

North Yorkshire Council

Environment Directorate

Executive Members

15 May 2023

Upgrade of Highway Asset Management System

Report of the Assistant Director - Highways and Transportation, Parking Services, Street Scene, Parks, and Grounds

1.0 Purpose Of Report

- 1.1 To obtain approval from the Corporate Director Environmental Services in consultation with the Executive Member for Highways and Transportation for the migration of the North Yorkshire Council (NYC) Highway Asset Management System from Symology Insight to Symology Aurora.

2.0 Background

- 2.1 North Yorkshire County Council (NYCC) implemented Symology's Insight Highways Asset Management System in 2011. The contract has been renewed on several occasions during this time, through the G-Cloud procurement framework. The contract for Insight was renewed again for a further 2+1+1 years on the 30 November 2021. This renewal helped to minimise disruption to highway service delivery during the period of change through the Local Government Reorganisation (LGR) process.
- 2.2 Symology Insight currently supports a range of highways business operations and links to several existing systems. These are outlined below

Function	Links to other systems
Asset Management,	<ul style="list-style-type: none">• GIS systems• Road AI• AMX (bridges asset management)• Oracle
Works Ordering,	<ul style="list-style-type: none">• SAGE Finance• Oracle• One Network
Customer Service Requests	<ul style="list-style-type: none">• Verint Lagan
Highways Licences,	<ul style="list-style-type: none">• Verint Lagan• One Network
Safety inspections	<ul style="list-style-type: none">• Verint Lagan
Streetworks Permits	<ul style="list-style-type: none">• One Network• Street Manager
Updates and management of the National Street Gazetteer. (NSG)	<ul style="list-style-type: none">• National Land & Property Gazetteer

3.0 Proposed Way Forward

- 3.1 Symology have undertaken a full re-development of their Highways Asset Management solution and created a new product called Aurora. As a result, support will be removed for the existing Insight system from 2025, removing the potential for further system improvements to Insight to help enhance service delivery. This means that a plan for a new Highway Asset Management solution needs to be identified and implemented.
- 3.2 Market engagement has taken place to assist with identifying a suitable solution, which has included input from both the highways service and NY Highways (NYH), who are the key users of the system.

Options considered were outlined in the table below:

Option	Summary
1	Retain Symology Insight until the system is end of life in 2025
	Keep Insight for as long as possible and migrate to alternative platform only when necessary (2025)
2	Migrate to Symology Aurora at the fist appropriate contract break point.
	Continue the business investment and upgrade and migrate from Insight to Aurora September 2023
3	Ascertain best value through procurement of a dedicated Highways Asset Management system
	Let the market decide the best value solution at the next suitable Insight contract breakpoint, restricted to dedicated Highways Asset Management systems
4	Open Procurement including Enterprise Asset Management Systems (EAM)
	Let the market decide the best value solution at the next suitable Insight contract breakpoint, but allow bids from EAM system suppliers

- 3.3 Following detailed presentations, evaluation, and discussions between NYC and NYH it was agreed to recommend option 2 above the migration from Symology Insight to Symology Aurora as the next generation Highways Asset Management solution for NYC and NYH. The proposal has been through the relevant internal technology and change approvals processes and as such now has the full support and agreement of all key internal and external stakeholders.
- 3.4 The current Symology Insight contract expires on the 30 of November 2023 with the option of a further contract extension at that time. A variation to the contract is possible prior to November 2023 to accommodate the change to Aurora.
- 3.5 Not only does the Aurora system meet the requirements of our existing service delivery, but it also provides the opportunity to provide asset management solutions for other services within the Environment directorate. This will be fully considered and developed where appropriate over the next 12-24 months as part of the transformational phase of LGR.
- 3.6 This system is a significant improvement to the existing Insight system and should result in several benefits to the delivery of the highway service. These alongside potential risks are outlined below.

The benefits of migrating:

- Migrating to Aurora creates an opportunity for improving operational efficiency and streamline service delivery capabilities.
- Similar annual maintenance charges to Insight.
- Lower risk data migration path including accessible Insight data archive
- Lower overall cost than the initial market engagement alternatives.
- Improved system functionality and savings to the business as a result.
- Opportunity to strategically manage all assets (across both NYC and current District services) by using one Enterprise Asset Management solution
- Change creates risk of disruption as the migration will impact Highways Operations, Network Strategy, Financial Management, Street Lighting, UKPMS, Asset Register, Customer Services & Street Gazetteer. Although we expect manageable user training across 500 users on the assumption that much of the functionality is familiar due to the development work and user feedback in working with Symology for a number of years.
- Insight is unsupported as of 2025 so not utilising the opportunity to migrate now would cause further disruption through procurement and changing to a completely new supplier in the next 12months
- Insight is integrated into other systems which would need redevelopment in Aurora
- Staying with Insight will delay service improvements, especially for NYH and LGR (for re-use opportunities).
- Insight System will still be available until 2025 but no further improvements will take place and all future development will be in Aurora as the replacement product for Insight. As such moving to Aurora will ensure that a usable system is in place.

