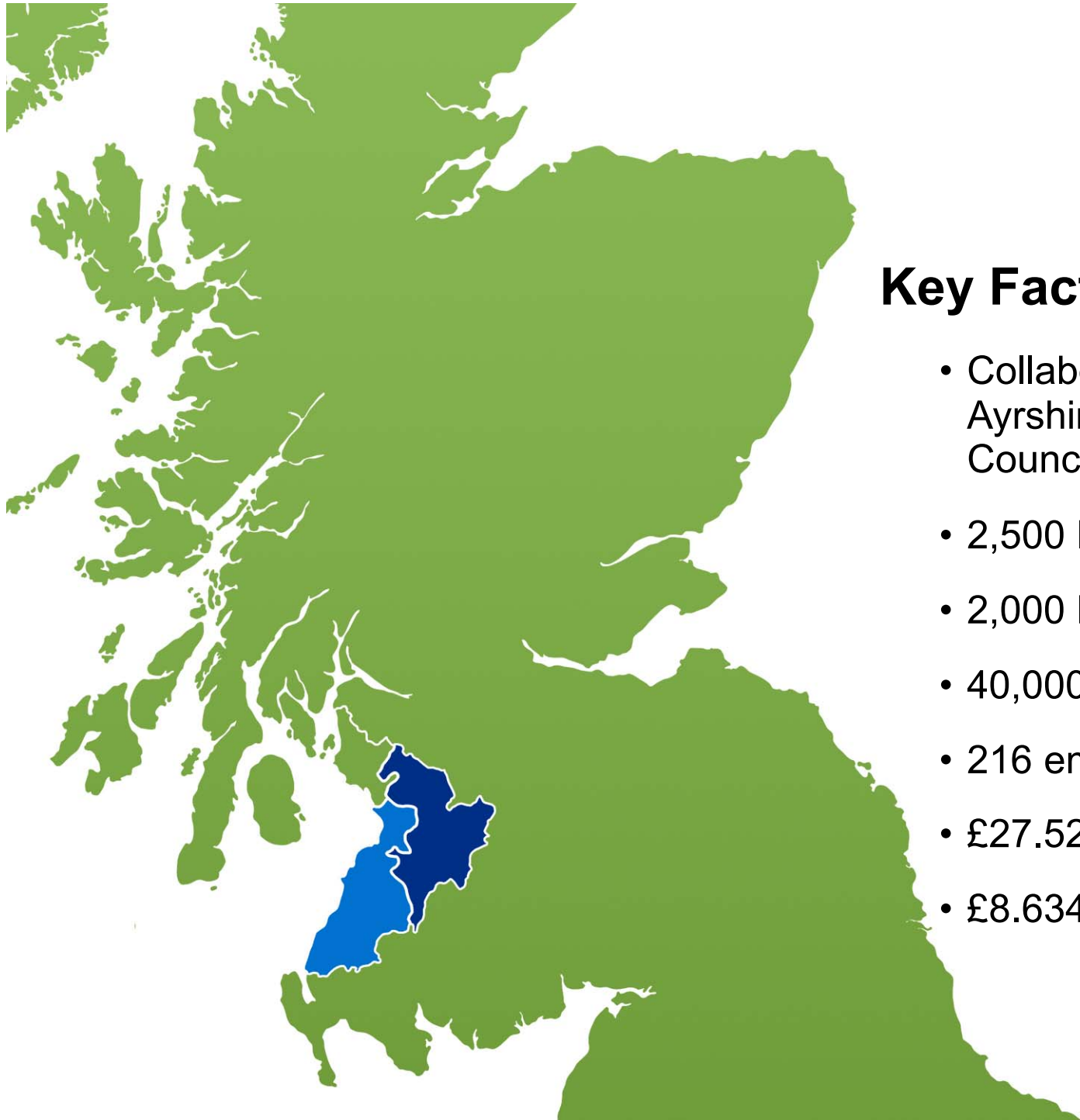


Delivering an Excellent Service in Ayrshire

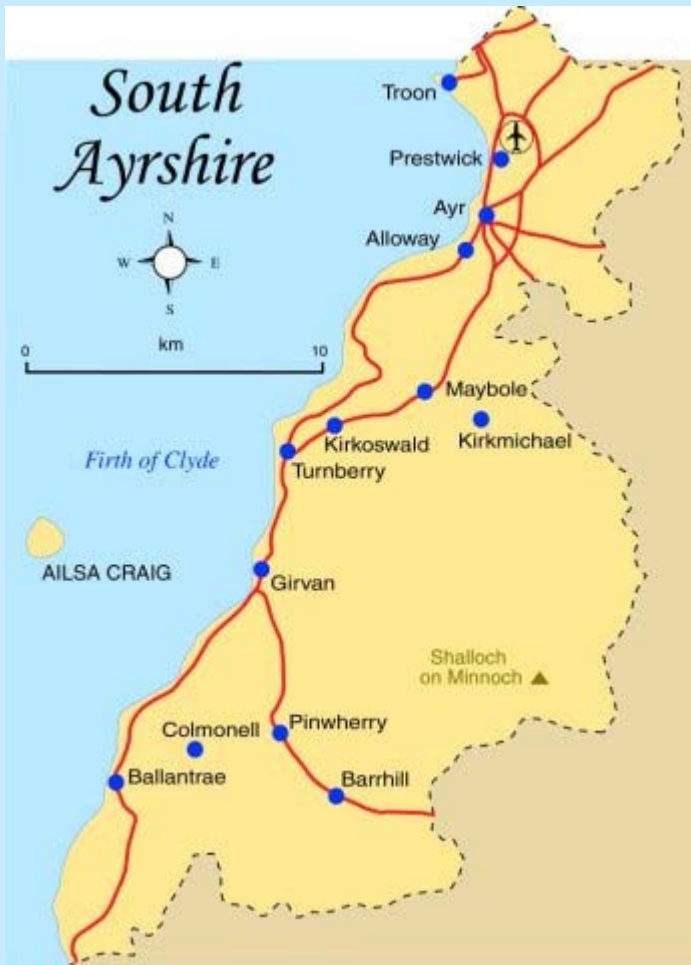
Stewart Turner - Ayrshire Roads Alliance &
Vice-Chair SCOTS

