Abstract

This White Paper outlines the process of administering asset damage and the possible recovery of costs sustained for repairs carried out. The procedures described are based on current functionality provided in HighStone to; Instigate, Administer and Price and Manage any repairs to assets, leading to possible claims against Third Parties for the reinstatement of such assets.

This document is intended as a technical briefing on HighStone database definitions and usage - it is not written as a User Manual for the day to day operation of HighStone.

Document Summary

Title of Document	HighStone Import of Assets Records
Date of Issue	December 2011
Document Version	1.1

Overview

The principles described herewith may be adopted to recover damages for various types of assets held by a business, where assets are maintained and the costs of repairs may or may not be recovered from Third Parties (Insurers etc).

In this instance the procedures are explained in relation to Highways assets, Safety Fencing, Lighting, Signs etc, where the recovery of damages is paramount to maintaining our road networks to safe and reliable standards required. This applies to all incidents of damage, caused by a third party and not as a consequence of natural causes (e.g. flooding, normal potholes, wind damage).

All incidents on a contract network are logged in HighStone where incidents are managed and from which Works Orders are raised, to capture the costs of repairs. Works Orders may take different configurations depending on the client.

It is the repairs carried out under these Works Orders that are used to establish the total costs of repair including all materials, labour, callout, Traffic Management, direct or indirect incidental expenses incurred as a result of the damage, and the prescribed amounts for indexation, mobilisation and administration of the claim.

Costs may be recovered from either the liable party either directly or through the culprit's insurance company or external government agencies when appropriate. The rules governing how costs are recovered will be depend on the asset and the organisation / managing company procedures.

Raising an Asset Damage Claim

The procedure is initiated by the identification of a repair required by reason of damage within the Scope above.

The claim is raised from the drop-down Actions List and the **'DCP Claim'** command button is displayed providing access to the DCP panel. Access to sensitive information, such as vehicle details is controlled by User permissions.

Claremont Controls Ltd - HighStone Process Actions

Incidents DCP Record Actions

Incident Ref No   IRN-   45924   BDV on hard shoulder reporting oil leak

Status Values	**Option Values**	**HA Reimbursed Final Account**		**Invoiced Value to Insurers**	
☑ DCP Claim Raised	TR430 Reason Classification	Labour	0.00	Labour	0.00
☑ Culprit Identified	Unspecified	Plant	0.00	Plant	0.00
☐ TR430 Sent	Credit Issued Reason	Materials	0.00	Materials	0.00
☐ Invoice Raised	Unspecified	Subcontract	0.00	Subcontract	0.00
☐ Final Payment Received		Provider's Man'mnt	0.00	Provider's Man'mnt	0.00
☐ Claim Cancelled		**Total**	0.00	Credit	0.00
☐ Culprit Not Known				**Total**	0.00

Actions and Notes

Coun	Action	Ref No	Value	Date Action	Action By	Description / Notes
1	DCP Claim raised		0.00	< 11:39	Jan	
2	Initial Insurance		0.00	< 11:40	Jan	
3	Initial Culprit Letter		0.00	< 11:45	Jan	
4	Other Action / Note		0.00	< 11:46	Jan	Registration details confirmed via search engine
*						

Recharge Details | Client Details | Record Details | Pricing |

Costs Reimbursement Status

○ Allocated to ISU Lump Sum Duties   ○ Allocated to LSA Activity
◉ Reimbursable from Third Party Insurers   ○ Reimbursable from HA Client
○ Allocated to Scheme / Overheads   [Change Reimb Status...]

Works Orders

First Response	45876	View WO ...
Secondary Response	45877	View WO ...
Permanent Repair	N/A	View WO ...

