

Public consultation - planning for safe and well maintained highways in Hampshire

This is a public consultation by Hampshire County Council.

We welcome views of all residents on any aspect of road maintenance and management. Views of residents will be taken into consideration for service planning in 2013-2014 which will be decided by the elected members of the County Council.

Online response form

You can use our online response form to tell us your views and suggestions on any aspect of roads management and maintenance in Hampshire.

Before doing so, please read the rest of this page for guidance and background information.

- [Online response form](#)

We recognise our obligation to ensure that the entitlements to and benefits from our service are available to all residents. We therefore want to hear views from all sectors of our communities and particularly from people with disabilities or representing disability interests as we recognise this service can sometimes have exceptional impacts and effects on them.

The consultation closes on 31 January 2013.

Background information

Hampshire County Council has a duty to ensure that all local roads are well maintained and provide for safe and efficient travel by everyone. These duties are set out in the Highways Act 1980, the New Roads and Street Works Act 1991 and the Traffic Management Act 2004.

This service is provided for the benefit of all road users (as drivers, vehicle passengers, pedestrians or cyclists) who make journeys to get to local services, shops, work, schools, etc. Most users do this without any need to communicate or transact with the County Council itself.

Most contacts with the County Council about roads/highways from Hampshire residents are to report problems or make enquiries, eg. to report a pothole or non-working streetlight, or to enquire about road works and diversions etc. These enquiries are received by phone or via this website. Any repair work is then usually undertaken by a contractor on our behalf.

The service is planned within an annual process which includes a review of our recent service provision and the feedback from service users, including satisfaction surveys and complaints. This process ensures that the County Council can satisfy residents' service needs while also providing value for money.

Reviewing service provision and customer feedback also helps us to plan future service objectives and prioritise specific local improvement schemes.

The main elements of the highways service at present are:

Planned maintenance work

This is work planned in advance to improve the condition and extend the life of the roads and footways. It ensures the best long-term use of our funds.

Local reactive maintenance

This aims to identify and resolve day to day problems that could present a hazard to highway users, as they arise. These works are identified by our routine highway inspections and from reports received from various sources including the public.

Routine maintenance programmes

This is regular periodic maintenance, such as grass cutting, weed control, street lighting repair, structures, traffic signals and drainage cleansing.

- Highway Policy - setting and reviewing standards for how we operate.
- Regulation - controlling other people's activities by granting licenses with conditions for certain activities and enforcing the prohibition of those that are not allowed. Also includes Traffic Manager duties and coordination of street works.