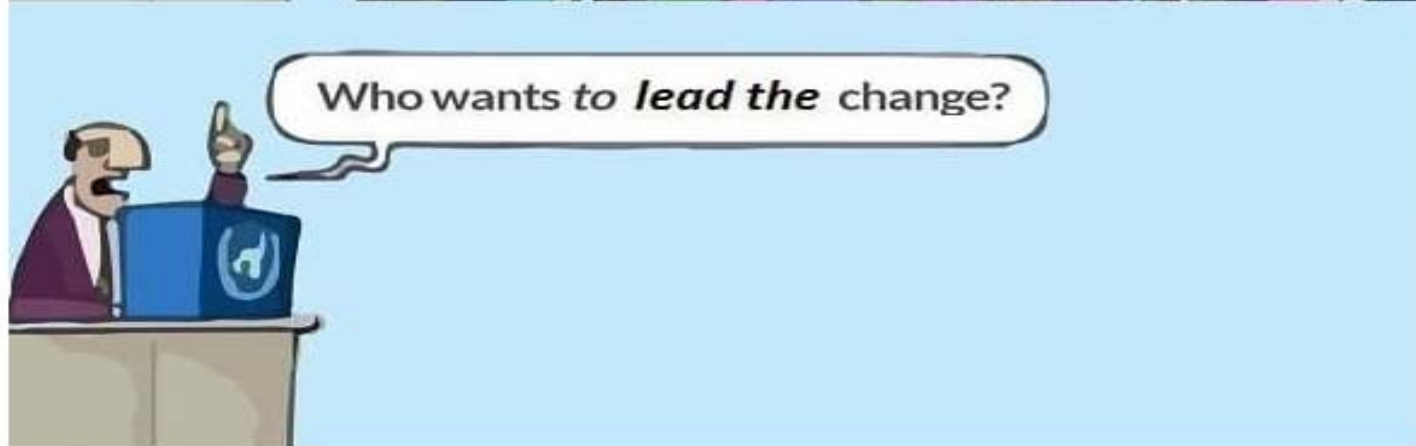
Thursday 22 March 2018



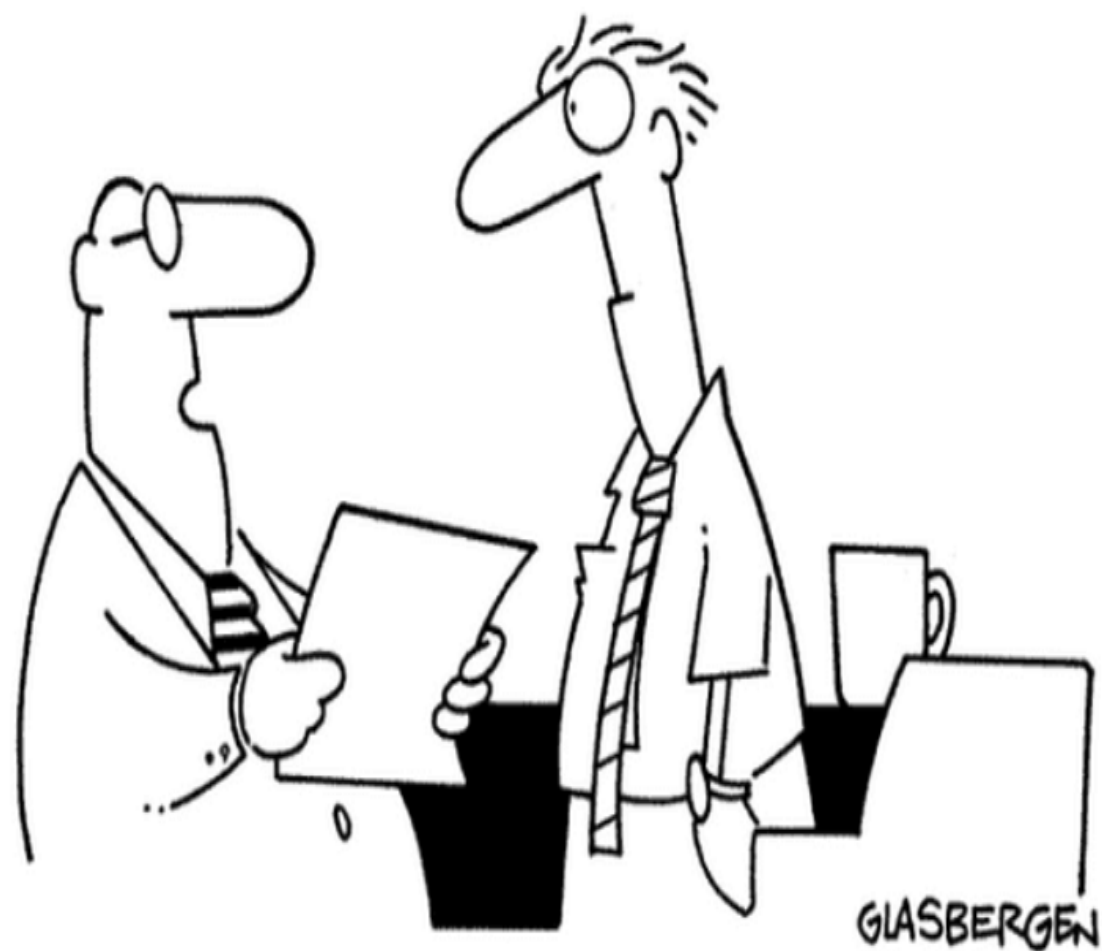
Key Facts

- Collaboration between East Ayrshire & South Ayrshire Councils
- 2,500 km of carriageways
- 2,000 km of footways
- 40,000 streetlights
- 216 employees
- £27.525m total budget
- £8.634m savings (10 years)





Copyright 2004 by Randy Glasbergen.
www.glasbergen.com



“I want you to find a bold and innovative way to do everything exactly the same way it’s been done for 25 years.”

