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**CSC – Introduction to Highways Management – Day 1 – Thursday 20 November****Session Plan**

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**Trainer. Lucy Barrow & Guests****Venue. Clinton, County Hall Committee Suite****Date. 20 November 2014 Time. 09.45 – 16.45****No of Participants. 4+****Aims and Objectives.****Day 1**

- Participants will have a general understanding of the function of Highways Management and that of the main departments that form Devon Highways

**Day 2**

- Participants will have the knowledge to assess customer reports for risk in accordance to Devon Highways safety inspection manual and asset management plan.

**Day 3 & 4**

- Participants will be able to log customer contacts on the customer services system appropriately
- Participants will be able to interrogate systems to answer customer queries at first point of contact

**Day 5**

- Participants will be able to perform CSC Highway fulfillment duties for Residents Parking Permits, Claims, Vehicle Crossings, Access Protection Markings and Disabled Bays,

<b>Timing</b>	
10.00	<b>Introduction – Lucy Barrow</b>
10.15	<b>Development – Guest Speakers</b>
10.15	Introduction to Devon Highways – Meg Booth
10.45	Traffic Managers Unit – Joe Deasy
11.15	Neighbourhood Group – Peter Brunt
11.45	<b>Break</b>
12.00	Asset Management Group – Joe Deasy
12.30	Joint Venture Works Delivery Group – Joe Deasy
13.00	<b>Lunch</b>
13.45	HOCC – Hugh Griffith
14.05	Highway Coordination Team (HCT or TMU) – Hugh Griffith
14.25	Routine & Reactive – Gavin French
14.45	<b>Break</b>
15.00	PROW – Ros Mills
15.20	Traffic Management Team – Mike Jones
15.40	Bridges & Structures – David Hornblower
16.00	Business & Customer Management Team – Lucy Barrow
16.20	Summary/Conclusion – Lucy Barrow
16.45	<b>Finish</b>

**CSC – Introduction to Highways Management – Day 2 – Monday 24 November****Session Plan****Trainer. Debbie Mitchell & Guests****Venue. CSC Tiverton****Date. 24 November 2014 Time. 10.00 – 16.30****No of Participants. 4+****Aims and Objectives.****Day 1**

- Participants will have a general understanding of the function of Highways Management and that of the main departments that form Devon Highways

**Day 2**

- Participants will have the knowledge to assess customer reports for risk in accordance to Devon Highways safety inspection manual and asset management plan.

**Day 3 & 4**

- Participants will be able to log customer contacts on the customer services system appropriately
- Participants will be able to interrogate systems to answer customer queries at first point of contact

**Day 5**

- Participants will be able to perform CSC Highway fulfillment duties for Residents Parking Permits, Claims, Vehicle Crossings, Access Protection Markings and Disabled Bays,

<b>Timing</b>	
10.00	<b>Introduction – Debbie Mitchell</b>
10.10	<b>Development – Guest Speakers</b> Safety Inspection Manual – Andy Cole
11.30	<b>Break</b>
11.45	Safety Inspection Manual – Andy Cole
13.00	<b>Lunch</b>
13.45	Asset Management Plan – Chris Henley
15.00	<b>Break</b>
15.15	Dangerous Trees – Pippa Snelling & Lewis Sleeman
16.15	<b>Summary/Conclusion – Debbie Mitchell</b>
16.30	<b>Finish</b>

**CSC – Introduction to Highways Management – Day 3 – Tuesday 25 November**  
**Session Plan**

**Trainer. Lucy Barrow & Guests**

**Venue. CSC Tiverton**

**Date. 25 November 2014 Time. 10.00 – 16.30**

**No of Participants. 4+**

**Aims and Objectives.**

**Day 1**

- Participants will have a general understanding of the function of Highways Management and that of the main departments that form Devon Highways

**Day 2**

- Participants will have the knowledge to assess customer reports for risk in accordance to Devon Highways safety inspection manual and asset management plan.

