

ECONOMY, TRANSPORT AND ENVIRONMENT SCRUTINY REVIEW OF STREET WORKS IN EAST SUSSEX – ACTION PLAN			
SCRUTINY RECOMMENDATION		DIRECTOR’S RESPONSE AND ACTION PLAN	TIMESCALE
R1	As part of their requirement to cooperate, utility companies should share their annual operating plans with the Council as soon as they have been agreed.	We have written to all Utilities requesting this information and have a meeting planned to review the proposals	3 months
R2	The Highways team should share its resurfacing programmes with the Highways Development Control team to help prevent utility connections for new developments from disrupting newly resurfaced roads, for example	The programme for the next two years is virtually complete and will be shared. We are also developing a searchable webpage with all our resurfacing work so customers and developers can access this directly	1 month
R3	The County Council should attend meetings of stakeholders organised by relevant utility companies to gain early notice of draft operating plans.	We have attended a number of meetings in the last few months and a number are in the diary	Ongoing
R4	The Review Board supports the introduction of a shared permit scheme for East Sussex and Surrey; the extent to which the expected benefits of the scheme in reducing disruption are realised should be monitored carefully, and reported to scrutiny in due course.	We have submitted our permit scheme to DFT for approval and should gain approval in July, with an anticipated start date in Autumn	Autumn
R5	The Council should encourage utility companies to adopt the kinds of positive publicity and communication practices followed by Southern Water and Southern Gas Networks regarding: branding, information on signs, and problem reporting.	We have developed a code of conduct to ensure consistent information about works, this is being launched to utilities in the next few months	3 months

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R6	The Council should collect and publish utility companies' communication performance, the objective being to encourage the poor performers to improve, or risk a negative response amongst their wider stakeholder group.	This will be part of the code of conduct and we propose an annual meeting to discuss performance and will be publishing a league table of results.	12 months	
R7	Utility companies should be urged to inform local councillors of projected street works in their area, and consider sharing their internal newsletters and communications with staff about expected standards when carrying out street works.	This again is part of the code of conduct and will be undertaken as part of the consistent approach.	3 months	
R8	The Council should undertake coring tests on a higher percentage of highway reinstatements, but targeted more towards utility companies that have a historically high failure rate.	We are reviewing the performance at present and will be introducing higher coring numbers for poor performers	6 months	
R9	The Council should collect and publish utility companies' reinstatement performance information based on the coring programme results.	We will undertake to do this each quarter	3 months	
R10	The Council should compare highway reinstatement coring test results work with those of neighbouring authorities to help determine and tackle the underlying reasons for poor reinstatement performance.	We have spoken to the DFT and national bodies about this industry wide issue and will be contributing to a solution with industry	Ongoing.	

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R11	Where reinstatements persistently fail to meet DfT specifications and alternative or 'soft' approaches fail to result in improvements, the Council should not hesitate to prosecute the companies responsible for every failed reinstatement; and, publicise the outcome of such action.	We need to alter our processes to undertake a prosecution of failed reinstatements, which is underway		3 months
R12	The use of temporary reinstatements of highway works should be actively discouraged. Where they are essential, those responsible should ensure their works identify the relevant utility company and the anticipated date of the full reinstatement.	This is a process we already undertake.		Completed
R13	The Council should develop and introduce a code of conduct between the Council and utility companies with an appropriately high level of political endorsement and involvement.	This has been developed and will be rolled out to utility companies shortly.		3 months

