

Annex 3

| Drainage and / or gully issues / maintenance (additional comments) | Road salting and footway treatments - winter (additional comments) | Verge and vegetation maintenance (additional comments) | Surfacing schemes - road / footpath / cycleway and asset condition (additional comments) | Unsafe / overhanging trees and other arboriculture issues (additional comments) | Potholes and other defects (additional comments) | Bridge maintenance (additional comments) | Public Rights of Way and their associated infrastructure (additional comments) | Minor road improvements and other small infrastructure schemes (additional comments) | Are there any other comments or observations you would like to raise about the existing highway maintenance service/delivery arrangements? | Officer response | |
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| I never know when drainage or gully issues are being looked into, or what the protocols is or the timetable for when something gets looked at. Personally, more information is better, and would love to know exactly when and why a particular street is or is due to be looked into on a proactive basis. | Cycle paths being done an equal priority to cars would be appreciated. It's essential. | I do understand why verges and vegetation is deprioritised relative to other things. However, there are too many instances where I have to report bushes overhanging cycle paths. Also, keeping getting publicly shamed for weeds on footpaths, which seems unsustainable. | Surfacing schemes are proactively communicated to us via facilities meeting regularly, which is good. Cycleways however seem to be neglected. It would be good to have a dedicated team that can be quite dangerous for small children who get their wheels stuck in them. | | | The bridge team has been responsive to me on a couple of smaller issues which has been very helpful, and they've gone the extra mile. I'd also somewhat dissatisfied because of Abington bridge. We are getting frustrated by the public locally on the one, and we only ever find things out by submitting formal questions to the cabinet member. | | | I thought we were changing the existing process so that councillors could help decide prioritisation things. We are getting frustrated by the public locally on the one, and we only ever find things out by submitting formal questions to the cabinet member. | We shall seek to ensure the future model results in the ability to more easily share policies, processes and procedures for prioritisation purposes, and planned maintenance activities to provide a better 'forward look for Members'. | |
| | The roads are treated efficiently and well. Footways much less so. | When the work is done it is fine but it takes a very long time for it to be done. On several occasions residents have been made to sit on their hands before workers turn up to do the job. On one (last occasion) I spoke to a crew who said they still had the work on their job list and had to do it even though it had already been done (they did improve it but the amateur job would have sufficed). | A more detailed programme of work would be very helpful including roads that are not going to be resurfaced for whatever reason which should be stated. | In my experience these are attended to pretty rapidly. | It is still too unclear what counts as a defect worth repairing and what doesn't. The time taken to get roads to some repairs is far too long while others, apparently more major, are done very quickly. | I have very limited experience but my one incident of a couple of coping stones on a bridge that had been pushed off look likely months to repair - they'd even need to be replaced as they were still lying on the bank of the brook. | It is very confusing as to who is responsible for some of the rights of way. | Very much Oxford based, work in Oxford and the outside and the difference between the highest performing is disappointing. | We shall ensure the selected delivery model optimises maintenance activities within the available budgets. | We shall seek to ensure the model results in the ability to openly share policies, processes and procedures for prioritisation and investment purposes. Target timetables for defect rectification will be clear and communicated. | |
| Temporary reactive measures work reasonably well, but some repeat issues which are not addressed. | Has not been required while I have been a councillor. | Visions signs and signs often get dangerously overgrown before removal work occurs. | Condition is particularly poor in rural areas. Residents complain of patches that do not hold and need repeating (wasting resources) | Officers are fairly responsive in what is a difficult area (e.g. with ownership of trees needing to be established). | See previous comment | There has been improvement in recent years but too often sub-standard potholes patching bare patches which falls soon afterwards. I'm not a fan of the dig-and-patch. | I was not aware this was contracted out. All my contact has been with the PMSW officer. | FMS is a valuable tool relied upon by councillors and the community, however, ambiguous wording is still used despite many years of complaint. Typically when it is used it is confusing for road users and I suspect is the reason some signs, especially Flood Closed ones, are ignored even when they are still current. | We shall seek to ensure the future delivery model is able to provide transparent and accurate information that should improve our ability to provide detailed updates to the public regarding issues on the highway. | | |
