

**“To Provide a Roads Network Management Service”**

**Key Objectives**

1. Co-ordination and management of the Council’s roads network to minimise delays:
  - a. Issue permits for road occupations in a safe and efficient manner.
  - b. Process permanent and temporary traffic orders in compliance with appropriate regulations.
  - c. Liaise with the Scottish Road Works Commissioner, Transport Scotland, adjacent Roads Authorities, Trunk Road Maintenance Agents, Utility Companies, and developers.
  - d. Comply with the Council’s Statutory Duties within the scope of current legislation eg Roads (Scotland) Act 1984 and New Roads and Street Works Act 1991.
2. Carry out Multi-functional inspections in relation to the Council’s roads assets.
3. Manage and maintain, aids to movement, traffic signs, lines and other road safety features.
4. Manage and maintain other infrastructure including, safety fences, clocks, memorials & public safety signs.
5. Provide a consultation service in relation to Planning and Timber Extraction applications.

<b>Commissioner:</b>	Planning, Housing & Environment Services Committee
<b>Responsible Person:</b>	Steven Herriott Head of Infrastructure and Commissioning

<b>Delivery Partner:</b>	DGFirst	
<b>Responsible Person:</b>	Charles Clemie Senior Manager Roads Service	
<b>Budget Allocation:</b>	Revenue Allocation	£959,840
	Capital Allocation	£0
	<b>Total</b>	<b>£959,840</b>

<b>“To Provide a Roads Network Management Service”</b>		
<b>Single Outcome Agreement Priorities and Ambitions</b>		
<b>1. We will provide a good start in life for all our children</b>		
1.1	All our children will have the best possible health and wellbeing	
1.2	All our children will have good literacy and numeracy skills	
<b>2. We will prepare our young people for adulthood and employment</b>		
2.1	We will raise attainment, achievement and participation for all our children and young people	
2.2	Our young people will be given the life skills to optimise their health and independence	
2.3	We will support all our young people to participate in appropriate employability activity	
<b>3. We will care for our older and vulnerable people</b>		
3.1	Older and vulnerable people will have independence, choice and control in decisions affecting their lives	
3.2	Older and vulnerable people will be enabled to optimise their health and wellbeing	
3.3	Older and vulnerable people will be provided with the support that they need	
<b>4. We will support and stimulate our local economy</b>		
4.1	We will attract and sustain investment to grow our local economy	✓
4.2	We will enhance access to employment by maximising the impact of our employability provision	
4.3	We will build the capacity of individuals and communities to support the economy	✓
<b>5. We will maintain the safety and security of our region</b>		
5.1	Our people and communities will be safe and secure	✓
5.2	We will build individual and community resilience	
5.3	We will ensure that individuals and communities are treated fairly and with respect	✓
<b>6. We will protect and sustain our environment</b>		
6.1	We will be a carbon reducing region	✓
6.2	We will improve the accessibility of transport	✓
6.3	We will be a resource efficient region	✓
6.4	Our landscape, natural and built environment will be sustainably managed	✓

<b>“To Provide a Roads Network Management Service”</b>			
<b>1 Breakdown of Budget Allocation</b>			
<b>Item</b>		<b>Allocation</b>	
Management, Administration and Overheads (Revenue)		£159,427	
Aids to Movement (Revenue)		£470,161	
Car Parks (Revenue)		£271,737	
Street Name Plates (Revenue)		£8,515	
Non Roads Infrastructure (Revenue)		£50,000	
<b>Total</b>		<b>£959,840</b>	
<b>2 Budget Holder(s)</b>			
<b>Budget Holder(s)</b>		<b>Post</b>	<b>Organisation</b>
Steven Herriott (Commissioning)		Head of Infrastructure & Commissioning	Planning & Environment Services
Charles Clemie (Delivery)		Senior Manager Roads Service	DGFirst
<b>3 Confirm compliance with Finance Policy in relation to Strategic Commissioning and Delivery (If no, go to 4)</b>		Yes/No	Comments
		Yes	
<b>4 Provide details and reasons for any deviations.</b>			
<b>5 Timeframe covered by Framework</b>		<b>Start Date</b>	<b>End Date</b>
Financial year		1 April 2013	31 March 2016