Actions: Select required Action...   [Go]   [Save]   [Close]

This panel may be accessed through the Incident Details Panel from the **'DCP Claim'** command button on the Incident panel (as above) or alternatively from the HighStone Menu Item **'DCP Recovery Action List'**. Where search parameters are displayed as a prompt mechanism.
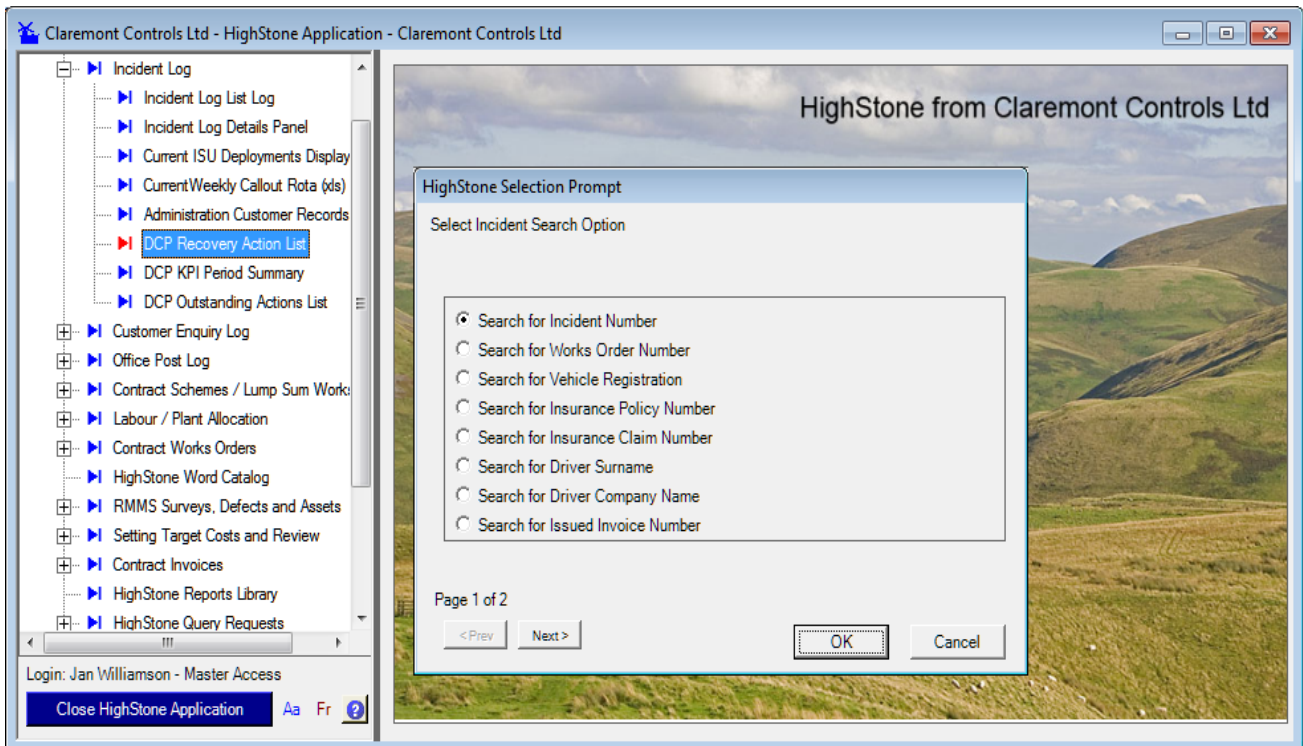
Functionality is provided to allow the Event Logs to be filtered by defined criteria. In this case showing all Incidents where a 'DCP Claim' has been raised for easier identification where asset damage has been initiated.
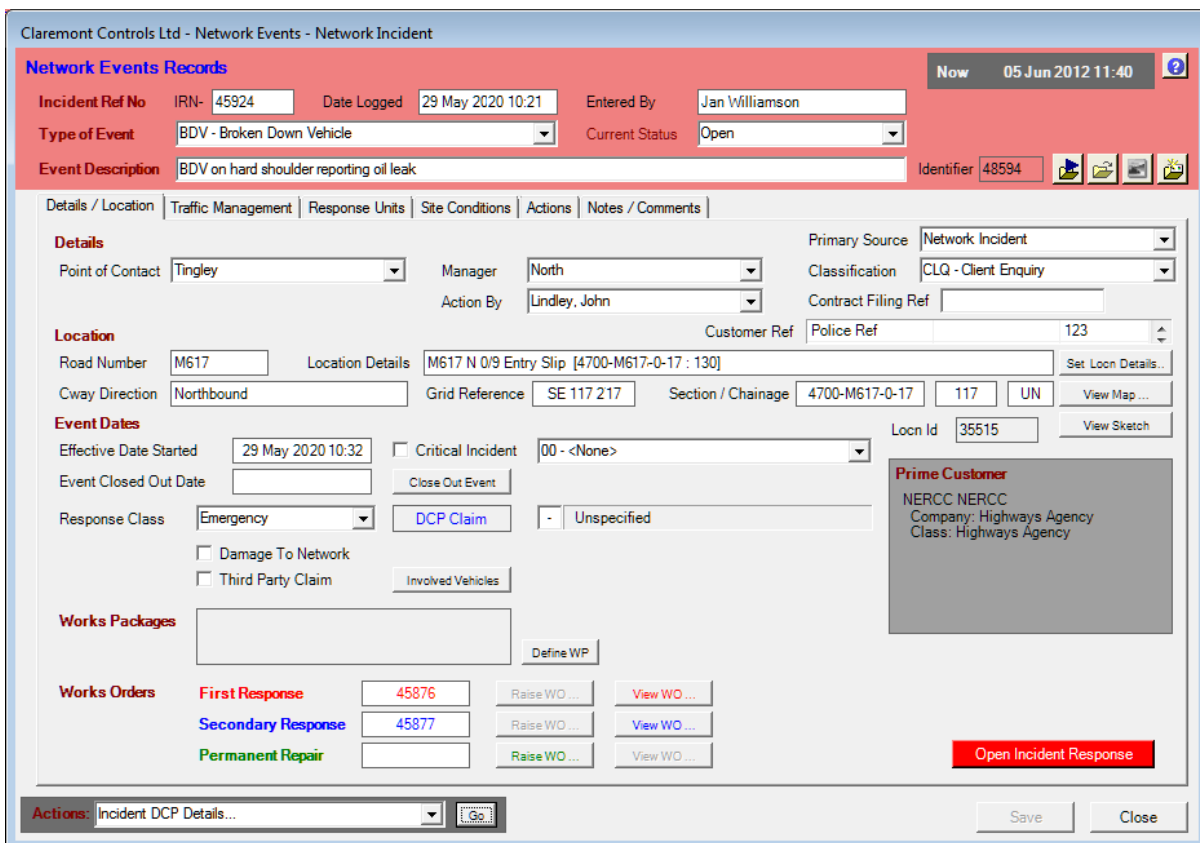
Recording Vehicle / Liable Parties Details

