

**SOUTH EAST ROADS 2012
TOWARDS A FREE FLOWING NETWORK
15th May 2012**

**RESPONDING TO THE CHALLENGE
SOUTH EAST WATER (SEW) & CLANCY DOCWRA
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Introduction of South East Water

Geographical location



- 5,600 km² area covered
- 14,283 km of mains
- 72% underground water
- 28% surface water
- 145 boreholes
- 86 treatments works
- 216 service reservoirs and towers
- 565 million/Ltrs daily
- Head office, laboratory and three depots
- 2.1m population
- 900,000 connected properties



Back ground South East Water

- **Largest water only company**
- **South East Water (SEW) supplies clean water to 2.1 million customers in Kent, Sussex, Surrey, Hampshire and Berkshire to households in Kent**
- **South East Water works with 11 Highway Authorities**
- **SEW applies for an average of 400 permits to work on roads in Kent every week**
- **Sole Contractor for all activity is Clancy Docwra**



The Challenge

- **Introduction of Kent Permit Schemes**
- **Commencement of a 9 year Customer Metering Program**
- **Large Capital Delivery Program – Water mains renewals – New strategic mains – New developments**
- **Repairing some 30,000 leaks each year**
- **Improve high failure rate on core samples program**
- **Minimise disruption to road users and customers**
- **Compliance with highway regulations/legislation**
- **Avoid customer complaints/dissatisfaction**
- **Improve site Safety Audits results for Category A**



My views

- We all have a job to do
- We all need empathy and understanding of the issues, pressures, and challenges each other face
- We have to work together – SEW is not going anywhere neither are KCC
- Utilities need to communicate and share our work programmes as soon as possible
- To be effective we need strong relationships – especially when things will go wrong
 - Good relationships at a strategic level
 - Good relationships on a site and day to day level
- Understand we have a joint responsibility to road users and our customers



Preparing for Capital Delivery Programme.....

- **Annual communication/planning meetings with Highway Authorities' Roadworks Managers including KCC**
- **Interactive planning sessions with Highway Inspectors**
- **Early highway notification**
- **Detailed co-ordination returns**
- **Written communication to customers**
- **Radio Adverts**
- **Stakeholders meetings; MPs Councillors Parish Councillors, Local business**



Customer Metering Program (CMP)

- The Customer Metering Programme is a scheme to make sure there is enough water for both our homes and the natural environment
- All our customers will have water meters fitted to their supply pipes over the next nine years. 1,000 meters each week for the next 8 years.
- SEW have installed a total of 6,445 water meters in Sevenoaks and Tonbridge
- Huge increase in work volumes
- Customers and stakeholders



What SEW implements to minimise Customer complaints to KCC and SEW

- Chip Van Customer Help Information Point
- Ambassador Training and Customer Help
- Tea Dance
- Effective Public Communications
- First time reinstatement
- Stakeholder engagement programme
- Captains Armband



Dealing with Reinstatements compliance

- In 2011; SEW had high failure rates for core samples
- This was improved:
 - meeting with KCC to identify the specific problems
 - retraining all reinstatement gangs
 - adding 10% more reinstatement materials than required to ensure compliance is met after compaction
 - At present ; SEW currently have over 89% pass rate on the 2012 coring program



What have we done so far

- On-going training for reinstatement gangs
- On-going training for Permit Administrators / Work Planners
- Site safety audits that mirrors Kent site safety audit form
- Sharing site safety audits result with Kent
- Continual improvement checks of gangs with failed sites
- Improved communications with customers
- Improved communication with stakeholders such as MPs and Parrish Councillor's
- Geographic Information Systems Resource (GIS) Improvement
- Works Management system improvement
- To ensure safety of Kent County Councils' residents, SEW carries out a minimum of 30 site safety audits every month

Better communication leads to better relationships



Recognition - Encouragement



**SEW received Bronze Award
for Kent and Medway
Considerate Contractor
Scheme (2009)**



**SEW received Silver Award
for Kent and Medway
Considerate Contractor
Scheme (2011)**



Conclusion

Communication.....

Communication.....

Communication.....

Communication.....

Communication.....

Communication.....

Communication.....

