

# Hampshire County Council's Guide for Parish and Town Councils

(Based on the top issues identified by Parish and Town Council's)

## Highway Traffic and Transport

The County Council's Highways, Traffic & Transport (HTT) service is responsible for Hampshire's highways, footways, street lighting, road and foot bridges, and keeps over 5,200 miles of road safely maintained to help keep Hampshire moving. In October 2012 the National Transport Awards recognised Hampshire as the '*Transport County of the Year*' and the National Highways & Transport (NHT) 2012 Public Satisfaction survey found Hampshire to be the top-performing county in the South East in terms of residents' overall satisfaction with highways and transport.

Below is a summary of HTT service and details of how to request services or report highway faults.

**Please note responsibility for motorways and trunk roads rests with the Highways Agency, contactable via [www.highways.gov.uk](http://www.highways.gov.uk) Tel: 0300 123 5000.**

### Operation Resilience (planned maintenance)



Operation Resilience was established April 2011 and marked an innovative shift in emphasis from reactive highways maintenance to an asset management-based approach. It is a long-term strategy that aims to make Hampshire's roads more resilient to the effects of increasing heavy traffic and climate change, particularly the wet weather where water seeps into the road surface and then freezes.

Last financial year (2012/13) 350 separate sites were targeted for a resurfacing or drainage works as part of Operation Resilience.

[www.hants.gov.uk/roads/hampshire-roadworks/operation-resilience](http://www.hants.gov.uk/roads/hampshire-roadworks/operation-resilience)

### Winter Maintenance

From October to April temperatures and weather forecasts are regularly monitored to inform decisions on when salting the highways will take place. The County Council treats the roads on a priority basis.



Roads on Priority 1 routes (A roads, roads to hospitals, transport links and larger schools) carry 85% of Hampshire's traffic. During severe weather, Priority 2 and Community routes are also treated in order that Hampshire's residents can continue to travel to school, health centres, local shops and other key areas within their community. Around 3,000 community salt bins are regularly filled across Hampshire so that residents can play their part during severe weather, to ensure that footpaths and smaller roads are treated.

<http://maps.hants.gov.uk/saltroutesmap/>

[www.hants.gov.uk/2011-november-parish-councils-winter-preparations.pdf](http://www.hants.gov.uk/2011-november-parish-councils-winter-preparations.pdf)

## Routine Maintenance



Routine maintenance, as with planned and winter maintenance, is carried out by the County Council's term highways contractor, Amey.

The successful Parish Lengthsman trial involving 43 parishes is to be extended, with an additional 45 parishes joining the scheme in 2013/14. The involves devolving part of the highways maintenance service to local councils (or clusters of small parish councils) who, with a budget from the County Council, employ their own contractor to

undertake low-level maintenance such as ditch clearing and sign cleaning.

**All highway maintenance issues, including pot holes, drainage problems, overgrown hedges & verges, damaged signs or worn carriageway lining, should be reported using the County Council's the web self-service -**

**[www.hants.gov.uk/roadproblems](http://www.hants.gov.uk/roadproblems)**

**Or by calling Highways on telephone 0845 603 5633**

## Street Lighting Private Finance Initiative

In partnership with Southampton City Council and West Sussex County Council, Hampshire County Council has a Public Finance Initiative (PFI) agreement with Southern Electric Contracting to replace and maintain all street lighting in Hampshire over a 25-year period. The scheme aims to save energy by using more energy-efficient lamps, reduced burning hours and dimming lights to reduce carbon emissions. It is now halfway through the first five years of the core investment period during which around 150,000 lamps, columns, illuminated signs and bollards will be replaced or upgraded. The remaining 20 years covers the maintenance and operation of the new equipment. All lighting stock that needs replacement will be replaced on a like-for-like basis with white fluorescent light in residential areas.

