



Highways stakeholder survey 2019

**What the people who work
in the sector think about
what's said in the sector...**

Mobile workflow management for the highways sector

Our highways field management software streamlines jobsite coordination and prevents miscommunication, so people spend their time being productive.

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Foreword

Michael Saunders,
Managing Director,
Re-flow

The UK highways industry is one of the most reported on areas of our national infrastructure and it's clear there are pervasive issues that are limiting our ability to meet the demand for services.

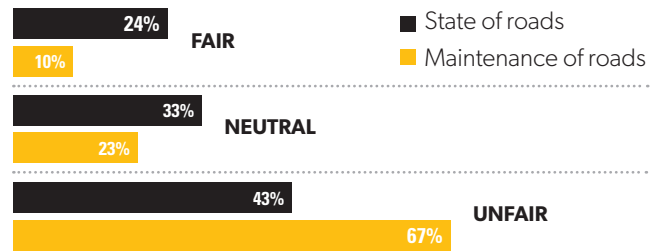
We reached out to people working in the industry over October and November 2018 at the HighwaysUK event, across LinkedIn, and to all our highways contacts over email, to gauge your opinion of what's being said and why.

While the situation is clearly difficult, the results have been heartening because there are things within our capabilities in the UK highway industry community to improve the management and delivery of our infrastructure projects.

Topline results

- ▶ **Negative media reporting** makes maintenance professionals feel their work isn't recognised fairly.
- ▶ **Majority agree we have a 'roads crisis' in the UK** but we draw the line at calling it a national emergency.
- ▶ **73%** agree public opinion is important in measuring road surface quality
- ▶ **Planning, scheduling and bureaucracy** are most common factors blamed for hampering progress.
- ▶ **76%** think digital technology is being significantly underutilised in the highways industry.

Media Reporting 1

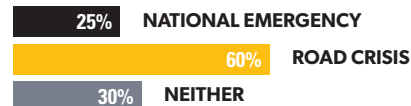


Reporting on the state of the UK's roads divides opinion, but there is a consensus that the media are unfair in reporting on the maintenance of the UK's roads, suggesting our highways personnel don't feel publicly recognised for their hard work.

UK ROADS 'AT CRISIS POINT' AS POTHoles MULTIPLY
The Guardian

DANGEROUS STATE OF UK ROADS 'IS A NATIONAL EMERGENCY'
The Times

Do you believe we have a 'roads crisis' or a 'national emergency' in the UK road network?



Transport Focus recommended that Highways England, the Department for Transport and the Office of Rail and Road should measure surface quality from a user perspective.

73%
AGREED

Road Rage 2

In the 2018 RAC Report on Motoring, 78% of motorists believe the state of both local and strategic roads – major dual carriageways and motorways – is 'generally poor'. The factors believed to have led to our roads being considered 'generally poor' is mostly blamed on:

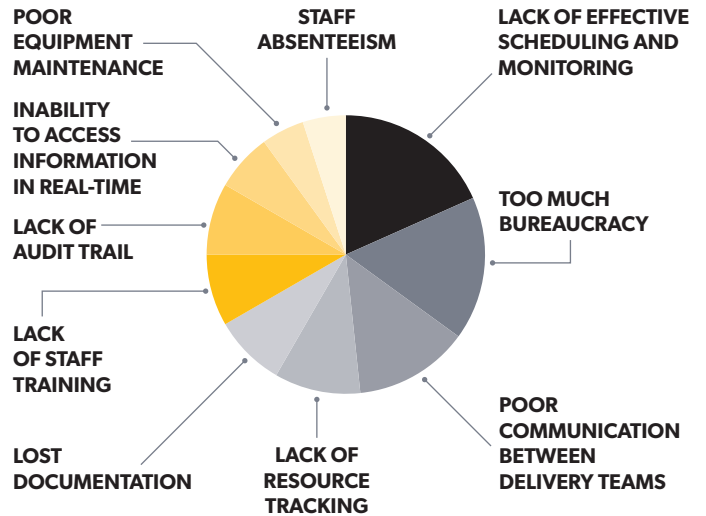
1. Poor planning of maintenance and repairs
2. Lack of funding
3. Poor communication within maintenance and repair teams
4. Poor management of maintenance and repair jobs
5. Inferior construction methods
6. Lack of skills in the workforce

A Spanner in the Works 3

"Key recurring issues included an absence of portfolio management at both departmental and government level; lack of clear, consistent data with which to measure performance; poor early planning; lack of capacity and capability to undertake a growing number of projects; and a lack of clear accountability for leadership of a project."

