

Agenda Item No. 4(b)

**DERBYSHIRE COUNTY COUNCIL**

**MEETING OF CABINET MEMBER – HIGHWAYS, TRANSPORT AND  
INFRASTRUCTURE**

**23 August 2016**

Report of the Strategic Director – Economy, Transport and Communities

**DERBYSHIRE HIGHWAYS HUB**

(1) **Purpose of Report** To propose the establishment of the Derbyshire Highways Hub and the implementation of the work necessary to set it up by 1 April 2017.

(2) **Information and Analysis** Managing Derbyshire's Highway Network is a large scale operation that entails undertaking work to keep the network in good condition, coordinating the work of utilities and ensuring congestion is kept to a minimum.

The Highways Division of the Economy, Transport and Communities Department has a strategic priority to deliver "A Safe and Reliable Highway Network" and this is one of the Department's seven key priorities in the Service Plan.

In order to improve the way the Council currently does this, it is proposed to create a Derbyshire Highways Hub to oversee and control all operations on Derbyshire's Highway Network which will:

- Coordinate all activity on the highway network.
- Reduce congestion and improve journey times.
- Simplify the Council's works processes and enable more efficient working practices that ensure permanent "right first time" repairs.
- Facilitate better information sharing and budget monitoring.
- Ensure excellent customer service.
- Provide effective out of hours and emergency services.
- Have access to all information relating to the highway network.
- Bring together all key officers and relevant functions in one place

It will specifically carry out some or all of the following functions which are currently undertaken by different teams in different parts of the Department:

- Schedule and coordinate 2 hour, 32 hour, 5 day and 28 day highway defects (i.e. reactive works less than a half day duration).
- Schedule and coordinate street lighting repairs.
- Coordinate out of hours and emergency work.
- Issue Permits to Work and Street Works Notices.
- Provide an efficient service to customers and Members.
- Abnormal loads.
- Traffic management – network capacity management.
- Traffic signals.
- Traffic Regulation Orders.

In the future, the Hub will look to use traffic flow data more intelligently to reduce congestion and delay, and it is planned to exercise greater control of traffic signals and other roadside signs in order to respond to incidents and events on the highway.

Contracts Managers will be accountable to the Highways Hub for the performance of the Reactive Maintenance service and for ensuring that all Reactive and Planned Works on the highway are properly managed and coordinated.

Most of the above functions will be carried out by the Hub from day one on 1 April 2017, although it may take longer to set up the necessary processes for others and where this is the case, a phased approach will be taken.

The establishment of the Highways Hub will achieve three main aims:

- Better coordination of all activity on the Highway Network – for example taking advantage of road closures to complete other work on the same stretch of highway, therefore reducing costs and disruption to the public.
- Better use of information and systems – the implementation of the new SAMS Confirm ICT system for reactive and planned highway works, street lighting, and for Permits and Streetworks, means the Council has much better quality, accurate information which, together with other systems such as Roadworks.org, will enable the Hub to be the one place where all the information relating to activities on the highways is held and used.
- Better use of resources - bringing together a number of different teams from across the Department will result in greater collaboration and information sharing that will enhance the highways service. It will also be more cost effective than the current structure.

There are a number of fundamental tasks that need to be undertaken between now and 1 April 2017 to get everything ready, such as:

- Consulting on and communicating the proposals and the need for change to key stakeholders, especially managers and employees
- Preparing the accommodation once the location for the Hub has been agreed and moving some teams into that location over the next six months
- Getting the necessary ICT in place, such as interactive large screens to be able to see information like the location of the workforce and traffic conditions at a glance
- Ensuring the systems and processes are fit for purpose, both for current and future plans
- Ensuring operational practices are appropriate

These tasks will be undertaken by a Project Manager in the Performance and Engagement section in order to ensure the Highways Hub is ready to operate from 1 April 2017. Once the Hub is operational, it will be managed by a management post that will be agreed through the restructures of the Highways Division and Resources and Improvement Division. Any further developments required after 1 April 2017 will be delivered by that manager.

(3) **Financial Considerations** The likely cost of ICT is in the region of £15,000, depending on the type of technology required. This cost will be funded from the Economy, Transport and Communities earmarked IT reserve. There will be no additional staffing costs associated with the establishment of the Highways Hub.

(4) **Human Resources Considerations** The establishment of the Highways Hub involves restructuring part of the Highways Division and the Resources and Improvement Division. These restructures are underway and are expected to be completed by next Spring, enabling the Hub to start operating from 1 April 2017. They will be subject to the usual consultation with Trades Unions and employees. The project management work to get the Hub set up by 1 April 2017 will be undertaken within existing resources in the Resources and Improvement Division.

In preparing this report the relevance of the following factors has been considered: legal, prevention of crime and disorder, equality and diversity, environmental, health, property, social value and transport considerations.

(5) **Key Decision** No.

(6) **Call-In** Is it required that call-in be waived in respect of the decisions proposed in the report? No.

(7) **Background Papers** Held on file within the Economy, Transport and Communities Department. Officer contact details – Angela Glithero, extension 38043.

- (8) **OFFICER'S RECOMMENDATIONS** That the Cabinet Member:
- 8.1 Supports the establishment of a Derbyshire Highways Hub, as outlined in the report, subject to consultation with the Trade Unions and employees.
  - 8.2 Notes that the work required to establish the Hub by 1 April 2017 will be undertaken by reallocating workloads in the Performance and Engagement section, working closely with technical officers in the Highways Division.
  - 8.3 Approves that the cost of ICT equipment for the Highways Hub be met from the department's earmarked ICT reserve.

**Mike Ashworth**  
**Strategic Director – Economy, Transport and Communities**