Process Mapping

- **What is process mapping?**

  This exercise was undertaken in order to achieve a complete understanding of the records that need to be created to support the work of the Sustainable Transport Division. Each map represents a particular process or activity, and provides a graphical “workflow” representation of each key process, showing the records required in order to necessitate compliance with either legal or operational need.

  Process Mapping is recommended by both the *Lord Chancellor’s Code of Practice on the Management of Records under Freedom of Information* and by the ISO15489, the *International Records Management Standard*, and is used by the Information Resources Unit in its work with every County Council Directorate.

  Process mapping is the most comprehensive and effective method of establishing the business requirement for recordkeeping.

- **Methodology**

  As part of the Information Audit process, IRU staff conducted interviews in order to establish the core functions, and each of the supporting processes, within Sustainable Transport.

  This information was used to construct a hierarchy of business activities, each of which was given a distinct classification. This hierarchy is shown in the *Business Classification Scheme*, which provides a functional means of classifying records and offers a clearer and more logical approach to office-based or electronic filing than a subject-based structure.
Application

- Retention Schedule

Each Record Series identified through process mapping is given a retention period, notes governing its disposal, and a recommendations as to its destruction, transfer to off-site storage, or permanent preservation.

- Records Management Programme

The process maps indicate every stage at which Sustainable Transport ought to be creating records, and they will form the foundations of the ongoing Records Management Programme within the service.

- Process Improvement

Process Maps can be used as a basis re-engineering within any unit through merging, streamlining, costing, or eliminating inefficient business processes.
Key to Symbols

- **Process**
- **Or**
- **Decision**
- **Look-up Database**
- **Collate**
- **Terminator**
- **Off-page (down)**
- **Manual Input**
- **Record**

Diagram:

```
DS / ST / 2 / 001 / j
```

- Development Services
- Sustainable Transport
- 2nd Function
- 1st Sub-function
- 10th Activity
To develop local transport policies and strategies based on central government policy, guidance and to monitor performance against procedural guidelines and planned targets DS/ST/1

To create a sustainable transport environment DS/ST/2

Local Transport Plan development DS/ST/1/001

Area Strategy development and progress monitoring DS/ST/1/001/b

LTP scheme funding DS/ST/1/001/c

Performance monitoring and reporting DS/ST/1/002

Compliance Audit DS/ST/1/002/a

LTP performance monitoring and reporting DS/ST/1/002/b

Quality assurance DS/ST/1/002c

PT Policy & strategy development DS/ST/2/001/a

Service provision DS/ST/2/001/b

Service monitoring DS/ST/2/001/c

Contract compliance DS/ST/2/001/d

Vehicle inspection DS/ST/2/001/e

Bus information strategy development DS/ST/2/001/f

Travel information provision DS/ST/2/001/g

Infrastructure development DS/ST/2/001/h

Passenger transport budget monitoring & forecasting DS/ST/2/001/i

Transport contract performance monitoring DS/ST/2/001/j

Continued on page 2
To create a sustainable transport environment DS/ST/2

Continued from page 1

- **Green travel plans** DS/ST/2/002
  - Green travel plan development DS/ST/2/002/a
  - Green travel plan Administration DS/ST/2/002/b
  - Car share scheme DS/ST/2/002/c

- **Travel to school** DS/ST/2/003
  - School travel plan development & monitoring DS/ST/2/003/a
  - Walking bus scheme development & monitoring DS/ST/2/003/b

- **Development control** DS/ST/2/004
  - Planning application assessment DS/ST/2/004/a
  - Application assessment (Staffordshire Act, Sect. 7) DS/ST/2/004/b
  - Highway adoption agreement (Highways Act, Sect. 38) DS/ST/2/004/c
  - Transport assessment DS/ST/2/004/d

- **Land charges** DS/ST/2/005
  - Local land searches DS/ST/2/005/a
  - Commons registration searches DS/ST/2/005/b
  - Information provision DS/ST/2/005/c

Continued on page 3
To reduce the number of road casualties

Accident investigation
DS/ST/3/001

Speed reduction
DS/ST/3/002

Traffic management
DS/ST/3/003

Driver/rider training
DS/ST/3/004

Accident data processing and information provision
DS/ST/3/001/a

Accident investigation
DS/ST/3/001:b

Road network signing (SLO)
DS/ST/3/002/a
(see also DS/ST/3/003/b)

Safety camera scheme development & operation
DS/ST/3/002/b

Public relations
DS/ST/3/002c

Traffic management policy development
DS/ST/3/003/a

Road network signing (TRO)
DS/ST/3/003/b
(see also DS/ST/3/002/a)