Delivering major projects in government: a briefing for the Committee of Public Accounts, National Audit Office 2016

What do you believe are the main challenges for effective management of road infrastructure projects?

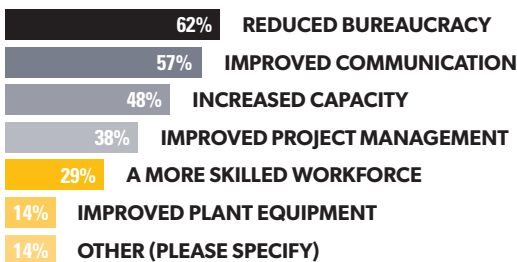


Highway to Sell 4

"Transport Focus is calling for the Department for Transport to establish a dedicated 'renewals backlog' fund."

State of the roads report, Transport Focus, November 2017

Aside from more funding, what other factors at the work site will help solve the 'renewals backlog'?



The Extra Mile 5

The 2018 ALARM Survey of local highways departments in England and Wales found a one-time catch up would cost £9.31bn.

What factors are most likely to reduce this cost?

1. Utilising better project management methods
2. Better scheduling of projects
3. Improvements in construction methods

Pipe Dreams 6

'Other areas to consider (in supply chain management) are the positive impacts on capacity of smoothing the pipeline of work and considering the impact of digital technology and other innovative approaches.'

Highways England Supply Chain Capability Review 2017

Do you feel enough is being done to use digital technologies to smooth the pipeline of work and improve capacity?



In fact, in the McKinsey Global Institute industry digitisation index 2015, the construction sector is the second lowest adopter of digital technology, only behind agriculture and hunting.

If you've been affected by any of the issues raised in this infographic, **please contact Re-flow on 01392 574002 or info@re-flow.co.uk** to see how we can help.



Highways companies can focus on growth by using Re-flow to schedule, track, optimise and audit your mobile workforce.



"It was very refreshing to find a company that are committed to delivering a product that fits the needs of their customers, as opposed to trying to bend their customer's processes around a fixed product. I meet a lot of companies offering services similar to Re-flow in my line of work, but the owners and developers at Re-flow surprised me with their enthusiastic and innovative approach to delivering a service that meets all of the operational needs here at South West Highways."

Shaun Gibbins
Business Solutions & Technology Manager
South West Highways Group



Re-flow is a workforce tool for highways companies with staff working outside the office, on location, that need a solution to improve planning and eliminate waste in the field. Through the desktop dashboard, you can set up jobs and tasks and assign them to individuals or groups of field workers in your organisation. The information is then accessed by the employee in the field on an ultra-stable app, simply using their smart phone or a tablet.

The user securely signs in and sees their job specifications, maps and project documents. They can then tick to complete tasks, make notes, attach photos, and digitally complete and sign a whole range of forms for health and safety, inspections and logs, ensuring they only see what they need to read. As your workers complete information, data comes back to the dashboard, instantly showing you what's been done, when, where and how with a time and location stamp.



Centralised command

Have ultimate control of your scheduling, staff, resources and reporting while enforcing checks and process adherence. Be confident that everyone is working with the latest information by directing, uploading and sharing and using strict version controls.



Pain-free paperwork

If forms lost in the back of a truck or interpreting handwriting is a familiar frustration, Re-flow software crunches your paper forms into dynamic digital forms, eliminating unnecessary paperwork and keeping all project information, documents and photos together forever!



Confident compliance

Re-flow comes with a locate and log facility that gives you total transparency of what's happening on the ground. Use photographic evidence and materials barcode scanning with time and location stamping for robust reporting with every audit.

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