

Area 9 Asset Support Contract

Service Information

Annex 1

Vision, Goals and Key Objectives

SERVICE INFORMATION FOR ASC
ANNEX 1
CONTENTS AMENDMENT SHEET

Amend. No.	Issue Date	Amendments	Initials	Date
0	March 2013	First Issue	SOS	22/3/13

LIST OF CONTENTS

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

1.1 Background..... 4

1.2 *The Employer’s Vision* 4

1.3 *The Employer’s Goals* 4

1.4 ASC Key Objectives 5

1.5 The Model..... 6

1 VISION, GOALS AND KEY OBJECTIVES

1.1 Background

- 1.1.1 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.
- 1.1.2 The *Employer* has a fundamental responsibility to protect the integrity of the network and optimise its capacity.
- 1.1.3 The *Employer* looks to develop and deliver more innovative solutions, and to be flexible, to satisfy its customer's and stakeholder's range of expectations.
- 1.1.4 Below are the *Employer's* vision and goals, the key objectives of this contract, and the *Employer's* expectations regarding how the *Provider* must support delivery of these.

1.2 The *Employer's* Vision

- 1.2.1 To drive the *Employer's* business forward and to contribute to economic growth the *Employer* has set a demanding vision to be:

'The world's leading road operator'

- 1.2.2 This vision is essential to drive business improvement and strengthen the *Employer's* contribution to a sustainable transport system.

1.3 The *Employer's* Goals

- 1.3.1 To deliver the *Employer's* vision, the *Employer* needs to continually improve its business.
- 1.3.2 The *Employer* has set five goals of equal importance, which will indicate progress towards achieving this vision:
- (1) Provision of a service that the *Employer's* customers can trust
 - (2) The *Employer* sets the requirements for delivery
 - (3) The *Employer* delivers sustainable solutions
 - (4) The *Employer's* roads are the safest in the world
 - (5) *The Employer's* network is a dynamic and resilient asset.
- 1.3.3 In order to achieve these goals, the *Employer* recognises that it needs to build its capability, and has identified five key attributes that need to be instilled into its organisation:
- (1) Greater innovation – deliver more with less
 - (2) Enhanced leadership, engaged teams

- (3) Improved professionalism – developing the appropriate commercial expertise and contract management skills
- (4) Clearer communication – provide trusted, reliable, useful and effective communication in an affordable and prioritised way
- (5) Smarter collaboration – consistently deliver the right solution in the most effective way to achieve greatest value for money, by listening and responding to stakeholders' and customers' needs.

1.4 ASC Key Objectives

1.4.1 This contract plays a key role in assisting and enabling the *Employer* to achieve its goals and vision.

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

- (1) Provide a trusted service by:
 - maintaining network reliability and travel time predictability;
 - managing the services to minimise delay to users of the Area Network and of adjoining roads or facilities;
 - 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;
 - 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*.
- (2) Set the standard for delivery by:
 - ensuring effective and efficient operations to deliver the Services at the lowest affordable cost;
 - delivering Schemes to time and cost;
 - providing accurate and timely cost and performance information to the *Employer*; and
 - delivering Continual Improvement and Innovation providing cost savings to the *Employer*.

- (3) Sustainable solutions delivered by:
 - using resources effectively;
 - mitigating the impact on the environment;
 - improving asset capability in relation to Network integration, Network accessibility, journey time reliability and the environment;
 - developing climate change resilience; and
 - operating inclusion principles.
- (4) Improve road safety by:
 - 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.
- (5) Make our Network dynamic and resilient by:
 - implementing asset management techniques to obtain the best service and value from the funding allocated to manage the asset condition;
 - completing defect-free Renewal Schemes; and
 - taking a long-term strategic approach to the management and monitoring of asset performance.

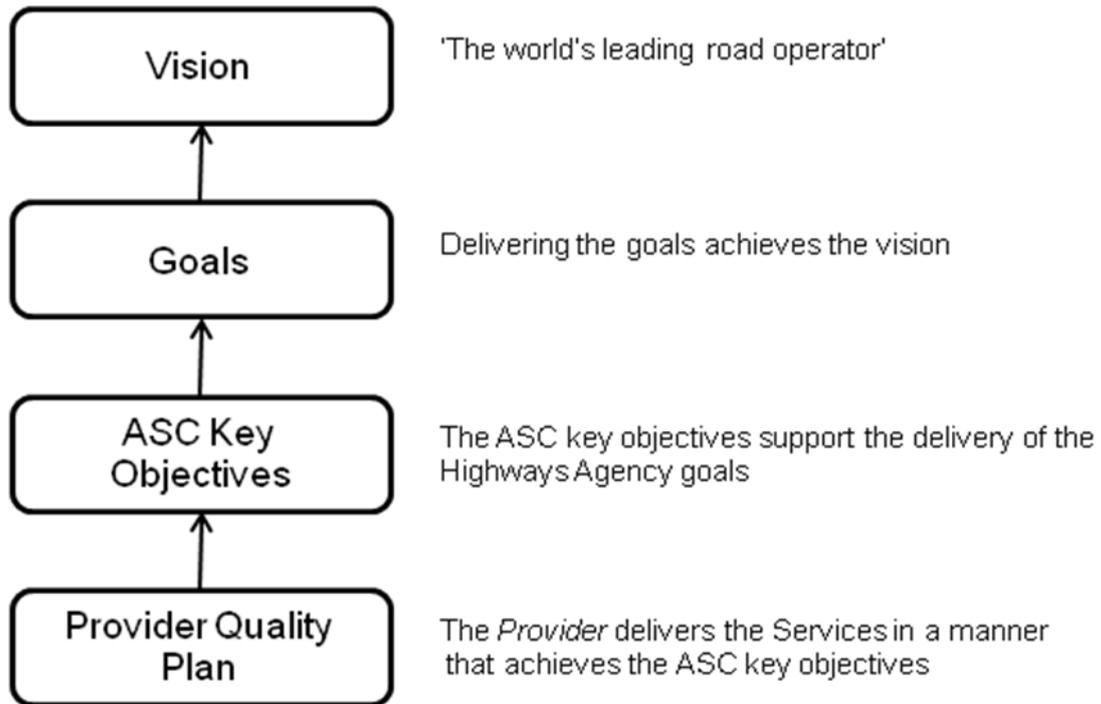
1.4.3 In relation to these key objectives the *Provider*:

- (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 goals and vision; and
- (2) Continually looks to identify new innovative and more effective and efficient ways of delivering the key objectives.

1.5 The Model

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

1.5.2 Each level supports the achievement of the next level above.



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