Cycle training
DS/ST/3/004/a

Minibus driver training
DS/ST/3/004/b

Fleet Driver Training
DS/ST/3/004/c

National Driver Improvement Scheme (NDIS)
DS/ST/3/004/d

Care provider driver training
DS/ST/3/004/e

Continued from page 2
To reduce the number of road casualties DS/ST/3

Road safety training & education DS/ST/3/005

Promotion of road safety schemes DS/ST/3/006

To manage and maintain information systems DS/ST/4

Information system development, management DS/ST/4/001

Data collection and information provision DS/ST/4/002

Safer routes programme development & monitoring DS/ST/3/005/a

Pedestrian training DS/ST/3/005/b

Facilitating theatre in education DS/ST/3/005/c

Kerb Craft (pilot project) DS/ST/3/005/d

GIS development and support DS/ST/4/001/a

Ordnance Survey liaison, development and support DS/ST/4/001/b

Traffic data collection and information provision DS/ST/4/002/a

Technical library administration DS/ST/4/002/b

Technical document administration DS/ST/4/002/c

Contract document administration DS/ST/4/002/d
Co-ordinate internal depts., District Councils & Key stakeholder consultation

LTP Process Group

Produce provisional LTP

Receive strategy proposals from area lead officers and Leader Consultation meeting

Receive letters of support from partners/stakeholders

Provisional LTP document

Area strategy proposals

Record of consultation meeting proposals

See Area Strategy processes

Record of correspondence

Local Transport Plan

Record of approval

Draft LTP

Report

See Transport Policy Development processes

See Area Strategy processes

Produce draft LTP

Record of approval

Distribution list

Meeting minutes

Distribution list

Meeting minutes

Regional Shires LTP Best Practice Group

See LTP bidding processes

See Performance Monitoring processes
Transport is a priority set out in Corporate Plan. The Community Strategy provides a framework for consultation and partnerships. Carry out consultation to identify key (themed) issues to be addressed.

Consult key stakeholders, develop a draft policy framework, and consult key stakeholders. Amend draft policies and consult key stakeholders for a revised draft policy document. Draft policies approved by the Leader Advisory Body.

Scrutiny Committee approves policies, and draft policies are reviewed for publication. Policies provide a framework for developing specific strategy proposals to feed into the LTP.
Receive enquiry/complaint from public

Identify location

Carry out research

Is there a safety issue?

No

Yes

Investigate potential remedial actions

Can measures be implemented to improve road safety?

No

Yes

Receive report

Would a scheme meet LTP criteria

No

Yes

Identify relevant criteria set out in Transport White Paper

Correspondence

Feed proposals into LTP strategy development process

Report

LTP related issue raised

End of process

Continued on page 2

End of process

Respond to enquiry

Correspondence

Report

See Casualty Records process

See Traffic Management process

See Network Signing process

Report

LTP related issue raised

End of process

Respond to enquiry

Correspondence
Requirement to carry out audit

Audit programme

Audit form

Record of findings

Summary report

Receive copy of report of findings

Audit report

Certification document

Compliance meeting

Certificate of completion

Produce Annual Report

Annual report

Analyse trends

Record of analysis
Receive central government information and guidance

- Published information

Refer to national and local policy targets

- Draft National PSA
- SCC policy targets

See Policy Development procedures

Attend professional working group and partnership meetings

- Meeting minutes and notes

Identify and develop objectives, indicators and targets

- Commission survey to collect data
- Receive data from internal service/business unit
- Receive data from business partnership
- Receive data from external source

- Process new data into usable format
- Processed data

Record of instructions/request for survey data

- Data
- Reports

Research available comparison data

Processed data

Publish report

- Analyse data
- Research data

Local Transport Plan Annual Progress Report
- Area Strategy Toolkit
- Transport Policy & Strategy Monitoring document
- County Structure Plan Monitoring Report

End of process

Forward report to West Midlands Government Office

Responsible Unit: Development Services, Sustainable Transport, Quality Systems

Function Ref.: DS/ST/1/002/b
Receive user reports

Refer to audit reports

Audit reports

Produce Annual Management Review Report

Forward report to Annual Management Review team

QA programme developed at Annual Management Review

QA Policy

QA Programme

Meeting minutes

Continued on page 1

See Audit processes

Continued from page 1

User reports

Report

Function Ref. DS/ST/1/002/c
Receive statutory requirements and guidance

- Transport Act 1985 and 2000
- Road Traffic Reduction Act 1997
- DETR guidance documents
- SCC Policy statements, Structure Plan & Local Plan

Research statutory requirements, existing policy and background information

- Working notes
- Draft strategy document

Produce draft strategy

Carry out internal consultation

- Record of responses

Liaise with & attend operator group meeting and relevant professional working groups

Enquiries and complaints from public

- Correspondence
- Meeting minutes and notes

Research SCC functions and responsibilities

- Correspondence
- External reports and proposals
- Research notes
- Reference documents

Produce draft strategy document

Analyse responses

- Draft consultation strategy document

Consult statutory consultees and interest groups

- Completed questionnaires
- Correspondence
- Questionnaire
- Standard letter

List of consultees

Is approval granted?

