

STREETSCENE

Standard Procedures

Section	SF001
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Title:

County Roads RWO Recording and Recharge

Objective:

To define the sequence of events and personal involvement in the:

1. Recording information at source of the incidents
2. Completion of relevant forms at various stages
3. Input into financial template including documentation and escalation

Scope:

A standard procedure for the Streetscene and Transportation services to collect information relevant to incidents on the highway or adopted land where we believe costs can be recovered or where costs are to be captured.

Prepared By: Darell Jones – Operational North and Street Lighting Manager

Approved By:

Name	Signature	Job Title	Date
Steve Jones		Chief Officer	
Barry Wilkinson		Highways Network Manager	
Katie Wilby		Business Manager	

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Date	Change Details	New Issue Date:	New Issue No:
05/12/2012			1
01/06/2013		01/06/2013	2
28/12/2016		28/12/2016	3
25/10/2018		25/10/2018	4

Person(s) Actioned	Activity	KEY POINTS IN BOXES
Supervisor / Co Ordinator / Out of hours Operative	Record all details of the incident on the Emergency Response Record / RWO1 form (RWO 1). Complete ALL the fields on the form with as much detail as possible including photos taken.	<p>KEY POINT 1. Once Completed pass to Admin team for processing. The Admin team will then record and allocate out this form to the relevant Area Supervisor / Coordinator.</p>
Supervisor / Coordinator	Complete the electronic RWO 2 form transposing ALL relevant information from the RWO 1 form and include all proposed actions including proposed (estimate) costings. Once the form has been completed return to the Admin Team to allow them to inform the relevant insurance companies.	<p>KEY POINT 2. The Description of Works section needs to be completed to show the different Asset Groups that will have an input in the total RWO claim or works to be undertaken. For example: If damage has been caused to Street Lighting and Safety Fence, indicate this on two separate lines so that the completed box can be ticked when each individual asset data has been recorded.</p>
Administration	As part of the above process a Unique RWO ref No will have been obtained from the Admin Team which is included on the Form.	<p>KEY POINT 3. RWO Number Schedule and copies of the RWO forms are located in the admin office. Only the admin team are to allocate numbers. (Template saved in SF001 procedure folder)</p>
Supervisor / Coordinator / Manager	Supervisor / Coordinator to submit the final works undertaken during the RWO for processing to the relevant Manager who will confirm that all rates to hours are correct and placed onto RWO 2 form.	<p>KEY POINT 4. Supervisor / Coordinator are responsible for ensuring all items of works are included with Managers will be responsible for ensuring that all rates for items of work are correct.</p>

Person(s) Actioned	Activity	KEY POINTS IN BOXES
	Flow diagram for RWO 2:	
Administration		Open the RWO Form TEMPLATE @: L:\RDrive\ALLTAMI GENERAL\#STREETSCENE - RWO CONTRACT \ RWO County Roads
Administration		↓
		Create a copy of template and SAVE AS the respective RWO number. Ensure that photos of the RWO have been transferred. If no photos then contact the relevant Manager.
		↓
Administration		Copy the information from the hard copy RWO 2 form onto the electronic copy and transfer any relevant information.
		↓
Administration		Once all fields are completed SAVE file and update dashboard.
		↓
Administration		Ensure a letter has been sent to the relevant parties informing them of a recharge including estimate costs. If no parties are evident then a chase of the relevant parties is to begin. Ie Police, VRN etc.
		↓
Administration		Confirm final costs from the RWO 2 form for further processing.
		↓
Administration		Administration to allocate actual costs into dashboard / budget and process financial aspect of RWO.
		↓
Administration		Once RWO complete and final costings available Administration are to send final letter and invoice to the relevant parties.
		Administration and Operational North & Street Lighting Manager to meet monthly to discuss RWO's.

