

AYRSHIRE SHARED SERVICE JOINT COMMITTEE

14 JUNE 2019

AYRSHIRE ROADS ALLIANCE ROADS PROCESS IMPROVEMENT PLAN

Report by the Head of Roads – Ayrshire Roads Alliance

PURPOSE OF REPORT

1. The purpose of this Report is to advise the Joint Committee about the progress made to date against the Roads Process Improvement Plan.
2. The Plan documents and analyses various processes and determines where improvements can be made to allow the implementation of appropriate improvement measures.

BACKGROUND

3. The Plan was developed in June 2018 to review existing processes and to deliver a standardised service delivery across the Ayrshire Roads Alliance in relation to work practices.
4. The Plan identifies process improvement areas within sections including Traffic, Design and Road Maintenance to be reviewed over a 12 to 18 month period. In order to ensure engagement with the various teams, workshops were established with relevant staff. This ranged from managers to front line staff from across the Service. The staff workshops were viewed as an integral part for improving service delivery while promoting staff empowerment throughout the process.
5. Over the course of a number meetings, the teams re-designed existing processes to ensure that there was standardisation of service delivery. An innovative tool of process mapping was utilised to standardise the new procedures. This created a multi-faceted document which comprehensively centralised the various information sources required to understand the new procedures. Appendixes 1 and 2 provide examples of process maps now used.
6. At the end of the process re-design, the feedback from staff indicated they considered this to be a worthwhile exercise in that it created greater collaboration and standardisation across the service.

MAIN REPORT/MAIN ISSUES

7. This Plan is collated and updated by the Business Support Manager and used to:

- monitor the progress in meeting the Ayrshire Roads Alliance's objectives;
 - help managers to have process improvement related conversations with staff and managers;
 - identify any problem areas that need addressed.
8. Quality audit checks are implemented to measure efficiency while identifying further areas of improvements.
9. The Plan continues to identify improvements to existing processes within the Ayrshire Roads Alliance.

Listed below is an illustration of the various projects the Ayrshire Roads Alliance has completed over an 18 month period.

Project	Improvements
Road Construction Consent / Road Bonds	Standardisation of processes, reduction in the potential financial risk to the organisation by ensuring that all road bonds are received prior to construction consents being issued, more robust financial processes established ensuring less pressure on service budgets
ARA Blog	Created a blog on the Ayrshire Roads Alliance website to improve our public information sharing. Blog is updated regularly in conjunction with the Communications Team.
Track My Gritter Website	Created a Track my Gritter website to provide live regular updates on the winter gritting operations across the Service. This enhanced public relations by establishing a user friendly service. Invited to present at the Scotland and UK Cold Comfort Events where this innovative approach has been recognised, and other local authorities are considering purchasing the software.
Alexa App Track My Gritter	First in the UK to have a voice activated app for instant communication and updates on gritting operations.
Temporary Traffic Orders	Standardisation of processes which enhanced efficiencies and promoted greater collaboration across the Service.
Disabled Parking Bays	Significant reduction in the process time from approval to completion for disabled parking bays. The applicant is now advised that this work will be completed within a four week time period.

Statutory Notifications	Standardisation of existing systems and processes which enhances the efficiency of this service.
Planning Applications	Established a collaborative working approach with an aim to standardise planning conditions across both authorities.
Bridge Inspection	Provided training for bridge inspectors to introduce WDM (inspection software) to their everyday working practice. Standardised processes across the service.
Roads Costing System	Worked in collaboration with the software developer to improve the performance of the existing system. This allowed for more detailed analysis of information which focused on specific areas of expenditure, for example cost of pothole repairs in any location throughout both authorities.

The Plan is an ongoing exercise which is regularly updated with any future areas of development identified with an aim to continually raise levels of quality and improved public service across the service.

POLICY/COMMUNITY PLAN IMPLICATIONS

10. A well maintained road network will contribute to achieving the Community Plan objectives in relation to Economy & Skills and Safer Communities to maintain good access to our communities within East Ayrshire.
11. The matters referred to in this report contribute to the South Ayrshire Council strategic objective of 'Enhanced Environment through Social, Cultural and Economic Activities' and within that to the outcome of 'Work with partners to improve roads and other infrastructure, to encourage house building and business investment that sustains local communities'.

LEGAL IMPLICATIONS

12. There are no legal implications in relation to the Process Improvement Plan.

HUMAN RESOURCES IMPLICATIONS

13. The Process Improvement Plan has no direct impact on human resources.

EQUALITY IMPACT IMPLICATIONS

14. The Process Improvement Plan complements the Equality Impact Assessment by ensuring that any issues arising are adequately prioritised, managed and either eliminated or mitigated.

FINANCIAL IMPLICATIONS

15. The Process Improvement Plan facilitates the existing scrutiny arrangements to manage, prioritise, and review the budget provided by East Ayrshire Council and South Ayrshire Council to the Ayrshire Roads Alliance.

RISK IMPLICATIONS

16. The Process Improvement Plan assists in the prioritisation of risks that need to be mitigated by the Ayrshire Roads Alliance in order to reduce the overall risk to either Council and to comply with the Community Plan/Council Plan in both partner bodies.

