## Agenda

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<th>Speaker</th>
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<td>Service Overview</td>
<td>Peter Massie</td>
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<tr>
<td>RJ, Safety &amp; Network Management</td>
<td>Liz Burr</td>
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<td>Data-led Asset management and prioritisation</td>
<td>Jo Heynes</td>
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<td>Revenue Repairs and Maintenance</td>
<td>David Forkin</td>
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<td>Highways localism – LHPs and Rangers</td>
<td>Vicky Presland</td>
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<td>Public Communications</td>
<td>Mark Godson</td>
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<td>Closing Remarks</td>
<td>Peter Massie</td>
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See Essex County Council Highways introductory video on YouTube:

https://www.youtube.com/watch?v=tjTQfJiaU_l
From Essex Organisation Strategy to Highways Service Plans

Peter Massie
Head of Commissioning, Highways
Essex County Council
Essex Organisation Strategy

4 Strategic aims:

1. Enable inclusive economic growth
2. Help people get the best start and age well
3. Help create great places to grow up, live and work
4. Transform the council to achieve more with less
Essex Organisation Strategy

4 Strategic aims with objectives:

1. **Enable inclusive economic growth**
   - Enable Essex to attract and grow large firms in high growth industries

2. **Help people get the best start and age well**
   - Help keep vulnerable children safer and enable them to fulfil their potential

3. **Help create great places to grow up, live and work**
   - Facilitate growing communities and new homes

4. **Transform the Council to achieve more with less**
   - Limit cost and drive growth in revenue
To achieve our objectives, planning and partnership working is vital.

For example, Essex is growing - more homes (150,000 over the next 30 years), more people; more traffic. We need your help as partners to achieve and sustain this growth.

Key strategic partners in Essex....
Highways planning and objectives based on:

- Longer-term Essex wide growth plans
- Local Plan Responses – statutory and vital
- Planning Applications
- Securing the right infrastructure
- Pipeline of projects
- Promoting sustainable transport
- Managing the assets we have, including future maintenance costs
Two types of budget – Revenue and Capital

*Revenue* - for maintenance of existing assets. It does not increase the value of the asset. Used to make safe whilst waiting on capital investment.

*Capital* - (often gained by bidding from Central Government) for longer-term projects and ‘new build’ or additions to asset base, that spread benefits over many years.
Annual & Service Plans - approach

Each Essex Highways team sets out the best way to deliver their service within the budget available

Jointly agreed between ECC and Ringway Jacobs

ECC place formal task orders to commit the work

Essex Highways manage and deliver the work

Jointly monitor performance
Performance Indicators

Number of people killed or seriously injured on Essex Roads

Percentage of residents who feel that Essex roads are safe

Condition of Roads – PR1
Condition of Roads – PR2
Condition of Roads – Local
Great results so far

**Condition of Roads – PR1**
Target 98%  
Actual 98%

**Condition of Roads – PR2**
Target 97%  
Actual 98%

**Condition of Roads – Local**
Target 87%  
Actual 88%
ECC Summary

The County is growing; partnership working is integral to our Vision
Preparing a pipeline of projects to take advantages of funding opportunities
Working with partners, planning for the future
Significant capital investment in maintenance
Limited budget for revenue maintenance
ECC’s investment and approach are delivering good road condition results across Essex
Who we are and what we do

Liz Burr
Head of Network and Safety/Traffic Manager
Essex Highways
Who is Ringway Jacobs?

Formed in 2005 specifically to provide road network management solutions to local government, our unique blend of engineering capability, technological innovation and customer care makes us the best in class.
Our Essex locations

Over 100 vehicles, including more than 60 gritters
Safety is at the heart of everything we do. We are focused on providing a safe environment for our employees while developing a culture where everyone is accountable for working safely, ultimately managing and controlling risks.

