

Campbell Christie's key message

“...unless Scotland embraces a radical, new, collaborative culture throughout our public services, both budgets and provision will buckle under the strain.”

The Commission proposed four main principles for reform

- to empower individuals and communities
- to ensure there is integrated service provision
- to prevent negative outcomes; and finally
- to provide efficient public services.



Roads and Transportation Shared Service

Detailed Business Case

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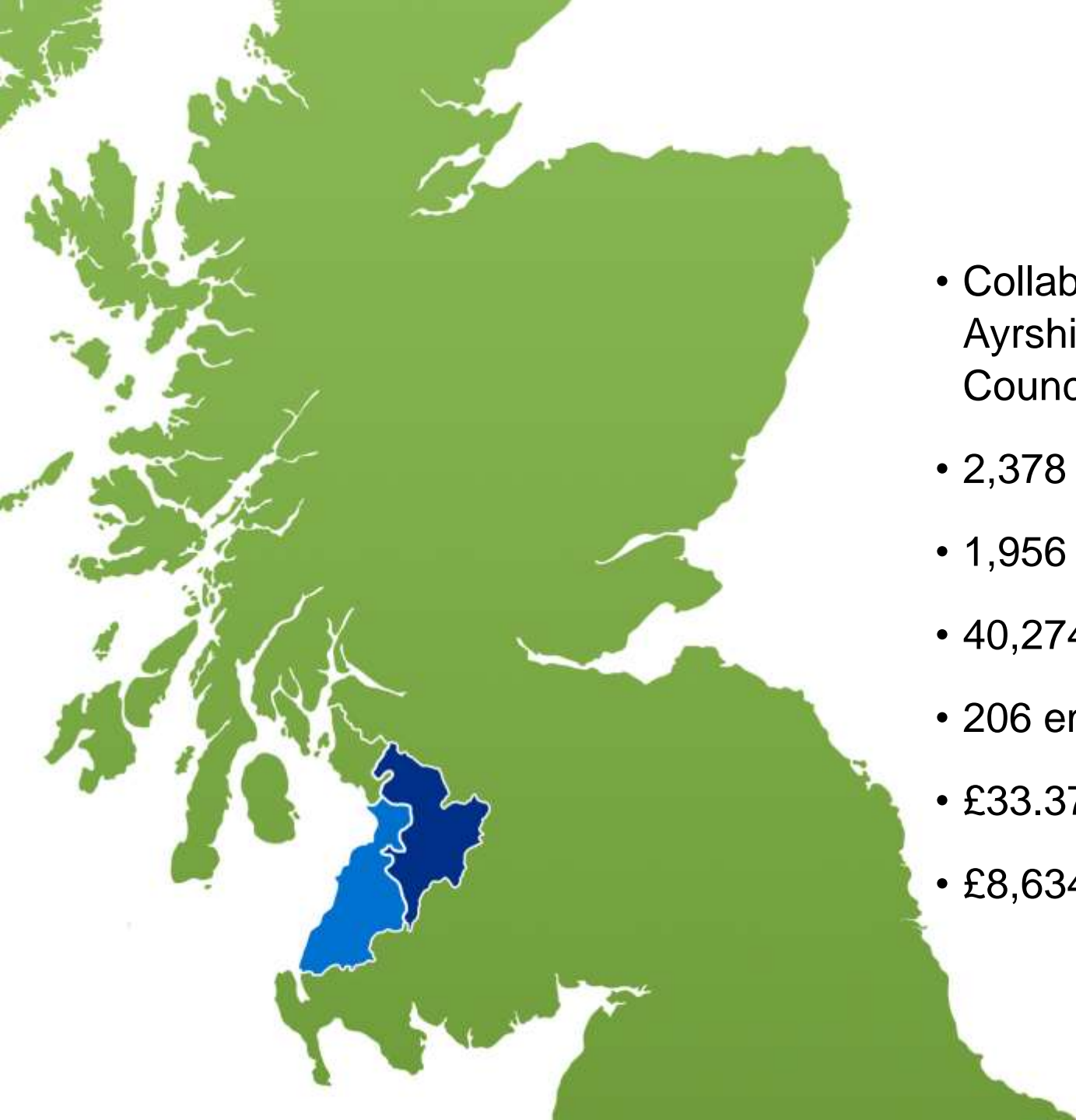
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Governance - Joint Committee

- Sets strategic policy framework
- Scrutiny of performance and risk
- Budget monitoring
- Councils approve annual plans and budgets
- Complements established governance arrangements.

Key Facts





- Collaboration between East Ayrshire & South Ayrshire Councils
- 2,378 km of carriageways
- 1,956 km of footways
- 40,274 streetlights
- 206 employees
- £33.37m total budget 19/20
- £8,634m savings (10 years)



1 April 2014.....Day One



East Ayrshire Council
COUNCIL OF DISTRICTS

South
AYRSHIRE
COUNCIL

How?

Improved service performance

- Leaner processes
- Devolved management responsibilities
- System upgrades
- Workforce development
- Health and Safety strengthened with standardised policy

Improved customer satisfaction

- Consistent service standards
- Responsive and customer focussed

- Road Condition Index improving for both Councils
- Better repudiation rates for Public Liability Insurance claims for both Councils
- Smarter response to Customer Complaints and enquiries
- Absence rates have fallen
- Improving public perception of the service, from 2017 Residents' Survey

Reduced costs ...

- Staffing
- Plant and vehicle
- Street lighting
- Supplies and services
- Through reducing duplication
- Improved procurement processes
- Compute systems
- Consistency in standards of service delivery

Improvements and good performance

- Carried out a complete review of winter service.
- Increased Inspectors from 3 to 5
- Altered and improved our response times for CAT 1 to 4
- Benefitted from £10m capital investment over 5 years
- Introduced Winter Resilience training and ran winter seminars
- In 2018/19 linked the roads costing system to our defect instructions WDM
- Moved Inspectors to mobile working with direct live access to RMMS
- Introduced ARA Blog

PN Data improved performance

- Reduced customer enquiries inspection from 5 to 3 days
- Achieved 100% safety inspections within timescales
- Introduction of monthly footway inspections in Town Centres

Future Areas of Focus

- Next Stage to move operational staff to complete mobile working with direct live access to RMMS
- Officer led group to review our asset management
- Introduction of PIP to enable customers to enter details direct to RMMS
- Working with Improvement Service on national training programme
- Supporting Foundation Apprenticeships

Our Key Messages

We are a partnership between East Ayrshire Council and South Ayrshire Council providing a high quality roads maintenance service

We are a proactive service with the customer at its heart.

We deliver on service improvements for the benefit of all customers.

Our Key Messages

Consistent Standards of Service Delivery

We have maintained the integrity of the road network.

Delivered Savings for both Councils from the Shared Service

New & Improved Customer Service Strategy

One Set of Processes, and not two

One Service, and not two.

Our The Way Forward

Status quo is not an option

Be open minded to change

Take the longer view

Be ambitious for the future of Local Government

Be ambitious for the future of Scotland's roads.