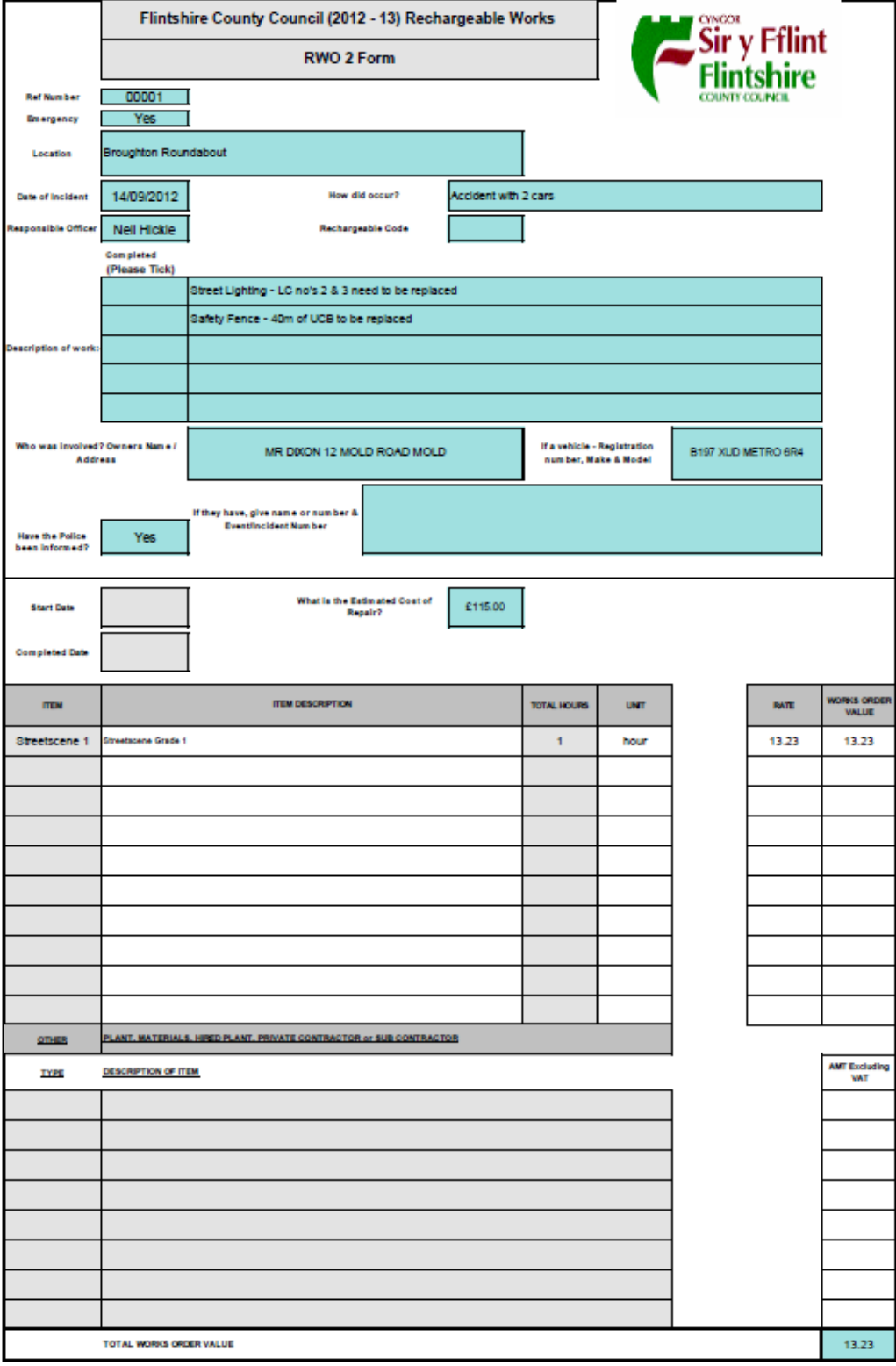
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	Example of RWO 1 Form																																																																												
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Person(s) Actioned	Activity	KEY POINTS IN BOXES
	Example of RWO2 Form	
		

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Records:

1. RWO 1 Form
2. RWO 2 Form