‘Think Safe, Home Safe’ is our health and safety initiative. It is more than just a logo, it creates a link between the work place and our home lives and encourages a state of mind which should be applied to everything we do at work and at home.
Ringway Jacobs’ partnership with Essex County Council follows an asset-led ‘end-to-end’ approach. All elements of delivery are integrated into one delivery model, covering far more than reactive maintenance. We deliver:

- Asset Management and forward programme planning
- Inspections and condition surveys
- Major project management – improvement schemes of key routes, junctions and assets (eg LEDs)
- Capital repair schemes to stretches of carriageways and footways
- Programmed preventative maintenance – gully cleaning; winter and seasonal vegetation; SWAS etc
- Reactive maintenance (prioritised defect repair – potholes; streetlights etc)
- Road safety, through SERP and safety engineering
- Traffic management – regulating the network
- Public Rights of Way - recording, maintenance and accessibility
- Development (Third Party) management – construction standards
- Local Highways Panel schemes
- Public communications
Our partnership and indeed our ownership also enables us to ‘reach back’ and use specialist, often local, supply chain partners to deliver particular skills and services.
Network Management

Local traffic authorities must manage their road network to make sure that traffic can move freely on their roads and on the roads of other traffic authorities.

• Road works and planned events
• Unplanned events
• Congestion hotspots

And all authorities have to appoint a Traffic Manager.
What causes delays?

60%  Accident

25%  Construction

15%
Assets at the heart of our priorities

Jo Heynes
Asset and Records Manager
Essex Highways
What are our assets?

‘Assets’ is the term we use to describe all the items and property managed within highways’ area of responsibility.

<table>
<thead>
<tr>
<th>Major Asset Groups</th>
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<tbody>
<tr>
<td>Roads</td>
<td>Street Lights</td>
</tr>
<tr>
<td>Footways</td>
<td>Traffic Signals</td>
</tr>
<tr>
<td>Bridges</td>
<td></td>
</tr>
</tbody>
</table>

Overall, ECC Highways assets are worth £10 billion and are the highest value asset ECC owns.
Why follow an asset management approach?

If you had a house with wooden windows would you:

- Paint them regularly to stop them rotting?
- Let them rot and replace them:
  - With UPVC?
  - With wood?
  - With aluminium?

Is there a right or wrong answer?
The preventative approach
Decisions are made using data.

Data collected includes:

- Annual condition surveys
- Inspections
- Ad hoc specialist surveys and reports

We also consider defect data reported by the public
What are the benefits of this approach?

Promotes a longer term, county-wide view

Better use of limited resources

Evidence based decisions

Clear line of sight from corporate outcomes to works delivery
# Road condition: Maldon

<table>
<thead>
<tr>
<th></th>
<th>14/15</th>
<th>15/16</th>
<th>16/17</th>
</tr>
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<tbody>
<tr>
<td>PR 1</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
</tr>
<tr>
<td>PR 2</td>
<td>3%</td>
<td>3%</td>
<td>3%</td>
</tr>
<tr>
<td>Local</td>
<td>15%</td>
<td>16%</td>
<td>16%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Length (miles)</th>
</tr>
</thead>
<tbody>
<tr>
<td>PR 1</td>
<td>30</td>
</tr>
<tr>
<td>PR 2</td>
<td>98</td>
</tr>
<tr>
<td>Local</td>
<td>195</td>
</tr>
</tbody>
</table>
Capital Delivery 17/18

Capital Maintenance and Improvements

- Road improvements (£66 m)
  - Conventional surfacing
  - Surface dressing
  - Micro surfacing
  - In situ recycling
- Footways (£9 m)
- Bridges (£6 m)
- Surface Water Alleviation Schemes (£2.5m)
- Traffic Signals (£1.5m)
- Street Lighting (£2.5m)
- Safety Barriers (£2m)
Road improvements - £4.4m

Footways - £169,000

Bridges - £300,000
Forward works programmes

We have forward works capital maintenance programmes identified for the following:

- Carriageways
- Footways
- Street lighting
- Structures
- ITS

These programmes are re-prioritised each year to ensure that the latest available data is used.
Revenue Maintenance