**Day 3 & 4**

- Participants will be able to log customer contacts on the customer services system appropriately
- Participants will be able to interrogate systems to answer customer queries at first point of contact

**Day 5**

- Participants will be able to perform CSC Highway fulfillment duties for Residents Parking Permits, Claims, Vehicle Crossings, Access Protection Markings and Disabled Bays,

<b>Timing</b>	
10.00	<b>Introduction – Lucy Barrow</b>
10.15	<b>Development – Lucy Barrow</b> <u>Customer Management Strategy</u> <u>What is CSS</u> Explanation on what the software is used for - the What, Where and Who principles of data capture <u>What</u> Needing to know what the customer is contacting us about and how to categorize it <u>Where</u> Mapping system. Using the gazetteer, zooming in and out, map types, frequently used layers
11.00	<b>Break</b>
11.15	<u>Who</u> Capturing the customers details, using the address book, attaching documents
12.30	<b>Lunch</b>
13.30	<u>Who</u> Searching for previous contacts  Escalation Process - When and how to escalate
15.00	<b>Break</b>
15.15	How to search and see information – WIP, Elgin, Parkmap
16.00	<b>Summary/Conclusion</b>
16.30	<b>Finish</b>

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**CSC – Introduction to Highways Management – Day 4 – Wednesday 26 November**  
**Session Plan**

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**Trainer. Lucy Barrow & Guests**

**Venue. CSC Tiverton**

**Date. 26 November 2014 Time. 10.00 – 16.30**

**No of Participants. 4+**

**Aims and Objectives.**

**Day 1**

- Participants will have a general understanding of the function of Highways Management and that of the main departments that form Devon Highways

**Day 2**

- Participants will have the knowledge to assess customer reports for risk in accordance to Devon Highways safety inspection manual and asset management plan.

**Day 3 & 4**

- Participants will be able to log customer contacts on the customer services system appropriately
- Participants will be able to interrogate systems to answer customer queries at first point of contact

**Day 5**

- Participants will be able to perform CSC Highway fulfillment duties for Residents Parking Permits, Claims, Vehicle Crossings, Access Protection Markings and Disabled Bays,

<b>Timing</b>	
10.00	<b>Introduction – Lucy Barrow</b>
10.15	<b>Development</b> Gully Cleaning Reports – Dan Trott
11.00	<b>Break</b>
11.15	Insurance Claims – Steve Pickard
12.30	<b>Lunch</b>
13.30	Licences and Applications – Dan Ray
15.00	<b>Break</b>
15.15	CSS demonstration – actions, tasks, customer search CSS Practice, logging, finding answers
16.00	<b>Summary/Conclusion – Lucy Barrow</b>
16.30	<b>Finish</b>

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**CSC – Introduction to Highways Management – Day 5 – Thursday 27 November****Session Plan**

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**Trainer. Lucy Barrow & Guests****Venue. CSC Tiverton****Date. 27 November 2014****Time. 10.00 – 15.30****No of Participants. 4+****Aims and Objectives.****Day 1**

- Participants will have a general understanding of the function of Highways Management and that of the main departments that form Devon Highways

**Day 2**

- Participants will have the knowledge to assess customer reports for risk in accordance to Devon Highways safety inspection manual and asset management plan.

**Day 3 & 4**

- Participants will be able to log customer contacts on the customer services system appropriately
- Participants will be able to interrogate systems to answer customer queries at first point of contact

**Day 5**

- Participants will be able to perform CSC Highway fulfillment duties for Residents Parking Permits, Claims, Vehicle Crossings, Access Protection Markings and Disabled Bays,

<b>Timing</b>	
10.00	<b>Introduction – Judith Nevard</b>
10.15	<b>Development – CSC</b> Claims fulfillment (CSC) – Luke Phillips
11.00	<b>Break</b>
11.15	Access Protection Marking – Mark Doyle
12.15	<b>Lunch</b>
13.00	Disabled Bay Fulfilment – Mark Doyle
14.00	CSS logging – Roads & Transport Mailbox
15.00	<b>Summary/Conclusion – Lucy Barrow</b>
15.30	<b>Finish</b>