Risks of Migrating:

- The implementation stage may result in business disruption and resource requirements to help identify and solve issues. Forward planning and risk assessment of the date of implementation will minimise this.
- Resource impacts with Local Government Reform Transition.

4.0 Equalities

4.1 A full Equality Impact Assessment has been completed Please see at Appendix 1

5.0 Finance

5.1 A summary of costs associated with this project is outlined in the table below along with the funding source.

Description	Cost	Funding Allocation Cost Centre	Comments	New or Existing Cost?
Hardware High level based on a reasonable specification Android device dependent upon what tablet solution is adopted corporately by the Council.	£60,000 (NYC)	Corporate T&C refurbishment process and NYC Highways and Transportation budgets	£30k funded from the standard ICT hardware refurbishment programme. £30K has been allocated from the 2024/25 Highways Capital Programme Budget	New

Description	Cost	Funding Allocation Cost Centre	Comments	New or Existing Cost?
These costs include in vehicle device mounts and charging Ongoing costs for these tablets would be funded through normal day to day expenditure.	£85,000 (NYH)	Funded as part of NYH operating expenditure.	Includes £49k for devices £7.5K installation of devices Vehicle mounts and charging including installing in vehicles via fleet management £28k Hardware for NYH will be purchased by NYH from NYC as part of the existing SLA.	New
System Support* (Internal recharge)	£60,000	Funded from existing highway revenue budgets	This is T&C support for managing the service. SLA arrangement between Highways & Transportation and Technology and Change	Existing
Implementation	£30,000	Highways Revenue Budget		New
Managed Service* (licence costs)	£268,000	£206k Funded from existing highway revenue budgets £62k is charged to NYH for the NYH use of the system.	Includes NYC and NYH Licence costs £62K for NYH and £206K for NYC.	Existing
Consultancy Services*	£30,000	Funded from Highway Asset Management revenue budget	Additional services provided by Symology – projects / process additional requests linked to asset data and national Street Gazetteer info.	Existing
Total	£533,000		New £175,000 Existing £358,000	

5.2 Training and internal support costs will be met through existing revenue budgets as this is business as usual due to this being a system migration rather than a new system.

5.3 Existing costs in terms of the licence costs, system support and consultancy services from Symology will remain as per current costs. These are all ongoing expenditure that would be incurred even if we stayed with the Symology Insight system. These are all currently funded through highway revenue budgets and will continue to be so following the implementation of Aurora

6.0 Legal

- 6.1 The proposed contract with Symology for the Aurora system is being entered into through a framework agreement (G-Cloud 13) which is a compliant route to market in accordance with The Public Contracts Regulations 2015. A Gateway 4 document has been completed in line with the Council's agreed procurement process.

7.0 Climate Change

- 7.1 A Climate Change Impact Assessment has been completed please see at Appendix 2. The proposal will have no difference in impact as this implementation is a like for like replacement. It is not expected that there will be any difference in environmental impact from the existing system.

8.0 Recommendation

- 8.1 That the Corporate Director of Environment in consultation with the Executive Member for Highways & Transportation approves the proposals to migrate the NYC Highway Asset Management System from Symology Insight to Symology Aurora.

BARRIE MASON
Assistant Director
Highways and Transportation, Parking Services, Street Scene, Parks and Grounds

