

# Parish News

## Edition 22 – December 2017

Welcome to your newsletter, designed to keep you up-to-date with what's been happening across Gloucestershire over the last month.



### So long 2017...

Gloucestershire's highways are a vital part of the infrastructure that supports the county's economic prosperity and economic growth. We are acutely aware of the financial challenges faced by Gloucestershire County Council, and are committed to working with Scott and the team to deliver and develop the service now and in the future.

In 2017 we delivered our surface dressing and resurfacing programmes ahead of schedule, with works orders being closed out earlier than any previous year. Of particular mention are Shurdington, Bristol Road and Eastern Avenue. These were all schemes that presented various challenges but were managed effectively and generated some positive compliments from the public.

We are proud to contribute towards Gloucestershire being nationally recognised as an improving authority for roads quality, which underpins the investment and commitment to Gloucestershire's infrastructure.

Our teams' community engagement activities have been excellent again this year, with some superb work supporting young, vulnerable and disadvantaged members of our community. Highlights include the work they did for St Peters and the Moors Pocket Park that turned an unsafe area of scrub in to a park, preparing the ground for Gloucester Fair Shares' new community bike scheme, and their ongoing support of the Girl Guides.

Our investment in young people has continued with another tranche of apprentices joining Amey in Gloucestershire. This commitment to apprenticeships will continue next year and helps to address the current nationwide skills shortage in this vital service.

Finally, our sincere thanks to all our people involved in delivering a great service. Whether their work is in the background support service that often goes quietly about its business, or in front line delivery which is tough work that can involve disrupting family life, their combined efforts are very much appreciated and recognised.

Best wishes, and a safe Christmas,

Paul Anderson (Account Manager) &  
Ross Bullerwell (Account Director)

Happy  
Christmas!



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## Delivering great service

### Compliments of the month



Here's a small selection of some of the fantastic feedback received in November:

I know money is very tight, so would like to share my appreciation for the effort that you have given to fixing the roads around **Springbank**. It does make a difference. I would also like you to share this appreciation to the road teams and council.

We originally thought you were going to do squidgy patches all over – so it was a nice surprise to get more done than we thought.

In these difficult times people forget to say thanks.

Thank you very much for such a quick response to my phone call earlier today, around 1pm, regarding a bollard which has been knocked down (presumably by a vehicle...) and the lifting of the pavement on a corner of Eldorado Crescent in Cheltenham.

Thank you for the repair and to the lady (Dorothy) I spoke to on the phone to report this issue. It has been much appreciated!

I would like to compliment Amey/Richings for the good work carried out repairing the wall in The Street, and for the courteousness of the work men.

We moved to Gloucestershire from Buckinghamshire in the Spring and cannot believe the improvement in road maintenance here - the patches you apply to the roads are of a superb quality, and are laid down before the problem becomes really dire. Gloucestershire's approach to road maintenance is very impressive compared to some Councils.

Your team has this week completed the work to repair the Seven Waters culvert in Leonard Stanley. On behalf of the Seven Waters residents I would like to say Thank You to all involved for a wonderful job. The contactors from D E Spencer & Sons worked incredibly hard and long hours to complete the job early. They were very polite and explained everything to the residents passing by. Everyone was most impressed by the quality of their work and professional behaviour.

We are grateful to get the job done and are re-assured that all our services are now secure.

**(Bath Road, Leonard Stanley)**

I just wanted to take a minute or two to say thank you for repairing the stretch of road outside my house earlier this week.

It has really made a difference to the sound of the lorries rattling past after midnight. Much quieter and less broken sleep.

**(Bath Road, Stroud)**

Dan, I just wanted to say a massive thank you to you for arranging the community day and also your colleagues for all the hard work that was put in. It really has made a huge improvement - such a transformation and looks great!

**(Forest View School)**



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## Delivering great service

### Planning and professionalism pay off at Slimbridge

The first phase of works at Slimbridge were completed recently to great local acclaim. The drainage scheme has attracted many compliments due to the team's focus on community engagement and great forward planning to make sure residents' lives were minimally affected, and visitors to Slimbridge faced as little disruption as possible.

The major scheme renewed and repaired the highways drainage system in Slimbridge, with the aim to reduce the risk of flooding to the highway and adjacent properties. The scheme included a new 210m surface water drain down the middle of St Johns Road, three new drainage road crossings, repair and lining of existing drainage pipes, the renewal of all road gullies along the length of the scheme, and new kerb drainage in an area particularly vulnerable to flooding from the road, adjacent to The Malthouse / Blacksmith Cottages.

As a resident of Lancelot Court I just wanted to say how much your weekly updates have been appreciated and request that you pass on our thanks to the guys involved in the day to day work as they have always been courteous and accommodating to us that live here. We always knew there would be some inconvenience but by good planning, this has been kept to a minimum and hopefully now, the whole village will benefit from this work.

Merv,  
Thank you very much for your final e-mail. We have been very impressed with the drain work over the last few weeks and the way in which everything was organised to minimise the inevitable disruption. Apart from the miscreants going the wrong way along the one way system, all seemed to go like clockwork. Best of luck on your next job.

Hi Merv,  
Thank you very much for the regular updates. They have been much appreciated.  
I'm very pleased the work has been done and we are moving forward with a solution to the village's flooding problem. The diversions were a necessary evil, that did not cause much of a problem once we understood how they were to work. The briefing in the village hall was very helpful in this respect.