David Forkin
Head of Maintenance and Operations
Essex Highways
Many delivered revenue services
Operational delivery

*Winter Maintenance Strategy*

The County Roads – PR1s & PR2s

Access routes to Hospitals, Fire Stations and Ambulance Stations

Public Service Bus Routes (4 or more a day – 5 days a week)

Sites where there have been 3 or more personal injury accidents within a 3 year period, where frost/ice on road surface was a contributory factor

Access routes to main settlement of a Parish of 50 or more households
Operational Delivery

Street Lighting

Target for lighting working is 98% of lighting stock

Includes electrical and structural testing of all lighting stock

The street lighting team attend 40,000 faults every year

LED Installation scheme – more than 30000 new LED lights being installed at the moment
Maintenance – Roads Hierarchy

Essex Road Network

PR1
All A Roads & some B Roads

PR2
Remaining B Roads & some C Roads

Local Roads
Remaining C Roads & All Unclassified Roads
How do we identify defects?

Routine Safety Inspections
- Frequency based on hierarchy of road
- Walked or “double driven”
- Log all defects and assess overall condition

Enquiries
- Customer Enquiries usually within 28 days
Identification and logging of defects

What are the investigatory levels?

• The point at which we consider repairing
• Benchmarked nationally
• 50mm for carriageway and 20mm for footway
Risk Assessments – the components (1)

**The probability:**

- Likelihood of someone encountering or interacting with the defect identified
- Measured on a scale of 1 to 4:
  - 1 – up to 40%
  - 2 – 41-60%
  - 3 – 61-80%
  - 4 – over 81%
The impact:

• Likely outcome if the risk becomes an incident
• It is subjective but is also measured on a scale of 1 to 4:
  ➢ 1 – minor or low
  ➢ 2 – noticeable
  ➢ 3 – major, high or serious
  ➢ 4 – extremely high or dangerous

Easier to think about examples
## Risk Assessments

<table>
<thead>
<tr>
<th>Probability → Impact ↓</th>
<th>Low (1)</th>
<th>Medium (2)</th>
<th>High (3)</th>
<th>Very high (4)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minor/low (1)</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Noticeable (2)</td>
<td>2</td>
<td>4</td>
<td>6</td>
<td>8</td>
</tr>
<tr>
<td>Major/high or serious (3)</td>
<td>3</td>
<td>6</td>
<td>9</td>
<td>12</td>
</tr>
<tr>
<td>Extremely high/dangerous (4)</td>
<td>4</td>
<td>8</td>
<td>12</td>
<td>16</td>
</tr>
</tbody>
</table>

The colours in the matrix identify a priority response as follows:

<table>
<thead>
<tr>
<th>Risk factor</th>
<th>1-3</th>
<th>4-6</th>
<th>8-12</th>
<th>16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Defect category</td>
<td>Category 2</td>
<td>Category 2</td>
<td>Category 1</td>
<td>Category 1</td>
</tr>
<tr>
<td>Response category</td>
<td>P4</td>
<td>P3</td>
<td>P2</td>
<td>P1</td>
</tr>
</tbody>
</table>

Essex Highways Integrated Expertise

Think Safe Home Safe

Ringway Jacobs

Essex County Council
Defects – would repair
Defects – would not repair
Defects – would repair
Defects – would not repair
Defects – would consider
Local Highways Panels

Vicky Presland
Head of Design
Essex Highways
Role of a Local Highway Panel

To consider, prioritise and make recommendations on small highway improvement schemes

Oversee Highway Rangers

Monitor Section 106/Community Infrastructure Levy (CIL) on highway improvements
Terms of Reference

The Terms of Reference, published in Autumn 2016, introduced a number of changes.
Who is on the panel?