<b>“To Provide a Roads Network Management Service”</b>	
<b>Measures of Success</b>	
<b>Key Objectives</b>	<b>Key Actions</b>
<ul style="list-style-type: none"> <li>• Co-ordination and management of the Council’s road network to minimise delays:                             <ul style="list-style-type: none"> <li>○ Issue permits for road occupations in a safe and efficient manner.</li> <li>○ Process permanent and temporary traffic orders in compliance with appropriate regulations.</li> <li>○ Liaise with the Scottish Road Works Commissioner, Transport Scotland, adjacent Roads Authorities, Trunk Road Maintenance Agents, Utility Companies, and developers.</li> <li>○ Comply with the Council’s Statutory Duties within the scope of current legislation eg Roads (Scotland) Act 1984 and New Roads and Street Works Act 1991.</li> </ul> </li> <li>• Carry out Multi-functional inspections in relation to the Council’s roads assets.</li> <li>• Manage and maintain, aids to movement, traffic signs, lines and other road safety features.</li> <li>• Manage and maintain other infrastructure including, safety fences, clocks, memorials &amp; public safety signs.</li> <li>• Provide a consultation service in relation to Planning and Timber Extraction applications.</li> </ul>	<ul style="list-style-type: none"> <li>• Further develop RAMP in conjunction with full inventory and condition of all assets.</li> <li>• Undertake programmed safety inspections of the roads network in line with the Code of Practice Well Maintained Highways and Management of Electronic Traffic Equipment.</li> <li>• Develop working practices in compliance with the Code of Practice Well Maintained Highways.</li> <li>• Develop and improve coordination of all stakeholder activities that utilise the public road network.</li> <li>• Continue to develop a customer focused roads related planning consultation service.</li> <li>• Respond to emergencies as appropriate.</li> </ul>

**To Provide a Roads Network Management Service****Key Performance Indicators**

Number	Description	Area <sup>1</sup>	Target <sup>2</sup>	12/13	13/14	14/15
1.1	Customer satisfaction with respect to notice of works for roads purposes before they happen		60%	-		
1.2	Customer satisfaction with respect to time taken to complete works for roads purposes		60%	-		
1.3	Customer satisfaction with respect to clarity of road signs		60%	-		
1.4	Customer satisfaction with respect to speed limits being right for local roads and not too high or too low		60%	-		
1.5	Customer satisfaction with respect to safety of walking		60%	-		
1.6	Customer satisfaction with respect to safety of cycling		60%	-		
1.7	Percentage of Safety Inspections completed within timescale	Yes	100%	93.2%		
1.8	Percentage of Planning Consultations completed within timescale	Yes	85%	89.8%		
1.9	Percentage of NRSWA Random Sample Inspections completed within timescale	Yes	100%	100%		

<sup>1</sup> These indicators are capable of being disaggregated at Area level

<sup>2</sup> Target is current year target and may have been changed from previous year(s)

**Trends**

<b>Number</b>	<b>Description</b>	<b>12/13</b>	<b>13/14</b>	<b>14/15</b>
2.1	Number of 3 <sup>rd</sup> party insurance claims settled*	-		
2.2	Number of 3 <sup>rd</sup> party insurance claims repudiated*	-		
2.3	Number of 3 <sup>rd</sup> party insurance claims received*			
2.4	Total Value of 3 <sup>rd</sup> party insurance claims settled*	£25,251		

\*Note claims settled and repudiated and associated costs will change beyond the year-end due to time taken to receive and process, repudiate or settle.

<b>“To Provide a Roads Network Management Service”</b>			
<b>Commissioning Checklist</b>			
		Yes/No	Comments
1	Can the Service/Activity be provided in house? (If no, go to 4)	Yes	
2	Can the Delivery Body demonstrate Value for Money / Best Value? (If no, go to 4)	Yes	
3	Provide details of evidence DGFirst provide a contractual road maintenance service to the Trunk Road Management Agent in Dumfries & Galloway (Scotland Transerv) and for the last 4 years a reinstatement contract for Scottish Water. The success of these contracts demonstrate the in-house operation’s competitiveness in the open market.		
4	Is the service available externally? (If no, re-evaluate Commission, if yes, follow Council’s Procurement Policy)	Yes	
5	Provide details of Procurement processes followed. None – service demonstrates value for money in terms of current provision, and is subject to continual review through annual service review and improvements.		
6	Does commissioned service meet requirements? (if no, re-evaluate commission, if yes, go to 7)	Yes	
7	Commission Service.	Yes	