

SERVICE STANDARD 10

Strategic Assistance

1. REQUIRED OUTCOMES

The Service Provider shall comply with provisions of this Service Standard 10 and shall:

1.1 provide the necessary assistance to enable the Authority to comply with its corporate and strategic reporting responsibilities and Best Value Duty;

1.2 co-operate in internal and external audits undertaken by the Authority or external agencies;

1.3 provide the necessary assistance to enable the Authority to respond to national and regional surveys, and to submit Local Transport Plans and any other required documents in relation to the Project Network;

1.4 undertake Network Integrity Inspections to help the Authority to identify any potential improvements to the Project Network; and

1.5 prepare a Service Improvement Plan setting out how the Services could be improved.

2. PERFORMANCE REQUIREMENTS

The Service Provider shall provide Strategic Assistance in accordance with the Performance Requirements set out in Table 10 below.

TABLE 10

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
10.1							
Not used							
10.2							
Not used							
10.3	Accident Investigation	The Service Provider shall as soon as reasonably practicable and, in any event, within one (1) hour of the time at which the Service Provider becomes aware or should have become aware of a fatal accident or an incident where the police are concerned that an accident involved a Project Network Part (an "Investigatory Incident") undertake a preliminary inspection by a competent person of the site at which such Investigatory Incident occurred, or, where the site of such	N/A	1 hour		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
		Investigatory Incident has not been released by the Relevant Authority and as a result the Service Provider is unable to gain access to such site within such time period, the Service Provider shall undertake such a preliminary inspection of the site within one (1) hour of the time at which such site is released by the Relevant Authority.					
10.4	Accident Investigation	Within one (1) Business Day of the time at which the Service Provider gains access to the site of such Investigatory Incident in accordance with Performance Requirement 10.3, procure that a detailed inspection of the site at which such accident occurred is undertaken by a competent person.	N/A	1 Business Day		N/A	Inspect
10.5	Accident Investigation	The Service Provider shall produce and submit to the Authority a report based on the detailed inspection carried out by the competent person referred to in Performance Requirement 10.4 within ten (10) Business Days of the date on which such detailed inspection was carried out.	N/A	1 Business Day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
10.6	Network Integrity Inspection	The Service Provider shall complete a yearly Network Integrity Inspection of the Project Network by 1 st October of each Contract Year (excluding the first Contract Year).	N/A	1 week		N/A	Inspect
10.7	Network Integrity Inspection	Pursuant to Performance Requirement 10.6, the Service Provider shall produce the Network Integrity Report , in accordance with Annexure 1 to this Service Standard 10, and submit the same to the Authority by 1 st December in each Contract Year (excluding the first Contract Year), pursuant to the Review Procedure.	N/A	5 Business Days		N/A	Inspect
10.8	Service Improvement Plan	The Service Provider shall prepare the Service Improvement Plan, in accordance with Annexure 2 to this Service Standard 10, and shall submit the same to the Authority by 1 st December in each Contract Year (excluding the first Contract Year) pursuant to the Review Procedure.	N/A	5 Business Days		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
10.9	Assistance with Surveys and Plans	On request by the Authority, the Service Provider shall prepare a response to each survey, benchmarking exercise, other questionnaire or general enquiry that is raised by any body or organisation in connection with the Services and/or the Project Network and submit for Authority Approval at least five (5) Business Days before the required response date or within an alternative time period to be specified by the Authority (acting reasonably).	N/A	1 Business Day		N/A	Inspect
10.10	Assistance with Surveys and Plans	Pursuant to Performance Requirement 10.9, where required by the Authority, the Service Provider shall submit the response to the issuing body or organisation within one (1) Business Day of receiving Authority Approval.	N/A	1 Business Day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
10.11	Assistance with Surveys and Plans	The Service Provider shall comply, in a timescale set by the Authority (acting reasonably), with any request for information, data or other assistance to enable the Authority to undertake its obligations in relation to its Best Value Duty and to assist the Authority as required in relation to Government assessments, whether pursuant to Schedule 33 (<i>Best Value</i>) or otherwise.	N/A	1 Business Day		N/A	Inspect
10.12	Assistance with Surveys and Plans	The Service Provider shall co-operate, in a timescale set by the Authority (acting reasonably), in any internal or external audit undertaken by the Authority or external agencies in accordance with Clause 89.6 of the Contract.	N/A	1 Business Day		N/A	Inspect
10.13	Assistance with Surveys and Plans	Whenever the Service Provider carries out works on the Project Network as part of this Project, the Service Provider shall ensure that Road Safety Audits are undertaken if appropriate.	N/A	N/A		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
10.14	Assistance with Surveys and Plans	The Service Provider shall comply, in a timescale set by the Authority (acting reasonably), with each request from the Authority for information, data or other assistance (including attendance at meetings whether on behalf of the Authority or otherwise) to enable the Authority to undertake its obligations in relation to the Local Transport Plan or other national initiatives or strategies relating to the services covered by this Project.	N/A	1 Business Day		N/A	Inspect
10.15	Deposits on the Highway	The Service Provider shall notify the Authority, within one (1) Business Day, of the presence of an apparently abandoned vehicle and/or broken down vehicle on the Project Network or any part thereof.	N/A	1 Business Day		N/A	Inspect
