



Shaun Cullimore <shaun.cullimore@gmail.com>

New complaint - Ref: Q3/56/COMP/AMEY, confirm number 11125213

GCCComplaints <Gloucester.Complaints@amey.co.uk>

7 December 2016 at 12:03

To: "Shaun Cullimore (parish.clerk@swindonparish.org.uk)" <parish.clerk@swindonparish.org.uk>

Cc: Corporate Complaints Team <corporatecomplaintsteam@gloucestershire.gov.uk>

Dear Mr Cullimore

Thank you for your email regarding recent resurfacing works in Wymans Lane/Hyde Lane.

I understand your frustration so please let me try to explain how this unfortunate situation occurred.

I spoke to the Gloucestershire County Council's Streetworks team and they confirmed that they sent you via their channels both notifications in October. We, Amey, provisionally booked the road space for 24th and 27th October however, have never confirmed that the works would go ahead during these dates. We were not aware that the closure was advertised publically at that point, and I am sorry to hear that you had to change dates on your website and publish new information in your December Parish Newsletter.

In regards to the December dates, the works were originally scheduled between 14th and 16th December, however it was brought forward due to a conflict with another resurfacing scheme at New Barn Lane, Cheltenham. On 24th November Becky Lane sent an email to the concerned parties, including Southam Parish, advising that the scheme will be taking place from 30th November to 2nd December, I have enclosed a copy of this email.

Living myself in Bishops Cleeve and driving through Hyde Lane frequently, I can confirm that advisory signs were in place at least one week prior the scheme, indicating that the road will be closed for Highways works between 30th November and 2nd December; therefore this closure should not have taken the regular road users by surprise.

Our Delivery team also confirmed that a diversion route was in place, and we experienced a lot of issues during the first day with drivers using their own shortcuts and causing traffic jams along Brockhampton Lane.

Now that the scheme is complete we will use this as a learning point to ensure improvements are made for future schemes, and I appreciate you bringing it to our attention. I hope that the quality of the new road surface makes up in part for some of the inconvenience you experienced.

In accordance with our corporate complaints policy, if you are not satisfied with the outcome of the Stage 1 investigation, you may request a Stage 2 review. If you wish to request a Stage 2 review, please contact the Corporate Complaints team and give clear details of which aspects of the Stage 1 investigation you are dissatisfied with and your reasons for this (for information, this would not refer to an outcome being unsatisfactory

to yourself, but the specific reasons our response was unsatisfactory as a response).

To do this, please contact the Corporate Complaints team on:

Email: corporatecomplaintsteam@gloucestershire.gov.uk

Letter: Corporate Complaints

Gloucestershire County Council

Shire Hall

Westgate Street

Gloucester

GL1 2TG

Kind regards,

Ivana Wilson

Customer Contact Centre and Complaints Team Leader

Amey

Close Call Reporting 0800 521660

Did you know that you can report issues and track their progress online at
<http://www.gloucestershire.gov.uk/reportit>



@GlosRoads

t: 08000 514514 e: Gloucester.Complaints@amey.co.uk
Block 5, Floor 5 | Shire Hall | Gloucester | GL1 2TG





From: Mr Shaun Cullimore [<mailto:DoNotReply@gloucestershire.gov.uk>]

Sent: 30 November 2016 13:17

To: Corporate Complaints Team

Subject: Feedback: Make a complaint - Ref: FS10212359

Your details (person completing this form)	
Title	Mr
First Name	Shaun
Surname	Cullimore
Are you completing this form on behalf of somebody else?	No
In what capacity does the person you are completing this form for wish to contact us?	
In what capacity are you contacting us?	Local Authority
Preferred method of contact	Email
E-mail address	parish.clerk@swindonparish.org.uk

