

Overview and scrutiny Committee

8 September 2014

Member Questions (4)

1.	Question from Councillor Max Wilkinson
	Prior to the works commencing, how many meetings were undertaken with the highways authority and was the topic of residents permit parking zones raised? If it was, what solution was agreed?
	Response from Severn Trent
	<p>An all party meeting (Severn Trent Water, NMCNomenca, Brewery developer, Highways, Stagecoach) was held on 25/02/14. Traffic diversion routes were agreed in principle and then NMCNomenca met with Highways separately with their subcontractor Traffix, to agree traffic diversion signage.</p> <p>Parking was discussed at this initial meeting and GCC Highways provided a contact name. NMCNomenca followed this up and the parking officer came to our public exhibition (08/05/14). Subsequent meetings/liaison happened but unfortunately GCC were not able to offer additional parking permits for the Z8 parking zone.</p>
2.	Question from Councillor Max Wilkinson
	Why were 'still open for business' signs for affected businesses only erected as an after thought? Isn't this a common complaint experienced by Severn Trent during its urban works?
	Response from Severn Trent
	<p>The yellow "BUSINESSES OPEN AS USUAL" signs were proposed from the outset as part of the traffic management. The signs were erected on Day 1 with the traffic management diversion signs.</p> <p>The banners were put up a couple of weeks after starting work.</p>
3.	Question from Councillor Max Wilkinson
	Is financial compensation available for businesses affected? What do business owners need to do to access it and what are the qualifying criteria that must be met?
	Response from
	<p>Severn Trent Water have a statutory obligation under Schedule 12 within the Water Industry Act 1991 to compensate businesses for their evidenced loss of profits as a direct result of our work, while they are present within the highway.</p> <p>Enclosed is a copy of the standard claims literature which details the level of information required from a business and the claims declaration, which the business owner would need to complete. It is each business' responsibility to evidence and substantiate their losses. Severn Trent's Business Claims & Compensation Manager is contactable via carl.billings@severntrent.co.uk should you require further information.</p> <p>We met with business leaders well in advance of work starting and then went door to door to meet with individual businesses to explain the process as well as how</p>

	we would work with them to mitigate any losses. This has included advertisements in the Glos Echo, sponsorship for local events and the business as usual signage.
4.	Question from Councillor Max Wilkinson
	Is the work being undertaken in Andover Street being done as quickly as possible? Were there any quicker/shorter options that would have produced less disruption for residents?
	Response from Severn Trent
	The existing sewer is being upsized and had to be broken out and removed to allow the new sewer to be installed. We originally proposed to install a concrete 1500mm diameter sewer and then create a channel inside, but we decided to install a 1500mm diameter plastic sewer (with precast channel) because it is quicker to install. There was a delay at the start of the works due to extra services being in the junction of Ashford Road and Andover Street.