10.16	Deposits on the Highway	The Service Provider shall notify the Authority, within one (1) Business Day, of the presence of an unauthorised Specified Licence Item that is unlawfully placed on the Project Network.	N/A	1 Business Day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
10.17 (a)	Deposits on the Highway	The Service Provider shall make safe each area of the Project Network that is affected by the presence of any item or spillage (not constituting a Highway Emergency) deposited on, or immediately adjacent to, the Project Network within one (1) hour of such time that the Service Provider becomes aware or should have become aware of the presence of the item or spillage.	N/A	1 hour		N/A	Inspect
10.17 (b)	Deposits on the Highway	Where the item and/or spillage does not require specialist treatment and/or specialist removal, the Service Provider shall remove each item and/or spillage (not constituting a Highway Emergency) from any affected area of the Project Network within two (2) hours of such time that the Service Provider becomes aware or should have become aware of the presence of the item and/or spillage.	N/A	1 hour		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
10.17 (c)	Deposits on the Highway	Where the item and/or spillage requires specialist treatment and/or specialist removal, the Service Provider shall procure the specialist treatment and/or specialist removal (as appropriate) for each item and/or spillage from any affected area of the Project Network within two (2) hours of such time that the Service Provider becomes aware or should have become aware of the presence of the item and/or spillage or within an alternative time period subject to Authority Approval.	N/A	1 hour		N/A	Inspect
10.18	Deposits on the Highway	Pursuant to Performance Requirement 10.17 (b) and 10.17 (c), the Service Provider shall ensure that the road is opened to traffic within one (1) hour of the site being cleared of the item and/or spillage.	N/A	1 hour		N/A	Inspect
10.20	Deposits on the Highway	The Service Provider shall ensure that the Project Network is free from each obstruction caused by a Carcass.	1 hour	1 hour		N/A	Inspect
10.21	Deposits on the	The Service Provider shall take each Carcass removed from the Project Network pursuant to	N/A	2 hours		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
	Highway	Performance Requirement 10.20 to a suitable facility within two (2) hours of the time at which the Service Provider becomes aware or should have become aware of the obstruction.					
10.22 (a)	Deposits on the Highway	The Service Provider shall scan each Carcass removed from the Project Network pursuant to Performance Requirement 10.20 for the presence of any identification chips, within twelve (12) hours of removal of the Carcass from the Project Network.	N/A	1 day		N/A	Inspect
10.22 (b)	Deposits on the Highway	Pursuant to Performance Requirement 10.22 (a), if an identification chip is found, the Service Provider shall contact the owner within twelve (12) hours of scanning the Carcass pursuant to Performance Requirement 10.22 (a), for them to collect the Carcass should they so wish.	N/A	1 day		N/A	Inspect
10.23	Deposits on the Highway	If no owner of the Carcass removed from the Project Network pursuant to Performance Requirement 10.22 is identified, the Service	N/A	1 day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
		Provider shall dispose of the Carcass 5 Business Days of scanning the Carcass pursuant to Performance Requirement 10.22 (a).					
10.24	Miscellaneous Strategic Assistance	The Service Provider shall comply, in a timescale set by the Authority (acting reasonably), with each request from the Authority for information, data or other assistance to enable the Authority to undertake its obligations in relation to section 17 of the Crime and Disorder Act 1998.	N/A	1 Business Day		N/A	Inspect
10.25							
Not Used							
10.26	Miscellaneous Strategic Assistance –	The Service Provider shall notify the Authority and any relevant Third Party of the presence of any unlawful blockage, closure, partial closure and/or restrictions of passage of the Project Network within one (1) hour of the time at which the Service Provider becomes aware or should have become aware of the unlawful blockage, closure, partial	N/A	N/A		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
		closure and/or restrictions of passage of the Project Network.					
10.27	Miscellaneous Strategic Assistance	The Service Provider shall carry out the Customer Satisfaction Survey in accordance with Part 2 of Schedule 33 (<i>Best Value</i>).	N/A	5 Business Days		N/A	Inspect
10.28	Assistance with Surveys and Plans	The Service Provider shall produce an Annual Service Plan in response to a Best Value Service Change Notice pursuant to paragraph 3.4 of Schedule 33 (<i>Best Value</i>) within the specified timescale.	N/A	5 Business Days		N/A	Inspect
10.29	Not Used						
10.30	Health and Safety	The Service Provider shall ensure that Strategic Assistance is delivered in accordance with Clause 37 and 38 and the Service Provider Health and Safety Manual.	N/A	1 day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
10.31	Assistance with Surveys and Plans	The Service Provider shall prepare by 31 st March in the first Contract Year and, following the first Contract Year, update on a three (3) yearly basis, an Asset Management Plan, and submit the same to the Authority by 31 st March in each relevant Contract Year pursuant to the Review Procedure.	N/A	5 Business Days		N/A	Inspect
10.32	Assistance with Surveys and Plans	The Service Provider shall prepare and, following the first Contract Year, update a Street Maintenance Policy, Standards and Strategy Statement, and submit the same to the Authority by 30 th November in each Contract Year pursuant to the Review Procedure.	N/A	5 Business Days		N/A	Inspect
10.33	Assistance with Surveys and Plans	The Service Provider shall prepare and, following the first Contract Year, update an Asset Valuation of the Project Network, and submit the same to the Authority by 31 st May in each Contract Year pursuant to the Review Procedure.	N/A	5 Business Days		N/A	Inspect
10.34	Miscellaneous Strategic	The Service Provider shall comply, in a timescale set by the Authority (acting reasonably), with each request from the Authority for information, data or	N/A	1 Business		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
	Assistance	other assistance (including attendance at meetings whether on behalf of the Authority or otherwise) in matters relating to the services covered by this Project.		Day			