Phone Number	07833089435
Address	
Would you like to complete our equalities monitoring questions?	No
Your feedback	
Would you like to:	Make a complaint
Please give details	<p>I am clerk to Swindon Parish Council. On 10th October 2016 I received notification from Gloucestershire County Council (GCC) that parts of Wymans Lane and Hyde Lane would be closed in the vicinity of the railway bridge from 24th – 27th October 2016 for resurfacing. The next day a revised map of the diversions was published because it had not been realised that Swindon Lane has a 7.5T weight restriction. I duly published the information on the Parish Council web site for the benefit of residents. On 24th October (the day the works were due to start) I received an email stating that the works would be delayed until 14th – 16th December. No reason was given. I had to change the notice on the web site and published the information in the December edition of our Village News.</p> <p>On the 30th November I found that the roads had been closed. Some residents had received a letter. I had seen nothing. I spoke to the man manning the barricade. He conceded that he was having to deal with quite a few angry motorists and residents but he could tell them nothing about how long the works would last.</p> <p>Amey appear to be a law unto themselves. GCC has no clear view of Amey's work schedule and priorities. County, Borough and Parish Councillors are left completely in the dark about what is happening and when. The County Council have a live on-line map of where road works are taking place. This major activity is not shown. Road diversions have not been signposted. Can someone explain to me why this has happened so that I can inform our residents?</p>
What do you think we should do to put things right?	The County Council should set the road maintenance schedules and priorities and keep others informed. At the very least GCC should have full visibility of Amey's planned works. The tail appears to be wagging the dog.
Have you told us about this before?	No

Think before you print - only print this email if absolutely necessary.

This email and any attachments are strictly confidential and intended for the addressee only.
If you are not the named addressee you must not disclose, copy or take any action in
reliance of this transmission and you should notify us as soon as possible.

This email and any attachments are believed to be free from viruses but it is your
responsibility to carry out all necessary virus checks and Gloucestershire County Council
accepts no liability in connection therewith.

----- Forwarded message -----

From: "Councillors, GCC" <GCCCouncillors@amey.co.uk>

To: GCC Communications <GCCHighways@amey.co.uk>, Jenny Goodson
<jenny.goodson@gloucestershire.gov.uk>, Kathryn Haworth <Kathryn.Haworth@gloucestershire.gov.uk>, Mark
Darlow-Joy <mark.darlow-joy@gloucestershire.gov.uk>, Martyn Midgley
<martyn.midgley@gloucestershire.gov.uk>, Press Office <presso@gloucestershire.gov.uk>, Scott Tompkins
<scott.tompkins@gloucestershire.gov.uk>, Vernon Smith <vernon.smith@gloucestershire.gov.uk>

Cc: "Langley, Peter" <Peter.Langley@amey.co.uk>, Rob Vale <Robert.vale@gloucestershire.gov.uk>, "FISHER,
Cllr Bernard" <Bernard.Fisher@gloucestershire.gov.uk>, Swindon Village <parish.clerk@swindonparish.org.uk>

Date: Thu, 24 Nov 2016 09:33:14 +0000

Subject: 3/85 Wymans Lane & Hyde Lane (ID400) – Amey Ref 22009724

Good Morning All,

3/85 Wymans Lane & Hyde Lane (ID400) – Amey Ref 22009724

We will shortly be undertaking carriageway resurfacing works at the above location. The work is
programmed to take place between **30th November and 2nd December**.

The road width and type of works dictate that, to ensure the safety of both the travelling public and
our workforce, the road will be subject to a **Road Closure**.

**Access for vehicles during the works will be extremely limited due to the nature of the
work and the size of machinery to be used. It would be a great help if you could avoid
parking your vehicle within the works area (red line on attached plan).**

Both occupiers and drivers are asked to be patient throughout this period of disruption, we will of course make every effort to minimise the inconvenience.

We would further take this opportunity to thank you in advance for your co-operation. Should you have any queries please contact us on [08000 514514](tel:08000514514).

Regards

Becky Lane

Customer Service Operator

Amey

Did you know that you can report issues and track their progress online at <http://www.gloucestershire.gov.uk/reportit>



@GlosRoads

t: [08000 514514](tel:08000514514) | **e:** GCCHighways@amey.co.uk
Block 5, Floor 5 | Shire Hall | Gloucester | GL1 2TG



Target Zero
Let's make it happen *together*

As an integral part of our customer care, we notify the public in advance of any forthcoming works by press release, public signs or by a letter drop. We are continually looking at ways to improve our service and would be grateful if you could spare a few minutes to complete the survey online at <https://www.surveymonkey.com/r/X5TFDFR>

2 attachments



Road Closure Letter 3999 Wymans Lane Hyde Lane - Amey Ref 22009724.pdf

221K



noname.eml

365K