- Yes
- No

Pass to leader for pre-statutory consultation approval

- Make revisions

Receive responses to consultation

- Report of findings
- Draft Strategy document

Continued on page 2

Responsible Unit: Development Services, Sustainable Transport, Passenger Transport

Process: Passenger Transport Policy & Strategy Development

Function Ref. DS/ST/2/001/a
Receive internal progress monitoring reports

Receive statistical information from PT operators

Monitoring reports

Statistical reports

Analyse progress reports and review targets

Annual LTP Progress Report

Pass report for inclusion in LTP Annual Report

See PT Strategy development

See LTP processes

End of process

Continued from page 2

Continued on page 2

Review PT strategy implementation targets

Responsible Unit: Development Services, Sustainable Transport, Passenger Transport

Process: Passenger Transport Policy & Strategy Development

Function Ref. Page 3 of 3

DS/ST/2/001/a
Develop strategy for non-commercial local bus service provision

Transport Act, 1985

SCC Transport Policy

Correspondence

Questionnaires

Establish targets for service provision

Carry out consultation with District & Parish councils

Bus operators submit service registrations for each service

Registration documents

Analyse commercially available services

Is there a service gap based on strategy criteria?

Obtain evidence of cost effectiveness of service

Correspondence and evidence from operators

Survey results

Contact operators

Record of communication

Does service meet funding criteria?

Yes

Is the service commercially viable?

Yes

Operator agrees to run commercial service

Record of communication

Continued on page 2

No

End of process

End of process

No

Notify District/Parish councils

Correspondence

End of process

Does service meet funding criteria?

Yes

No

Is the service commercially viable?

Yes

Is there a service gap based on strategy criteria?

Yes

Obtain evidence of cost effectiveness of service

No

Is sufficient funding available in budget?

Yes

No

Is funding available from an external source?

Yes

Contact operators

Evidence of viability

Record of communication

No

End of process

Notification of change to registered service

End of process

No

Receive notification of service changes from Operator

Continued from page 3
Receive notice of service withdrawal from operator or Vehicle Inspector

See Vehicle Inspection processes

Decide on appropriate type of contract

Obtain quotes due to short timescale

Is service affordable within budget?

Yes → Set up short-term contract

No → Record of communication

Send notification to Parish/District councils

Record of communication

End of process

Is tender process required for major funding?

Yes → Negotiate with existing operator to operate Diminimus contract

No → End of process

Record of communication

End of contract period

Receive request for service provision from client

List of approved operators

See vehicle inspection process

Send Tenders to appropriate approved operators

Tender documents

Receive valid Tenders (via JFU)

Tenders

See finance processes

Continued on page 3

See monitoring processes

Set up Diminimus contract

Contract documentation

End of contract period
End of contract term

(Contract term 3 years)

Continued from page 2

Analyse tenders (by two separate people)

Analysis sheets

Compare analysis results

Tender report

Report signed by Head of Service

Record of authorisation

Report authorised by client (if client service request)

Record of authorisation

Is Tender affordable?

No

Yes

Tender accepted

Notification of award

Negotiate with operator

Record of negotiations

End of process

Does operator accept contract offer?

No

Yes

Head of Unit authorises offer to alternative operator

Record of authorisation

Record of decline of offer

Send forms of agreement

Signed copies from operator are signed on behalf of SCC

Completed contract documents

Return one copy of signed contract to operator

Pass service information to Information & Publicity Sect.

See Information & Publicity processes

Monitor service operation (reactive)

See service monitoring processes

End of contract term (Contract term 3 years)

Record of contract

See Finance processes

Completed contract documents

Continued on page 1
Receive complaint from public or Parish/District Council

Transport conditions of contract

Record of communication

Check complaints record for operator/service

Record of complaints

Request response from operator

Record of communication

Receive response from operator (within 10 days)

Contract performance default document

Question response received from operator

Record of response

Is response to complaint acceptable?

No

Record of communication

Is a survey of ongoing problem(s) required?

Yes

Inform complainant of progress, findings &/or outcome

Survey results

Survey sheets

Work instructions

Correspondence

No

Inform complainant of progress, findings &/or outcome

Correspondence

End of process

Update complaints monitoring record

Record of complaint outcome

Record of contract default points

Notify Finance of deduction for non-service

Deduction notification

See finance processes

Notify operator of outcome

Notification of outcome

Receive evidence

Issue work instructions

Survey results

Survey sheets

Work instructions

Correspondence

Continued on next page

End of process
Communicate findings to operator

Receive client investigation report

Client investigation report

Operator compliance procedure

Contractor performance default document

Do findings indicate breach of contract?

Yes

See Contract Compliance process

No

See Education and Social Services processes

End of process

Inform complainant of outcome

Notify Finance of deduction for non-service

Notify operator of outcome

Receive report from Vehicle inspection

Vehicle/operator inspection report

See Vehicle Inspection processes

Update complaints monitoring record

Record of complaint outcome

Record of contract default points

Record of communication

Deduction notification

See finance processes

Record of outcome

Notification of outcome
Continued from page 1

3rd occurrence

Does breach qualify for immediate termination of contract?

