







Hampshire
 County Council
 

Efficiency and Innovation

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 Wednesday 20th July 2011




Hampshire
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Management Team changes

Contract Management Team changes (HCC)

- Planned maintenance centralised under Phil Samms
- Three regions to ensure customer focused service
- Commissioning approach adopted

Amey Management Team changes

- Chris Morris joined Amey as Hampshire Service Director 12 months ago - new delivery approach
- Business Improvement Manager installed to drive efficiencies

Operation Resilience

Operation Restore 2010

- Joint Design and delivery team
- 10% discount on rates
- Resulted in:
 - 30,000 potholes filled
 - 97km road re-surfaced
 - 50,000 tonnes of asphalt used



Operation Resilience 2011

- £17 million of resurfacing works with additional £6 million Government funded
- Started May 2011 - over 250 locations will be resurfaced

Change in way we deliver - reactive to planned maintenance



Winter Maintenance

Reacting to changes in weather conditions

- Listening/taking into account concerns of Members and public

Salt procurement

- Innovative procurement from Egypt and India

Salt barns

- More capacity

Communications

- Joint effort by Amey/HCC to deliver

Routes

- Reviewing for need, safety and priority

Grit bins

- Ensuring access to salt when needed



Routine Maintenance

Transfer of supervision and programming to Amey

- Previously only area based
- Inefficient use of resources for peaks and troughs
- Delays through increased travel
- Lack of planning = more equipment needed

Better programming

- Minimised rework
- Minimise standing time
- Reduction in use of materials
- More ability to carry out 'find and fix' repairs

Permanent repairs, not temporary.



Gully emptying efficiencies

Savings through intelligence data

- Full Review of Gully Assets
 - Cleaning frequency
 - Maintenance regime
 - Status when cleaned
- Approx ¼ cleaned while less than half full
 - Unnecessarily cleaned
 - Adjusted frequency to needs based approach
 - Savings approx £250k in 2010
 - Will be looking for more next year

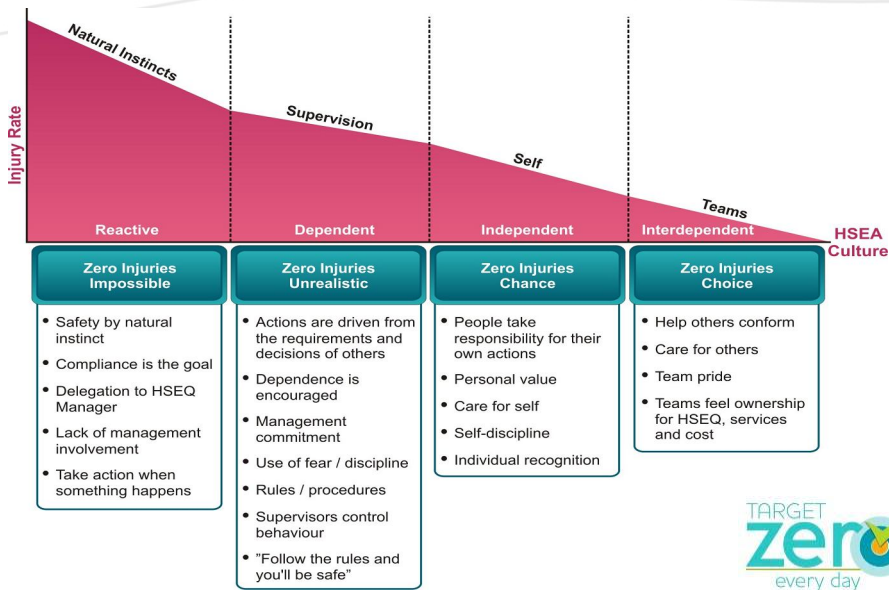


Masternaut vehicle tracking

Sample View – Control, information and evidence

The screenshot displays the Masternaut tracking map interface. At the top, it shows the vehicle details: **Vehicle: VK59 OKD**, **Date: Fri 8 Jul 2011**, **Shift start: 00:00**, **Duration: 01:32:59**, and **Distance: 34.6 miles**. The map shows a route starting from High Street, Bishops Waltham, Southampton, and ending at Hook Depot. A timeline at the bottom indicates the journey summary from 06:00 to 08:45. The vehicle's current status is shown as **Vehicle: BVX8 NCF**, **Driver: Delroy James**, **Date/Time: 09:05:29**, and **Speed: 0 mph**. The interface includes various controls like 'View', 'Overlays', 'Search', and 'Help'.

Safety



Customer perception

Customer service training

- Amey staff and subcontractors

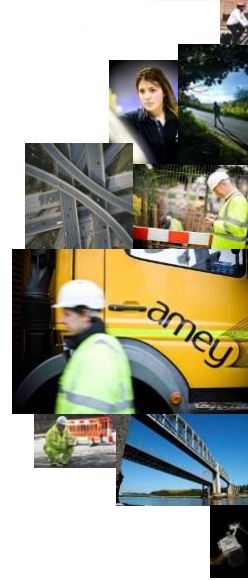
Operation Restore public feedback

- Generally good in satisfaction survey from a strong return (12%)
- Poor results investigated by customer services
- Lessons learned and communicated

NHT satisfaction survey KBI 24

Joint workshops

- Amey communications surgeries now attended by HCC staff
- Sub-contractor communications surgeries



Future proposals

Co-location

- Staff from HCC/Amey integrated in operational offices
 - Increased communication
 - Less rework, better appreciation of pressures

IT better integration of systems

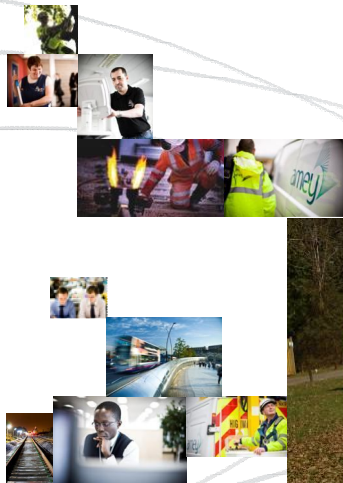
- End-to-end system – (HCC/Amey)
- Automating day-to-day activities
 - Inspection and defect reporting
 - Asset condition and location
 - Visibility of completion of defects
- Built on industry best practice
- Removal of paperwork



Future proposals

Contract efficiencies

- Recognise HCC position
 - Challenging economic climate
- Amey have part to play
 - Realised in memorandum of understanding between HCC Leader and Amey CEO on May 4th
- Operational efficiencies
 - HCC/Amey/subcontractor
- Contract re-negotiations
 - Existing contract
 - Rates
 - price variation
 - extensions



Thank you for your time today.

Any questions?