Author of Report: Jenny Knowles (Project Manager), Zoe Hide (Service Owner),

Background Documents: None

Initial equality impact assessment screening form			
This form records the equality screening process to determine the relevance of equality to a proposal, and a decision whether a full EIA would be appropriate or proportionate.			
Directorate	Business and Environmental Services		
Service area	Highways and Transportation		
Proposal being screened	3175 – Highways Asset Management System		
Officer(s) carrying out screening	Zoe Hide		
What are you proposing to do?	Symology have undertaken a full redevelopment of their Highways Asset Management Solution and created a new product called Aurora. The proposal is to replace our existing platform Insight with Aurora.		
Why are you proposing this? What are the desired outcomes?	Moving to Symology Aurora creates an opportunity to improve operational efficiency and service delivery. This is particularly important for our commercial partner NYHighways as they have some concerns with the current insight platform.		
Does the proposal involve a significant commitment or removal of resources? Please give details.	The current proposal will not lead to a reduction in planned resources but will aim to gain more efficient processes.		
Impact on people with any of the following protected characteristics as defined by the Equality Act 2010, or NYCC's additional agreed characteristics			
As part of this assessment, please consider the following questions:			
<ul style="list-style-type: none"> To what extent is this service used by groups of people with protected characteristics? Does the proposal relate to functions that previous consultation has identified as important? Do different groups have different needs or experiences in the area the proposal relates to? 			
If for any characteristic it is considered that there is likely to be an adverse impact or you have ticked 'Don't know/no info available', then a full EIA should be carried out where this is proportionate. You are advised to speak to your Equality rep for advice if you are in any doubt.			
Protected characteristic	Potential for adverse impact		Don't know/No info available
	Yes	No	
Age		X	
Disability		X	
Sex		X	
Race		X	
Sexual orientation		X	
Gender reassignment		X	
Religion or belief		X	
Pregnancy or maternity		X	
Marriage or civil partnership		X	
NYCC additional characteristics			
People in rural areas		X	
People on a low income		X	
Carer (unpaid family or friend)		X	
Does the proposal relate to an area where there are known inequalities/probable impacts (e.g.,	N/A		

disabled people's access to public transport)? Please give details.	
Will the proposal have a significant effect on how other organisations operate? (e.g. partners, funding criteria, etc.). Do any of these organisations support people with protected characteristics? Please explain why you have reached this conclusion.	N/A
Decision (Please tick one option)	EIA not relevant or proportionate: <input type="checkbox"/> Continue to full EIA: <input checked="" type="checkbox"/>
Reason for decision	Internal IT replacement that will have no impacts on customer or staff with protected characteristics
Signed (Assistant Director or equivalent)	Barrie Mason
Date	19/04/2023

Initial Climate Change Impact Assessment (Form created August 2021)

The intention of this document is to help the council to gain an initial understanding of the impact of a project or decision on the environment. This document should be completed in consultation with the supporting guidance. Dependent on this initial assessment you may need to go on to complete a full Climate Change Impact Assessment. The final document will be published as part of the decision-making process. If you have any additional queries, which are not covered by the guidance please email climatechange@northyorks.gov.uk

Title of proposal	3175 – Highways Asset Management System
Brief description of proposal	Symology have undertaken a full redevelopment of their Highways Asset Management Solution and created a new product called Aurora. The proposal is to replace our existing platform Insight with Aurora.
Directorate	Business Environmental Services
Service area	Highways and Transportation
Lead officer	Zoe Hide
Names and roles of other people involved in carrying out the impact assessment	Zoe Hide

The chart below contains the main environmental factors to consider in your initial assessment – choose the appropriate option from the drop-down list for each one.

Remember to think about the following;

- Travel
- Construction
- Data storage
- Use of buildings
- Change of land use
- Opportunities for recycling and reuse

Environmental factor to consider	For the county council	For the county	Overall
Greenhouse gas emissions	Choose an item.	Choose an item.	Choose an item.
Waste	Choose an item.	Choose an item.	Choose an item.
Water use	Choose an item.	Choose an item.	Choose an item.
Pollution (air, land, water, noise, light)	Choose an item.	Choose an item.	Choose an item.
Resilience to adverse weather/climate events (flooding, drought etc)	Choose an item.	Choose an item.	Choose an item.
Ecological effects (biodiversity, loss of habitat etc)	Choose an item.	Choose an item.	Choose an item.
Heritage and landscape	Choose an item.	Choose an item.	Choose an item.

If any of these factors are likely to result in a negative or positive environmental impact then a full climate change impact assessment will be required. It is important that we capture information about both positive and negative impacts to aid the council in calculating its carbon footprint and environmental impact.

Decision (Please tick one option)	Full CCIA not relevant or proportionate:	<input checked="" type="checkbox"/>	Continue to full CCIA:	
Reason for decision	There is no difference in impact as this implementation is a like for like replacement. It is not expected that there will be any difference in environmental impact. A more streamlined way of working and route optimisation would potentially decrease the environmental impact.			
Signed (Assistant Director or equivalent)	Barrie Mason			
Date	28/04/2023			