HighStone provides the facility to record details such as vehicle and culprit details, vehicle owner and witness details. Additionally Insurance Company details are held within this mechanism and form the basis for search parameters.

These are entered from the 'Involved Vehicle' command button displayed on the Incident Panel. Commonly used addresses for Insurance Companies may be auto-populated from a drop-down company name.

Managing a DCP Claim

From the DCP Claim panel provision is made to facilitate processing the claim by a sequence of actions linked to the Menu Item **'DCP Outstanding Actions List'** and may have time limits set to prompt the user to action a particular process.

These Actions are used as a catalyst to streamline the process as a predetermined set of Actions whilst allowing 'other Notes / Actions' to be recorded during the course of the claim. Primary actions include;

- Initiating Correspondence between outside agencies for vehicle details to establish vehicle and culprit details.
- Correspondence with culprit and the Culprits Insurer including letters, replies and reminders
- Pricing the works carried out
- Issue of Invoices / Credits
- Managing debtors

A link to the HighStone Reports library under the Actions drop-down and a command button to target PDF's provided to print standard letters and produce pricing detailed breakdowns, summary breakdown for insurance companies and additionally internal documents such as Invoice requests. Names and addresses being populated from the Involved Vehicle details.
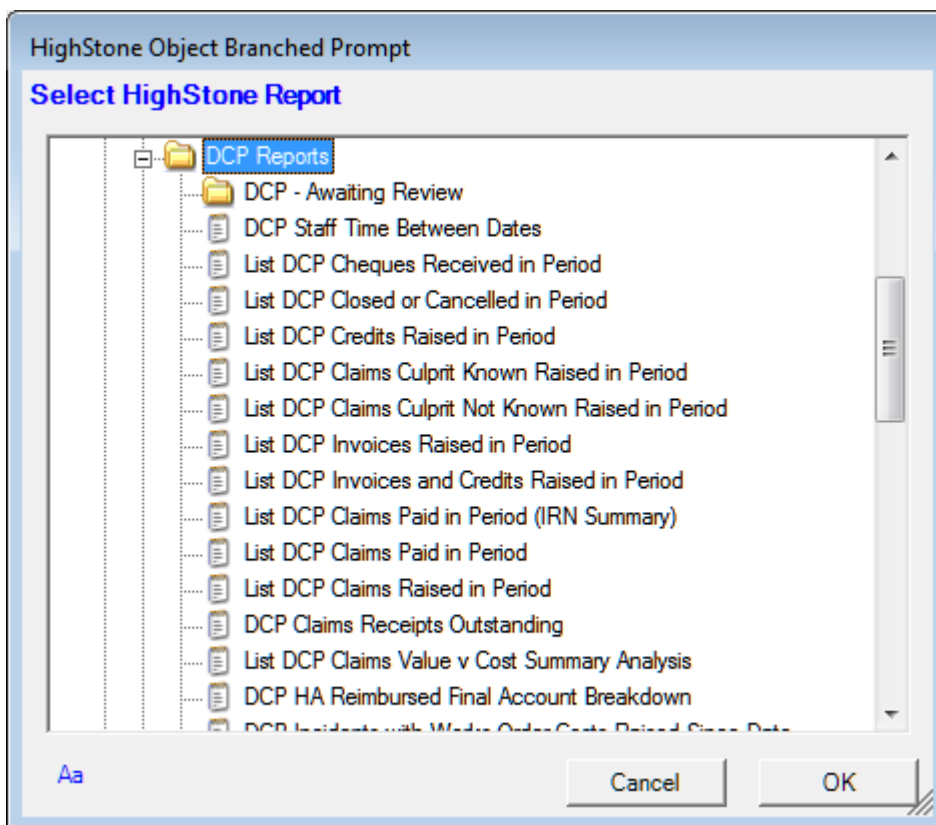
DCP Outstanding Actions List

The functionality to record the Actions taken whilst managing a DCP Claim allows HighStone to collate these Actions and provide reports showing any Open Actions against all incidents, i.e. at what stage the claim is.

These can be produced to list all outstanding actions or list only overdue actions by Incident Reference Number (IRN) and is accessed through the HighStone Menu item **'DCP Outstanding Actions List**'.

Claremont Controls Ltd - General Grid Display Edit

Incident DCP Outstanding Actions   Aa ☐

IncidentRefNo	IRDateLogged	Last Action	Action Date	Next Action Date
5924	29 May20 20 10:21	Initial Insurance Letter	05 Jun 20 2011:40	26 Jun 2020
5924	29 May20 20 10:21	Initial Culprit Letter	05 Jun 20 2011:45	26 Jun 2020
5277	29 Jan 20 2015:41	Initial Insurance Letter	03 Feb 20 2012:50	24 Feb 20 20
5267	28 Jan 20 2020:08	Initial Insurance Letter	03 Feb 20 2012:40	24 Feb 20 20
5265	28 Jan 20 2017:58	Initial Insurance Letter	06 Feb 20 2013:01	27 Feb 20 20
5263	28 Jan 20 2017:19	DCP Claim raised	02 Feb 20 2010:45	01 Mar 20 20
5255	28 Jan 20 2014:24	Initial Insurance Letter	03 Feb 20 2011:41	24 Feb 20 20
5234	28 Jan 20 2004:43	Initial Insurance Letter	03 Feb 20 2015:18	24 Feb 20 20
5232	27 Jan 20 2023:46	DCP Claim raised	02 Feb 20 2010:30	01 Mar 20 20
5226	27 Jan 20 2018:33	Initial Insurance Letter	03 Feb 20 2011:21	24 Feb 20 20
5142	27 Jan 20 2000:53	Initial Insurance Letter	03 Feb 20 2011:17	24 Feb 20 20
5137	26 Jan 20 2017:47	Initial Insurance Letter	03 Feb 20 2010:23	24 Feb 20 20
5136	26 Jan 20 2017:45	Initial Insurance Letter	03 Feb 20 2010:13	24 Feb 20 20
5135	26 Jan 20 2017:07	Initial Insurance Letter	03 Feb 20 2010:08	24 Feb 20 20
5067	26 Jan 20 2010:18	Initial Insurance Letter	03 Feb 20 2010:01	24 Feb 20 20
5061	26 Jan 20 2008:31	Initial Insurance Letter	03 Feb 20 2009:42	24 Feb 20 20
5040	25 Jan 20 2020:21	Initial Insurance Letter	03 Feb 20 2009:37	24 Feb 20 20

Print Grid   Save As Excel   Data Values are Read Only   Close

Actions may be configured as required for client use with the appropriate reminder periods necessary.

