

Surrey Highways 2021 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 2021, and our performance against the timescales we publish.

In 2021, despite the continuation of COVID-19 restrictions and lockdown, we still received over 190,000 enquiries, reports, applications and follow on communications which required our attention (excludes Freedom of Information requests, official complaints and Insurance claims). This is a marked increase from 2020, particularly with the volume of permits requesting permission to carry out roadworks.

This document contains data that was correct at the time of publishing (8 February 2022). 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 2021 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 2021	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	Section 50 Licence applications	Section 184 Licence applications	Street Light attachment applications
January	233	5514	1740	97	2	2	114	7	45	21	Unknown	5
February	265	6843	1740	123	11	1	142	6	49	18	2	7
March	295	7087	1740	148	2	3	204	12	78	15	3	20
April	204	5168	1740	148	10	0	145	13	60	11	1	22
May	219	6068	1740	145	14	1	143	6	45	18	1	29
June	202	7315	1740	141	3	0	130	12	69	17	6	20
July	236	6980	1740	113	8	4	120	12	58	21	4	12
August	173	6017	1740	121	19	3	106	12	59	13	1	23
September	272	5302	1740	147	12	0	121	6	45	24	1	27
October	318	5672	1740	166	7	0	104	7	59	22	2	26
November	335	4909	1740	129	10	0	102	4	48	23	1	9
December	240	3456	1740	74	7	4	64	8	28	11	2	13
Totals	2992	70331	20880	1552	105	18	1495	105	643	214	24	213

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

Month in 2021	Permit requests	Ordinary watercourse consent – Application Forms	Statutory responses to Planning Applications (surface water flooding and drainage)
January	5418	2	<i>N/A – volume is for year total</i>
February	9256	1	<i>N/A – volume is for year total</i>
March	11766	7	<i>N/A – volume is for year total</i>
April	9266	3	<i>N/A – volume is for year total</i>
May	8610	6	<i>N/A – volume is for year total</i>
June	7790	11	<i>N/A – volume is for year total</i>
July	8112	5	<i>N/A – volume is for year total</i>
August	6658	3	<i>N/A – volume is for year total</i>
September	6558	2	<i>N/A – volume is for year total</i>
October	6599	6	<i>N/A – volume is for year total</i>
November	6764	11	<i>N/A – volume is for year total</i>
December	5585	5	<i>N/A – volume is for year total</i>
Totals	92382	62	1209

Surrey Highways 2021 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	97	97%
February	123	90%
March	148	84%
April	148	89%
May	145	84%
June	141	92%
July	113	95%
August	121	87%
September	147	93%
October	166	86%
November	129	84%
December	74	81%
Total	1552	88%

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	54	52%
February	56	61%
March	93	55%
April	73	45%
May	52	44%
June	81	49%
July	74	50%
August	74	50%
September	51	35%
October	66	55%
November	52	60%
December	40	48%
Grand Total	766	51%

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	1793	60.2%
February	1903	71.6%
March	2394	44.6%
April	1884	46.5%
May	2769	27.2%
June	3504	8.2%
July	3281	4.7%
August	2948	10.4%
September	2962	13.4%
October	2748	8.6%
November	2451	15.8%
December	1661	37.2%
Total / Average %	30298	29%

As part of our self-service initiative, we have directed more straightforward transactional enquiries online leaving us with more complex enquiries that are lengthier to handle. 2021 also saw significant pent up demand post lockdowns, as people returned to work and previous routines and travelled more frequently on the road network.

Between June and October 2021, we had on average 5 fewer full time staff than at full capacity, but have now offered several permanent contracts to stabilise staff retention. We have recently upskilled additional staff in to the highways skillset and seen improved performance with a 45.6% of calls answered within 20 seconds and an average speed of answer of 116 seconds on the Highways line in January 2022.

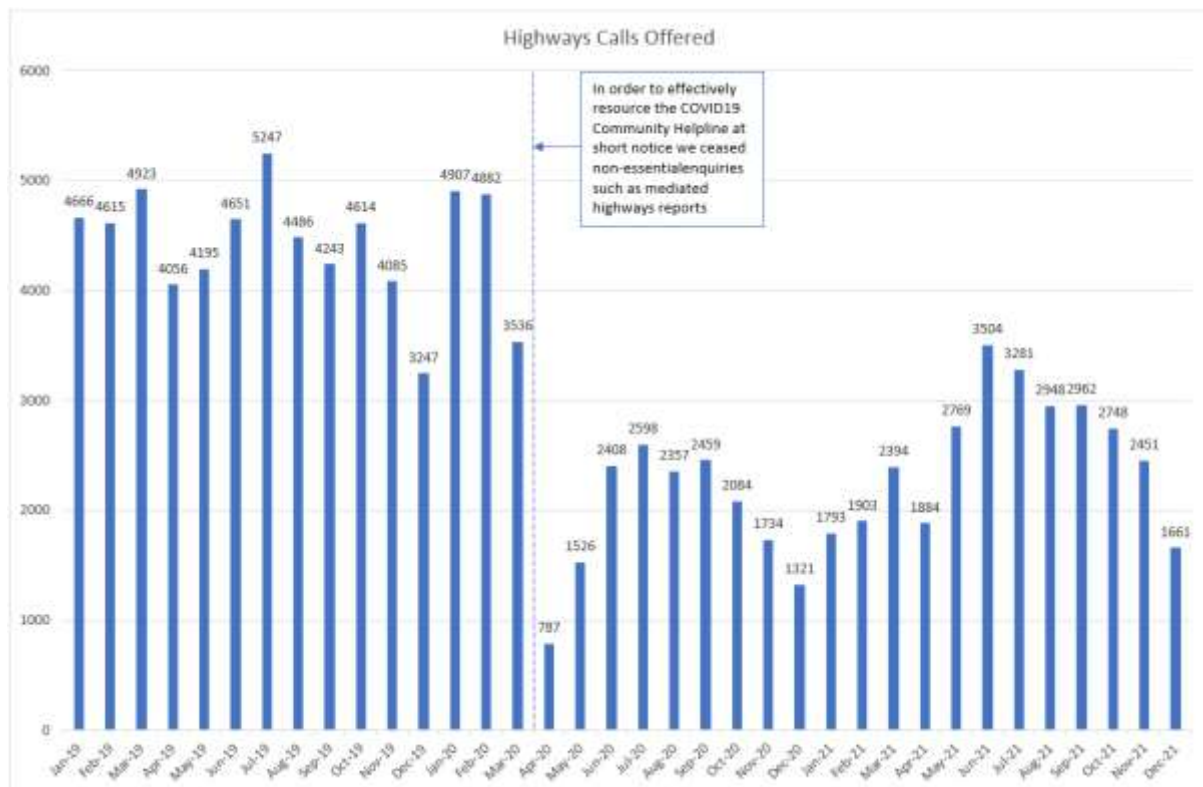


Figure 1: Bar chart showing volume of highways calls offered in the Contact Centre from January 2019 through to December 2021