[www.lightsoninhampshire.co.uk](http://www.lightsoninhampshire.co.uk)

## Strategic Transport

The Strategic Transport Team manages Transport and Traffic Policy, countywide Transport Planning, development control, management for the capital programme, traffic management and road safety. This includes the County Council's successful bids for central Government for Local Sustainable Transport funds which are now rolling out in the Hampshire Sustainable Transport Towns (Winchester, Fleet, Andover, Aldershot, Farnborough, Basingstoke), the Transport for South Hampshire and the Isle of Wight region (in partnership with Southampton City Council, Portsmouth City Council and the Isle of Wight Council), the National Parks (with the National Park authorities and bordering local authorities) and the Better Bus Area Fund.

Details about the County Council's traffic management and road safety responsibilities can be viewed on [www.hants.gov.uk/trafficmanagement](http://www.hants.gov.uk/trafficmanagement) This includes frequently asked questions.

Strategic transport funding is being used for a range of infrastructure and campaigns, from cycle storage at colleges to walk to school initiatives, bus improvements, real time information and smart ticketing, aiming to increase the use of sustainable travel, thus tackling congestion on Hampshire's roads, saving residents money and promoting a healthier lifestyle.

[www.myjourneyhampshire.com](http://www.myjourneyhampshire.com)



### **Passenger Transport**

This team manages Home to School transport, Adult Services transport, community transport, and infrastructure and information, including the Concessionary Fares Scheme.

The Team has also developed the **Transport Self-help Kit** designed to help local organisations design, commission and provide their own transport services that meet the needs of their local communities. Passenger Transport also supports the Volunteer Driver Recruitment campaign, aimed at boosting the number volunteer drivers to help local residents to live independently for longer by taking them to health services, shops, social visits etc.

[www.hants.gov.uk/passengertransport/communitytransport](http://www.hants.gov.uk/passengertransport/communitytransport)

### **Engineering Consultancy**

Engineering Consultancy is an in-house consultancy offering a range of engineering services to the County Council and providing design, project management, and financial/contract management services from the early stages of a project through to supervision of the actual construction. The team also check designs submitted from private developers, provides professional advice on a range of engineering activities and oversees the specification of design standards and construction materials used on the highways in Hampshire.

## **Highways, Traffic and Transport Contact Details**

### **HTT Services / Reporting Faults**

To request a highway service or report a routine highway defect, such as pot holes, drainage problems, street lighting, overgrown hedges & verges, damaged signs or a worn carriageway lining, please use the County Council's web self service system:

[www.hants.gov.uk/roadproblems](http://www.hants.gov.uk/roadproblems)

or telephone

Highways on 0845 603 56 33

Using the web self-service or by calling Highways on the above number enables requests to be properly recorded and action monitored to help ensure timely responses, taking account of the nature of the fault or service request and other competing priorities.

This reporting process has been recently improved to help HTT better manage the number of highway requests received, which has dramatically increased due to the impact extreme weather has had on the highway network.

In order to help HTT continue to improve its services, local councils are asked to always use the above contact details for all routine highways issues and to encourage local residents to do the same.

## **Culture, Community and Business Services Contact Details**

### **Countryside Access**

**To report issues regarding  
rights of way / gates / stiles / bridleways**

**Please contact the countryside service  
0845 603 5636**



## **Broadband**



The overall programme to bring faster broadband to everyone in Hampshire will be phased in and will last for three years. The County Council has developed detailed implementation plans for the county. <http://www3.hants.gov.uk/broadband.htm>

The project started this year, 2013 and is due to be completed by the end of 2015.

## Gypsy and Traveller Liaison

The Gypsy and Traveller service provides and maintains four permanent residential sites for gypsy and traveller families within Hampshire, it also deals with unauthorised encampments that occur on council land around Hampshire

Our liaison officer working with the Gypsy and Traveller Community is Barry Jordan–Davis  
He can be contacted on [barry.jordan-davis@hants.gov.uk](mailto:barry.jordan-davis@hants.gov.uk)  
<http://www3.hants.gov.uk/propertyservices/estates/estates-gypsyandtraveller.htm>

**General Enquiries**

**0845 603 5638**