

Area 13 Network Board

The Area 13 Business Strategy sets out the Network Board's priorities for the year ahead to assist the Network Delivery and Development (NDD) Directorate deliver its key outcomes;

NDD Key Outcomes.

Value for money - Delivering the same service at a lower cost and striving, where possible, to deliver even more.

Asset performance - Providing a network that is maintained to optimum standard achievable.

Protecting the value of our Asset - Developing enhanced asset intelligence and decision support tools to secure future funding.

Area 13 Network Board

[Redacted content]

EM's Core Values

Great Customer Experience



We are committed to being easy to do business with. We collaborate with our customers to shape the future.

Respect for All



We respect our people, our customers, our environment, our partners and our communities.

Striving for Excellence



We are proud of our accomplishments but never satisfied. We constantly seek to improve and innovate to be leaner, greener and safer.

Highways Agency Vision

To be "The World's Leading Road Operator"

Contacting the Highways Agency - Contacting EM Highway Services Ltd

For questions or comments

24 hours a day, 365 days a year

email:

For live traffic information

24 hours a day, 365 days a year

For questions or comments

Tel. Fax:

Email:



Area 13

Area Business Strategy 2013/14



Tejay Bridge

Working with the **EM HIGHWAYS** AGENCY

August 2013

Set the standard for delivery

- Our asset renewal and improvement projects will be delivered to plan.
- We will manage our supply chain effectively.
- We will have the right people, processes and systems in place.

EM will deliver a high level of service on the Strategic Road Network (SRN) to support operational performance and the long term integrity of the asset. The programme of works we deliver will reduce disruption to the road user, reducing interventions to an absolute minimum. We will focus on delivering discrete schemes within time and to budget.

We will work together to deliver high standards of financial and corporate governance and constantly strive to achieve measurable improvements in business efficiency and behaviours, promoting a culture of continuous improvement. Collaborative working relationships will secure best value and deliver sustainable solutions. Furthermore EM will support the HA in procuring works through its Asset Support and Category Management Frameworks when appropriate.

Maintenance of accurate budget forecasting and reporting will be achieved by adherence to the HA's Investment Control Process (ICF), with an emphasis on the management of commercial risk. EM will continue to demonstrate high levels of service delivery through the HA's Performance Management Framework.

There will be a strong focus on leadership, ensuring that we have the right people with the right skills in place, encouraging the development of talent through training and further education. We will promote an inclusive 'can do' culture, where the needs of individuals are valued.

Our roads are the safest in the world

- We will provide a safe network.
- We will maintain a safe network.
- We will aim for zero safety incidents involving our staff and contractors.

EM will work with the HA to make further safety improvements in order to reduce the number of casualties on the SRN. We will work to understand incident causation and reduce avoidable incidents where ever possible, targeting interventions to locations and areas of greatest impact. EM will support the HA in its aspiration to influence and improve road user behaviour, targeting road safety messages through new information initiatives that embrace social media.

We will carry out routine maintenance and deliver a programme renewal and improvement schemes, including technology, aimed at keeping the SRN safe, serviceable and reliable. This programme of works will be underpinned by risk based inspections of the asset and regular safety patrols.

EM will continue to support the HA in its objective to eliminate the need for road workers to be on foot in the live carriageway by 2016. EM will promote the ethos that improving road worker safety is a key consideration in the design and delivery of schemes. EM will also play a proactive role in the HA's North West Road Worker Safety Forum, sharing innovation and best practice and promoting a positive change in behavioural safety. EM will also support the HA in implementing its Health and Safety Leadership Requirements in order to maximise safety at construction sites.



Ensure that our asset is a dynamic and resilient asset.

- Information is available to support effective decision making.
- We will sustain the long term integrity of our pavement, structures and supporting infrastructure.
- The whole life costs of maintaining the network are reduced.
- We will ensure the network remains available during severe weather.

EM will work with the HA to facilitate the implementation of its new Integrated Asset Management Information System (IAMIS) and develop new ways of collecting asset information to improve its availability and quality, in order to support optimal investment decisions. EM will also work with the HA to implement, where possible, the recommendations outlined by Alan Cook, HA non-executive chairman, in his Strategic Review of Roads document published at the end of 2011 for example in developing Route Based Strategies. EM will also work with the HA in developing plans for delivering the Government's aspirations for transforming the SRN as set out in the DfT's 'Action for Roads – A Network for the 21st Century' document.

EM will carry out routine maintenance and renewal of roads, structures and technology to keep the network safe, serviceable and reliable. EM will work with the HA to develop an effective four year bid and support asset management plans to ensure investment in the road network is justified and cost effective. Focusing on delivering interventions designed to maintain the asset for longer periods and deliver value for money.

We will focus on the effects of severe rainfall and flooding and improve resilience to these events and support the HA in encouraging road users to better prepare for journeys in adverse weather conditions. EM recognise the strategic importance of the A66 as a Trans-Pennine link in terms of winter service operations and will ensure that operational salt stocks remain in line with those stated severe weather plan.

Deliver sustainable solutions

- We will promote network improvements that support social, economic and environmental priorities.
- We will use resources efficiently.
- Our operations will have a positive effect on the community.

We will support the national Pinch Point Programme which will improve congestion, safety and facilitate economic growth all of which will be completed in full by March 2015. In delivering this programme of works we will engage with local communities and developers to deliver sustainable development.

We also recognise that there has to be a balance of responsibility in supporting economic growth while at the same time protecting the environment. We will work to protect designated habitats and landscapes and reduce the amount of waste removed to landfill when carrying out works. We will work with the supply chain to drive down carbon emissions and promote a sustainable approach to service delivery. We also recognise the importance of environmentally sensitive areas such as the Lake District National Park and the need to comply with the strict legislation that's in place to safeguard these areas.

We recognise that the SRN is there to serve businesses and communities with safe, reliable, high quality transport links. At the same time as delivering a service we will also look to exercise our Corporate Social Responsibilities and engage with local communities and businesses alike to support them where ever we can.

Provide a service that our customer can trust

- Our traffic technology assets will be available to provide information to road users.
- We will minimise the effects of our works.
- We will manage incidents to minimise disruption.
- We will contribute to ensuring our customers are satisfied.

We will work hard to deliver a reliable service to customers through the effective provision of accurate and timely information, providing robust information to both the National Traffic Operations Centre and the North West Regional Control Centre. We will also work closely with the Regional Technology Maintenance Contractor to ensure that, where ever possible, Technology Assets are available at all times.

EM will plan and implement Traffic Management such that it minimises the impact of any works upon road users. EM will also adopt the 'Working Windows' tool to further optimise the timing of interventions on the SRN.

EM will work with the Traffic Officer Service to better manage incidents and minimise disruption. Working collaboratively with our supply chain we will also develop our incident management capability and also liaise with the HA's Regional Intelligence Unit to identify how to better prevent incidents using traffic data to help identify and tackle the causes of incidents.

EM will help the HA obtain a better understanding of what road users and others think about the services provided from information gathered through both National and Regional Road User Surveys and act upon these. We will respond promptly and courteously to any Customer enquiries and work pro-actively to engage and inform those impacted by works on the network.