No

Calculate total tariff

Record of default points

Yes

Does tariff total lead to termination of contract?

No

Issue formal warning

Final written warning

Notification to operator of default points

Record of proceedings

Yes

Set period for re-application for inclusion on list of approved contractors

Notification

See Vehicle Inspection processes

Notification of contract termination

Record of termination

Remove operator from approved list

Approved list of contractors

Receive appeal against termination from operator

See Appeals Panel processes

End of process

Continued from page 1

4th occurrence

Yes

Termination of contract

Continued from page 1

Yes

Notification of contract termination

Record of proceedings

Receive appeal against termination from operator

See Appeals Panel processes

End of process

Record of proceedings

Operator to attend formal discussions re warning

End of process

Responsible Unit: Development Services, Sustainable Transport, Passenger Transport

Process: Passenger Transport Service Contract Compliance

Function Ref. Page 2 of 2

DS/ST/2/001/d
Receive request from client, contractor, or receive complaint

Record of communication

Work programme decided by application, operational priorities and location

Record of communication

Work programme/diary

Daily inspection log

Receive request to inspect contractor for approval

Record of request

Carry out contractor inspection

Record of contractor inspection

Notify Service provision team of outcome

See Service Provision processes

Client transport inspection

Is problem/defective identified?

End of process

Yes

Carry out operator inspection

Record of operator inspection

Carry out random spot checks

Vehicle inspection report

Carry out wheelchair carrier assessment

Vehicle inspection report

Continued on page 2
Statutory requirement to make available local bus information

Transport Act 2000

Maintain record of service registrations received from operators

Record of registered services

Research required information and background information

Research notes

Draft Information Strategy

Questionnaires

Consult statutory consultees and interest groups

Are strategy proposals workable and economic?

No

Revise strategy proposals

Bus Information Strategy document

Yes

Publish strategy document

End of process

Distribute to operators and consultees

Correspondence

Distribution list

Analysis report

End of process
Refer to bus operator service registration

Service registration forms (PSV 351)
Record of operators and services

Abstract timetable information
Draft area timetables

Supply information to printer
Area timetables booklets
At stop information (subsidised services only)

Receive notification of changes to registered service
Notification

Provide Travel Line (regional information service) with information re services, timetables and registered changes to services

Publish changes
Information Leaflet
Revised at stop information

Collate area changes
Draft amendments
Carry out audit of bus stops

GIS Bus stop database
Audit results

Liaise with operators
Record of communication
Distribution list

Assess issues and priorities
Audit report
Programme of work

Issue work instructions to Engineering design
Work instruction

See Engineering design processes

Assess issues and priorities

Carry out consultation with any affected parties (within 20m of proposed work)

Are design changes required?

Collate responses
Record of responses
Correspondence
Design documentation
Costings

Receive design and costings

Yes
Pass revision proposals to Engineering Design

No
Infrastructure project implementation approved

End of process

Record of authorisation

Record of communication
Distribution list
Client Services contract operator

Receive invoice from service operator

Input invoice/contractor details

Confirm contractor and period contract period on CAFS system

Invoice

Record of receipt

Record of payment due

Record of confirmation

Generate periodic invoice internally for creditor payment

Record of authorisation

Senior Officer authorises payment

Processing officer authorises payment

Code invoice

Pass invoice to Treasurers for payment

Record of expenditure

See Treasurers (creditors) processes

Record of authorisation

Record of authorisation

Record of receipt

Recoup monies from internal/external sources

Are monies due from internal/external source

Yes

Generate invoice/claim form

Pass to Treasurers

Record of monies due

Invoice/claim form

See Treasurers processes

Record of receipt

Continued on page 2
Reconcile budget

Record of reconciliation

End of process

Continued from page 1

Receive request for information

Record of request Report

Send report to operator, client or service planning

Compare actual income and expenditure & forecast with budget allocation

Budget Forecast Report

Produce periodic monitoring reports and forecasts

Report

Responsible Unit: Development Services, Sustainable Transport, Passenger Transport

Process: Budget Monitoring & Forecasting

Function Ref. Page 2 of 2
DS/ST/2/001/i
Requirement for operators to submit on board passenger and revenue data for services

Size of operator?

