

# A new way for **your highways**



# Foreword

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Gloucestershire County Council has committed to spending £150 million on the county's roads over five years, and in 2017 carried out a detailed review of how we maintain your highways so we can spend this wisely.

We agreed the best way forward was harnessing best practice from other organisations and, from 1st April, our highway maintenance, resurfacing and design services will be provided by three suppliers instead of one. Dealing direct with specialists follows best practice and will put the council back in the driving seat; getting best value for our £150million investment in your highways.

We know the county's road network is vital to residents and businesses and this new approach will not only bring us in line with how other highways authorities operate, but also allow us to be more flexible and better meet the future needs of the county's roads. The service will work with your local county councillors to deliver highways projects that really matter to you, through the 'community maintenance gangs' and the Highways Local fund.

We understand the vital role Parish and Town councils play in communities, and our Local Highways Managers will continue to build these valuable relationships and give us the insight we need to shape the service in line with what our residents want to see from the county council. I would like to take this opportunity to thank Amey plc and their staff for being our partner for the last five years.

Looking to the future, I would like to welcome our new highways service providers to Gloucestershire. I look forward to working in partnership as one team to continue our investment and continue to improve your highways.



**Councillor Vernon Smith**  
Cabinet Member  
Highways and Flood

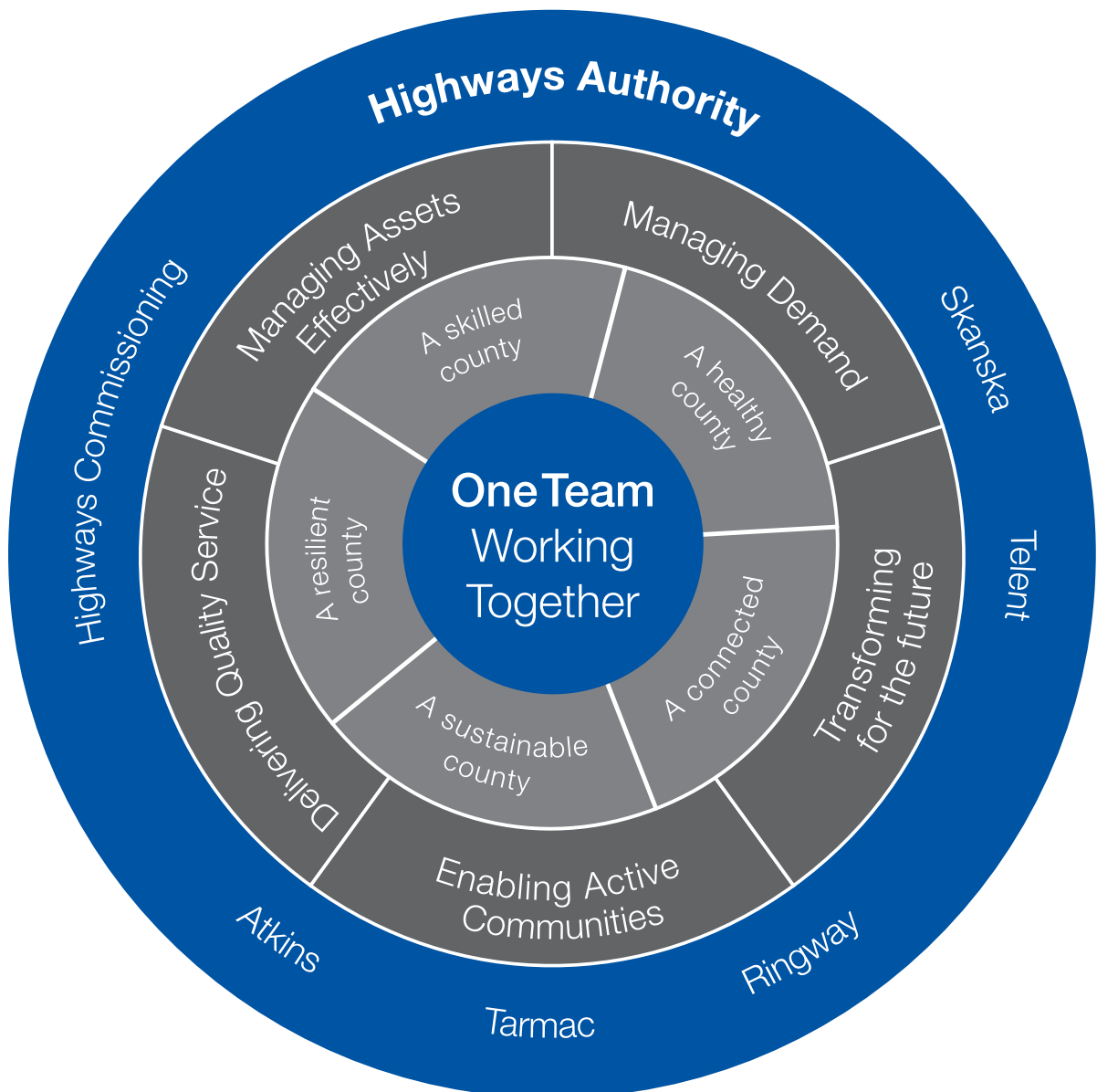
# How things will work

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From 1st April 2019 the Gloucestershire County Council highways service will be operating differently. We will be moving away from a single highways provider in order to work directly with suppliers, getting closer to what is happening out in our communities. As part of this new operating model the council will be taking more responsibility for some services including the customer service team and front line Area Highway Representatives as well as the design and supervision of structural maintenance (resurfacing) works.

