

# Surrey Highways 2020 Performance by Month



**SURREY**  
COUNTY COUNCIL

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The services we (Surrey County Council, Highways) provide are for residents, businesses, utility and construction companies, elected County Councillors and all other members of the public.

For the majority of cases, we have set a standard to fully reply to all communications within 28 days, although we strive to respond in a much quicker time. For certain types of queries/applications, we set our standards to process the enquiry in a much quicker timeframe.

Full details of this can be found on our Highways Customer Charter webpage:

<https://www.surreycc.gov.uk/highwayscharter>

This document provides some high level information on the volumes of enquiries, reports and applications that Surrey Highways dealt within 2020, and our performance against the timescales we publish.

In 2020, despite the impact of several lockdowns, we still received over 130,000 enquiries, reports, applications and follow on communications which required our attention (excludes Freedom of Information requests, official complaints and Insurance claims).

This document contains data that was correct at the time of publishing (4 February 2021). Surrey Highways uses several different systems to manage the complex and varied range of services provided and some cases may have been missed because of this.

Surrey Highways 2020 Performance by Month

**Enquiries, requests and reports received**

Table 1: The total volume of customer based work received by month and type of contact

Month in 2020	Streetlighting defects and enquiries	All other enquiries and highway defect reports	Follow up email replies to enquiries/reports (average monthly)	Skips applications	Banners applications	Building materials licence request	Crossover application	Mobile unit licence request	Scaffolding permit request	Tables and chairs licence request	Section 50 Licence applications	Section 184 Licence applications	Street Light attachment applications
January	324	10388	1510	132	18	3	176	22	50	8	23	1	9
February	291	10892	1510	120	21		113	21	47	24	14	5	6
March	218	8806	1510	117	9	3	84	7	37	15	8	2	11
April	99	2319	1510	75	9		56	8	15		9	1	1
May	165	3680	1510	121	0	1	76	11	32	1	9	1	15
June	163	5143	1510	149	1		125	4	32	3	16	3	20
July	191	5234	1510	173	10	3	124	5	48	16	25	1	10
August	164	5083	1510	135	6	4	92	10	47	26	21	1	10
September	218	5168	1510	148	13		103	12	48	9	16	4	30
October	229	5308	1510	154	4	2	125	10	44	6	19	3	23
November	264	4705	1510	145	22	3	86	17	52	1	14	4	9
December	221	3949	1510	61	0	3	79	9	19	2	13		4
<b>Totals</b>	<b>2547</b>	<b>70675</b>	<b>18120</b>	<b>1530</b>	<b>113</b>	<b>22</b>	<b>1239</b>	<b>136</b>	<b>471</b>	<b>111</b>	<b>187</b>	<b>26</b>	<b>148</b>

Table 2: The total volume of customer based work received by month and type of contact (continued)

Month in 2020	Permit requests	Ordinary watercourse consent – Application Forms	Statutory responses to Planning Applications (surface water flooding and drainage)
January	2714	2	<i>N/A – volume is for year total</i>
February	3003	2	<i>N/A – volume is for year total</i>
March	3332	3	<i>N/A – volume is for year total</i>
April	3429	3	<i>N/A – volume is for year total</i>
May	2848	4	<i>N/A – volume is for year total</i>
June	3310	1	<i>N/A – volume is for year total</i>
July	2740	6	<i>N/A – volume is for year total</i>
August	2820	4	<i>N/A – volume is for year total</i>
September	3386	5	<i>N/A – volume is for year total</i>
October	3008	3	<i>N/A – volume is for year total</i>
November	2947	1	<i>N/A – volume is for year total</i>
December	3067	5	<i>N/A – volume is for year total</i>
<b>Totals</b>	<b>36604</b>	<b>39</b>	<b>1027</b>

## Surrey Highways 2020 Performance by Month

### Skip licenses

Table 3: The number of skip licence applications received, and processed within 2 working days, by month

Month	Number received	% Processed within 2 working days
January	132	91%
February	120	98%
March	117	99%
April	75	95%
May	121	97%
June	149	95%
July	173	91%
August	135	90%
September	148	95%
October	154	86%
November	145	89%
December	61	92%
<b>Total</b>	<b>1530</b>	<b>93%</b>

### Scaffolding, Mobile Units and Building Materials licenses

Table 4: The number of scaffolding licence applications received, and processed within 5 working days, by month