The actions criteria established within the example described here, dictates that if no response to an invoice has been received within the period specified on *[ltbIncidAuxAction], in this case 28 days, then a Invoice Reminder letter is issued.

If no response is received 14 days after reminder, a claim maybe referred to the commercial manger for approval to pass to the legal team / recovery agent. Again this also being an action from the aforementioned table.

If part payment is received then a part payment letter is issued. If the remainder of the payment is then received then the claim is closed. If the deficit is not received the part payment will be held until a settlement is agreed.

Should a settlement be required the Insurance Team will liaise with the Insured / Insurers to negotiate an agreeable value. If the invoice is discounted then a credit note should be actioned and the value entered into HighStone to balance the outstanding debt.

When an invoice is paid in full or is settled by negotiation, HighStone is updated with the amount received / credit issued and the final Action entered as 'Claim Closed'.

Note: - Certain Actions may be specified as designated wildcard and will close ALL remaining outstanding actions, e.g. Cheque Banked.

Extract from [ltbIncidAuxAction]

IncidAuxActionDescrip	Reminder Period
BACS Payment Received	
Cheque Banked	
Cheque Received	
Claim Cancelled	
Claim Closed	
Costs Assessed / Compiled	
Credit Note Issued	
Culprit Not Known	
Culprit Reminder Letter Issued	7
DCP Claim raised	
DVLA Request Sent	14
DVLA Response Received	
HA Recoverable Costs Sent	
HA Reference Received	
Initial Culprit Letter	21
Initial Insurance Letter	21
Insurance Reminder Letter Issued	7
Invoice Issued	28
Invoice Received from Accounts	
Invoice Reminder Issued	14
Invoice Requested from Accounts	3
Legal Fees Paid	
Liability Accepted / Invoice Required	
MIB Claim Sent	
MIB Response Received	
MID Search	
Offer Agreed	
Other Action / Note	
Other Correspondence Received	
Other Correspondence Sent	
Partial Credit Note Issued	
Passed to Legal	30
Police Request Sent	14
Police Response Received	
RCC Request Sent	7
RCC Response Received	
Reply to Culprit Letter Received	
Reply to Insurance Letter Received	
Returned from Legal	
TR430 sent to HA	30
Works Not Completed	

Establish Costs of Repair / Replacement

For each case, the costs of the repair may be priced using the Works Order allocations held in HighStone upon completion. HighStone holds the capability to price works undertaken using a **Schedule of Rates** (SOR) to estimate and price works undertaken. In this instance SOR applicable to asset damage priced to Insurance Companies.

Schedule of Rates items are selected from a 'pick list' for labour, plant, materials, TM, subcontract and staff (where applicable) to build up a price. (It is noted Staff costs may already be included in uplifts, however could also be implemented and priced by the same methods outlined below).

The pricing module is opened through the DCP Claim Panel via the 'Pricing' tab.

The Schedule of Rates can be filtered by the class of item and through previously flagged favourites, to allow easy access to common items [tblShedRatesSections]. This allows different SOR Books to be held to support pricing of different object classes within a contract, or to hold a series of Schedule Rates that relate to different periods within a contract.

Claremont Controls Ltd - Object Pricing Panel

Object Pricing Definition

Current Record   45924

BDV on hard shoulder reporting oil leak

Pricing Book	CECA Rates
Uplift Regime	None
Pricing Period	None
Price Status	No Price

			Item				Unit Rate	Uplifts	Pricing	
	Activity	Item Code	Item Title	Units	Class	Note	Rate	Total	Quantity	Total
										1,064.83
1		L02	General Operative	Hr	A	...	53.25	0.0000	3.00	159.75
2		L03	Driver	Hr	A	...	53.25	0.0000	3.00	159.75
3		L02	General Operative	Hr	A	...	53.25	0.0000	3.00	159.75
4		L03	Driver	Hr	A		53.25	0.0000	4.00	213.00
5		P43	Gritter - min 4 hours use	Hr	A		24.64	0.0000	4.00	98.56
6		P54	ISU 18T	Hr	A	...	91.34	0.0000	3.00	274.02

Add Item   Delete Item   Change Pricing Status   Save Records

Close

A formal Pricing / Invoice schedule or standard letters may be produced with the relevant headers for issue to Insurers or organisation / individual liable.

