



**NORTH WEST AREA  
TRANSPORTATION SERVICE  
TRANSITIONAL ARRANGEMENTS  
NOVEMBER 2005 TO APRIL 2006**

**LOCAL COMMITTEE FOR WOKING  
1 FEBRUARY 2006**

**KEY ISSUE:**

To inform members of the transitional arrangements in establishing the North West Surrey Transportation Service.

**SUMMARY:**

Reorganisation of the Transportation Service has reduced the number of areas from 11 to 4 and Woking is incorporated in the North West Surrey Transportation Service.

This report explains the transitional arrangements for this amalgamation.

**CONSULTATIONS:**

This report is for information and no consultation has taken place.

**OFFICER RECOMMENDATIONS:**

**This report is for information and members are asked to note its contents.**

## INTRODUCTION and BACKGROUND

1. One of the outcomes of Surrey County Council's medium term strategy was to restructure the Transportation Service into four area offices to gain economies of scale and provide a more efficient joined up service. This new structure has been finalised and since 7 November 2005 it has been progressively put in place.
2. Details of the new North West Area Transportation structure with the names of all of the people involved are shown at **Annex A**. The new structure is predominately made up of the former 3 Local Transportation Services, but has been joined by Engineers, 3 Road Safety Officers and Business Support staff from other groups. Whilst the Business Delivery Review is underway there is an assumption that vacant posts will not be filled unless absolutely essential.

## ANALYSIS AND COMMENTARY

3. Members - One Point of Contact

Each of the geographical areas has a Local Transportation Manager who is primarily responsible for the integrated transport schemes and day-to-day traffic matters. This person will also act as the one point of contact for Local Members as follows:

Peter Alexander	-	Woking
Ian Haller	-	Surrey Heath
Richard Bolton	-	Runnymede

Maintenance issues are dealt with for the whole of the north-west area by a team of Engineers and Highway Stewards who report to the Area Maintenance (Operations) Manager, Gerald Cole.

4. The role of Area Managers

The Area Transportation Director, Will Ward, Area Operations Manager, Gerald Cole and Area Business Support Manager, Lucy McKenzie are responsible for ensuring that we achieve the economies of scale expected from the new Area structure, whilst improving the service we provide to Members and our Public. Gerald Cole is responsible for ensuring that Surrey Highways Partnership contract operates as effectively as possible. One way in which he will be assisted in this task is by setting up a co-located Highway Maintenance Team with Ringway Highway Services at the Bagshot Depot.

5. How will you contact Officers during the transition period?

The County Council's contact centre will continue to provide telephone support to the Area Transportation Service and can be contacted on 08456 009 009. Alternatively each of the present local offices can be contacted in

the following way:

Woking Local Transportation Service  
Unit 14A  
Monument Way Depot  
Monument Way East  
Woking  
Surrey, GU21 5LY

E: Woking.lts@surreycc.gov.uk

T: 01483 518305

F: 01483 518328

Surrey Heath Local Transportation  
Service  
2 London Road  
Bagshot  
Surrey, GU19 5HN

E: Surreyheath.lts@surreycc.gov.uk

T: 01483 518270

F: 01276 451935

Runnymede Local Transportation Service  
The Runnymede Centre  
Chertsey Road  
Addlestone  
Surrey, KT15 2EP

E: Runnymede.lts@surreycc.gov.uk

T: 01932 794165

F: 01932 794144

6. Minimum Response Standards

The County Council's minimum response standard will continue to apply. Any phone messages should be answered within 48 hours and letters/emails acknowledged within 5 working days, with a full reply provided within 20 working days.

7. Will any Officers be moving offices during the transition period?

Ten officers have moved to the North West Area Transportation Service from other units within Surrey County Council. In addition, there is a need to set up the new co-located maintenance team at Bagshot to ensure that the Surrey Highways' Partnership Contract works as effectively as possible. This will entail some movement of Officers between Bagshot, Runnymede and Woking during the transition period. If Members need to meet Officers locally there is no reason why this cannot be arranged. Currently the present three area offices will move to Quadrant Court, Woking by 3 April 2006. Members will be informed of any changes to contact details.

8. How might the Business Delivery Review outcome be relevant?

The outcome of the review was reported to the Council Executive on 3 January and a Statutory period of consultation with staff began on 5 January with a final decision on the outcome being made by the whole Council on 18 April 2005. The Quadrant Court building is due to be ready for occupation by the North West Area Transportation Service by April 2006. However, until the Business Delivery Review outcome is finalised there is bound to be

uncertainty about the final detailed structure of the Area Transportation Service.

## **FINANCIAL IMPLICATIONS**

9. The reorganisation of the Transportation Service and the Business Development Review will reduce operational costs.

## **SUSTAINABLE DEVELOPMENT IMPLICATIONS**

10. Service levels to the Members and Public will be maintained although the delivery method may change.

## **CRIME & DISORDER IMPLICATIONS**

11. There are no Crime and Disorder implications.

## **EQUALITIES IMPLICATIONS**

12. There are no Equalities implications.

## **CONCLUSIONS AND REASONS FOR RECOMMENDATIONS**

13. The North West Area Transportation Service is now in place and preparing for the expected move to Quadrant Court by April 2006. It is intended that most of the Managers, Area Business Support Team, Integrated Transport and Woking Maintenance Teams will be based at the new Woking office. The Woking Maintenance Team will work more closely with the Surrey Highway Partnership Constructor at Bagshot.
14. Clearly the Business Delivery Review will impact upon the Transportation Service but at this stage the actual effect is unknown. This report outlines the changes brought about by the Transportation reorganisation but further change seems inevitable.

**Report by: Will Ward, Local Transportation Director, North West Surrey**

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**BACKGROUND PAPERS: Nil**

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