

Cabinet Response to the recommendations of the Overview and Scrutiny Board – Highways Review

| No. | Recommendation: | Cabinet Response: |
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| 1. | <p>to share with Communications and Engagement Team, Councillors, communities and members of the public the planned works for highways to give early notification of planned schemes, to ensure:</p> <ul style="list-style-type: none"> • better communication with the businesses and residents before the works started i.e. either virtually or face to face meetings and followed up with an email or letter to ensure all the businesses hear the full discussions, timelines, reasons for delays etc. • these meetings/communications to continue throughout the scheme to keep everyone updated – including representatives from Highways, Communications/Engagement, contractor / utilities, local Ward Councillors, relevant Community Partnership etc. The meetings to be followed up with notes so those that weren't in attendance get to see what was discussed; | <p>The Policy, Performance and Community Engagement Team are currently developing a framework which sets out the level of support which will be provided to teams across the Council in relation to communication, engagement and consultation activity. This will include a toolkit of resources which officers can use to improve how we share information about changes in service, including highways works.</p> <p>Appropriate mechanisms will be used depending on the scale and impact of the highways work in order to make best use of the available resources.</p> <p>As part of the toolkit, guidance will be provided around the actions which should be taken if schemes overrun.</p> |

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| | <ul style="list-style-type: none"> • the Communications and Engagement Team to include within their Comms & Engagement Plan actions for what would happen if the schemes overruns; • that SWISCo ensure that where contractors find issues with utilities and chase them up with the relevant provider, if a response is not received within a reasonable timescale they escalate the issue to ensure robust action is taken in a timely manner; • that improved signage be provided for future road schemes showing routes which are suitable for HGVs to discourage them from using residential routes, where appropriate; | |
| 2. | to ensure that the Communications and Engagement Team are notified of schemes at the earliest opportunity to help them plan and ensure early and regular communication and engagement is carried out with communities and affected businesses and other parties prior to any highways works being carried out, where possible involving contractors and utilities on major schemes | Work is ongoing between the Policy, Performance and Community Engagement Team and SWISCo (as well as with colleagues across the Council) to ensure the early identification of projects which will require communication, engagement and/or consultation. As explained in 1. above, not all projects will have dedicated support from the Policy, Performance and Community Engagement Team but resources and support will be available to ensure officers across the Council engage better with communities in a timely manner. |
| 3. | to identify a contact point with the communities prior to the start of the highways work to help share communications with the community such as the community partnerships | The first points of contact for sharing information with communities would be the ward councillors and the community partnership. If the works were also taking place where a number of businesses were impacted, Chamber of Commerce's |

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| | | could also be informed. We would ask that information is then shared via their networks. |
| 4. | to request the Leader of the Council to write to Network Rail to express concern over the continued and excessive delays to repair the bridge and the impact that this is having on our communities and businesses; | A couple of letters have been written to Network Rail during the course of the works, highlighting the impact that the works have had on Torbay residents and businesses. The Leader of the Council also meets bi-weekly with the Capital Delivery Director of Network Rail at which the impact of the delays is also raised. |
| 5. | to request the Managing Director of SWISCo and the Divisional Director Economy, Environment and Infrastructure to review the Service Level Agreement with SWISCo to specify the budget allocation and expectations for lining and signing to ensure they are maintained and fit for purpose | This will be aligned with the development of the budget for 2023/24 and review of the SWISCo commissioning agreement to ensure that there is a clear agreed programme in place. |
| 6. | to request the Director of Place to review the Controlled Parking Zone (CPZ) Policy to ensure it is up to date and fit for purpose and to provide a timeline for completion | The Council's parking strategy is scheduled to be reviewed over the coming months and consideration of the controlled parking zone will be taken forward through this review. |
| 7. | to review the income received from parking/highways enforcement and consider if a percentage of this can be ringfenced to help with the maintenance of lines and signs etc. | The Council is under resourced for parking enforcement with several vacant posts in the team. The Divisional Director, Economy, Environment & Infrastructure is working with the Head of Parking to review the structure in the team to increase enforcement capacity. Options on how any increased enforcement can be used to improve maintenance will be developed. |
| 8. | to dual track the road safety schemes for Queensway at the same time as implementing the scheme for Fore Street, Barton | Dual tracking will be considered but is subject to appropriate officer resources. |
| 9. | that the Director of Place be recommended to regularly engage with the Vision Zero South West Project Board | Cllr Morey and the Divisional Director Economy, Environment & Infrastructure are engaging with the Vision Zero South West. |

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| | and other relevant Groups to ensure appropriate strategic input from Torbay Council and to access available support and share learning which can be implemented in Torbay and provide updates to all Councillors to keep them informed | Vision Zero South West is now closely supporting the road safety campaign now underway across Torbay. |
| 10. | that the Director of Place be requested to work with the Senior Leadership Team to undertake a strategic review on how road safety can be improved in Torbay, focussing on safety outside schools, working alongside the work of Vision Zero South West whilst encouraging greener and more sustainable travel and to identify any additional resources required to support this | This work begun with the development of the road safety campaign which began in September and was launched at South Devon College. There is a programme of communications that will see messages and material be issued over the winter to highlight the issues. |