

Effective Transport and Infrastructure Delivery Through Collaboration



Presentation
5TH May 2015



Walsall Council



INTRODUCTIONS

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BACKGROUND

CPA Audit 2002

‘Worst Road Network in the Country’

‘Walsall has weak strategies around planning and maintaining 90% or 700 kilometres of the Walsall road network’

“Walsall MBC is weak at developing partnerships. Local people are losing out because the council is failing to pull together agencies, which could help improve their quality of life.”

Andrew Foster, Controller of the Audit Commission
Best Value Inspection - 2002



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BACKGROUND

Contract

Awarded and commenced in 2009

Large scale transfer of staff and risk

First 2 years traditional Client / Contractor

“Development of a partnership approach”



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LEAN REVIEW – POTHOLES

Background

Reactive highways maintenance in Walsall

- Walked safety inspections
- NRSWA inspections



High Failure rate

- 84% of pothole repairs failed within three months

Spending

- £550,000 per annum on pothole repair
- High 3rd party liability claims



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LEAN REVIEW – POTHOLES

“Improve quality of service provision, drive efficiency savings and help shift the culture across the whole team”



“To achieve a free flowing and safe road network”



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LEAN REVIEW – POTHOLES

Based on a recognition that a failed pavement surface was essentially no different than a utility reinstatement

“Right first time”

New vehicles (‘Road Menders’)



Integrated inspection role & staffing restructure

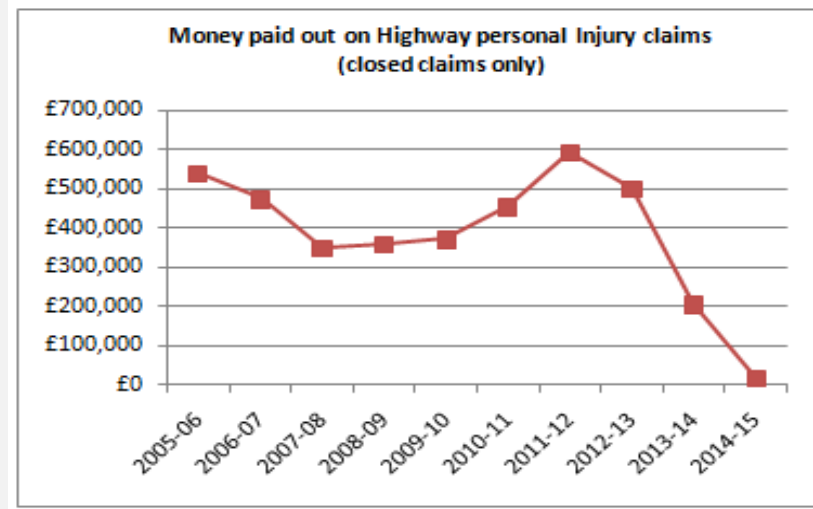
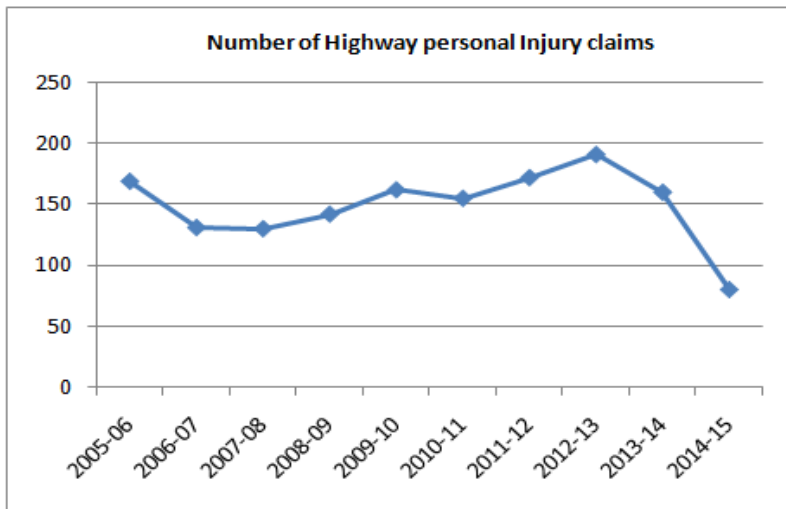
Handheld computers for operatives and inspectors



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LEAN REVIEW – POTHOLES



2 Roadmenders currently each doing on average 29m² per day (target 25m²)



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LEAN REVIEW – POTHOLES

£405k year-on-year savings through the LEAN process

Reduction in 3rd Party Liability Claims

84% to 0% pothole failures

Recognition & Moral

Catalyst for change across the contract



COLLABORATION



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CONTRACT PLAN

New Management Teams

Shared Focus, Understanding and Trust

Strategic management through agreed Governance

Jointly developed Contract KPIs, Working Groups

(Quality, Communications, Routine Works & Innovation)