Large

Receive data for each sponsored journey

Record of passenger numbers and revenue

Input data into patronage monitoring database

Record of bus usage

Small

Supply operator with survey form for use on specified date(s)

Receive survey data form

Record of passenger numbers and revenue

Survey form

Record of bus usageage

Perform survey

Provide information to service planners

Produce performance reports

Identify Journey and contract

End of process

See PT Service Provision processes

Performance report

End of process
Carry out staff travel survey → Analyse data → Draft proposals → Pass to committee for approval

- Survey forms
- Travel survey data
- Survey report
- Draft Plan
- Report
- See Committee process
- Approval received?
  - Yes → Publish plan
  - No → Revise proposals

Develop initiatives → Analyse data → Continue to monitor staff travel habits

- Input data
- Survey report
- Travel survey data
- Survey data
- See Green Travel Plan Administration
- Publicity material
- Plan

Promote initiatives

 Responsible Unit: Development Services, Sustainable Transport, Travel Management & Safety, Travelwise

Process: Green Travel Plan Development

Function Ref. DS/ST/2/002/a
Receive initiative loan application via departmental representative

Input record of application

Pass application to Finance

Monitor take up of initiatives

See GTP Development processes

Loan application  Record of receipt  Application record  See Finance process  Record of dispatch  Report data

End of process

Send report to interested parties

Publish monitoring report

Monitoring Report

Responsible Unit: Development Services, Sustainable Transport, Travel Management & Safety, Travelwise

Process: Green Travel Plan Administration

Function Ref.  Page 1 of 1

DS/ST/2/002/b
Continued from page 2

- Input into school working group
- Support school with education, training and publicity
- Inform JFU of monitoring commencement
- Collect monitoring information
  - DfT baseline survey
  - Initiative update information

Continue monitoring process (annually for 5 years)

- Amend STP
- Forward to Green Travel Team
- Prepare revised STP
- Analyse data
  - Revised STP document
  - See Green Travel processes
  - Draft revised STP document
  - Working notes
  - Research data
Receive information/request

Send response

Identify target school/area

Promote scheme to school

Does school wish to proceed?

Yes

Does scheme proceed?

Yes

Co-ordinate feasibility study

Request route audit

Is scheme feasible?

Yes

Analyse data

Plan

Can a suitable route be identified?

Yes

Working notes, meeting notes and minutes

Co-ordinate feasibility study

Audit report (copy)

Receive route audit report

See Local Transport processes

See Education process

End of process

No

End of process

Continued on page 2

End of process

Record of contact

Scheme information

Continued on page 2

Working notes

End of process
Inform police of implementation

Train volunteers

Receive user details and pass to Insurance Services

Pass responsibility for implementation and operation to school

End of process

Continue to train volunteers as required

Continuing (informal) liaison with school

Co-ordinator monitors scheme

Record of training

Working notes, meeting notes and minutes

Record of monitoring process

Record of users

Record of number of volunteers

See Insurance processes

Record of training

Record of number of volunteers

Record of training

Correspondence

Record of training
Planning application received from district council (if affects highway)

Log receipt of application

Plot application on mapping system

Pass application to Development Control officer

Identify previous applications on mapping system

End of process

Microfilm application (after 5 years)

Send recommendations to District Council

Assess application

Carry out site visit

Planning Application

Record of receipt

GIS record

Research notes

Microform record of application

Record of dispatch

Report added to application form

Site notes
See Section 7 application process

Section 38 agreement file generated (Following Section 7 approval)

Request plan from developer showing area to be adopted

Receive plan

Calculate costings

Section 38 starter file

Request

Plan

Costings

Set up Section 38 Agreement

Receive notification of Section 104 agreement from Severn Trent

Send notification to internal parties

Send notification of costings

Section 38 Agreement

See Central Services processes

Section 104 notification

Notification to Land Charges

Notification to JFU

Notification to developer

Receive copy of signed agreement

Inspection notification generated

Receive site inspection report

Copy of agreement (signed page only)

2 year inspection notice

See Highways management processes

Site inspection report

Continued on page 2

Responsible Unit: Development Services, Sustainable Transport, Travel Management & Safety, Development Control

Process: Highways Act, Sect. 38 Agreements
Send notification of commencement of 12 month maintenance period to developer, Severn Trent and internal parties

Receive inspection report (at end of 12 month period)

Receive confirmation of Section 104 satisfaction form from Severn Trent

Can site be adopted?

Yes

Inform Land Charges

See Land Charge processes

No

Ensure problems are rectified

Maintenance notification

See Highway Area Management Processes

See Street Lighting Processes

Inspection report

Section 104 notification

Record of rectification

Responsible Unit: Development Services, Sustainable Transport, Travel Management & Safety, Development Control

Process: Highways Act, Sect. 38 Agreements

Function Ref. Page 2 of 2

DS/ST/2/004/c
Receive request for transport assessment

Local Plan consultation from District Council
- Draft Local Plan
- Traffic model data

Analyse content and possible impact of plan
- Report
- Record of dispatch

Send response

End of process

Present evidence to Public Enquiry
- Record of evidence

Planning application for large development site
- Planning application
- See Development Control processes
- Traffic model data
- Report (strategic overview)

Can development feed into planned major scheme?

