

# Highways Hour

Cheshire East Highways  
2017 engagement



# Highways service contract overview

## Community engagement

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- Five engagement events held for Members, Town Councils and Parish Councils in October 2016
- 2017 engagement – ‘Highways Hour’ at Town Council and Parish Council meetings
- Social media strategy implemented, live tweets on website – please follow @CECHighways!
- Implementation of Report it Track it online reporting tool
- 38,302 customer enquiries resolved in 2016/17



# Highways service contract overview

## What we manage

*We're working for you*  
we maintain ...

**2700** km  
of highway

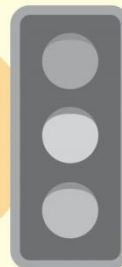
**1,900** km  
of footways

over  
**4000**  
illuminated  
signs & bollards

Over  
**40,000**  
streetlights

**92,000**  
gullies

**386**  
traffic signal  
junctions



over  
**600** km  
cycle routes

over  
**1,700**  
bridges & structures

**144**  
pedestrian  
crossings

**5.8 million** square metres of grass verge >>>>

0300 123 5020

[www.cheshireeast.gov.uk/highways](http://www.cheshireeast.gov.uk/highways)

# Highways service contract overview

## Recent performance

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- Performance over the last six months:
    - 590 emergency response incidents attended
    - 7,550 potholes attended
    - 28,500 gullies attended
    - 2,950 street lighting reactive repairs
    - 912 hectares of grass cut
    - 19,300 customer enquiries resolved
    - 4,750 km safety inspections undertaken
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# Highways service contract overview

## Recent performance

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- Road resurfacing / Highway Investment Programme began in April, and runs through to October
    - View the programme at [www.cheshireeast.gov.uk/highways](http://www.cheshireeast.gov.uk/highways)
  - Street lighting LED replacement began in May
    - 9000 lanterns to LEDs in Crewe and Nantwich this year
    - Includes replacement of 2000 life expired / defective columns
  - Footway programme approved and being delivered
  - Area Highway Groups have all met
    - 85% of the programme agreed
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# Highways service contract overview

## Audits and accreditations

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- Achieved ISO 55 001 in Asset Management
  - Achieved BS 11 000 for Collaborative Working Relationships
  - Band 3 DfT Incentive Funding obtained
  - Permit scheme performance (April 15 – March 16):
    - 45% permits granted
    - 26% permits refused
    - 20% permits deemed
    - 9% permits superseded
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# Highways service contract overview

## Awards, performance and people

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- APSE Service Awards finalists
    - Apprentice of the Year
    - Innovation Award
  - Prince Michael International Road Safety Award winner
  - Highly Commended – Best Practice Project (asset management) at the North West Chartered Institution of Highways and Transportation Awards
  - Won National Collaboration Award at National Chartered Institution of Highways and Transportation Awards
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# Highways service contract overview

## Staff

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- Apprentice and graduate recruitment
  - 5 graduates
  - 17 apprentices
- Succession planning progressed
  - 40% increase in blue collar workforce
- Long term training – introduction of Management and Leadership Programme





## Cheshire East Highways

**Report it - [cheshireeast.gov.uk/highways](https://cheshireeast.gov.uk/highways)**

**Call us - 0300 123 5020**

**Follow us - @CECHighways**

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