Why the Ayrshire Roads Alliance was formed

COMMISSION ON THE FUTURE DELIVERY OF PUBLIC SERVICES



Figure 2.2 - Illustrative Outlook for Scottish DEL Expenditure

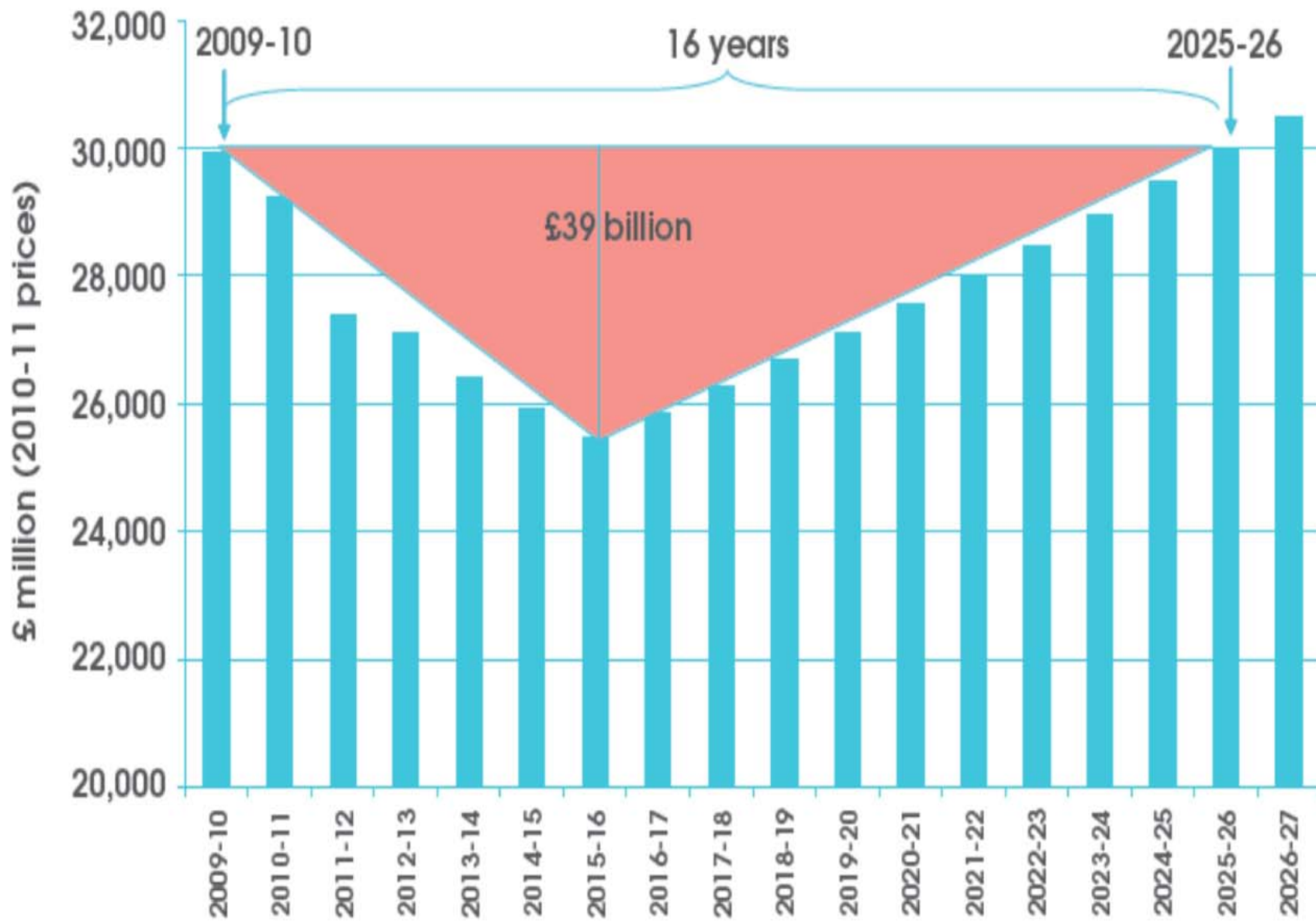


Figure 2.2 - Illustrative Outlook for Scottish DEL Expenditure

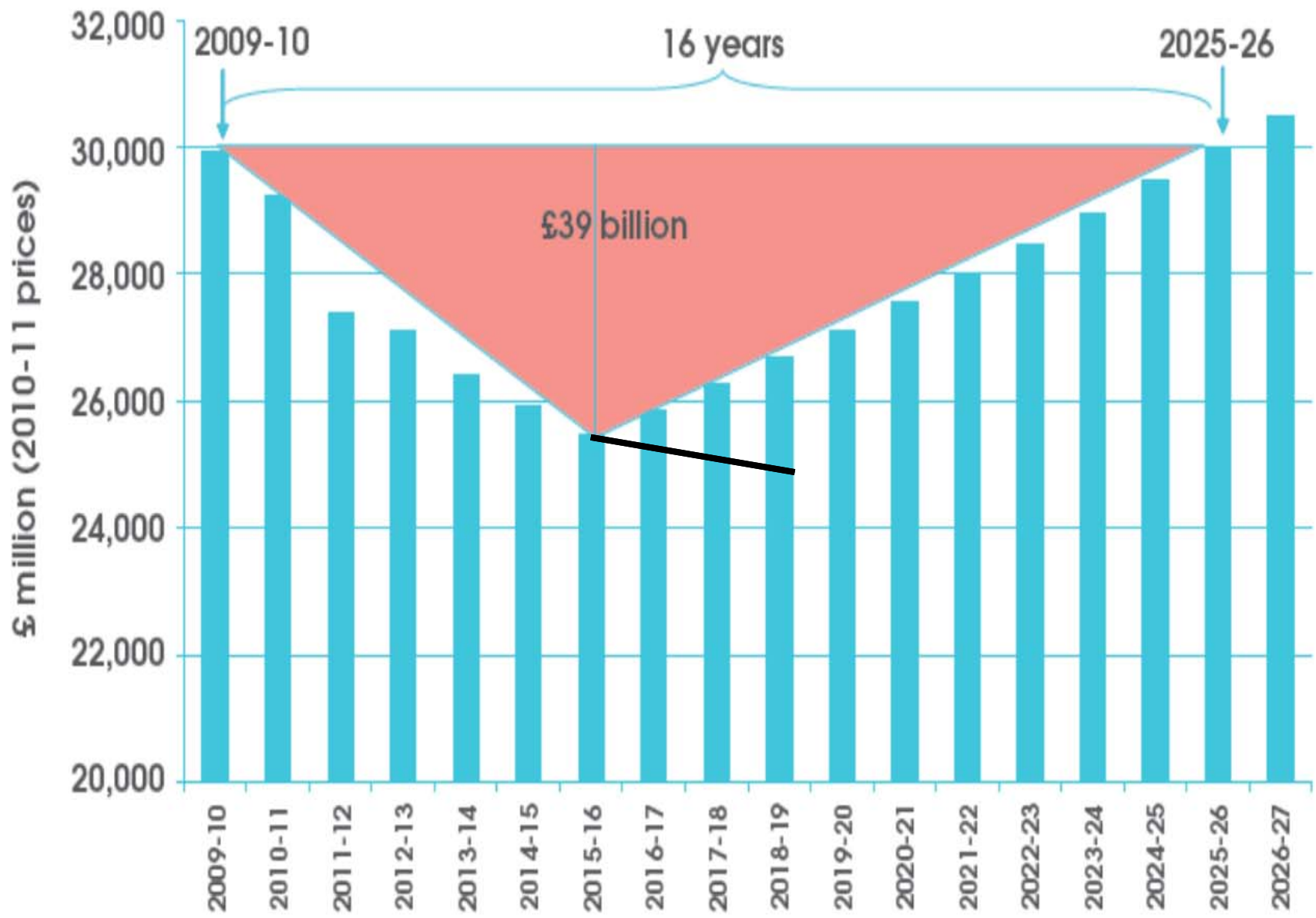
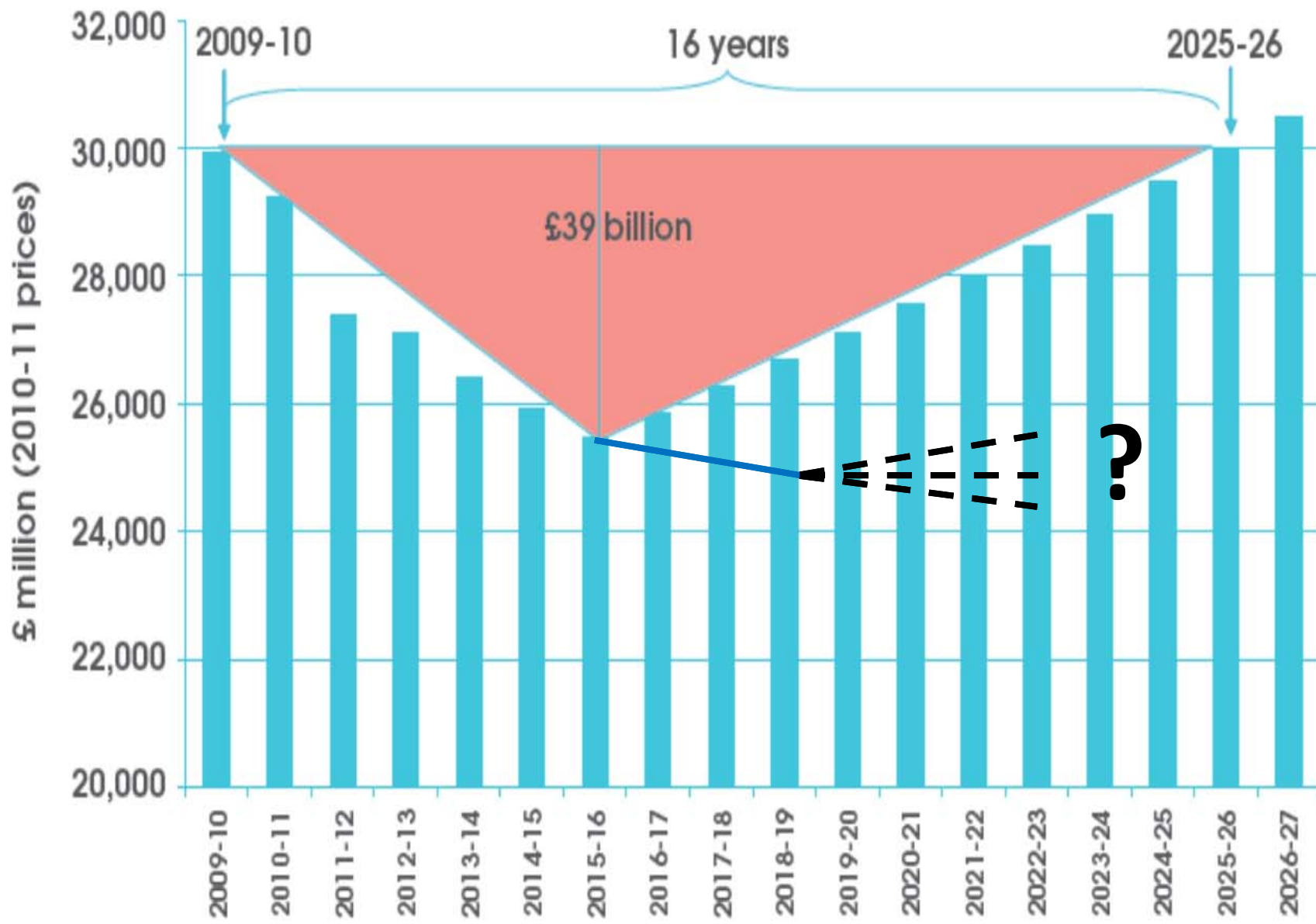


Figure 2.2 - Illustrative Outlook for Scottish DEL Expenditure



Campbell Christie's key message was that

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

Business Case

- Supported by a need for change
- Structured to deliver value for money
- Financially viable
- Achievable
- Comprehensive with clear recommendations
- Evidence based
- Subject to consultation and challenge by senior officers



Roads and Transportation Shared Service

Detailed Business Case

Status: 24.06.13



Produced by: Ayrshire Shared Services Project Board

Document Author: Jim Farrell, Project Manager

Version: RDBC V18.1 - 24.06.13

What we do

All roads and transportation activity ...