TRANSFORMATION STRATEGY

17. This report aligns with the design principle stated in the Transformation Strategy 2017-2022 by maximising value for our communities; by ensuring risk is well managed.

RECOMMENDATIONS

18. It is recommended that the Joint Committee:
 - i. Notes the process improvements presented in this report;
 - ii. Otherwise, notes the content of the report.

Stewart Turner
Head of Roads - Ayrshire Roads Alliance
27 May 2019

APPENDICES

1. Temporary Traffic Order Process Flow Charts – East Ayrshire Council
2. Temporary Traffic Order Process Flow Charts – South Ayrshire Council

Background Papers

None

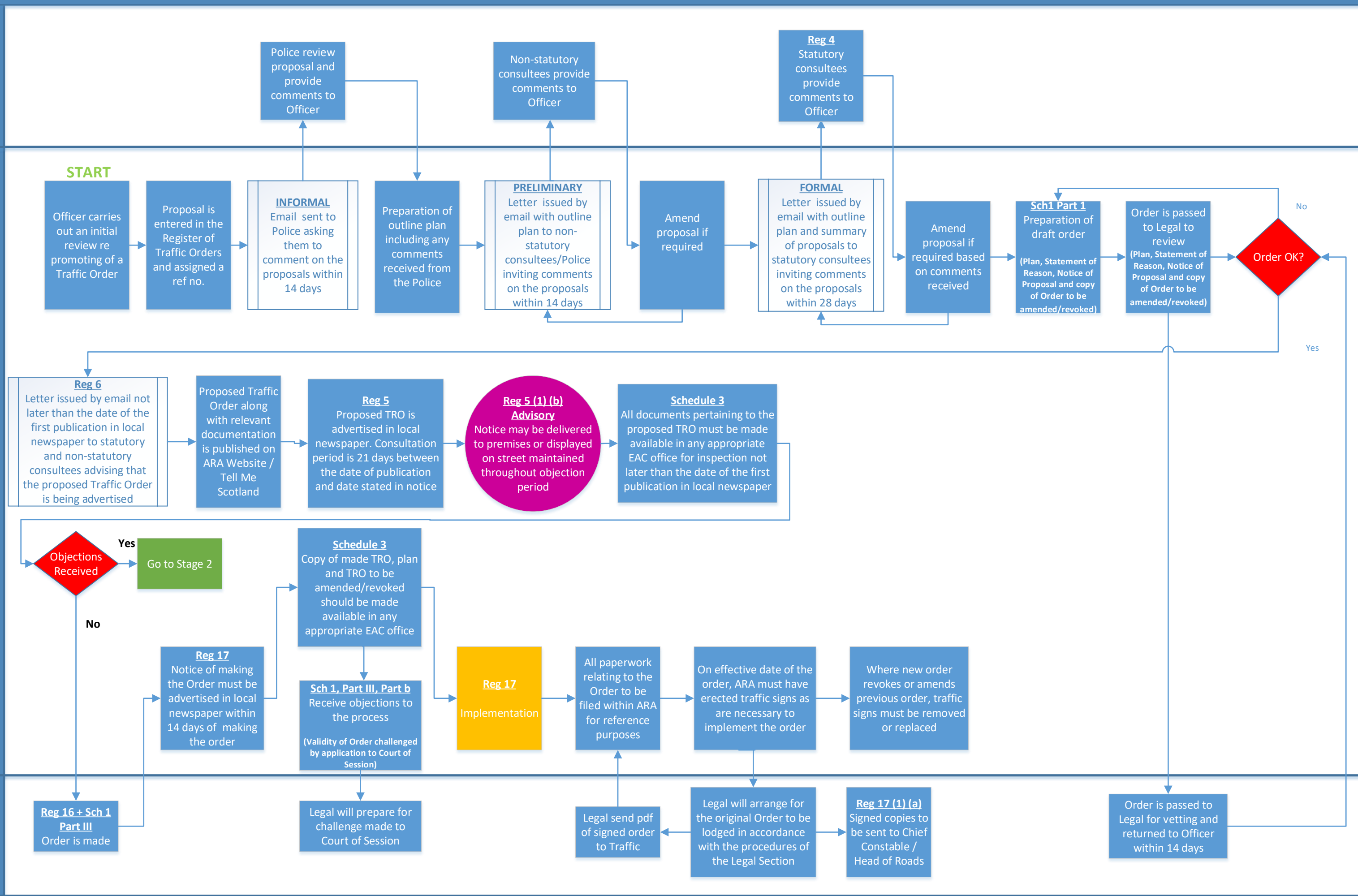
Members requiring further information should contact Stewart Turner, Head of Roads – Ayrshire Roads Alliance on 01563 503164 or at stewart.turner@ayrshireroadsalliance.org

East Ayrshire Council – Temporary Traffic Order – Stage 1 - Consultation

Police / Consultees

Traffic

Legal



South Ayrshire Council – Temporary Traffic Order – Stage 1 - Consultation

Police / Consultees

Traffic

Legal