Sample Pricing Summary Report

Damage to Crown Property - Pricing Schedule   **Company Title**

Incident Ref No IRN / 45924   Network Incident   Incident Id 48594

Type of Incident	Broken Down Vehicle
Incident Details	BDV on hard shoulder reporting oil leak
Incident Class	BDV Incident Date 29/05/2012 10:21:00 Current Status Open

Location Details   M606 N 0/9 Entry Slip [4700-M606-0-17 : 130]

Road M606   Direction NB   Cway/Slip Slip   Section Ref 4700-M606-0-17

Works Orders   First Response 45876   Make Safe 45877   Perm Repair

Handling Depot Tingley   Works Completed

Damages

Insurance Details

Vehicle Type: Car   Make: Ford   Colour: Black   Reg No: RG58 DGY   Driver is Owner ☑

Comments: Veh is Prime Claim ☑

Driver Name	Smith	Company	Phone Main
Title / First Name Mr John		Address 23 Firntree Close	Mob: 07789 456 789
Driver Injuries	None		Fax
Email		Halifax	Postcode HL2 6AB
Notes:		W.Yorks	

Insurer		Company	Phone Main
Contact		Address Claremont Direct Insurance	Mob:
Policy No 156/2345678	Claim No 2345678/0099786	45-47 Oxford Road	Fax
Email		Pudsey	Postcode LS36 9HX
Notes:		Leeds	
		W. Yorkshire	

DCP Pricing Repairs

Labour Items

Item	Description	Quantity	Units	Unit Rate	Total Price
L02	General Operative	12.00	Hr	53.25	639.00
L03	Driver	10.00	Hr	53.25	532.50
	Total Labour Value				**1,171.50**

Plant Items

Item	Description	Quantity	Units	Unit Rate	Total Price
P43	Gritter - min 4 hours use	4.00	Hr	24.64	98.56
P54	ISU 18T	6.00	Hr	91.34	548.04
	Total Plant Value				**646.60**

Total Pricing Value	**1,818.10**

Printed   05 Jun 2012 12:35   Incident No 45924   Page 1 of 1

HighStone holds can hold multiple schedule of rates [tblShedRatesBooks], allowing different Schedule of Rates to be held in 'Books' to support pricing of different object classes within a contract, or to hold a series of Schedule of Rates that relate to different periods within a contract period. In this instance SOR applicable to DCP Pricing to Insurance Companies.

Raise / Issue an Invoice

An invoice request may be raised from the system and sent to the Finance department for processing, from a standard template using the price build up from the Schedule of Rates.

Sample Invoice Request

Damage to Crown Property - Invoice Request　　　　　　　　　　**Company Title**

Date Requested	05 Jun 2012 13:01	Network Incident	Incident Id 48594
Requested By	Jan Williamson	**Our Reference**	**45924**

Summary Details of Incident

Type of Incident	Broken Down Vehicle
Incident Date	29/05/2012 10:21:00
Location Details	M606 M606 N 0/9 Entry Slip [4700-M606-0-17 : 130]

Damages

Vehicle Details

Vehicle Type	Car	Make	Ford	Colour	Black	Driver is Owner	☑
Reg No:	RG58 DGY					Veh is Prime	☑

Driver Details

Driver Name	Mr John Smith
Address	23 Firntree Close
	Halifax
	W.Yorks
	HL2 6AB

Insurer Details

Company	Claremont Direct Insurance	Your Ref	2345678/0099786
	45-47 Oxford Road	Policy No	156/2345678
	Pudsey		
	Leeds		
	W. Yorkshire		
	LS36 9HX		

Repair Costs

Labour Items	1,171.50
Plant Items	646.60
Total Pricing Value	**1,818.10**

Printed   05 Jun 2012 13:48　　　　Incident No 45924　　　　Page 1 of 1

Sample Invoice Cover Letter

Company Title

Our Reference: 45924
Your Reference: 2345678/0099786
Letter Date: 06 June 2012

Claremont Direct Insurance
45-47 Oxford Road
Pudsey
W. Yorkshire
Leeds
LS36 9HX
W. Yorkshire

Dear Sir / Madam,

Subject: M606   M606 N 0/9 Entry Slip [4700-M606-0-17 : 130]

Incident Date: 29 May 2012

VRM: RG58 DGY

Your Client: Mr John Smith

We are writing to claim damages in connection with the above incident.