Yes
- Recommend negotiation of financial contribution
- Send report to Development Control
- Report

No
- Send assessment report to project team

Prepare transport assessment
- Transport assessment report
- Traffic model data

Commission consultant to carry out transport assessment
- Work instructions/Contract

SCC development project design
- Planning Application
- See Economic Regeneration processes

.local Plan consultation from District Council
- Draft Local Plan
- Traffic model data

Analyse content and possible impact of plan
- Report
- Record of dispatch

Send response

End of process

Present evidence to Public Enquiry
- Record of evidence

Planning application for large development site
- Planning application
- See Development Control processes
- Traffic model data
- Report (strategic overview)

Can development feed into planned major scheme?

Yes
- Recommend negotiation of financial contribution
- Send report to Development Control
- Report

No
- Send assessment report to project team

Prepare transport assessment
- Transport assessment report
- Traffic model data

Commission consultant to carry out transport assessment
- Work instructions/Contract

SCC development project design
- Planning Application
- See Economic Regeneration processes
Receive application for search from solicitor via district council

Identify site location

Carry out information searches

Complete report and produce plan

Send report and plan to District Council

End of process

Application form

Monitoring record of receipt

Address point

GIS databases

Report

Plan

Monitoring record of completion

Responsible Unit: Development Services, Sustainable Transport, Travel Management & Safety, Land Charges

Process: Local Searches

Function Ref. Page 1 of 1
DS/ST/2/005/a
Receive application from solicitor

Application form (CR form 21) Plan Correspondence Monitoring record of receipt

Carry out search

N.B. Hard copy mapping data being transferred to GIS system

Complete CR form 21 report

Record of findings

End of process

Return copy of form to solicitor

Correspondence Monitoring record of completion

Responsible Unit: Development Services, Sustainable Transport, Travel Management & Safety, Land Charges

Process: Common Registration Searches

Function Ref. Page 1 of 1

DS/ST/2/005/b
Receive copies of police accident report, Form TPO7 (involving human casualty)

Receive data check download from police computer

Data record into database

Has form been received? Check data summary

Identify location, grid reference and assign coding

Data check file

Request missing TPO7 forms from police

Copy of TPO7 forms

Send information to external customer/agency

End of Process

Send response

Research information required

Receive request for information/advice from internal or external source

Correspondence

Report

Record of request

See Accident Investigation Process
Receive complaint/question/request from external source

Investigate Network Signing issue

Identify government guidance

Identify County Council policy

Produce draft scheme design

Carry out consultation

Produce final scheme design

Issue work instructions

End of process

Is SLO appropriate?

Is TRO appropriate?

Send response

Record of response

Yes

See Network Signing TRO process

Yes

No

No

Record of receipt

Correspondence

Working notes

Site report

Working notes

Working notes

Memo/report

Local traffic management issue raised as a result of SCC capital project

See Highways Maintenance processes

Final scheme design

Correspondence/replies

Consultation documentation

Draft scheme design

Work instructions
Request information from Casualty Records

Receive request

Receive report

Casualty analysis report

Does site meet DfT criteria for safety cameras?

Yes

Produce & send report of potential sites to Partnership Board Steering Group

Operational Case Report

End of process

No

Operational Case Report

Does site meet DfT criteria for safety cameras?

Yes

Produce & send report of potential sites to Partnership Board Steering Group

Operational Case Report

End of process

No

Operational Case Report

End of process

Operational Case Report

End of process

Receive request

Request detailed accident investigation

Receive list of approved potential sites from DIT

Submit Operational Case to DIT

Partnership Board approves site operational cases

Carry out site survey with system manufacturer

Request speed survey and receive data

Prioritised implementable sites

Pass schemes to SCC Engineering for design and installation

Instruction for works

See Engineering processes

Continued on page 2

Survey data

See Quality Systems data collection processes

Report (inc. preliminary scheme designs)

Instruction for works

See Engineering processes

Continued on page 2

Survey Report

Casualty analysis report

See Casually Recorded processes

Notification

Meeting notes

Meeting minutes

End of process
Carry out site commissioning inspection with relevant parties.

Responsibility for operation and maintenance passes to Partnership under SLA.

Receive monitoring data reports from police and Traffic Data Unit.

Compile and send quarterly monitoring report to DfT.

DfT requirement to inspect camera site every 6m.

Forward Inspection report to DfT.

Complete six monthly DfT Inspection Summary report.

Remedial work completed.

Place work instruction order with contractor.

Is remedial work required?

Yes

Carry out site inspection.

No

Record of completion.

Work instruction/Order.

Inspection Summary report.

Site inspection report.

Responsibility for operation and maintenance passes to Partnership under SLA.

Receive monitoring data reports from police and Traffic Data Unit.

Compile and send quarterly monitoring report to DfT.

DfT requirement to inspect camera site every 6m.

Forward Inspection report to DfT.

Complete six monthly DfT Inspection Summary report.

Remedial work completed.

Place work instruction order with contractor.

Is remedial work required?

