

Highways, Street Lighting and Winter Maintenance Seminar 2016

- **Working with Devon and Somerset to retender highway maintenance**
- **Addressing the pothole work bank, using the Challenge Fund**
- **Improving customer satisfaction**

Simon Dale
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What are we trying to achieve?

- Continue to provide the best highway services we can.
- Minimise potential cost increases when coming out of contracts and through collaboration.
- Obtain the best possible value for money in the face of reducing budgets
- Improve ways of working and efficiency in line with HMEP.



Key Drivers and Pressures in...



Somerset

- **Acute revenue budget pressure particularly to 2020: A need to demonstrate that a new contract will not cost the revenue budget more to 2020 than exercising our right to extend current arrangements.**
- **Opportunity to change the way the contract deals with: Subcontracting overheads; control over design/ location/ standard of works; asset management approach; incentivising and requiring efficiency and innovation; payment mechanisms; reliance on 'MOU' terms for timely delivery of improvement schemes.**
- **Need to hang-on to the great things about our current practice such as low numbers of potholes, cost efficiency and excellent repudiation rate for claims.**



Key Drivers and Pressures in...

Devon



- **Expiry of current Term Maintenance Contract**
- **Reducing levels of funding**
- **Collaboration - benefits to income potential**
- **Part of delivering Future Highway Service Delivery Model**
- **Alignment with National Best Practice; HMEP etc.**
- **Capture the benefits of collaboration**
- **Customers: manage demand, enable self-help**
- **Enable influencing of stakeholders/ develop positive reputation**
- **Develop the right service culture**



Key Drivers and Pressures in...

Plymouth



- **New form of contract required by politicians and management**
- **Re-establish management of highways in the City**
- **Tighter contract monitoring regime**
- **Better integration of services with other council services**
- **Revenue & capital budget pressures**
- **Alignment with growth in city and embracing this agenda**
- **Control over inspection, street works, income generation, design and communications**
- **Standard of works, co-terminosity, payment mechanisms, KPI's monitoring and service failure**



Benefits of collaboration:



- **Sharing the cost of the procurement process.**
- **Sharing skills & expertise in developing contracts and undertaking the procurement process. Stronger together!**
- **Opportunity to learn from each other and adopt the best practices.**
- **Creating a unique/ compelling offer for the market and opportunity for discounted rates.**
- **Maximise income potential & funding through DfT self-assessment.**



Addressing the pothole work bank, using the Challenge Fund and Improving customer satisfaction



Plymouth's Network

- 840km carriageway (>6million m²)
- 1,349km footways (>2.5million m²)
- 35,000 gullies
- 28,000 street lights
- 180 highway structures
- 168 traffic signal junctions
- Plus a host of signs, lines, barriers and other items
- Estimated combined value in excess of £1.5billion!



Addressing the pothole work bank, using the Challenge Fund and Improving customer satisfaction



LOOKING BACK TO 2014 & 2015

- 10,000 outstanding defects and major work required following winter storms
- Lots of negative press in local media
- 1,100 customer enquiries per month
- Widespread public condemnation
- Ranked 74th of 74 HA's for satisfaction with the condition of road surfaces – “in a pothole”
- High level of insurance claims



Addressing the pothole work bank, using the Challenge Fund and Improving customer satisfaction



A CHANGE IN APPROACH

- Clear focus on delivering first time permanent repairs
- 36,000 potholes repaired since March 2014
- Workbank now <100
- Investment in resurfacing: £20million over 10 years
- Introduction of new technologies and treatments
- Better communication with public and residents



BEFORE AND AFTER (1)



TRANSPORT AND HIGHWAYS
PLYMOUTH.GOV.UK/HIGHWAYS



BEFORE AND AFTER (1)



TRANSPORT AND HIGHWAYS
PLYMOUTH.GOV.UK/HIGHWAYS



BEFORE AND AFTER (2)



TRANSPORT AND HIGHWAYS
PLYMOUTH.GOV.UK/HIGHWAYS



BEFORE AND AFTER (2)



TRANSPORT AND HIGHWAYS
PLYMOUTH.GOV.UK/HIGHWAYS



WHAT CHANGED?



- City-wide survey all highway and footway condition
- Used the data collected to make the case for funding
- £8.4million Challenge Fund secured from DfT, match-funded by £2.1million contribution from PCC
- The three year programme will treat two-thirds of the strategic road network (2, 3a & 3b Roads)
- Expected to save £21million in reduced maintenance costs over the next 50 years
- Improved citizen satisfaction and perception of service
- Greater recognition nationally building on NHT award and Challenge Fund successes
- Most improved customer satisfaction with roads +14%

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**Thank you
and any
Questions?**

