

Report of the Cabinet Member for Infrastructure Development and Waste

1. Introduction

I have been asked to report as follows for Full Council on 23 July 2020:

By Councillor Connett on:

- *the quality of information and contact details provided to residents by Jacobs with regard to works on the A379 near Matford Mews.*

1. Response

As is normal practice prior to works taking place, a letter was sent out to residents and businesses likely to be impacted as well local Members and the parish council. This letter included a contact number for Jacobs, which was the Jacobs reception number. Regardless of different working practices due to Covid-19, the phone number was understood to be working. It had been redirected to a member of staff and on that person's non-working day, was transferred to a different person. The intention was that this would allow calls to be answered and directed to a person working on the project.

Unfortunately, after the letters were sent and people tried to call the number, it became clear that there were technical issues with the number provided. Having become aware of the technical issue with the number, Jacobs have now resolved it so that future calls will be able to get through. As well as this, a mobile phone number has now been set up, which will go to a Jacobs member of staff working on the project. Local Members and the parish council have been made aware of the mobile phone number should any future issues arise.

Councillor Andrea Davis

Cabinet Member for Infrastructure Development and Waste