

Area 4

Asset Support Contract

Service Information

Annex 1

Vision, Goals and Key Objectives

SERVICE INFORMATION FOR ASC
ANNEX 1
CONTENTS AMENDMENT SHEET

Amend. No.	Revision No.	Amendments	Initials	Date
00	0	First Issue	AP	March 2015

LIST OF CONTENTS

1 VISION, GOALS AND KEY OBJECTIVES..... 4

1.1 Purpose 4

1.2 *The Employer’s Vision* 4

1.3 *The Employer’s Goals* 4

1.4 *The Employers Values and Expectations* 5

1.5 *The ASC Key Objectives.* 5

1.6 *The Model*..... 7

1 VISION, VALUES AND KEY OBJECTIVES

1.1 Purpose

- 1.1.1 The purpose of this document is to communicate the *Employer's* vision, values, the key objectives of this contract, outlining the *Employer's* expectations regarding how the *Provider* must support delivery of these.
- 1.1.2 The *Employer* is a road operator responsible for managing the busiest network in Europe, carrying one-third of all road traffic and two-thirds of freight traffic in England.
- 1.1.3 The roads that make up England's Strategic Road Network are a key enabler of economic growth and prosperity and are essential to the quality of life of the nation.
- 1.1.4 The *Employer's* role is to deliver a better service for road users and to support a growing economy. It must operate, manage and improve the Strategic Road Network in the public interest and maintain the network on a day-to-day basis and provide effective stewardship of the network's long term operation and integrity.

1.2 The *Employer's* Vision

- 1.2.1 The *Employer's* vision is to become a leading infrastructure operator.

1.3 The *Employer's* Outcomes

- 1.3.1 The Strategic Business Plan 2015 – 2020 sets out the Employers main activities to improve the capacity and performance of the network and how the Employer will do it.
- 1.3.2 This contract plays a key role in assisting and enabling the *Employer* to achieve its outcomes of :
- Supporting economic growth
 - A safe and serviceable network
 - A more free flowing network
 - An improved environment
 - A more accessible and integrated network
- through
- Planning for the future,
 - Growing capability,
 - Building Relationships,
 - Efficient and effective delivery
 - Improving customer interface.

1.4 The *Employer's* values and expectations

1.4.1 To be successful in delivering this contract, the *Provider* will need to have similar values to the *Employer* and work collaboratively.

1.4.2 The *Employer's* values are:

Driven to improve - Building on our professionalism and expertise, we are always striving to improve, delivering a network that meets the needs of our customers.

Leading the way - We have a clear vision for the future of the network. Each of us understands our personal contribution towards it, and we take others with us on the journey.

A trusted friend - We have an open and honest dialogue with each other, as well as our customers, stakeholders and delivery partners.

A responsible custodian - We are custodians of the network, acting with integrity and pride in the long-term national interest.

A creative thinker - We find new ways to deliver by embracing difference and innovation, while challenging conventions.

1.4.3 The *Employer's* expectations are that the *Provider* engenders constructive and desired behaviours that enable a collaborative approach to achieving the *Employer's* outcomes. Our partners should expect us to live up to our vision and values at all times. We expect the same from them which means:

- a. Mature, open, flexible and collaborative working relationships
- b. Understanding each other's priorities and objectives, and always putting the customer first
- c. Sharing high-quality information
- d. Delivering high performance
- e. Working to build more sustainable businesses
- f. Engagement and working collaboratively with stakeholders
- g. Forging stronger relationships with local communities

1.5 ASC Key Objectives

1.5.1 Key objectives for this contract are based on the *Employer's* outcomes of the Strategic Business Plan and the *Employer's* values and behaviours of the Strategic Business Plan:

1.5.2 This contract plays a key role in assisting and enabling the *Employer* to achieve its strategic outcomes and vision.

1.5.3 A number of key objectives for this contract have been identified:

(1) Set the standard for delivery by:

- working collaboratively to ensure that the ASC supports the delivery of the Employers outcomes in accordance with the values identified.

- identification and investment in local enhancements, based on informed decisions and through engagement with partners and stakeholders
- engaging and working with customers and local communities when planning how work is carried out.
- ensuring effective and efficient operations to deliver the Services;
- delivering Schemes to time and within budget;
- providing accurate and timely cost and performance information to the *Employer*; and
- delivering Continual Improvement and Innovation providing cost savings to the *Employer*.
- working with the Employer to gain unit cost intelligence maturity

(2) Provide a trusted service supporting economic growth by:

- maintaining network reliability and travel time predictability;
- effective and efficient planning and management of delivery of services to ensure minimal disruption to customers and neighbours, optimising our occupancy on the network
- ensuring that all accidents, incidents and faults are responded to and cleared quickly, with appropriate resources, and their adverse effects minimised;
- ensuring that users of the Area Network are given adequate information and forewarned of any events on, or any matters affecting, the Area Network, as this will enable them to minimise any adverse consequences on them of those events or matters;
- supporting traffic information strategy and customer information through timeliness and accuracy of information provided to NTOC and RCC
- working closely with stakeholders and partners to unlock development
- providing a high quality service to users of the Area Network and ensuring that members of the public are treated with due courtesy and consideration; and
- maintaining stakeholder communication ensuring that members of the public and others are given adequate opportunity to bring to the attention of the *Provider* any matters affecting the *Provider*.

(3) Provide a safe and serviceable network by:

- having a mature safety culture working to eliminate all fatalities, serious injuries and long-term ill health to construction and maintenance workers, including road workers, as set-out in the *Employer's* 'Aiming for Zero' health and safety vision;
- providing an effective severe weather service;
- improving asset capability in relation to safety; and
- maintaining the condition of the highway in a safe and serviceable condition such that it does not constitute a danger to the public.

(4) Make our Network more free flowing and resilient by:

- implementing asset management techniques to obtain the best service and value from the funding allocated to manage the asset condition;
- effective and efficient planning and management of road works to ensure minimal disruption to customers and neighbours, optimising our occupancy on the network
- completing defect-free Renewal Schemes; and
- taking a long-term whole-life strategic approach to the management and monitoring of asset performance.

(5) Provide improved environment by:

- using resources effectively, managing carbon emissions;
- mitigating the impact on the environment of the network including noise, biodiversity, air-quality, flooding and cultural heritage;
- improving asset capability in relation to Network integration, Network accessibility, journey time reliability and the environment;
- maintaining the character and quality of the landscape
- developing climate change resilience; and
- operating inclusion principles.

(6) Create a more accessible and integrated network by:

- improving the asset capability in relation to accessibility and inclusion
- improving the asset capability with regard to cycling.
- ensure that improvements are more comprehensive and integrate effectively with local authority and non-motorised user networks, delivering greater benefit to the communities.

1.5.4 In relation to these key objectives the *Provider*:

- (1) Designs and implements its Processes and Procedures in its Quality Plan, in a manner that achieves the key objectives, thus assisting and enabling the *Employer* to deliver its outcomes; and
- (2) Continually looks to identify new innovative and more effective and efficient ways of delivering the key objectives.

1.6 The Model

1.6.1 The operation of these principles is described in model below.

1.6.2 It is acknowledged that others employed by the *Employer* will also contribute to the delivery of the outcomes and vision.