| Officer responses are timely however are limited in what they can do due to budget? | | Much of maintenance is managed by parishes; but more proactivity is required on dangerous areas e.g. M40 junction. | Condition is particularly poor in rural areas. Residents complain of patches that do not hold and need repeating (wasting resources) | Officers are fairly responsive in what is a difficult area (e.g. with ownership of trees needing to be established). | See previous comment | It seems to be a constant struggle to get works programmed and to get feedback on schedules. There are important issues for local residents, unfortunately, as we are all aware, there are not enough resources and finances to do everything we need to get done. | Local officers do a good job and are dedicated. But capacity is limited and needs improving. | FMS is a valuable tool relied upon by councillors and the community, however, ambiguous wording is still used despite many years of complaint. Typically when it is used it is confusing for road users and I suspect is the reason some signs, especially Flood Closed ones, are ignored even when they are still current. | High first time solutions along with clear prioritised targets will be incorporated into the new contract. | | |
| This does seem to be more of a reactive service that only reacts when pressure is applied. It would be much better if maintenance was planned and undertaken without the need for budgeting. | | Seems OK, but we do need a plan for proper management of salt usage without the leading to sign the issues and complaints from residents. This is especially important where footpaths and cycle paths are involved. There is a social education/comm issue here as well. | It seems to be a constant struggle to get works programmed and to get feedback on schedules. There are important issues for local residents, unfortunately, as we are all aware, there are not enough resources and finances to do everything we need to get done. | These need to be responded to more quickly via PMS. There seem to be too many of these cases stored without the work being done which means that members then need to intervene. Conversely there needs to be better communication with residents when works are done as many of them become concerned if they see trees being cut down in their areas. | This is pretty much the same question as the surfacing schemes. Same comments apply. Although of course the potholes are more visible and become keynotes politically. | At I said at full council, I would like to see more focus on competitive procurement of contracts. I think a lot of the problems with the existing contracts are down to the fact that preferred contractors know they will get the work and in many cases that work is not properly tendered. I need a much more competitive tendering process. | Local officers do a good job and are dedicated. But capacity is limited and needs improving. | I appreciate that adds to the workload for officers, sub-contractors and consultants, but I think it would result in longer term savings both in terms of basic contract costs and the cost of any annual renewal work in longer term being required when defects aren't spotted early on. | We shall ensure a robust asset management plan is put in place detailing how all assets, including green estate, are to be managed. High first time solutions along with clear prioritised targets will be incorporated into the new contract along with the need for clear communication with the public to raise awareness of how the budget is being spent. With regards to competitive tendering we will run a robust competition for the term maintenance arrangements including a full schedule of orders in order to obtain best value. We are looking into how best to maintain ongoing tendering exercises via an open competition for certain types of works. | | |
| We look like a third world country is the comment I have had | | See above comment, real issue is the poor repairs done after fibre companies | See above comment, real issue is the poor repairs done after fibre companies | No repairs seem to be done until the hole is huge companies | No repairs seem to be done until the hole is huge companies | We have been trying to get the footpath on Herley bridge done for a WHOLE year and nothing happens. | OK. | Some roads in Herley need doing. | An Herley be given a budget to respond to urgent problems quickly. We know what needs doing. | Clear defect intervention levels, along with prioritisation, will be built into the contract. Robust inspections of completed work will help to drive better quality of service. | |
| Just very poor gully clearance which results in us fix the street lighting when it rains. Lots and lots of blocked drains resulting in flooding. This should be employed EVERY YEAR. | | But selective places need attention. I could give you a list for Herley that you have to do every year. | ROADS DONE WELL. NOW TURN YOUR ATTENTION TO FOOTPATHS. | These are done. | Dry good response. | | | | | | |
