



**SCC LOCAL COMMITTEE IN
SPELTHORNE**

**TRANSPORTATION SERVICE
POST BDR FOR SPELTHORNE**

19 JUNE 2006

KEY ISSUE

To advise Members of the revised structure of the Transportation Service for Spelthorne.

SUMMARY

Following the Council's decision to implement the recommendations of the Business Delivery Review the transportation service has been restructured.

OFFICER RECOMMENDATION

Members are asked to note this report and in particular that all enquiries from the public should be referred to the contact centre – tel 08456 009 009 or to the website at www.surreycc.gov.uk. The Local Transportation Manager will remain the principal contact for Members.

1. INTRODUCTION AND BACKGROUND

- 1.1 In November 05 Spelthorne LTS was incorporated within the North East Area team (Spelthorne, Elmbridge and Epsom & Ewell). The Area Team was managed by the Area Transportation Director with three Local

Transportation Managers, each responsible for one district, and one Area Maintenance Team Manager.

- 1.2 Following the Council's endorsement of the Business Delivery Review, the Transportation Service was contained within the new directorate "Services for Communities".
- 1.3 Spelthorne was incorporated into the West Area Transportation Group (Spelthorne, Runnymede, Woking, Surrey Heath, Waverley and Guildford) and Bob Moodie is the West Area Transportation Group Manager. A Local Transportation Manager remains in each district, responsible for local issues with one Senior Local Transportation Manager (Derek Lake) who is effectively acting as Bob Moodie's deputy. Peter Agent heads the area maintenance team. Billy Gooch is responsible for the area contract team. This new structure was operational from 01 June 2006.

2 THE NEW STRUCTURE

- 2.1 The new team is committed to providing the best service possible to Members and the public but giving full attention to an ever growing volume of traffic and maintenance issues will be a major challenge. We will need to prioritise our core activities and consider the benefits for transportation that arise from some of the wider issues we are involved in.

3 LOCAL TRANSPORTATION TEAM

- 3.1 The Local Transportation Manager for each district reports to the West Area Transportation Group Manager, Bob Moodie. For Spelthorne this remains as Annette Williamson. Reporting to her is one Principal Engineer, one Engineer and one Engineering Technician. This team will be located at the Area Office located in Guildford.
- 3.2 It is anticipated there will be some integration between the six teams and it is likely that if a particular scheme or project within one district requires additional staff, resources available to the LTM may be temporarily redeployed to / from other districts to service that demand. The reality of how this will work is yet to be tested. The level of resource in each area is strictly limited and day to day issues will take up a high proportion of the team's time

4. MAINTENANCE TEAM

- 4.1 The maintenance team will continue to work closely with our partner constructor, Ringway. The Area Maintenance Team Manager Peter Agent is responsible for maintenance across the six districts comprising the west area. His team consists of three senior engineers, six engineers and six highway stewards. Currently the highway stewards respond to customer concerns, ranging from blocked road gullies to overgrown vegetation. It will

be absolutely essential that the team prioritise their limited resources appropriately to ensure the best service. It will not be possible to undertake site visits following every request / concern by the members of the public as resources do not permit this.

- 4.2 Working arrangements are still to be finalised but it is intended that there will be a dedicated highway steward in each district.

5. AREA CONTRACT TEAM

- 5.1 This team is lead by Billy Gooch with six staff to cover the west area. Their role is to lead scheme delivery on the ground with our partner constructor. This will involve close liaison with the local transportation teams.

6. BUSINESS SUPPORT

- 6.1 The Area Business Support and Customer Care Manager, Mike Dawson, leads a team of twelve. Their role is to provide business and financial monitoring support to the transportation teams and to take a lead in Customer Care. With the advent of new working processes, many historical business support functions (typing letters, filing, booking rooms etc) are undertaken by the transportation team members themselves.

7. STREET LIGHTING

- 7.1 There remain five street lighting engineers for the west of the county. They are involved in the maintenance and design of street lighting improvements. The County Council is pursuing a PFI contract for street lighting, where the lighting stock will be partially replaced and become the responsibility of an external company. When this contract is operational, this will have an impact on the local management of street lighting.

8. COUNTYWIDE FUNCTIONS

- 8.1 There are a number of specialist countywide teams, which deal with Passenger Transport, Traffic Signals, Transport Strategy, Surrey Safety Camera Partnership and Structures.

If Members have need to contact any of these teams, in the first instance they should contact the LTM and she will ensure that the right person for their specific enquiry is approached.

9. NON-TRANSPORTATION TEAMS

- 9.1 The transportation service is intrinsically linked to the Safer & Smarter Travel Team – responsible for School Travel Plans, Safer Routes to Schools, Company Travel Plans etc...

10. POINTS OF CONTACT

- 10.1 All enquiries from Members and the public should be referred to the contact centre – tel 08456 009 009 or the website at www.surreycc.gov.uk. Corporately the County Council is promoting the use of the contact centre as the first stop for all calls. A number of business support posts have been transferred from the area transportation services to the contact centre to help facilitate the new approach. If there is an emergency (broken drain cover etc) the contact centre will be put through to Ringway's Accident and Emergency crew.

The Local Transportation Manager, Annette Williamson, will remain the principal contact for Members.

11. CONCLUSION

- 11.1 There have been substantial changes to the way that Transportation functions are discharged within Surrey. We now have a confirmed structure that will concentrate on delivering services. It should be recognised that processes will evolve over time and that the service will need to adapt to make the best use of resources that are available to us.

Reported by: Bob Moodie, West Area Transportation Group Manager

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Background Papers: **None**