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QUALITY STANDARDS

Remedials costing LT around £30k per annum

Low Public Perception

End to End Process Review

Pictorial demonstration



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ROUTINE WORKS

Gulley Emptying

Flood Management

Black Country Route

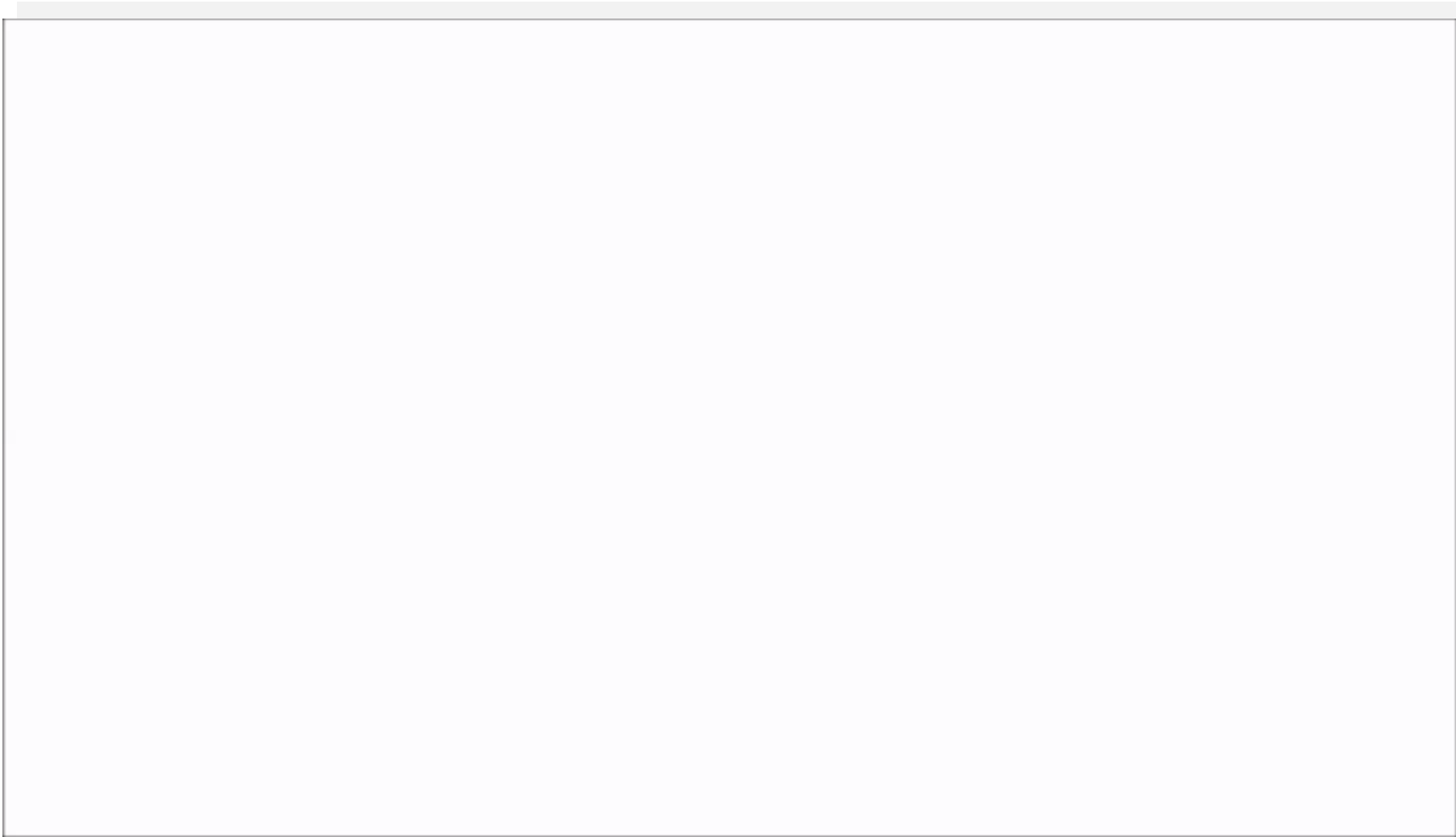
Line Marking

Sharing road space



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Walsall N'hoods @Walsall_nhoods · 17 Apr 2014

A terraced street in Birchills with one car in it. It was like the 1960s this morning! 5/6



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COMMUNITY ENGAGEMENT

Roadworks Protocol

Engagement through Area Partnerships

Funding Community Initiatives

Considerate Constructors

Investment in Local Economy

Apprentice Schemes



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FUTURE

Shared problem solving

Innovation

Velocity patching

Low Energy Asphalts

Highway Drainage Refinement



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FUTURE

Challenge Funding (£40m) through West Midlands ITA

Pothole funding application

Walsall now ranked 16th in the country

2017 Procurement of new contract



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Tales from Fordbrook Lane

Customer Satisfaction

87% + customer satisfaction

“Throughout the work starting the workforce were brilliant...”

“The groups of men were highly skilled...”

“Very well executed, very happy with the work...”

“Excellent standard of workmanship”



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