To request this information in large print, audio cassette or Braille, please call 0121 303 6644

HIGHWAYS

Birmingham City Council

Highways Customer Charter

2012 – 2013

"KEEPING BIRMINGHAM MOVING FORWARD"

HIGHWAYS

Birmingham City Council

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Via Post:

Highways Department
Birmingham City Council
PO Box 37
1 Lancaster Circus
Birmingham
B4 7DQ

Via Phone:

Highways
0121 303 6644

Traffic Signals and pedestrians crossings
0121 303 7370

Car Parking (on and off street)
0121 303 7626

Out Of Office Hours Emergencies
0121 303 4149

How to Contact Us:

If you would like more information about any of our services, to report a fault or to request an application, please visit our webpage at:

www.birmingham.gov.uk/highways

Via Email:

Email highwaydefects@birmingham.gov.uk to tell us about any faults on the highway

Email traffic.control@birmingham.gov.uk to tell us about any traffic light faults on the highway

Via SMS:

07786 200 403 (start your message with: Highways)

Via Interactive Digital Television (idTV):

http://www.digitalbirmingham.co.uk

Foreword - John Blakemore, Director for Highways and Resilience

I am delighted to bring you this Customer Charter from the City Council's Highways Department. The Department is at the forefront of providing essential infrastructure services for all residents, businesses and visitors to Birmingham.

We are now over two years into our 25 year partnership with Amey Birmingham Highways Limited and are delivering significant improvements to the City's highway infrastructure. We have the added bonus of a planning for life cycle maintenance as part of a programme that covers up to 2035.

In this Customer Charter I clearly set out the standards that all Birmingham residents and our partner organisations are entitled to and I expect these standards to be met.

I will ensure that regular updates are made available to the public on our website to demonstrate that we are delivering on our assurances. I welcome comments and feedback and would like to thank you in advance for your interest and input.

Services on the Street:

WE WILL:

make safe all dangerous defects* within 1 hour

fully repair all dangerous defects* in 28 days

ensure that 95% of street lights are operational at all times

complete 95% of gritting of scheduled roads as part of our winter maintenance (www.birmingham.gov.uk/wm) within 3 hours of starting gritting and the remaining 5% within 4 hours

repair zebra crossing lights within 2 hours of notification

repair any red traffic light signal within 2 hours and under normal circumstances repair any other traffic signal fault within 24 hours

repair pay and display ticket machine faults, with the exception of power supply failures, within 24hours of identifying them (Monday to Saturday)

**Dangerous defects (also known as Category 1 Defects) are defined as those that require prompt attention because they represent an immediate or imminent hazard or because there is a risk of short-term structural deterioration. Further information is available in the Code of Practice for Well Maintained Highways (published 2005).*

Changes to the Customer Charter (Customer Services):

We feel that you should always expect the highest standard of customer services from Highways and Birmingham City Council at all times. We have Council-wide policies in place that we have chosen not to repeat in this Charter but we will always follow to ensure the best service possible.

You can always expect:

to be listened to and treated politely and with respect; regardless of race, religion, age, gender, sexuality or disability

to have the service we provide tailored to your needs. This could include interpretation services, sign language, private discussion areas, or visiting you in your home

that we will use your feedback to help us make decisions and improve our services, including our regular review of this Customer Charter

Changes to the Customer Charter (Services on the Street):

You may have noticed that the Customer Charter has been reduced from previous years. We wanted to provide the key measurable outcomes in a straightforward fashion. This will also enable monthly reporting to demonstrate that we are delivering on our assurances to you.

We will continue to:

inspect all streetlights, footway, footpaths, roads and bridges on a regular basis and act on our findings

provide advance notice and information regarding all our planned maintenance work

provide grit bins and monitor the weather during certain periods of the year or unusual weather conditions

carry out routine maintenance work on flood defences and encourage landowners to manage and maintain watercourses crossing their land

meet our Statutory obligations as the Highway, Street Works and Traffic Management Authority for Birmingham

Customer Services:

WE WILL:

send dropped kerb application out within 5 days

answer 85% of phone calls within 20 seconds

answer correspondence within 10 days

provide information on how many comments, compliments and complaints have been received www.birmingham.gov.uk/yourviews

ensure that 85% of customers are satisfied with the way the Contact Centre dealt with their enquiry

ensure call quality checks by our Contact Centre have a average score of over 85%

Our Performance:

WE WILL:

produce and publish annual customer satisfaction survey reports available on the Customer Charter webpage

produce and publish monthly reports on our performance regarding *Services on the Street* (described above)

produce and publish monthly reports on our performance regarding *Customer Services* (described above)

review this Customer Charter annually, taking into account your comments and feedback

Your Views:

WE WILL:

make this your Customer Charter

welcome your comments and feedback

act upon your views where possible to improve the services and information we offer you

E-MAIL US:

highwayscustomercharter@birmingham.gov.uk

WRITE TO US:

Highways Customer Charter
Highways
1 Lancaster Circus
Birmingham
B4 7DJ