Yes

Carry out site inspection.

No

Record of completion.

Work instruction/Order.

Inspection Summary report.
Statutory duty to maintain public acceptability of safety - publicise and monitor the work of the SCP

Develop PR strategy

PR Strategy approved by Partnership Board

PR Strategy included in SCP business plan

PR Strategy Statement

Develop PR Programme

Receive DfT national campaign programme

DfT approve expenditure (via Head of Unit)

Business plan passed to DfT (via consultancy)

Draft Strategy document

Meeting notes and minutes

Record of approval

Receive regionally formulated campaign programme

Record of contacts

Receive national/regional daily updates

Report to Management Group, Steering Group and DfT

Minutes

Correspondence

Reports

Project design/Publicity material/commissioning

PR implementation programme

Publicity/promotional material/specifications

Quotes/Orders

Receive national/regional daily updates

Carry out monitoring

Monitor press coverage

Monitor accident levels

Statutory public opinion survey

Monitor budget

Press cuttings

Press analysis report

Accident statistics

See Accident investigation processes

Survey data

Analysis

Budget analysis

Responsible Unit: Development Services, Sustainable Transport, Travel Management & Safety, Safety Camera Partnership

Process: Public Relations

Function Ref. DS/ST/3/002/c

Page 1 of 1
Identify issue

Is there existing policy?

- Yes
  - Is a policy required to cover issue?
    - Yes
      - Determine scope of policy
    - No
      - End of process
  - No
    - Correspondence
    - Working notes

End of process

Determine scope of policy

Prepare draft policy

Carry out consultation

Draft report to Dept. Mgt./Scrutiny/Executive

Publish policy

Policy document

Report

Correspondence

Consultation documentation

Draft policy
Receive complaint/question/request from external source

Record of receipt
Correspondence

Investigate Network Signing issue

Working notes
Site report

Identify government guidance

Working notes

Identify County Council policy

Working notes

Local traffic management issue raised as a result of SCC capital project

Memo/report

Is SLO appropriate?

Yes

See Network Signing SLO process

Send response

Record of response

No

Is TRO appropriate?

Yes

No

End of process

Issue work instructions

Issue work instructions

Work instructions

See Highways Maintenance processes

Produce final scheme design

Final scheme design

Produce final scheme design

Carry out consultation

Correspondence/replies
Consultation documentation

Produce draft scheme design

Draft scheme design
Has school previously carried out training?

- Yes
  - Responsible officer to check site assessment file
  - Continued on page 2

- No
  - Does school require cycle trainer training?
    - Yes
      - Continued on page 2
    - No
      - School to carry out training
        - Receive completed training assessment/monitoring, parental consent and registration forms
          - Completed monitoring form
          - Completed consent forms
          - Completed registration form(s)
          - Updated training record
          - End of process

Contact schools

Receive application

Send information (letter 2), return form (form2) and parental consent leaflet/forms to school

Std letter
Record of contact
Application form (form 1 - blank)
Receive completed application
Record of receipt
Std letter
Return form (form 2 - blank)
Parental consent form
Record of dispatch

Receive application

Receive completed application

Collate and box resource order

Complete resource order form

Receive completed form 2

Record of dispatch

Resource order

Record of training requested

Completed return form (form 2)
Receive request for training

Send application and medical questionnaire forms

Receive completed application and medical questionnaire

Assess medical questionnaire

Forward medical questionnaire to Occupational health?

Completed application form

Completed medical questionnaire

Training record

Has medical clearance been given?

End of process

No

Receive medical report

Forward medical questionnaire to Occupational health

Yes

Notify trainee of theory course date

Carry out theory training

Attendance record

Record of training

Pass theory test?

No

(1) Continued on next page

Yes

Record of training

Blank entitlement form

Has medical clearance been given?

No

Report

Yes

See Occupational Health Process

Correspondence

Trainee contacts assessor to agree date for practical assessment

Carry out practical assessment

Record of attainment

Record of agreed date

Driver Assessment record

Record of achievement

Continued on page 2

Continued from page 2

Trainer completes and signs entitlement form

Completed entitlement form

Update training record on database

Record of attainment

Record of agreed date

Driver Assessment record

Record of achievement
Has training been successfully completed?

- Yes: Issue driver permit
- No: Re-assessment agreed
  - Yes: Send invoice/inter-committee transfer to client organisation/department
  - No: Continued on page 1

Trainee advised of result

- Notification
- Training record

Send invoice/inter-committee transfer to client organisation/department

End of process

Permit

Training record

Invoice/Transfer slip

See finance processes

Responsible Unit: Development Services, Sustainable Transport, Travel Management & Safety, Travelwise

Process: Minibus Driver Training
Receive application for training

Enter details on Fleet Training database

Agree date and venue

Receive confirmation of number of course delegates

Request delegate background information

Book driving instructors

Confirm course details

Receive delegate background information

Evaluate course

End of process

Deliver course

Record of assessment

Evaluation forms

Evaluation analysis report

Application

Training record

Correspondence

Record of date and venue

Correspondence

Record of delegate numbers

Official order

Record of communication

Correspondence

Correspondence

Correspondence
Receive driver information from court

Check training database

Has driver attended a NDIS course in the last 3 years?

