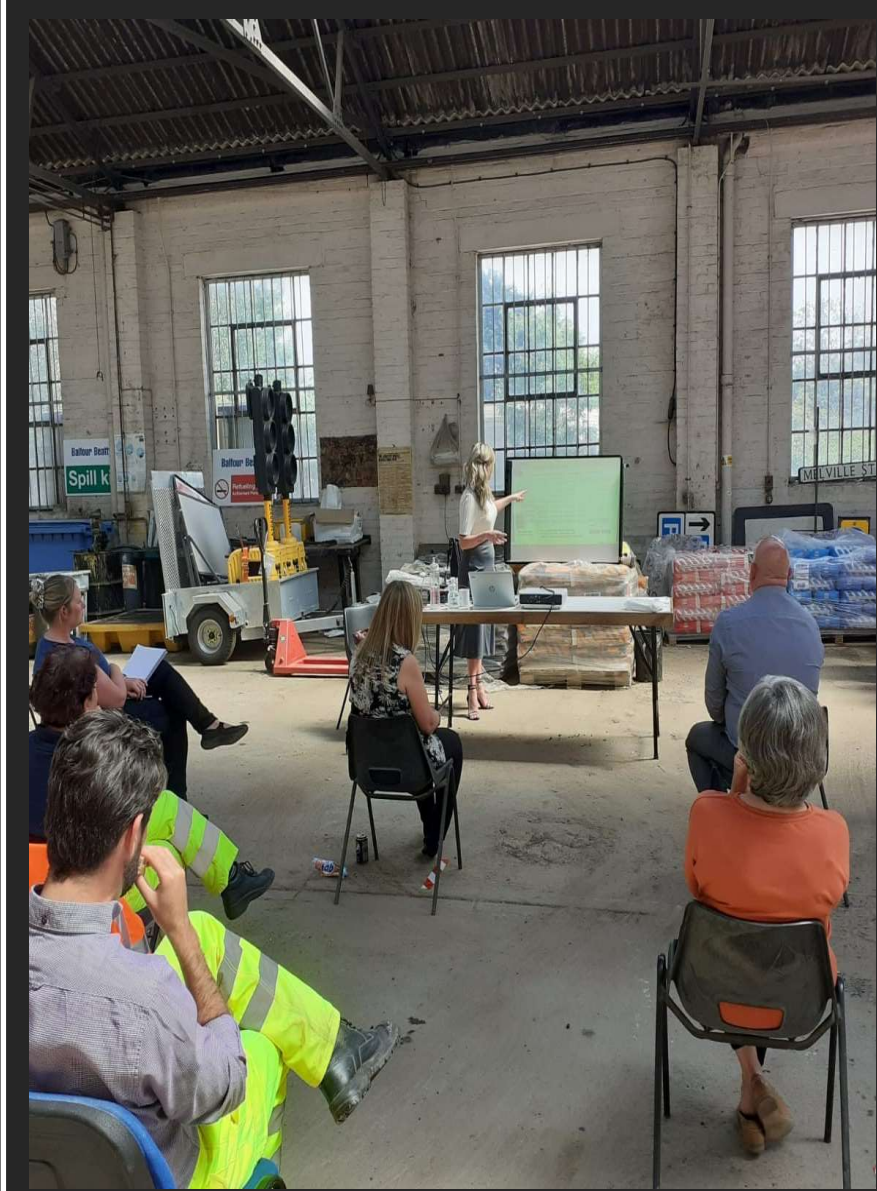
- **Newly TUPED staff - issues faced**

- Induction
- New culture, the BB way of working
- New expectations, performance
- New management
- New equipment
- New processes
- Delivery of training
- Social distancing

- **Contract preparedness**

- early engagement with workforce between LCC, Kier and BB
- communication strategy developed and implemented for engagement with all parties
- Mobilisation strategy and dedicated mobilisation team
- Open door availability – *can do attitude by LCC and BB*





This quickly became our world...



‘A future smarter working highways service’

What have we harnessed from our experience?

- A cohesive team
- Smarter working highway officers working remotely
- Improved processes accessed electronically – significantly reduced printing
- An empowered workforce based on trust
- Performance is measured via outputs rather than presenteeism
- Single officer safety inspections
- Continued investment in innovative technology to improve our processes
- Office accommodation strategy – maximising the use of office space
- Work is about what you do, not where you do it ethos – greater flexibility
- Improved work-life & leisure balance
- Improved customer service, quicker responses
- Improve data to inform performance : Confirm On-demand
- Cost reductions – greater spend on delivery of services
- Significant travel reduction and energy usage – reducing our impact to the environment
- Continue single vehicle occupancy for safety inspections except A roads

Thank you for listening

Any questions?