



Sandwich Neighbourhood Forum

9 October 2008



Dennis Button

Community Delivery Manager
Dover, Shepway & Thanet



Kent
Highway
Services



The scale of the 'business' . . .

Asset worth over £4.7 billion



- 5,000 miles of road
- 4,000 miles of pavements
- 2,700 bridges
- 110,000 streetlights
- 20,000 illuminated signs/bollards
- 250 junctions with traffic signals
- 130,000 traffic signs
- 28,000 street trees
- 170,000 road drains



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A quick history . . .

2005 - over 200 staff transfer to KCC

2006 - KHS Alliance created due to new highway contracts

2007 - Transformation programme begins

2008 - new KHS structure 'goes live'



Our service could be better . . .

- Annual tracker surveys since the 1980's to gain the public's view
- The 2008 survey will be sent to all Parish & Town Councils in November - we welcome your response



Mixed messages . . .

2007 Survey

Net satisfied with the state of roads in Kent

Public

+19%

Parish and Town Councils

-77%

County Members

-79%



Our vision for KHS

- A customer focussed service
- Faster response from report to fault fixing
- Traffic Management Centre controlling all work on the highway
- Full knowledge and control of our assets



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How we are improving . . . information

- KHS liveried vehicles to raise awareness
- Weekly page in Kent on Sunday
- Improved information on the website including a new Traffic and Travel section
- ‘Understanding’ leaflets to explain what we do



Long-term investment in the service

- Accommodation
 - Two purpose built depots
- IT
 - Mobile working solutions
 - IT systems integration
- KHS Alliance contract
 - Up to 10 years



How we have changed . . .

Management team formed of six people with countywide accountability for:

- Community Operations
- Technical Services
- Network Management
- Countywide Improvements
- Transport and Development
- Finance



Heads of Services



Kim Hills
Head of
Community
Operations



Norman Bateman
Head of
Technical
Services



Caroline Bruce
Head of
Network
Operations



Behdad Haratbar
Head of
Countywide
Improvements



David Hall
Head of
Transport &
Development

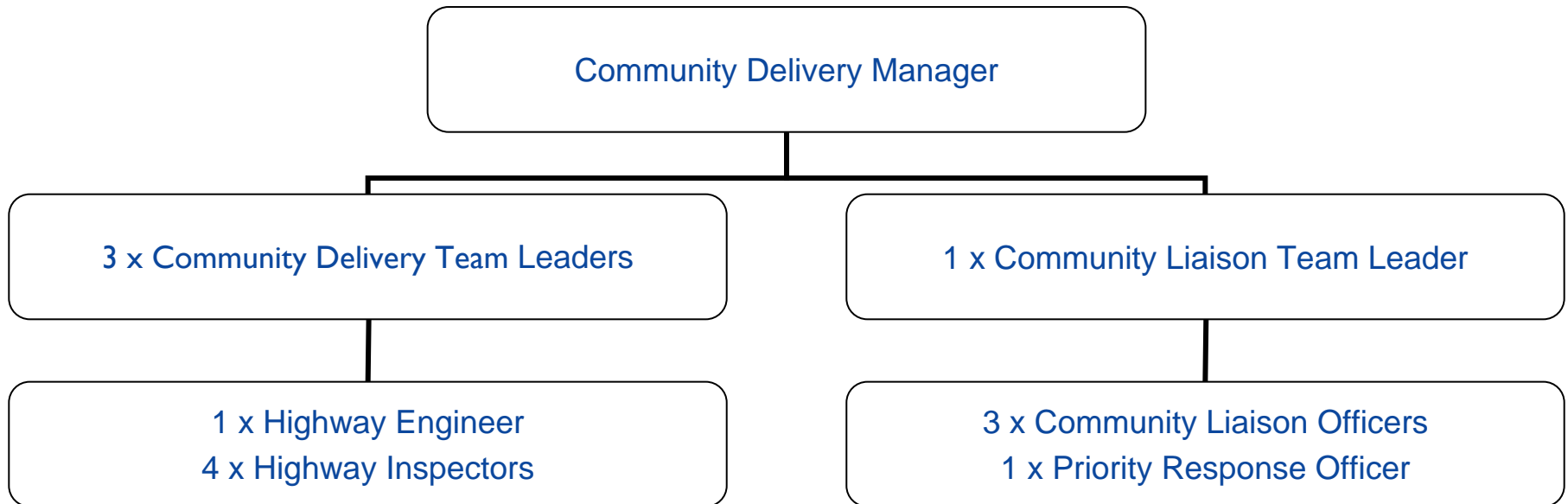


Mike Palmer
Head of
Finance



Community Operations

Four teams made up of





Delivery in East Kent

Ashford, Canterbury, Swale

Carol Valentine
Community Delivery Manager

Maggie McKenzie
Community Liaison Team Leader

Richard Dixon – Canterbury
Aprille Hall – Swale
Jennie Wickenden – Ashford
Community Liaison Officers

Dover, Thanet, Shepway

Dennis Button
Community Delivery Manager

Maureen Dixon
Community Liaison Team Leader

David Gaskin – Dover
Analiese Mortlock – Thanet
Ann Norton – Shepway
Community Liaison Officers



Dover – Thanet - Shepway

Ashford Highways Depot

Sandwich Depot - Dover & Thanet

Stanford Depot - Shepway



How to contact us . . .

- Contact Centre – 08458 247 800
- Website reporting – www.kent.gov.uk/highway
- Self service via the website – before Christmas
- Named Community Liaison Officers



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and finally . . .

- District and parish councils have a named 'liaison officer' - David Gaskin
- We need your help to make this work
- We are here to help but expectations must be realistic and sometimes we have to say no



Questions?



Thank You