

RIS3 Pipeline South Programme Wide Resource.SPaTs Support Resource - Utilities/Statutory Undertaker**1) The key areas of focus will be defined as Utilities Support Resource:**

- 1.1 Utilities Support Resource is a Highways England support resource in the provision of the provision of services for Highways England RIS3 Pipeline South associated with Utilities /Statutory Undertakers
- 1.2 The appointed resource under the direction of Highways England will perform 'Utilities Management' representing Highways England when engaging with the Regional & National Statutory Undertakers (SU's).
- 1.3 RIS3 Pipeline South Utilities Management Support Resource includes the gathering of data, managing and analysing it as well as processes used to predict, understand and constructively influence predictable scope, time and cost outcomes. Information is communicated in formats to enable effective management & decision making based on leading indicators to achieve predictable outcomes.
- 1.4 The RIS3 Pipeline South Utilities Management Support Resource extends across all stages of a projects lifecycle following the Highways England Statutory Undertakers Project Controls Framework.
- 1.5 The RIS3 Pipeline South Utilities Management Support Resource will also contribute to reflective lessons learned and forensic analysis needed to understand what contributed to predictable project success or what they could have done to have become more successful.
- 1.6 The RIS3 Pipeline South Utilities Management Support Resource encompasses many facets including those identified as Key activities below:
 - Support HE Major Projects approach to engaging with SUs and coordinating their work across the RIS3 Pipeline.
 - Support & review existing processes and financial approvals to allow schemes to bring forward the start date of SU work to de-risk SofW.
 - Support the HE approach to collaborative working opportunities with the key 5 SU companies across Major Projects.
 - Support the establishment of new collaborative contract service level agreements with Utility providers to build on the requirements of the NRSWA Code of Practice to standardise working practices and benchmark SU performance seeking to further optimise efficiency gains.
 - Support the project teams with Statutory Undertakers risk management through approved systems.
 - Input into the project team's lessons learned registers from SU schedule and cost activity, including proposed scheme improvement action plans.
 - A number of the above will support the Employer's existing processes. The services will be delivered using knowledge from the highways & Utilities sector, working collaboratively with all parties and cooperating with the supply chain of Technical Assurance and Delivery Integration Partners
 - Support early engagement and collaborative/shared planning and costing knowledge

Organisational Structure

- Support establishing a national SU RIS3 Pipeline South Programme Service to coordinate SU activity across the programme and provide guidance on how programmes interface highlights dependency's and risk regarding Utility outages.
- Coordination and regular engagement between SUs and RIS3 Pipeline to facilitate synergy between Major Project programmes and tackle blockers to progress Options, Development and Construction Stages.

Technology

- Support the team in establishing a mechanism that captures SU information and reporting such a Power Bi and P6 programmes in a central location working with PMO office to help inform future designs and help mitigate potential risks across Highways England's Major Projects that may cause delay. This may also help to improve the accuracy and efficiency of producing C4 designs in a programmatic way.

Information & Data

- Contribute to the SU costs being collated, through the NRSWA "C" stage process throughout the lifecycle of the project.
- These costs to be stored on an established HE RIP SU database and made available to allow comparison to actuals and contribute to the development of Utilities and Statutory Undertaker forecasting accuracy.
- Stakeholder database for SUs
- The sharing of schedule of works between RIS3 Pipeline and SUs
- Geographical location of works between RIS3 Pipeline and SUs

2) Key Performance Indicators:

- As owner of the established SU database for the RIS3 Pipeline South, ensure that is up to date, minimum bi-monthly.
- Use the RIS3 Pipeline South SU Baseline data, to present 3x monthly visual reports of progress, cost data, risk, stakeholder, schedule.

3) RIS3 Pipeline Outcomes / Benefits / Outputs:

Outcomes	Benefit	Output
Road Investment Strategy 2: 2020–2025 Outcome 6 – Achieving efficient delivery	SU P6 Coding for stages 0 - 3	Identifying and agreeing HE WBS coded programmes for the identified utility type.
Road Investment Strategy 2: 2020–2025 Outcome 6 – Achieving efficient delivery	Coordinated Programme Approach & Programme Sharing	Coordinated programmes both internally and externally
Road Investment Strategy 2: 2020–2025 Outcome 6 – Achieving efficient delivery	Strategic Relationships & Engagement	SU relationship map established (regionally & nationally)
Road Investment Strategy 2: 2020–2025 Outcome 6 – Achieving efficient delivery	Collaborative working with the Regional SUs	Clear understanding of SU assets and the risks associated with the Regional schemes
Road Investment Strategy 2: 2020–2025 Outcome 6 – Achieving efficient delivery	Digital world	Rich, transparent and shared data sources
Road Investment Strategy 2: 2020–2025 Outcome 6 – Achieving efficient delivery	Enhanced SU project support	Production of a SU Project Health Check Tool Kit.