We confirm that we have now carried out the necessary works on behalf of the Department for Transport and enclose a copy of the invoice, as detailed below, so payment can be raised.

Invoice Number: £1,818.10

As previously advised, we have been appointed to recover the costs on behalf of the Department for Transport.

Would you please provide us with a cheque in the sum of the above value within 28 days of the date of this letter. The cheque should be made payable to   and sent to the claims team at the address above.

If you have any further queries regarding this letter, please contact the claims team at the above address quoting the above reference..

Yours Faithfully,

Insurance Manager
For and on behalf of .....

Debtor Management

Many reports may be produced from HighStone, one of which would be to manage 'Aged Debt' to chase payments, list Invoices / credits raised or outstanding etc.

HighStone - Open Claims Aged Debt

Open Claims Aged Debt

IRN	Invoices	Receipts/Credits	Total O/S	Claim Raised	First Invoice	Last Invoice	First Rcpt/CR	Last Rcpt/CR	Debt Status
8637	454.86	0.00	454.86	11 Oct 2020	09 Nov 2020	09 Nov 2020			7 - 180 Days+
8709	462.53	0.00	462.53	12 Oct 2020	10 Nov 2020	10 Nov 2020			7 - 180 Days+
8720	509.24	0.00	509.24	12 Oct 2020	09 Nov 2020	09 Nov 2020			7 - 180 Days+
8727	2,275.89	0.00	2,275.89	12 Oct 2020	07 Dec 2020	07 Dec 2020			7 - 180 Days+
8748	12,989.99	0.00	12,989.99	12 Oct 2020	14 Dec 2020	14 Dec 2020			6 - 150 Days+
8782	5,855.91	0.00	5,855.91	12 Oct 2020	16 Nov 2020	16 Nov 2020			7 - 180 Days+
8783	3,910.55	-3,675.92	234.63	12 Oct 2020	02 Dec 2020	02 Dec 2020	03 Feb 2021	03 Feb 2021	7 - 180 Days+
8893	4,077.83	0.00	4,077.83	20 Oct 2020	08 Dec 2020	08 Dec 2020			7 - 180 Days+
8906	583.09	0.00	583.09	20 Oct 2020	10 Nov 2020	10 Nov 2020			7 - 180 Days+
8917	940.64	0.00	940.64	20 Oct 2020	25 Nov 2020	11 Jan 2020			5 - 120 Days+
8938	273.55	0.00	273.55	20 Oct 2020	10 Nov 2020	10 Nov 2020			7 - 180 Days+
8962	6,604.23	0.00	6,604.23	20 Oct 2020	07 Dec 2020	07 Dec 2020			7 - 180 Days+
9023	332.76	0.00	332.76	20 Oct 2020	10 Nov 2020	10 Nov 2020			7 - 180 Days+
9064	2,325.07	0.00	2,325.07	20 Oct 2020	08 Dec 2020	08 Dec 2020			7 - 180 Days+
9189	462.75	0.00	462.75	20 Oct 2020	08 Dec 2020	08 Dec 2020			7 - 180 Days+
9205	5,262.24	0.00	5,262.24	20 Oct 2020	06 Dec 2020	06 Dec 2020			7 - 180 Days+
9220	14,254.23	0.00	14,254.23	20 Oct 2020	14 Dec 2020	12 Jan 2020			5 - 120 Days+
9231	15,960.12	0.00	15,960.12	26 Oct 2020	25 Nov 2020	25 Nov 2020			7 - 180 Days+
9308	273.55	-145.26	128.29	26 Oct 2020	10 Nov 2020	10 Nov 2020	02 Feb 2021	02 Feb 2021	7 - 180 Days+
9312	261.59	0.00	261.59	26 Oct 2020	10 Nov 2020	05 Jan 2020			6 - 150 Days+

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HighStone - List DCP Invoices Raised