4 County Councillors (other County Councillors can attend as observers)

4 District / City / Borough Councillors

LHP Chair may invite other District/Parish Councillors as observers

Other arrangements to be agreed by Cabinet Member
How to make a scheme request

Gain support from your Local County Councillor

Complete Online Request Form. The following link can be used –

www.essex.gov.uk/LHPrequest

A user guide is available
Front cover of the new online system
Church Road, Burnham-on-Crouch – zebra crossing

Walden House Road, Great Totham: Verge parking
New: Members Guide

New: Members Guide

Website improvements

New look website has gone live

Improved navigation and, for us, easier to keep up to date

Rangers Service

A dedicated gang in each district to pick up small scale works.

8 Districts provide their own gang and Ringway Jacobs provide the service in 4 Districts.
Changes to Rangers

Avoid double handling of information – introduce more speed into process.

Feed information on work undertaken directly into all Panels to provide visibility.

Clear advice and communication given on activities that can be undertaken.
Ranger activities

- Reinstatement of posts and bollards where no excavation is required
- Trimming of vegetation (not above head height)
- Ad hoc grass cutting and strimming of highway verges
- Repairs to light damage to roadside verges

- Removal of graffiti from road signs
- Removal of illegal signs and fly-posting
  Both of the above activities only if no ladders or traffic management
- Painting of street furniture (posts, bollards and benches etc.)
- Removal of weeds
- Resetting isolated slabs – does not require excavation
- Cleaning isolated footway drainage channels
- Cleaning footway gully pots
How can I request work?

You can use a number of different channels:

- Email: local.highwaypanels@essexhighways.org
- Contact the customer centre 0345 743 0430
Other revenue spend

Maintaining over 400 Vehicle Activated Signs and Speed Indicator Devices

Commission surveys to validate schemes
What else does Design Services do?
Public communications

Mark Godson
Head of Communications
Essex Highways
Digital by default

ECC’s policy is to be ‘Digital First’

This means considering how digital means can be used to deliver information and customer service.

However we also continue to use a variety of other means to share information, depending on suitability, time and resources needed.
Non-digital communications include:

- Temporary road signs
- Press Releases & Notices
- Media responses
- Residents letters
- FAQs and Posters
- Public Information Events
- Essex Traffic Control Centre updates - radio traffic news
- Roadside Variable Message Signs
- FOI and EIR responses
- ECC Customer Contact Centre info
ECC use a central contact centre model to handle all customer contact, for all services including highways.

They try and answer directly; if not they will seek guidance then respond as necessary.

Highways delivery teams are ‘back office’ functions without resource for enquiry handling, so have direct customer contact only in limited areas, for instance:

- LHPs & Dev. Mngmnt
- Inspectors when out and about
- Road gangs
Improved Service Information Centre (website)

www.essexhighways.org/transport-and-roads.aspx
Improved ‘Tell us’ tool

[Image of the 'Tell us' tool interface]

Improved ‘Check a query’ tool

Check the progress of an existing query

Use your reference number or search location and click on the issue to view its current status.

Enter the reference number:

OR

Enter the postcode (without spaces e.g. CM11JR), town, street name or zoom in on the map:

Location: VICTORIA ROAD, MALDON
Road Type: Local Road
Issue: Footway Defects
Reference Number: 20345647

Current status: Inspection Outcome.

This issue has been investigated, risk assessed and recorded in line with our Maintenance Strategy as not requiring immediate action at this time. This will be considered for inclusion in future planned works. At this stage no specific dates or timescales are available for future works at this location.

This issue will continue to be monitored via our regular safety inspections.

Please note: multiple reports of the same issue will not change the status or speed of investigation.

Tell us about a new issue  Close
Use our Highways Info Map for future works programmes, highways records and more

This clickable, zoomable map enables you to view programmed surfacing works, lists of assets we manage like bus stops; and shows our highways network and winter routes and managed salt bins.

Forthcoming known local works and any consequent diversions are shown on a comprehensive roadworks tool, accessible via our highways website:


Anyone interested can create and edit their own local ‘alerts’, which can be auto-emailed to them. A ‘how to’ video is on-line:

www.elgin.org.uk/video-tutorial-how-set-email-alerts
ECC have developed an interactive bus and train map.

