

SWALE JOINT TRANSPORTATION BOARD 14 JUNE 2010

Subject: **Winter Service Consultation 2009/10**

Director/Head of Service: Nick Chard, Cabinet Member, Environment Highways & Waste

Decision Issues: These matters are within the authority of the Kent County Council

Decision: Non-key

CCC Ward/KCC Division: All

Summary: *A report on the Winter Service Consultation 2009/10*

Classification: THIS REPORT IS OPEN TO THE PUBLIC

1. Background

At the Environment Highways & Waste (EH&W) Policy Overview and Scrutiny Committee (POSC) on 23 March 2010, it was reported that a consultation process on the winter service for 2009/10 would be taking place commencing April 2010. An update was made to the POSC on 25 May 2010. The results of the consultation will be used to inform and improve the winter service policy and plan for 2010/11. The consultation involves the following:

- Chief Executives of district councils
 - Structured interviews will be undertaken by IPSOS MORI with Chief Executives or their nominated representatives
- Elected members – telephone interviews by Community Liaison Team Leaders and Officers
- District Members – on line survey
- Parish councils – on line survey
- Joint Transportation Boards- Winter service will be an item on the agenda and JTB members will have the opportunity to discuss and make recommendations to the EH&W POSC
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1.1. The independent polling organisation IPSOS MORI has been commissioned to conduct the in depth interviews with Chief Executives and assess the results of the on line surveys.

2. Joint Transportation Board (JTB) consultation

The Chairman of the JTB will facilitate a discussion of the winter service at this meeting using a range of questions (Appendix A) and the responses will be recorded by the clerk to the board. All the comments will feed into the overall report that will be presented to the EH&W POSC on 25 July 2010.

3. Recommendation

It is recommended that:

- i. Members of the JTB contribute toward the discussion on the winter service provided by Kent Highway Services last winter (December 2009 to February 2010)
- ii. The results of these comments are collated and submitted to KHS within a week of the meeting for inclusion in its report and recommendations to the EH&W POSC meeting in July 2010

Contact:

Carol Valentine Kent Highway Services Community Delivery Manager
Tel 08458 247800

Appendix A Winter Service Questions

APPENDIX A

Winter Service Questions

- What do you think went well in December 2009 – February 2010?
- What do you think could have been done better?
- What improvements should be made for the future?
- Were any areas, that you consider to be priorities, neglected?
- Did your constituents raise any particular issues with you about ice and snow on the roads and pavements?
- IF YES: What were these?
- Did they refer to roads and pavements or just one of these?
- IF NO: Do you think that's because they were satisfied with the work of the authority

The Winter Service policy statement sets out the means by which the Council carries out its duty and it is essential in aiding the safe movement of highway users, maintaining communications, reducing delays and enabling everyday life to continue. Kent Highway Service (KHS) delivers the winter service on Kent County Council maintained highways.

- When you read the Winter Service Policy statement for 2009/10
- Did you find it useful?
- In what way?
- Was it written in an accessible way?
- YES: can you think of any examples
- NO: can you think of anything that stood out as being difficult to interpret
- Was there enough detail, or perhaps too much?
- What are the key things you're looking for from such a document?
- Do you have enough information on the way KHS treats roads?
- In what ways are elected members involved in the development of the priorities of the winter service?
- Is this sufficient?
- Are there other ways that elected members might be able to get involved, that are currently available?
- IF YES: What are these?

- IF NO: Why not?
- Is there anything in particular that you might like to see added to the Winter Service Policy?
- What is this?
- What benefit would it bring?
- Is there anything that should be removed?
- What is this?
- What benefit would it bring?