- Maintenance of roads, bridges and footpaths
- Street lighting
- Traffic calming and road safety
- Flood management
- Roads and structural design
- Coast protection
- Parking enforcement
- Bus infrastructure and interchange facilities
- Winter maintenance
- Girvan Harbour









Prince Michael
INTERNATIONAL
ROAD SAFETY AWARDS

Prince Michael
INTERNATIONAL
ROAD SAFETY AWARDS



Prince Michael
INTERNATIONAL
ROAD SAFETY AWARD

2018
Denmark's most improved road
Nørrebro Rundt, Århus
A-70 between Copenhagen and Århus

Roads, Highways and Winter Maintenance

Best Performer



WINNER: HARTLEPOOL BOROUGH COUNCIL

FINALISTS

- East Dunbartonshire Council
- Hartlepool Borough Council
- Merthyr Tydfil County Borough Council
- Midlothian Council
- Shetlands Islands Council
- South Ayrshire Council
- Telford & Wrekin Council
- Vale of Glamorgan County Borough Council
- West Lothian Council
- Wigan Metropolitan Borough Council

Most Improved



WINNER: SOUTH AYRSHIRE COUNCIL

FINALISTS

- Aberdeen City Council
- East Lothian Council
- Inverclyde Council
- Northumberland County Council
- South Ayrshire Council
- South Lanarkshire Council
- Swansea City & County



1 April 2014.....Day One

	EAC	SAC	Total
Number of staff			216
Length of Carriageway (km)	1,294	1,170	2,464
Length of Footways (km)	1,016	893	1,909
Number of Streetlights	20,005	19,308	39,313
Number of Traffic Signals	72	79	151
Number of Council owned bridges	626	360	986
Number of privately owned bridges	78	51	129
Number of gullies	26,446	24,768	51,214
Length of sea defences (km)	Nil	24	24
No of depots	3	2	5

Governance - Joint Committee

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

Reduced costs ...

- Staffing
- Plant and vehicle
- Street lighting
- Supplies and services
- Through reducing duplication
- Consistency in standards of service delivery

Improved Service Performance

- Leaner processes
- Devolved management responsibilities
- System upgrades
- Workforce development
- Health and Safety strengthened with standardised policy
- Road Condition Index improving for both Councils

Improved customer satisfaction

- Consistent service standards
- Responsive and customer focused
- Smarter response to Customer Complaints and enquiries
- Improving public perception of the service from 2017 Residents' Survey



Tweets **2,307** Following **267** Followers **2,088** Likes **228**

Following

Ayrshire Roads

@AyrshireRoads Follows you

Roads & transportation services across East & South Ayrshire. We're here from 9-5, Monday to Friday. Spotted a fault? Report it at bit.ly/arafaults

East and South Ayrshire

ayrshireroadsalliance.org

Joined February 2014

Tweet to Message

4 Followers you know



Winter Service Plan

Winter Service Plan

Winter Service Plan

Tweets Tweets & replies Media

Ayrshire Roads @AyrshireRoads · Mar 9
Gritters are treating Priority 1 routes. Other routes will be prioritised for treatment as resources & weather allow. Emergencies should be reported to EAC Helpline 0345 724 0000. #GritEAC

Ayrshire Roads @AyrshireRoads · Mar 9
Details of our winter maintenance service can be found here.. socsi.in/joEpA

Winter Service Plan

for East Ayrshire and South Ayrshire Councils

Who to follow Refresh View all

EastAyrshirePolice @Ay...
Follow

SouthAyrshirePolice @...
Follow

North Ayrshire @North...
Follow

Find people you know

Glasgow trends Change

Ken Dodd
Comedian Sir Ken Dodd has died aged 90

#MondayMotivation
@BBCSport is Tweeting about this



[East Ayrshire road repair fund trebles to £6 million](#)



[Essential bridge deck replacement works – B741 Knockburnie & B7046 Burton Bridges](#)



[Potholes explained by the Ayrshire Roads Alliance](#)



[Carriageway resurfacing works – A714 Girvan to Barrhill **Update February 2018**](#)



[Installation begins of average speed cameras at Polnessan](#)



Report a fault

- [Roads](#)
- [Street lighting](#)
- [Traffic signals](#)
- [Bridges](#)
- [Coastal protection structures](#)

Roadworks Update

Latest Tweets

Tweets by [@AyrshireRoads](#)

Ayrshire Roads @AyrshireRoads
 Gritters are treating Priority 1 routes. Other routes will be prioritised for treatment as resources & weather allow. Emergencies should be reported to EAC Helpline 0345 724 0000. #GritEAC

9 Mar 2018

Ayrshire Roads @AyrshireRoads
 Details of our winter maintenance service can

Find out about

- [Severe Weather Information](#)
- [Latest news](#)
- [Where to park in Ayr or Kilmarnock](#)

[Report a fault](#)

[Lighting faults](#)

Faults

If you notice a fault in any public roads, street lighting, bridges or coastal protection structures please [report the fault using our online form](#). Please complete the form with as much information as possible. You can also upload a photo of the fault and pinpoint it on a map.

Please note that this form is not monitored in evenings or weekends. Emergency faults e.g accidental damage, major flooding, potholes, etc. should instead be reported by phone on 0845 724 0000 (for East Ayrshire faults) or 0300 123 0900 (for South Ayrshire faults).