The council will use different providers to deliver three main aspects of the county's road works; general maintenance (Ringway), structural maintenance (Tarmac) and highways professional services /major projects (Atkins). As well as this three pronged approach we will continue to have Skanska delivering the street lighting service and Telent providing the traffic signal service around the county.

Key to this new way of delivering highway services is all of the partner organisations working together as one team, committed to living within the County Council's values and with the same vision in mind:





As part of these service changes, we are moving some of our customer service and works co-ordination back to our depots, delivering locally tailored services for local people.

It's also important that the council work with the local community to help them deliver smaller highways schemes that are important to them. All county councillors have a Highways Local fund which can support small highway maintenance projects and deliver other local highways priorities.

Alongside our partners, the county council will be launching a new Highways Skills Academy which will be focused on developing apprenticeships and creating skilled highway construction engineers and operatives. We currently have an aging workforce with over 50% of our operatives older than 50 years of age. The aim will be to bring together our local education providers, contractors and sub contractors to develop a quality apprenticeship programme that will deliver a skilled construction workforce for the future of Gloucestershire as well as providing employment and training opportunities for young local people.

Lastly, I want to reassure residents, businesses and all road users in Gloucestershire that we are working hard with our new delivery partners to make sure there is a smooth changeover to the new way of working in respect to highways works. We hope residents will see an improvement to the service we provide once our new model gets settled. Potholes will still be filled, phones will still be answered, and we will still be working hard to keep the county's roads moving.



**Colin Chick**  
Strategic Advisor for  
Communities and Infrastructure



# Who are our partners?

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## Atkins

Atkins will become our consultancy partner assisting us with design and project management of major schemes as well as the development of improvement works. They will also provide key specialists services around bridge, geotechnical and structures inspection and design work; as well as transport planning and future feasibility works enabling us to bid for funding for major schemes. Atkins has worked with the council previously and has a local office in Cheltenham. They bring a wealth of experience and knowledge and are well respected in the industry. This contract is initially for six years, with an option to extend for up to a further four years; ten years in total up to 2029.

## Ringway

Ringway has become our term maintenance partner delivering routine highways maintenance activities including pothole and general road maintenance works. This includes the provision of winter gritting, gully cleansing, grass cutting, patching, surface dressing and minor improvement works. Ringway has a pedigree in highways maintenance, as well as an established presence in the region. This is strengthened by their focus on 'self delivery' employing directly the staff and equipment to carry out the work, demonstrating a real ownership and commitment to quality delivery. The contract is initially for seven years with an option to extend year-on-year for up to a further four years; eleven years in total up to 2030.

## Skanska

Since 2015 Skanska has managed over 55,000 street lights in Gloucestershire, taking on the general maintenance of the council's street lighting, lit signs and bollards. Skanska has nearly completed the rollout of LED street lights across the county too, helping to reduce our carbon emissions as well as lighting costs. This contract lasts 12 years.

## Tarmac

Tarmac has been delivering our resurfacing works since April 2018 as part of our delivery of the £150m investment in highways, so this working arrangement is already in place. By working directly with Tarmac we have doubled our resurfacing programme in the first year of the two year contract delivering over £20million of resurfacing works.

## Telent

Telent maintain 378 traffic signal installations in the county, as well as six variable message signs, and manages 246 school flashing units. This is an existing arrangement with the council which was given the green light in 2006 and this well established relationship was renewed in 2017 for another five years, with extensions of up to nine years.

# Where does your enquiry go?

## Contact Highways

highways@gloucestershire.gov.uk

Report it online • 08000 514 514

**GCC Highways**  
Customer Service Team

**Area Highways  
Teams**

**Highways  
Commissioning**

**Leadership  
Team**

**Public Rights  
of Way Team**

### Delivery Partners

**Structural  
Maintenance  
Resurfacing**  
Tarmac

**Traffic Signals**  
Telent

**Highways  
Inspectors**  
Ringway

**Streetlighting**  
Skanska

**Potholes  
Emergency Callouts**  
Ringway

**Design and  
Professional  
Services**  
Atkins





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You can send us a message **24 hours a day 7 days a week**, whenever it is convenient for you

“Report it” online portal  
**[www.gloucestershire.gov.uk/report-it](http://www.gloucestershire.gov.uk/report-it)**

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We will be using a new email address from 1st April 2019  
**[highways@gloucestershire.gov.uk](mailto:highways@gloucestershire.gov.uk)**

**08000 514 514** for out of hours and emergencies

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Keep up to date with what our crews are doing in your area

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**SKANSKA**

 **TARMAC**  
A CRH COMPANY

**telent**  
talent with technology