Month	Number received	% Processed within 5 working days
January	75	44%
February	68	37%
March	47	49%
April	23	57%
May	44	55%
June	36	47%
July	56	45%
August	61	52%
September	60	32%
October	56	57%
November	72	53%
December	31	45%
<b>Grand Total</b>	<b>629</b>	<b>47%</b>

## Surrey Highways 2020 Performance by Month

### Highways calls to Contact Centre (0300 200 1003)

Table 5: The number calls received, and answered within 20 seconds, in the Contact Centre each month

Month	Number received	% Answered within 20 seconds
January	4907	66%
February	4882	58%
March	3536	47%
April	787	69%
May	1526	61%
June	2408	39%
July	2598	43%
August	2357	47%
September	2459	41%
October	2084	52%
November	1734	53%
December	1321	57%
<b>Total / Average %</b>	<b>30599</b>	<b>53%</b>

During 2020, due to the impact of COVID-19, many council departments had to adapt and review the services offered. In the case of Customer Services, and our frontline Contact Centre, resources were re-directed to the Community Helpline, and more recently, to Track and Trace. In practice, this means that only emergency highways calls were being taken over the phone, and the majority of customers who would usually email or phone, were advised to report their issue through the website.

The graph below demonstrates the sizeable impact this has had, with calls dropping below 1000 in April (during first lockdown), and rising to no more than 2,600 during the summer months, compared to over 5,000 in the previous year.

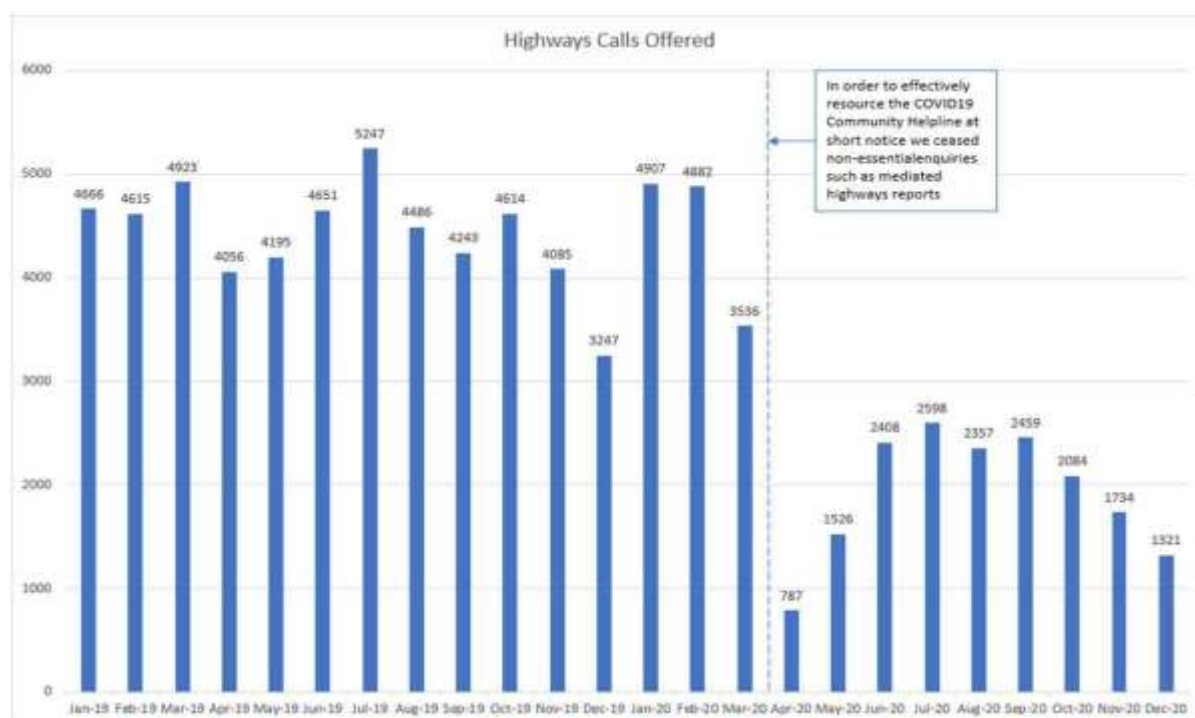


Figure 1: Bar chart showing volume of highways calls offered in the Contact Centre between January 2019 and December 2020