ANNEXURE 1 TO SERVICE STANDARD 10

Network Integrity Report

This shall identify any outcomes of the Network Integrity Inspection which would improve the integrity and efficiency of the Project Network, in compliance with the recommendations of the Highway Maintenance Code, which the Service Provider shall (acting reasonably) take into account when developing Investment Programmes which shall include:

- a) any Traffic Signs or Road Markings which may be poorly sited, and/or have incorrect or confusing legend;
- b) any Traffic Signs or Road Markings that may be redundant;
- c) any Footways or Footpaths that may be discontinuous or poorly defined;
- d) any redundant barriers;
- e) any general street furniture clutter that could be rationalised; and
- f) other information requested by the Authority.

In addition, the Network Integrity Report shall identify any opportunities that may be considered by the Authority when planning future schemes to modify the layout of the Project Network (or any part thereof).

The Service Provider shall ensure that where any issues are identified in the Network Integrity Report that impact on the safety of the Project Network, such issues shall also be included in the Network Safety Improvement Assessment Report.

ANNEXURE 2 TO SERVICE STANDARD 10

Service Improvement Plan

This shall identify areas of the Services which the Service Provider (acting reasonably) considers could be improved, which shall include the following:

- a) areas of customer satisfaction and dissatisfaction (including, where appropriate, the results of any Customer Satisfaction Surveys carried out pursuant to Schedule 33 (*Best Value*) and proposals to deal with the latter;
- b) details of any innovations, including technological innovations, or actions that have been proposed or have arisen in any industries relating to the Services in the previous Contract Year together with:
 - details of actions that the Service Provider proposes to take in order to implement such innovations or actions in order to improve the Service; and
 - those innovations or actions that the Service Provider does not propose to implement together with an explanation as to why such implementation is not being carried out;
- c) what initiatives the Service Provider is proposing to introduce in order to reduce crime and the fear of crime in relation to the Project Network;
- d) details of the innovations, including technological innovations, and actions that will assist the Authority in meeting their Gershon targets of 2% year in year saving; and
- e) any other information requested by the Authority.