| Rather than having to request drainage repairs and/or gully emptying it would be good to see a maintenance schedule for each district, with particular priority given to the busier residential areas and those with many roads of pedestrian and cyclists. | Ris routes are generally covered but often heavy residential footways are not treated, e.g. Oster Road footpaths. This is main pedestrian link between hospital sites and sees a high volume of pedestrians and cyclists. | It would be helpful to see a schedule of verge maintenance and perhaps better cutting back of vegetation around road signs - e.g. A40 20mph signs are covered by tree branches for most of the year until repeated requests for cutbacks are made. | It's always good to see the schedule for such schemes unfortunately the reality of works actually taking place when scheduled is poor. Realise that sometimes priority change for road works, but local member must be kept better informed of changes and the reasons for them. Also, some understanding of why certain roads, footways and cycleways are getting priority, would be helpful. | See previous comments re verges and vegetation | | The Old Road bridge over the Eastern Bypass which links to Sholver and the Ridding is being the last for repair for many years. It has been removed temporarily by low-level barriers which are looking in poor shape and no longer as bright and therefore less visible to road users. A schedule of when this bridge will be repaired and perhaps made more difficult for anyone to climb onto above the dual carriageway is overdue. | Most public rights of way are well sign posted and kept in good order. It is easy to report problems though budget restrictions mean that it can take some time to fix them. | Minor road improvements, for instance a dropped kerb into an off-road cycleway or replacement of a bollard at a kerb edge to stop vehicles or repainting of a 20mph road sign, seem to require local councillor's priority funds. That's fine, but the reality of getting these minor improvements made is a nightmare in the city district. | Clear communications are paramount. Informing councillors before works are scheduled and prioritised, informing them of the agreed schedule, any changes/delays and why and giving councillors the opportunity to contribute funds from the community priority funds would make the councils' reputation so much better. | This new contract will focus on a robust asset management plan that ensures interventions at the right time, in the right place with the most appropriate solution in order to drive best value for OCC for all maintenance activities. At the tender stage the Council will seek annual proposals from the market regarding the appointment of a contractor most likely to fulfil its obligations and deliver against our priorities. Communications with Members and the public will be a priority in the new arrangements. | |
| Takes a long time to get action | often ok for major roads. Rarely for minor. And we don't clearish cycle paths, and curbside we do not | as ever, hard to know who is responsible. A40 and other major roads, where it's clearly CCC, are badly maintained, especially cycle paths | V bad/satisfactory, is barely done | badly done | where to start - clearly it is an impossible and never ending task, with inadequate finance to do it. But our roads are appalling | Seems ok in my division | Countrywide team usually good, but there have been some bad experiences locally with some path maintenance. | what maintenance. | Yes, I have no idea whether Milestone offers VFM or not, compared with in house or another provider. How much time and effort officers have to take to instruct Milestone? Who decides priorities - staff or contractor? How are Milestone kept to date with changing priorities and changing expectations, eg on promoting active travel. | The new arrangements represent the opportunity for OCC to reassess its costs and demonstrate this through a competitive tender. Our asset management plan will determine where our priorities lie as a Council and the types of solutions that should be put in place on each asset type, taking account of budget availability. | |
| They seem to fix it every year, but the problem still remains | Very good | None | Could be better | Biggest problem in my division | Never a permanent fix | None | None | Very good on this issue | Delivering social value should be a critical priority. Oxford City was well provided for by CCC for all road maintenance. Also some completed quickly and efficiently from their Cowley Marsh depot. Use of Milestone means more money going to private profit and long potholes arise from further away. | We are currently investigating whether the service splits should be between the Council and any private provider in order to drive better value out of the new arrangements. Social Value will represent a significant proportion of the evaluation. It is important that the Council ensure this important aspect is delivered throughout the life of the contract. | |
| Literally no updates and lots of work that needs to be done | Need more salt bins in rural streets / off main roads even have residents willing to salt those adopted roads and no response (a year on now) | Needs better scheduling especially given changing in climate and earlier growth years | Exhaustingly bad. FMS cases being closed on adopted roads and no reasons and have to raise over and over again | | Beyond ridiculous - tired of the excuses - when they are "fixed" poor and not bordered - sloppy repairs are left to grow, and resurfacing is done in a sporadic way. | Stevenson Bridge!!! | The countryside access team are brilliant on all issues, and my residents are exhausted. | As per FMS comments and endless delays / issues, and my residents are exhausted. | Yes it's very poor! You need a better contract as frankly it's not resourced well, requires more of poor quality and delays are partly subject to an SLA and who's enforcing this?? | High first time solutions along with clear prioritised targets will be incorporated into the new contract. We shall ensure that contractors address the green estate as part of their offer. | |