DCP Claims Invoices Raised Between 01 Feb 2020and 29 Feb 2020

IncidentRefNo	IRDescription	IPAActionDate	EventTypeCaption	EventClassName	RoadNo	LCNLocationText	Inv No	Inv Value
2691	1 vehicle involved	20 Feb 2020 14:26	Client Enquiry	Road Traffic Collision	M40	J40 entry slip MP 294/5	0000003629	197.84
2701	Hit and run barrier damage. Verge s	20 Feb 2020 10:16	Internal Raised	Damage to Safety Fencir	A6	Bondhill entry slip mp 17/5	0000003616	5,287.22
2827	1 veh hit CR SRW 1940736 IRF: 1(	20 Feb 2020 14:11	Client Enquiry	Road Traffic Collision	M62	Jnc 37 to 38 MP 175/8	0000003625	9,373.17
2834	4 x veh in lane 2 CR Barrier damage	20 Feb 2020 10:19	Client Enquiry	Road Traffic Collision	A13	Jnc 39 to 40 MP 295/4	0000003617	6,382.67
2847	HGV left carriageway	20 Feb 2020 14:32	Internal Raised	Road Traffic Collision	A64	MP 69/4	0000003632	203.13
2848	Vehicle off road with barrier damage	20 Feb 2020 10:06	Unspecified	Road Traffic Collision	A6	Malton by-pass mp 51/0	0000003621	10,320.84
2854	RTC multiple vehicles SRW 19412!	20 Feb 2020 14:30	Client Enquiry	Road Traffic Collision	A40	Skellow mp 286/3	0000003631	447.89
2886	3 car RTC. - C/res barrier damage -	20 Feb 2020 08:23	Client Enquiry	Road Traffic Collision	M1	Between JCT 6-7 292/0	0000003619	8,729.10
2928	1 vehicle with poss c/res barrier dai	20 Feb 2020 10:52	Client Enquiry	Road Traffic Collision	M6	J30 to 31 MP 121/1	0000003601	208.42
2943	1 HGV involved SRW: 1942533	20 Feb 2020 14:54	Unspecified	Road Traffic Collision	A18	Immingham junction MP 5	0000003636	663.96
2970	Lanes 1 + 2 blocked	20 Feb 2020 10:04	Client Enquiry	Road Traffic Collision	M6	Jcn 30-31	0000003642	197.84
3033	Car and lorry SRW 1944836	20 Feb 2020 10:48	Customer Enquiry	Road Traffic Collision	M13	J36 on roundabout north br	0000003607	447.56
3083	Large Roll of Metal in c/w - SRW 19	20 Feb 2020 10:39	Client Enquiry	Debris	M40	Jct 34 SB Exit slip	0000003610	788.38
3086	3 vehicle RTC SRW: 1945732	20 Feb 2020 10:50	Client Enquiry	Road Traffic Collision	A63	Daltry Street Flyover	0000003606	439.02
3088	3 vehicles on hard shoulder -debris	20 Feb 2020 11:05	Client Enquiry	Road Traffic Collision	M1	J33-34, MP 259/4	00003605	411.04
3158	1 vehicle down embankment	20 Feb 2020 10:58	Client Enquiry	Road Traffic Collision	M3	J 38 entry slip	0000006302	273.55
3158	1 vehicle down embankment	20 Feb 2020 10:18	Client Enquiry	Road Traffic Collision	M1	J 38 entry slip		0.00
3194	2 vehicle RTC lane 2 - SRW 194701	20 Feb 2020 10:42	Client Enquiry	Road Traffic Collision	A13	1 mile north of Redhouse N	0000003608	753.36
3224	Hit and Run Barrier Damage	20 Feb 2020 10:21	Client Enquiry	Damage to Safety Fencir	M62	MP 1/2 - Main cway	0000003615	3,994.04
3224	Hit and Run Barrier Damage	20 Feb 2020 11:42	Client Enquiry	Damage to Safety Fencir	M62	MP 1/2 - Main cway		0.00
3262	RTC - 2 LGVS - SRW 1947688 IRF	20 Feb 2020 14:21	Client Enquiry	Road Traffic Collision	M18	Jcn 1-2 MP 7/2	0000003628	8,687.93
3275	RTC	20 Feb 2020 11:02	Client Enquiry	Road Traffic Collision	M1	Jcn 31 - 30 MP 240/7	0000003604	342.43

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