Please also call this number if you notice a fault with any of the following:

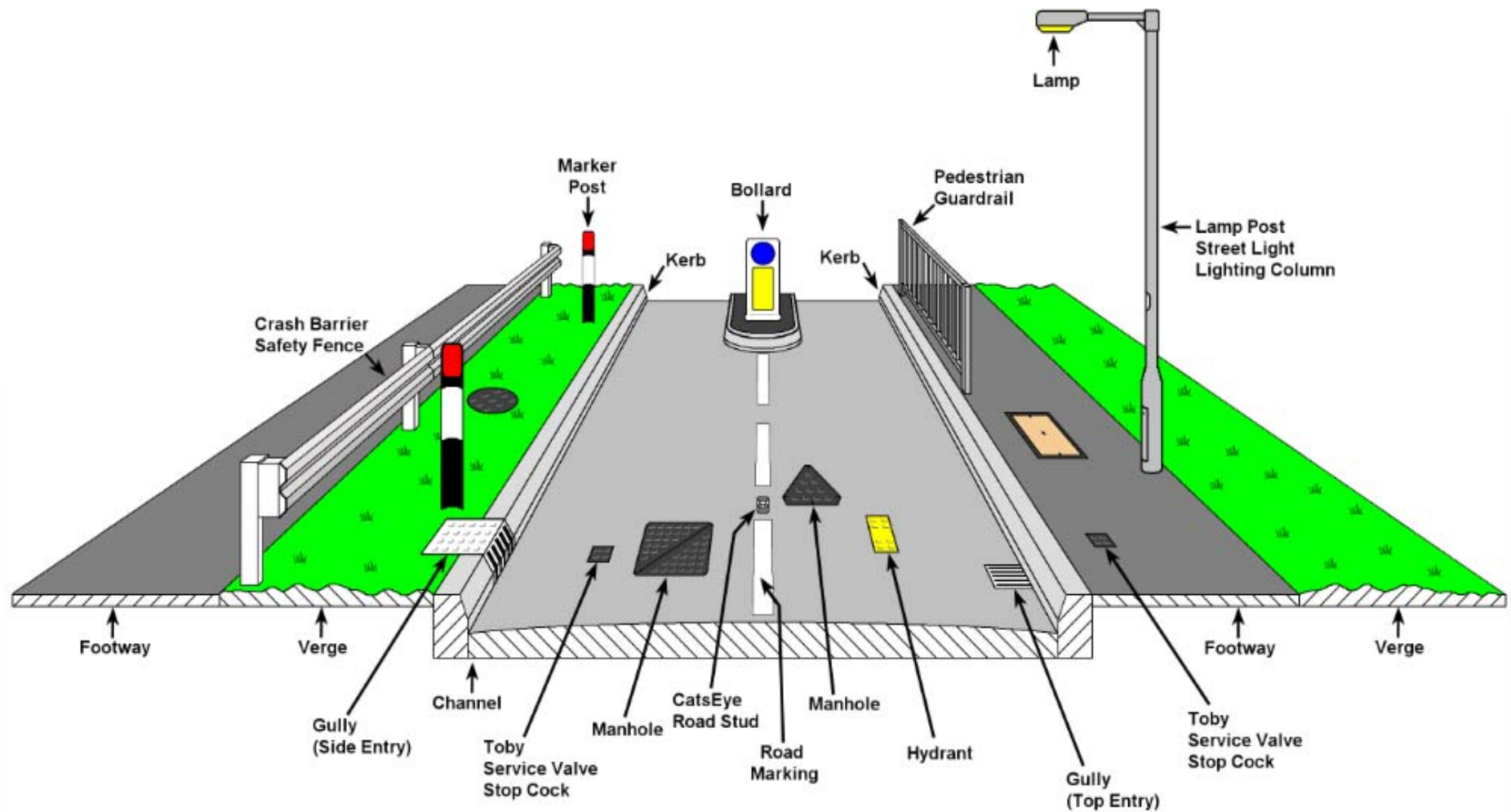
- Potholes
- Missing gully covers
- Missing ironwork covers
- Oil spill
- Lighting - accidental damage
- Lighting - door off

Faults relating to trunk roads (A76, M77, A77 south of Fenwick and A78) should be instead reported to Transport Scotland's Trunk Road Customer Service Line on **0800 028 1414**.

Links

 [Transport Scotland](#)

Road Terminology



Challenges

- Continue to find efficiency savings & the impact on delivering a roads service
- LED lights
- Need to increase mobile working
- Ageing workforce
- Potential for re-organisation of LA roads services
- Maintaining Scotland's Roads – Audit Scotland

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 Key Messages

We are a joint 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.

National Context



SCOTS –

Society of Chiefs Officers of Transportation in Scotland

<http://www.scotsnet.org.uk/>

@SCOTS_Scotland



SOCIETY OF CHIEF OFFICERS OF TRANSPORTATION IN SCOTLAND

[Home](#)[About Us](#)[Events](#)[Good Practice](#)[Useful Links](#)[Contact Us](#)

Home »



Visit SCOTS on the
Knowledgehub

UPCOMING EVENTS

[SCOTS Executive Committee](#)

**Fri 16th Mar 10:30am -
1:00pm**

[SCOTS AGM](#)

Thu 3rd May 2:30pm - 5:00pm

[SCOTS Technical Seminar](#)

Fri 4th May 9:00am - 4:00pm

SCOTS (Society of Chief Officers of Transportation in Scotland)

Transportation is the lifeblood of a vibrant economy and an inclusive society. As a strategic body representing Scotland's 32 local authorities and seven Regional Transport Partnerships, SCOTS has a pivotal role to play in the design, delivery and maintenance of the nation's various transport systems.

It does that through:

- Promoting excellence and innovation
- Influencing transportation policy
- Identifying ways to move people and goods more sustainably
- Enhancing and protecting the built and natural environments
- Looking after the nation's transport assets
- Improving safety through innovation and design
- Developing professionals through training, research and best practice.

[Find out more about SCOTS](#)

SOCIETY OF CHIEF OFFICERS OF
TRANSPORTATION IN SCOTLAND

Bill Barker
SCOTS Secretary/Treasurer
Tel: 01287 260110

[Privacy and cookies](#) | [Sitemap](#)



Tweets 199 Following 288 Followers 175 Likes 154

Following

SCOTS

@SCOTS_Scotland

The Society of Chief Officers of Transportation in Scotland (SCOTS) was founded in 1996. It is a strategic body comprising of transportation professionals.