No

Offer driver course date

Driver accepts date or makes alternative appointment

Yes

Inform police

Does driver attend for training?

No

Inform police of attendance

End of process

Yes

Receive acceptance

Record of acceptance

Inform police of attendance

Record of attendance

Training record

Record of assessment

Carry out training

Has driver attended a NDIS course in the last 3 years?

No

Inform police
Receive driver information from court

Check training database

Has driver attended a NDIS course in the last 3 years?

No

Offer driver course date

Driver accepts date or makes alternative appointment

Yes

Inform police

Does driver attend for training?

No

Inform police of attendance

End of process

Yes

Receive acceptance

Record of acceptance

Record of training

Record of assessment

Record of attendance

Inform police

Check training database

Has driver attended a NDIS course in the last 3 years?

Yes

Inform police of attendance

End of process
Provide monthly status report to care provider

Receive request for driver assessment from care provider

Contact approved instructor

Instructor to arrange appointment with house manager

Approved instructor carries out driver assessment

Send invoice to Social Services

See Finance processes

Record of request

Record of communication

Official order

Issue certificate of completion

Appropriate standard achieved?

Yes:

Receive Assessment record sheet (copy) from instructor

Assessment record

No:

See Social Services processes

Report

Record of request

Assessment record

Assessment record
Receive information/request

Send survey forms and information leaflets to school(s)

Receive completed questionnaires

Enter survey data into database

Correspondence

Send response

Record of dispatch

Completed questionnaires

Data record

Forward report to steering committee

Receive copy of engineering report

Forward report to Engineering

Analyse data

Scheme to be implemented?

Yes

Receive notification of approval

Scheme implemented by Engineering

Continued liaison with school(s)

Monitor scheme

No

Correspondence

See Accident investigation processes

See Committee processes

Engineering report

See Engineering processes

Meeting notes and minutes

Continued on page 2

Responsibility Unit: Development Services, Sustainable Transport, Travel Management & Safety, Travelwise

Process: Safer Routes Programme Development & Monitoring

Function Ref: DS/ST/3/005/a

Page 1 of 2
Send monitoring questionnaire to school

Record of dispatch

Receive completed questionnaire

Completed questionnaire

Input monitoring data

Monitoring data

Compare and analyse data

Report

Forward performance report to steering committee

End of process

Responsible Unit: Development Services, Sustainable Transport, Travel Management & Safety, Travelwise

Process: Safer Routes Programme Development & Monitoring

Function Ref.: DS/ST/3/005/a
Process: Facilitating Theatre in Education

Receive information from theatre group

Send list of schools to theatre group

Send letter and publicity material to schools

Receive response from school

Correspondence
copy of publicity material

Does school want to participate?

Yes

No

Send evaluation form to school on behalf of theatre group

Theatre group carries out performance programme

Arrange programme

Correspondence
Financial records
Programme of performances
Contract

Send evaluation form to school on behalf of theatre group

Receive completed evaluation form

Forward evaluation to theatre group

End of process
Order Ordnance Survey data set

Receive data set/update

Send notification of update to departmental contacts

Receive data set loan request

Order

Record of receipt

Data set

Circulation list

Notification

Record of request

Receive returned data set (CDrom)

User loads data set and returns disc

Issue data set (CDrom)

Record of return

Loan record

OS Liaison Officer notifies OS

User identifies problem with data set

Correspondence

Error report

End of process

Continued on page 2
Receive official OS information

Attend national OS Liaison Officers Group meeting (annual)

Attend Staffordshire OS Group meeting

Circulate OS information to SCC staff

Guidance/memos

Receive enquiries from SCC staff re OS issues

Record of enquiry

Respond to enquiry

Record of response

SCC OS Development Group meeting (every 6 months)

Action plan/programme

Action Plan

Continued from page 1

Meeting minutes

Meeting minutes

Meeting minutes

Meeting minutes

Responsible Unit: Development Services, Sustainable Transport, Quality Systems

Process: Ordnance Survey Liaison, development and support

Function Ref. DS/ST/4/001/b
Maintenance checks carried out on data collection equipment

Data collection equipment installed at site

Data collector visits site to collect data and inspect equipment

Is equipment functioning correctly?

- Yes: No action required
- No: Rectify fault or contact manufacturer to repair

Supply information to customer

Generate report of information required

Transfer data to database system

- Yes: Record of communication
- No: Maintenance record

Receive payment (if due)

End of process

Fault report

Record of receipt
Receive copies of contract documentation

Issue documents

Record of receipt

Record of holders

Record of issue and receipt

Record of return

document returned

End of process