

Customer and Stakeholder Engagement Plan



Introduction

This plan sets out how Shropshire Council will engage with all who are affected by our work to maintain and improve the county's roads and pavements.

For all such work we invite and take account of feedback from the local community and arrange work so that it causes the least disruption.

Where it is not possible to mitigate the impact of these works, we will give as much notice as possible to all those affected so residents and communities can adjust their activities if necessary.

The council has a duty of care.

- 1) Through the Highways Act 1980, to maintain the highway in a safe condition.

To do this we carry out work to repair unsafe defects, and planned programmes to prevent deterioration. We engage with our communities to minimise and mitigate any disruption caused by this work.

- 2) Under the New Road and Street Works Act 1991 to coordinate road works, particularly work carried out by the utility companies which can affect road users.

Whilst the council cannot prevent utility companies undertaking work it will do it's best to ensure the impact is minimised and that coordination occurs between the various companies and indeed its own work to make repairs.

What work is covered by this plan?

In short, all repair works undertaken by the council to either maintain or improve the highway network.

These includes:

- Repairs of potholes and other defects
- resurfacing and surface dressing
- bridge repairs/replacement
- streetlighting replacement/repairs
- Traffic signals replacement/repairs
- drainage work.



Before work begins, we will do our best to engage with the local community, to give people and businesses the opportunity to comment - so that consideration, and possible adjustments can be made to the programme or work.

Whilst the council will do everything to minimise disruption, repairs are often necessary or important to protect the safety of all road users and we thank people for their understanding while work is taking place.



Utility company work

The work of utility companies is not included in the scope of this plan and is beyond the control of the council. However, the council does have a duty to coordinate activity and will take into consideration the impact of work, clashes in terms of timing, and will often discuss this with utility companies before agreeing to work in the highway.

Businesses

The council will again take into account the impact of work on businesses and do all we can to maintain access during repair works. Businesses affected by work will often seek compensation. Whilst this is understandable there are no legal mechanisms or statutes that allow for compensation to be paid.

Objectives

The key objective is to engage and consult with the public and stakeholders as soon as possible, in order to inform the council programme of repair works, and to mitigate as far as reasonably possible the impact and disruption work may cause.

Stakeholders

There are many stakeholders who are affected by road works. Our approach is to start early consultation with community representatives and organisation, typically councillors and town/parish councils, followed by organisations such as chambers of commerce, and then local residents/businesses.

We will also consult internally and with our supply chain (contractors) to seek advice and see how repairs can be made whilst minimising disruption and impact on the public.

How we will engage with local communities

We will consult with communities through a number of stages before programming works, to help minimise its impact.

Stage 1 – Initial community leadership engagement

Publish provisional works identified for the following financial year
Purpose – to seek public comment on impact, particularly closures.
Who – Cllrs, Parishes and Town Councils



Stage 2 - Stage 1 review

Purpose – to review public feedback and to establish mitigation measures



Stage 3 - Internal engagement

Purpose – to consider mitigation measures for identified work and to produce a provisional work programme (with timing windows) in light of stage 2 review
Who – Commissioners (internal clients), Streetworks, designers, contractors



Stage 4 - Consultation

Purpose – to test provisional works programme and for further public feedback

Who – community leaders, public interest groups, members of the public



Stage 5 - Stage 4 review

Purpose – to confirm provisional programmes in light of consultation

Who - Commissioner (internal clients), Streetworks, designers, contractors



Stage 6 - Work notification

Purpose – to inform public when works are to take place

Who – designers and Contractors



Stage 7 – Undertake work

Purpose – to complete work and monitor public comment/complaint

Who – commissioners, designers, contractors



Stage 8 – Review

Purpose – to review what worked well and what didn't, to inform future planning

Who – community leaders, commissioner, streetworks, designers, contractors

How will we talk to you?

Stakeholders	Method of communication
Correspondence to Councillors, Towns, Parishes and Communities	Email, requesting feedback of concerns, queries, or any local issues to take into consideration when planning work.
Public communications	<ul style="list-style-type: none"> • Post information on website • Give notifications, time of work, diversionary signs, leaflets, letter drops to residents and business.
Internal notifications to key services and local statutory bodies- school buses, public services- Police, Fire service, Ambulance service, Highways agency	Email or Telephone
Householders- direct	<ul style="list-style-type: none"> • Letter drops • Email • Further potential: Social media engagement.
Householders- indirect	<ul style="list-style-type: none"> • Permit sign and notice board • Shropshire Highways website • Further potential: Social media
Shops & businesses- direct	<ul style="list-style-type: none"> • Visit • letter drops.
Shops and businesses- indirect	<ul style="list-style-type: none"> • Website • Permit sign & notice board. • Further potential: Social media engagement.
Neighbouring local authorities & National Highways	Email
Local amenities; Churches, community centres, waste tip, schools & colleges.	<ul style="list-style-type: none"> • Letter drop • Email • Telephone • Visit
Mobility, sight and hearing groups	Email
Shropshire Council/Kier/WSP staff-direct	Email
Public, road users	<ul style="list-style-type: none"> • Website • Permit sign & notice board



'I am more than happy to strongly endorse Shropshire's Customer and Stakeholders Engagement Plan. Knowing how vital but disruptive Highways work can be for communities, this is a significant step forward in improving the engagement with communities prior to works commencing'.

Cllr Richard Marshall, Shropshire Highways Portfolio Holder