

CABINET 6 September 2023
MEMBER QUESTIONS

Question from:	Rosemary Dartnall	
Subject:	Mansel Williams Way	
Portfolio Holder:	Dan Morris	

There are two parallel sets of wooden steps leading down from Mansel Williams Way (the popular walking/cycle route between Pritchards Way and Sutton Rd, Shrewsbury) to the Reabrook Nature Reserve. The steps are in frequent use by residents to access the natural amenity area but also as a walking route between residential areas along the Reabrook. One set is maintained in good condition by Shrewsbury Town Council. The other, which connects two Public Rights of Way, is the responsibility of Shropshire Council Highways and it is in a poor and rapidly deteriorating state. The staircase is potentially unsafe: some risers are broken, others are missing with at least one step consisting only of eroding soil. Despite many requests for action from Highways, nothing has been done. Please advise;

1. Precisely when will the staircase be repaired to an appropriate safe standard?

The concerns about the steps was reported to the Council, unfortunately this was not logged in the right location and therefore was not assigned to the correct member of the team. However, the team have now been made aware of the issues and we will put plans in place to have the stairs repaired.

2. Given the staircase links two PROW, should this staircase instead be the responsibility of the Public Rights of Way Team?

The Council will review future options for the ongoing maintenance of this asset.

Question from:	Rachel Connolly	
Subject:	Fix My Street	
Portfolio Holder:	Dan Morris	

Residents in Bridgnorth have raised a number of concerns about the “Fix my street” system for monitoring highways repairs and maintenance issues.

Residents feel there is an unacceptable delay between reporting an issue and it’s actual repair, despite the computer system claiming the issues are “closed”. Furthermore, some repairs are sprayed with white paint and then left for months until the paint has faded.

In the Bridgnorth area :

How many issues have been reported via Fix My Street in the last 6 months?

How many of these reports have been repaired?

And how many reports are “closed” without any immediate action?

Why are so many reports marked as “closed” when no repair has begun?

Furthermore when road and pavement issues are sprayed with white paint to indicate repair is required, what is the timeframe for completing the repair?

And what implications are there if the repair does not meet this timescale?

Residents have a right to know whether the Fix My Street system is fit for purpose, and why our basic road repairs take so long, or are not completed at all.

The initial launch of Fix My Street was to get the system in place and operational. The team have carried out detailed business analysis to identify the biggest opportunities for improvement, based on the feedback received from the first phase launch. This includes feedback by business users, councillors and our customers all of which are consistent. The primary challenge is the feedback loop which incorporates the quality of reports coming in and communication coming out from fix my street. Our next phase is to carry out root cause analysis to determine and ensure the project focus is correct and supports the solutions for improvements, these will then feed into the business case.

Due to the complexity of the feedback loop we are looking at alternative options which may deliver an easy to use solution for Councillors more rapidly than can be delivered in Fix My Street, which I will keep you updated on progress. I can confirm this is something we are currently considering and in terms of developing the next phase business case.

The data from Fix My Street highlights that **543** issues have been reported via Fix My Street in the last 6 months in Bridgnorth. 174 of which have been repaired and 52 have been closed. The remainder sit within the current workflow process.