Joined June 2016

Tweet to SCOTS



Tweets Tweets & replies Media

SCOTS Retweeted

Humza Yousaf @HumzaYousaf · Mar 1

Really important to stress this. Red and Amber are in place. The severe amber doesn't finish until 6pm today and the advice remains not to travel unless absolutely unavoidable.

If you travel not only will you be disrupted but potentially stranded as hazardous conditions remain

Police Scotland @policescotland

As Red & Amber weather alerts remain in place message to people across areas affected by snowfall remains to stay at home & do not travel. We're responding to a buildup of vehicles on the M80/M876 around junct 8 with vehicles stuck. Major tailback we urge drivers to avoid /1

54 537 493

SCOTS Retweeted

Ewan Wallace @EWCW67 · Feb 28 @SCOTS_Scotland

ABI @BritishInsurers

Rumours that motor insurance is invalid if you drive during a #REDALERT weather warning are NOT true. You should pay careful attention to all local authority and police warnings though - stay safe #Scotland. #UKSnow ...

1 2

SCOTS Retweeted

PolScotControlRooms @polscotcontrol · Feb 28

UPDATE ON M80

Police are aware of Serious Congestion issues around Castlecary on the M80. Efforts are being made to clear the road as soon as possible. Drivers are advised to avoid the area if possible.

Who to follow Refresh View all

- Ewan Wallace** @EWCW67 Follow
- Chris Thompson** @chrisat... Follow
- Colin Howden** @TS_Direct... Follow

Find people you know

Glasgow trends Change

- Ken Dodd**
Comedian Sir Ken Dodd has died aged 90
- #MondayMotivation**
@BBCSport is Tweeting about this
- RIP Doddy**
1,376 Tweets
- #WWEFastlane**
198K Tweets
- Jamie Carragher**
Sky Sports pundit sorry for spitting at football fan
- #CommonwealthDay**
1,882 Tweets
- #DelicateMusicVideo**
Taylor Swift imagines she's invisible in Delicate music video
- #bbcgms**
- Tim Berners-Lee**
1,894 Tweets
- Happiness**

National Context



Councils are responsible for:

- 94% or 52,726km of Scotland's roads
- Council roads account for 62% of distance travelled
- 32 Councils: 7 RTPs
- Major loss of skill and experience ongoing in Councils
- 40% of people over 50 years old
- Professional resilience increasingly fragile
- Some degree of collaboration providing resilience

