

THE RINGWAY HIGHWAYS SERVICE CONTRACT TOPIC GROUP

The Recommendations of the Ringway Highways Service Contract Topic Group are set out below:

1. That customers and members should be kept informed while medium & low priority CAT 2 items do not receive immediate action and so remain in the pool, and whether a defect/fault meets requirements or not. (Conclusion 4.1)
2. To be kept informed of the progress of implementing the triage service of CAT 1 jobs and its effectiveness and to examine the possibility of extending this to other work categories. (Conclusion 4.2)
3. That the budgets for the next financial year take into consideration the high volume and high estimated cost of CAT 2 high priority jobs, which are currently estimated to exceed the total budget for all CAT 2 work, and for quarterly reporting of the estimated cost of outstanding jobs of this type against the budget spent to that point to be shared with members. (Conclusion 4.3)
4. To be kept informed of the development of new communications with customers on reported faults. (Conclusion 4.4)
5. That Ringway enforces and follows up on the statutory process of giving the owner of private hedges 14 days to cut them back before the highway service takes action and claims the cost back. (Conclusion 4.5)
6. To be kept informed of the progress by Ringway in introducing service improvement and developments that were agreed at the start of the contract. (Conclusion 4.6)
7. That Hertfordshire County Council review this area of the contract to see if it is possible to give Ringway more flexibility when undertaking multiple repairs. (Conclusion 4.7)
8. That consideration is given to introducing a speedy process for members who may wish to use some of their Highways Locality Budget spend on getting CAT 2 items fixed. (Conclusion 4.3)

The full report can be viewed at [Ringway Highways Service Term Contract Topic Group](#)