| We experience flooding of roads and properties at times and a risk-based regular programme would seem to be in order. It is possible to use FMS Street better to target needs? What are the key warning signs? | Largely OK, though residential pavements are an issue. I suggest we might create and promote winter vulkaner warning schemes to understand how and when to treat. | It is the summer and cycle ways that seem to be the main problem. Again - a FMS/Street solution might work to target? For example, reviewing reports from the last few years and anticipating them. After all, verges don't move and grow largely in the same pattern. | We do as well as we can think | This comes up quite a lot, and it is hard to see the wood for the trees! Most issues return every year so a refocus on issues in FMS/Street would help. | We do as well as we can think, given resources. I haven't heard as many complaints recently about recent fires falling apart, so good job to those involved. | Comms and speed of action seem lacking. Probably because there are costly to do, and maybe because in my patch we have had 4.5 footbridge failures in the last year. Note that footbridges, when broken, divide the walking and cycle routes and are counter to our priorities. | This is high in my mind, because we have some in my area which have "ownership issues". It would be great to get a briefing on who is responsible for what, and what levers we can pull with landowners. We desperately need upgraded (level) surfaces on some, and lighting is an issue. | | Sometimes the reporting lines seem long and rather unhelpful. Also it would be good to have crispier shorter comms routes for councillor queries. Again a clear (online) map showing all works would be good. In addition, it seems a frustration that despite regular offers, local members are not consulted before work begins, leading to wasted time, effort and money. An egregious example is the bottled introduction of 20mph in Herley - once as part of the active travel route and once during the wider rollout. It seems planners didn't visit, and they certainly didn't use local knowledge when deciding where to put signs. | We will be seeking proposals that represent a risk based approach to the all maintenance activities including dealing with severe weather events during the tender stage. Community engagement will also feature in the service as well as communications with both Members and the public. | |
| Being kept to date with long standing issues and knowing the timeline for agreed actions in sandford, St Martin and lackey in particular | Great on the main roads but not so much on footpaths which is largely down to the PCs to manage | There are particular areas which I know are problematic and which I always have to ask to be fixed. For those were more regularly and other choices less so would help especially on some road junctions where visibility is generally very poor | Rural roads do not get enough attention. I have a road in my division which I have been asking to be resurfaced for more than three years. It's not that the condition isn't bad enough but is quite hazardous for cyclists. We need to consider rural road surfaces from the active travel point of view as well as for cars. | Problems with hedges and trees that belong to private landowners - difficult enforcing their obligation to cut back overhanging trees and hedges from their properties | I usually find that potholes are dealt with quite quickly | | Any problems with footpaths are usually dealt with very quickly. | quality not always there regarding potholes, temporary signs are left in highway verges after the work completed | We shall ensure a robust asset management plan is put in place detailing how all assets, including green estate, are to be managed. High first time solutions along with clear prioritised targets will be incorporated into the new contract along with the need for clear communication with the Members and public. | | |
| When remarked we've had some major improvements with many people complementing the work as a job well done. Work done in partnership with officers. | I am not very familiar with this, but I have had complaints that this function is not done to the extent it is elements. We have had a major fix due to ice and complaints and queries have followed since then - it is not like it is in adjoining counties. | I think this is very important along major routes and appreciate it when this work is done - I have had many compliments about improvements in the state of roads and people appreciate any footway task. | can take a long time for actions to be completed and communicated with us as the status and if occurring what maintenance plan is in place agreed by landowners if involved | temporary repairs of potholes means we are potentially seeing a regular recurrence | | I have had no real experience of any works in this area. I have found it difficult to report these issues. | Generally good - some improvement needed. | N/A I do not see the advice and assistance of officers very helpful without which I would be able to achieve anything for action taken. | The tender process will represent the opportunity to take a 'fresh look' at how we maintain the network across all asset types including water service provision. | | |