Maintaining Scotland's roads

A follow-up report



ACCOUNTS COMMISSION 

AUDITOR GENERAL 

National Context

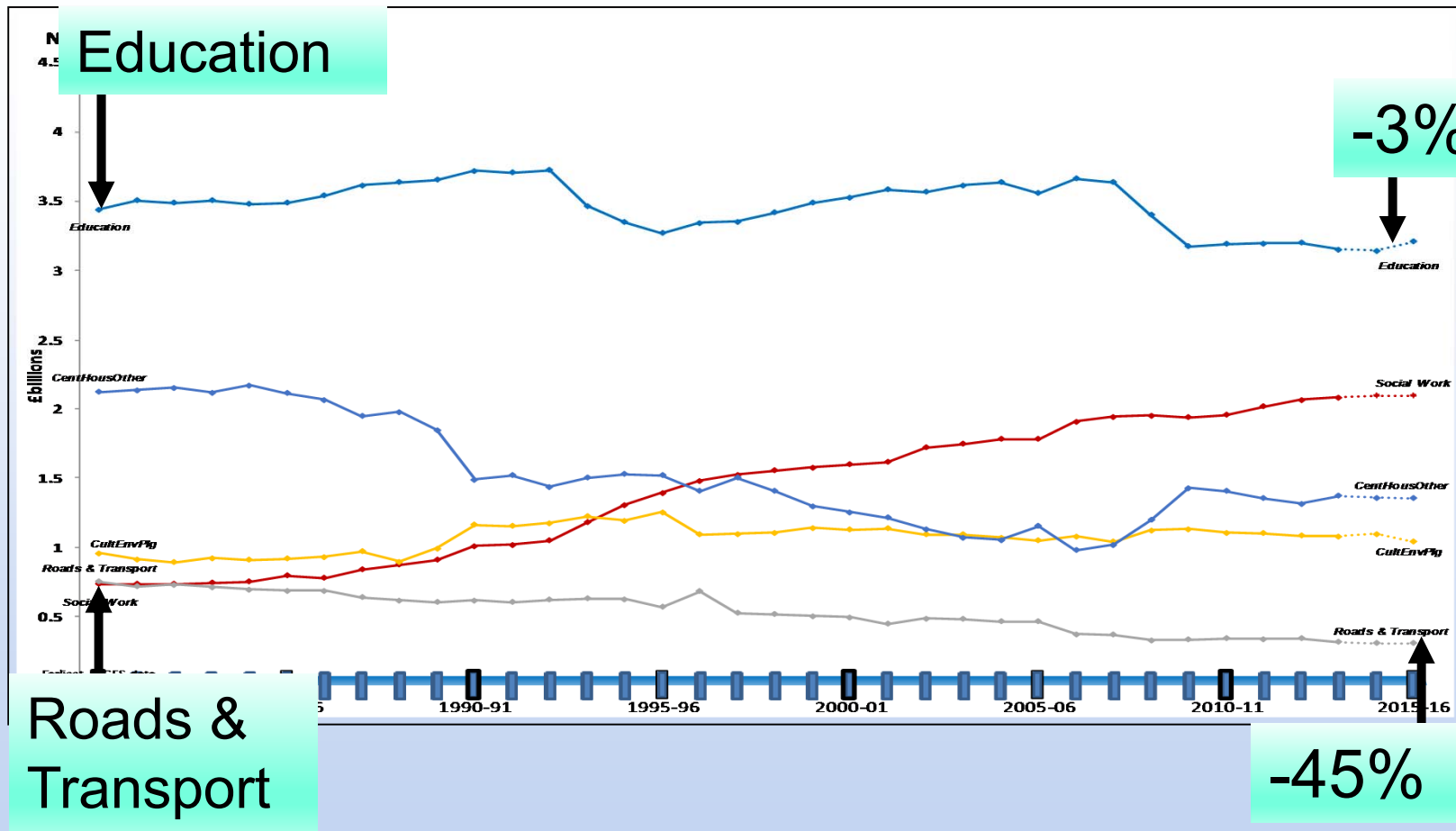
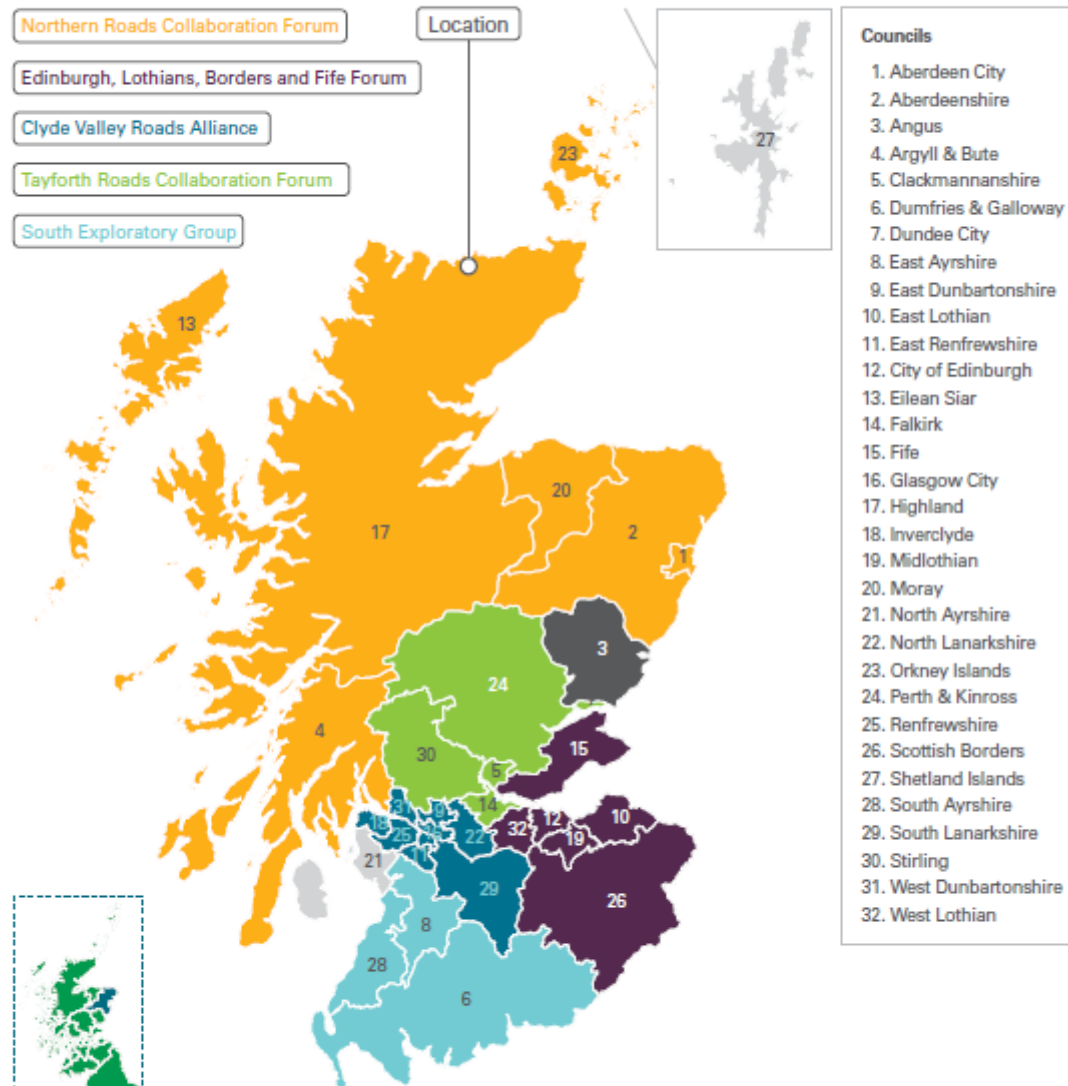


Exhibit 13

Regional collaboration through the Roads Collaboration Programme

Councils are now participating in regional partnerships to consider how they can provide roads maintenance services in new ways.



Notes:

1. Angus Council is currently involved in two groupings: the Northern Roads Collaboration Programme and the Tayforth Roads Collaboration Forum.
2. North Ayrshire Council has still to decide whether it wishes to be part of the formal groupings. Shetland Islands Council is monitoring progress of the Northern Forum having decided in 2015 not to be part of a formal group at this time.

Source: Roads Collaboration Programme

National Context



- Increasingly severe financial pressures
- Inevitably reduced network resilience
- Real risk of critical infrastructure failure
- Ability to deliver key national priorities
 - Active travel?
 - Air quality?
- Professional capacity, skills and resilience
- Capacity to address extended extreme events

National Context

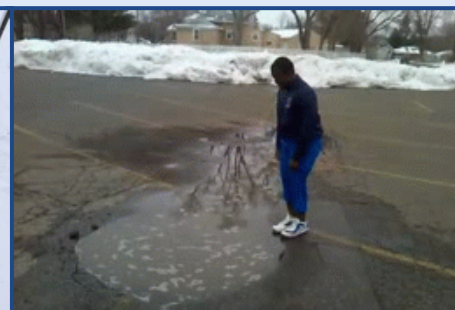


- Increasingly two tier roads sector
- Council's key to delivery of priority initiatives?
- Is 'soft' collaboration enough?
- 'Regional' multi sector conversations need to accelerate and deliver
- Strong transport delivery structures critical

The Challenge Set...



- Making Scotland's roads more resilient
- People skills and resources
- Improving road condition and measuring performance





Delivering an Excellent Service in Ayrshire

Delivering Excellent Services in Scotland

Stewart Turner - Ayrshire Roads Alliance &
Vice-Chair SCOTS

Thursday 22 March 2018