

# Transforming Kent Highway Services

A report by the Director, Kent Highway Services to the Highways Advisory Board on the 8<sup>th</sup> January 2008.

---

1. This paper gives a brief summary of the presentation to be given to HAB by Geoff Harrison-Mee (Director of Kent Highway Services) and Kim Hills (Head of Community Operations). The presentation will update HAB on the implementation of the new Highway Service in Kent

## History

2. KHS has been through progressive changes over the last 2 ½ years which has seen:
  - The transfer of functions and staff from 12 districts, with the creation of 3 new Divisions.
  - Mobilisation of a new Alliance contract. This has created a partnership of four organisations (KCC, Ringway, Jacobs and TSUK) coming together as the Kent Highway Services Alliance working together to deliver the highway service.
  - Transformation – a root and branch review of the highway service and an in depth challenge of operation and processes.

The next stage is to implement a highways service from 1<sup>st</sup> April 2008.

## What KHS will do differently

3. KHS believes that there are significant opportunities for improving service delivery by joining up processes across the Alliance and in particular with regard to efficiency, increasing customer satisfaction and engaging with the community.
4. KHS wants to:
  - (i) drive efficiencies through integrated processes across organisational boundaries:
    - negating the need for double handling and input of data to multiple systems;
    - freeing up staff time and other resources; and
    - maximising work on the ground.
  - (ii) improve customer satisfaction:
    - designing customer-focused services to meet community expectations;
    - being clear about what they can do and when they'll do it; and then
    - delivering on that commitment.
  - (iii) deliver high quality services through:
    - innovation;
    - effective business systems; and
    - motivated, high performing teams.

## Transforming Kent Highway Services

---

- (iv) provision of operational accommodation and facilities
  - Co-location / co-working
  - 24 hour operational facilities
  - Modern winter maintenance service

5. The presentation will cover.

The journey so far  
New delivery structure  
Customer and Community  
Use of information technology  
Accommodation / facilities  
The challenges ahead  
The vision

### **Conclusion**

- 6. A significant amount of work has already been completed over the last 12 months in remoulding the highway service. Implementation of the new structure has commenced. The next 12 months will be a vital part of the process.
- 7. HAB will be asked to provide their views and support for the next phase of implementation.

---

Accountable Officer: Geoff Harrison-Mee: 01622 694192

Background Documents: Cabinet Paper 4<sup>th</sup> December 2006  
Cabinet Briefing 4<sup>th</sup> January 2008<sup>th</sup>