I would like just to say how accommodating and helpful all of your site team have been during these road works. They have worked tirelessly and in some cases many hours to get this work done. I for one and have heard others say, what a great team you have had working on this project. Nothing has been too much trouble for them to make sure all works were carried out safely and with as little disruption to residents (and of course essential services at our village church) as possible.



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## Delivering great service

### A giant step for customer service

What a long way we've come since 2014! In 2016 we produced our first (in fact, it was a first for Amey Highways) Customer Service Improvement Plan (CSIP).

Delivering Great Service is one of Amey's core values, and a customer first culture throughout the Highways business is crucial for Amey to achieve its goal to become the most trusted service provider in the UK Highways Market.

Listening to our customers, delivering on our promises and improving our services are priorities for Amey and our clients, who face rapidly changing markets and have high expectations that we have the skills and foresight to support them through their challenges.

While the focus during the first year of our contract in Gloucestershire was on delivering core services, developing our teams and putting operational delivery processes in place, in Year 3 we were able to review customer service data spanning two complete years, plus feedback from the 2015 Parish & Town Council Survey. The data enabled us to analyse complaints by category and classification, giving us a true picture of areas for improvement and provided the basis for the 2016 CSIP and its recommended actions. Some of the actions we took included creating the Stakeholder Manager post, redesigning the customer satisfaction surveys, providing a suite of standard responses for the AHR and PROW teams and developing our social media service.

Following the 2016 CSIP we accomplished real improvements in our performance:

- The KPI target for compliments to complaints ratio was achieved (6:1)
- Compliments increased by 61%
- Complaints decreased by 34%
- Parish satisfaction increased by 22%
- Member satisfaction increased by 10%

But we're not stopping there! Our monthly customer service report shows the trend for compliments is increasing, and complaints are decreasing. In fact, we are currently on target to achieve our stretch KPI target for compliments to complaints of 9:1.



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# Delivering great service

## Winter comes early!

As we write, teams across the county – including the OCR and CCC - have been working round the clock through horrible conditions to get roads open after a mammoth blizzard hit us on Sunday (10<sup>th</sup>). They're all doing an amazing job!



**Premiere Healthcare @Premiere\_HC**  
4 hours ago

Thank you @GlosRoads for your hard work in clearing & gritting our roads. All of our team have made it safely into work this morning!  
#highways365 #GritterTwitter

**Matt Keary @MKeary**  
4 hours ago

Big up to @GlosRoads...roads clear and simple drive to work... #hardcoregritters #GritterTwitter

**Louise Davis @ALouiseDavis**  
1 hour ago

@GlosRoads thank you so much for such hard work keeping our roads safeHave seen gritter/snow plough 3x yesterday and already today - amazing service

## #WinterHeroes

We're celebrating our Winter Heroes on social media during the run up to Christmas. See what we're up to on Twitter @GlosRoads and FB @GloucestershireRoads!



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## Community Involvement

During 2017, **90** of our staff completed **675 hours** of community work, supporting **St Peters and the Moors Big Local Project, Millbrook School, Friends of Northleach Swimming Pool, Girl Guiding Gloucestershire, Pittville Badminton Club, Fair Shares Gloucester, Gloucestershire Constabulary Open Day, Heart of the Forest Community Shool, Gloucestershire Wildlife Trust, Gloucester Multiple Sclerosis Information & Therapy Centre, Forest View Primary School, and Hamper Scamper.**



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# Creating better solutions

## Operational delivery

Our fantastic drop-dead gorgeous, efficient, reliable, rock gods operation team have been fairly quiet this month but still delivered 23 schemes:

### Structural Maintenance

- Elm Street, Cheltenham (Inc Service Road)
- B4696 Spine Road East, South Cerney (Phase 2))
- Deacon Close & Deans Court, Cheltenham
- Church Lane, Staverton
- Ham Road, Ashleworth
- Walkmill Lane, Kingswood (Phase 1)
- Concorde Way, Gloucester - (Phase 1)
- Redstart Way, Gloucester
- Sudbrook Way & Saintbridge Close, Glos (Phase 1)
- Park End Road
- Bristol Road, Gloucester (Tuffley Avenue and Clifton Road)
- Green Lane, Tewkesbury

### Revenue Drainage

- Seven Waters Culvert, Bath Rd, Kings Stanley
- Tyndale Road

### Structures

- Engleberg Wall, Ruscombe
- Haw Bridge, Tewkesbury)
- Gabians, Wenford, Blackpool Brook (New Road, Parkend)

### Safety Improvement Schemes

- B4696 Spine Road, Station Road and Broadway Lane Crossroads, South Cerney
- Telford Way, Quedgeley
- Stow-on-the-Wold
- Exmouth Street & Hermitage Street, Cheltenham
- Kingsditch Lane, Cheltenham
- Berkhamstead School, Pitville Circus Road, Cheltenham

## ...And 461 Minor Works

45 Arboriculture works  
75 Road marking sites  
270 Carriageway works  
4 PROW jobs  
16 Patching sites  
5 Drainage investigations  
2 Lengthsmen areas  
44 Reactive gully cleanses

MERRY  
CHRISTMAS



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