

**Phil Bailey - County Councillor Report - March 2015.**

**Grant for Play Equipment – (Goal Area improvement.)**

I am please that I was able to approve a £1,000 grant to assist in the play area improvement in Woodman Close. The work will be conducted later in the year.

**Highways Matters**

I have been in communication with Highways on behalf of a local resident on a number of issues:

One of the areas was that separate works were carried out on Woodman Lane resulting in the road being closed twice in recent months.

Ideally Highways have admitted this should have been done at the same time and have apologised for this.

The diversion signage also appeared to have been inadequate as not all the signs were removed after the work was completed. Highways have asked the contractor to investigate this.

Many other road problems are caused by Utility Companies, and if the matters are 'urgent' they do not have give Hampshire County Council any prior notice.

Temporary traffic management was in place on Stockbridge Road from the 18 to the 22 January to enable Southern Water to undertake emergency works to repair a leak on a burst water mains pipe. The work required temporary traffic signals at the junction of Stockbridge Road and Chilbolton Avenue and did cause considerable disruption. However the temporary traffic signals were manually controlled to minimise their impact. Unfortunately the route is heavily used and congestion was inevitable. As the work was an emergency, the Street Works team received no warning, but were content that the work was as well managed as possible, given the circumstances.

Temporary traffic management was in place on Andover Road from the 5 to the 12 December at the junction with Bereweeke Road for BT to undertake urgent fault repairs. Again temporary traffic lights were required to protect road users and the workforce. As urgent works, the Street Works team again received little warning , but were able to restrict BT to working outside peak hours (09:30 to 15:30), and were satisfied that the disruption was minimised.

Other Matters – Countywide:

### **Changes to the County Council's customer phone numbers**

On 2 February, the County Council will be replacing its 0845 contact numbers with the 0300 numbers listed below, as part of improvements to the way residents can access services. Calls to 0300 numbers are included in call packages. Customers calling the old 0845 numbers will be advised of the change and encouraged to use the new 0300 number as a cheaper option for contacting Hampshire County Council.

A couple of further improvements are being made at the same time:

- The switchboard and general enquiries lines will be combined into just one new number covering both services, to provide a better customer experience and improve first-call resolution.
- The new number for concessionary travel will offer an expanded service that includes blue badge enquiries.

Further improvements will be coming as the Council switch to more digital delivery channels.

#### **List of the new numbers**

*(available on the [Hantsweb contact us](#) page from 2 February)*

<b>Service name</b>	<b>Old number</b>	<b>New number</b>
Adult Services	0845 603 5630	0300 555 1386
OT Direct	0845 600 4555	0300 555 1378
Children's Services	0845 603 5620	0300 555 1384
School Admissions	0845 603 5623	0300 555 1377
IOW Children's Services	0845 650 0097	0300 300 0117
Countryside/ Rights of Way	0845 603 5636	0300 555 1391
Libraries	0845 603 5631	0300 555 1387
Registrations	0845 603 5637	0300 555 1392
Roads & Transport	01329 225393	0300 555 1388
Recycling, Waste & Planning	0845 603 5634	0300 555 1389
Blue Badge & Concessionary Travel	New name	0300 555 1376
General Enquiries & Switchboard	New name	0300 555 1375
Payments	0845 603 5626	0300 555 1374

Social Care out-of-hours	0845 600 4555	0300 555 1373
Text Phone	0845 603 5625	0300 555 1390

**Hampshire Countryside Access Consultation:**

The draft Hampshire Countryside Access Plan 2015-2025 will shortly be published on the Council's website along with an invitation to comment.

Hampshire's countryside access network is extensive and diverse, incorporating rights of way, permissive paths and areas of public green space. As well as being highly valued by residents and visitors, the network provides significant benefits to health and well-being and to the local economy. Whilst satisfaction levels overall are high, the network needs to meet changing needs in a way that provides the most widespread benefit. The Countryside Access Plan describes the actions needed over the next decade to tackle the issues identified through recent surveys and discussion with stakeholders.

The consultation will start on Friday 30<sup>th</sup> January and finish on 31<sup>st</sup> March. It will be online on the HCC 'Have your say' consultations webpage <http://consultations.hants.gov.uk/active.aspx> and on the Countryside Access Plan webpage <http://www3.hants.gov.uk/countryside/access-plans.htm>