Users can:

- Search for bus services and stops
- Plan their journey
- Download timetables
- See the route your service takes

Web info and tools for buses too
Views of ‘Bus-stop and services at stop’ and a ‘journey planner’ view
Traveline services

www.traveline.info/se

Talk to a traveline adviser
0871 200 2233

For bus times and route information.

Open 7am to 10pm

Calls cost 12p per minute plus network extras.

www.traveline.info/se
NextBuses

Bus times on your mobile phone

For bus times and local maps. Normal browsing charges apply.

Visit nextbuses.mobi or text traveline to 84268 for a bookmark to use this service.
NextBuses

Home  Feedback  Info

Departures
07/03/2018 15:37:44
Does Corner (S-bound), on Spital Road, Maldon Town Centre

[Refresh Departures]

<table>
<thead>
<tr>
<th>Service</th>
<th>Destination</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>90</td>
<td>Maldon, Morrisons Wycke Hill at 15:43</td>
<td></td>
</tr>
<tr>
<td>31B</td>
<td>Chelmsford City Centre, Bus Station in 10 mins</td>
<td></td>
</tr>
<tr>
<td>D2</td>
<td>Southminster, Railway Station at 16:04</td>
<td></td>
</tr>
<tr>
<td>90</td>
<td>Maldon, Morrisons Wycke Hill at 18:13</td>
<td></td>
</tr>
<tr>
<td>31X</td>
<td>Chelmsford City Centre, Bus Station in 44 mins</td>
<td></td>
</tr>
<tr>
<td>505</td>
<td>Danbury, Eves Corner at 16:38</td>
<td></td>
</tr>
<tr>
<td>31B</td>
<td>Chelmsford City Centre, Bus Station at 16:48</td>
<td></td>
</tr>
<tr>
<td>31X</td>
<td>Chelmsford City Centre, Bus Station at 17:08</td>
<td></td>
</tr>
<tr>
<td>90</td>
<td>Maldon, Morrisons Wycke Hill at 17:13</td>
<td></td>
</tr>
<tr>
<td>D1</td>
<td>Bradwell-On-Sea, Bate-Dudley Drive (unmarked) at 17:24</td>
<td></td>
</tr>
</tbody>
</table>

[Show Stop on Map]
[Show Nearby Stops]
Essex Traffic Control Centre @Essex_Travel tweets about live traffic delays, to help you on your journey;

Since last July, Essex Highways twitter feed @EssexHighways shows highways works in progress, ‘Did You Know’ type content and selective advance warnings

Please follow one or both of the accounts!
Please use the tools

Use the ‘Tell Us’ or ‘Check a Query’ tools, or book a Cabinet Member surgery appointment via your local County Member

Use roadworks.org to get personalised info on current and forthcoming roadworks

Refer to the Highways website for general Highways info

Use Twitter feeds for up to date information

If there is other general highways info you would like to see on-line, please let us know so we can consider the request
Brief survey

Following this session today, we’d like to know your views about its usefulness.

Please visit/use the following hyperlink to complete the survey; it will take less than 5 minutes, and is anonymous:

https://goo.gl/forms/vNFdShXYK2T2N40p1

We will use your feedback to consider how we could improve future similar sessions.

Thanks for taking part.
Closing Remarks

Peter Massie
Head of Commissioning, Highways
Essex County Council
Key take-away points

• The County is growing; partnership working is integral to our Vision
• We have a limited budget for revenue maintenance
• Asset Management is at the heart of our decisions, delivering good road condition results across Essex
• Treatments are often preventative in nature
• 70-90 revenue crews working every day to keep the network safe
• Explained what defects we fix and when
• We are pleased to have your partnership via the Local Highway Panel & Rangers
• Pursuing digital opportunities and we encourage you to use our digital tools/web

“We want Essex to be a County where individuals, families and communities can thrive and prosper”
Please remember that we can’t reply to location-specific defect questions today