

Kent Highway Services – our response times to requests for service

A report by the Director, Kent Highway Services, to the Highways Advisory Board on 9th January 2006

Introduction

1. The Kent Highway Services Contact Centre was launched in April 2005 and at this time handled 5,000 calls per month from the single 08458 247 800 telephone number. The Contact Centre now handle over 16,000 highway enquiries per month with around half of these resulting in service requests passed to the Divisional Offices for action.
2. Since July 2006 and the start of the new contracts a new range of leaflets and around 180 KHS logo'd vehicles has raised the profile of the KHS brand along with the telephone number and email address.
3. The next step to help improve public satisfaction is to provide better information on the response times that people who contact KHS can expect from the highway service. This will help to manage expectations about how long a repair will take or a letter to be answered.
4. A key part of the Transformation process is to drive efficiency and improve service delivery but within the context of a core set of published response times.
5. A leaflet has now been produced that sets out the response times and this will be formally launched in January 2007. A session was held with over 120 front facing staff in December to launch the standards and provide customer care training. Copies of the new leaflet are on display.

Examples of response times and current performance

6. The table below sets out some examples of response times and levels of current performance;

	Examples of published response time	Current performance to target
1.	Response to letters in 10 working days	58% answered
2.	Dangerous emergency incidents attended to within 2½ hours	98% completed
3.	Streetlight repairs carried out within 7 working days	average currently 11 days (but some that require EDF power supply take up to 70 days)
4.	Hazardous defects attended within 5 working days	95% completed
5.	Urgent traffic signal faults fixed within 4 hours	97% completed

7. Publication of these response times gives clear guidance to KHS staff on the level of service they need to deliver. It also provides those who use our service with information to manage their expectations of the service they will receive. The Transformation process will be identifying different, improved and more efficient ways to deliver service to meet these response times.
8. A report presenting the results of the performance indicators listed in the table above and a range of other key results is reported to the Alliance Board each month. A copy of the December 2006 report is available on display.

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Conclusion

9. Members are asked to;

- note the progress being made in Kent Highway Services
- support the response times and help promote these within the community.

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