

# Surrey Highways & Transport 2023 Performance by Month



**SURREY**  
COUNTY COUNCIL

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The services we (Surrey County Council, Highways & Transport) provide are for residents, businesses, utility and construction companies, elected County Councillors and all other members of the public.

For the majority of cases, we have set a standard to fully reply to all communications within 28 days pre April 2023 and 15 days from 1 April 2023, although we strive to respond in a much quicker time. This will vary for certain types of queries/applications, for example skip licences, where we set our standards to process the enquiry in a much quicker timeframe.

More information can be found on our Highways Customer Charter webpage:

<https://www.surreycc.gov.uk/highwayscharter>

This document provides some high-level information on the volumes of enquiries, reports and applications that Surrey Highways dealt during 2023, and our performance against the timescales we publish.

In addition to the enquiries listed we handle many contacts by phone or face to face . We also handle many Freedom of Information requests, official complaints and Insurance claims.

This document contains data that was correct at the time of publishing. Surrey Highways uses several different systems to manage the complex and varied range of services provided and some cases may have been missed because of this.

Surrey Highways 2023 Performance by Month

**Enquiries, requests and reports received.**

\* Due to system switchover on 31 March 2023, data is unavailable for before this time.

Table 1: The total volume of customer-based work received by month and type of contact

Month in 2023	Streetlighting defects and enquiries	All other enquiries and highway defect reports	* Follow up email replies to enquiries/reports (average monthly)	Skips applications	Banners applications	Building materials licence request	Crossover application	Mobile unit licence request	Scaffolding permit request	Section 50 Licence applications	Section 184 Licence applications	Section 171 Licence applications	Street Light attachment applications
January	279	15089		117	4	0	85	24	40	10	0	2	9
February	225	8545		116	3	2	89	17	49	13	0	2	2
March	250	11668		147	8	4	93	6	62	13	1	26	7
April	188	13635	835	127	7	0	93	15	67	11	1	23	17
May	175	11055	1375	126	7	1	79	10	44	11	2	15	6
June	200	9654	1772	131	4	0	95	14	58	8	2	15	12
July	160	7782	1342	114	4	1	75	14	47	17	0	12	7
August	183	7318	1238	116	7	1	84	10	49	13	2	23	18
September	232	6491	1924	129	8	1	104	1	48	17	2	8	12
October	211	6368	1648	97	4	1	77	5	57	11	0	30	6
November	265	8449	1554	85	6	0	74	4	45	9	0	18	12
December	195	5420	953	33	7	0	35	4	19	11	0	18	7
<b>Totals</b>	<b>2563</b>	<b>111474</b>	<b>12641</b>	<b>1338</b>	<b>69</b>	<b>11</b>	<b>983</b>	<b>124</b>	<b>585</b>	<b>144</b>	<b>10</b>	<b>192</b>	<b>115</b>

## Surrey Highways 2023 Performance by Month

### Skip licenses

Table 2: The number of skip licence applications received, and processed within 2 working days, by month

Month	Number received	% Processed within 2 working days
January	117	97%
February	116	96%
March	147	95%
April	127	95%
May	126	92%
June	131	92%
July	114	94%
August	116	89%
September	129	92%
October	97	95%
November	85	92%
December	33	82%
<b>Total</b>	<b>1338</b>	

### Scaffolding, Mobile Units and Building Materials licenses\*

Due to system switchover on 31 March, data is unavailable for before this time.

Table 3: The number of scaffolding licence applications received, and processed within 5 working days, by month

Month	Number received	% Processed within 5 working days
*January		
*February		
*March		
April	82	39.02%
May	55	45.45%
June	72	37.50%
July	62	33.87%
August	60	38.33%
September	50	58.00%
October	63	34.92%
November	49	32.65%
December	23	52.17%
<b>Grand Total</b>	<b>82</b>	<b>39.02%</b>

## Surrey Highways 2023 Performance by Month

### Highways calls to Contact Centre (0300 200 1003)

Table 4: The number calls received, and answered within 20 seconds, in the Contact Centre each month

Month	Number received	% Answered within 20 seconds
Jan-23	4042	27.04%
Feb-23	2718	53.25%
Mar-23	3179	43.28%
Apr-23	3651	19.50%
May-23	3766	23.77%
Jun-23	3632	39.07%
Jul-23	3521	31.39%
Aug-23	3371	30.84%
Sep-23	3351	21.34%
Oct-23	3251	38.96%
Nov-23	3370	50.71%
Dec-23	2073	58.41%
<b>Total / Average %</b>	<b>39925</b>	<b>36.46%</b>

Highways calls in January were up 89.9% in January, driven primarily by pothole enquires which resulted in a lower service level. April and May were affected by the go-live of the new highways line of business system along with new demand created by parking and crass cutting calls taken on by SCC from the districts and boroughs.

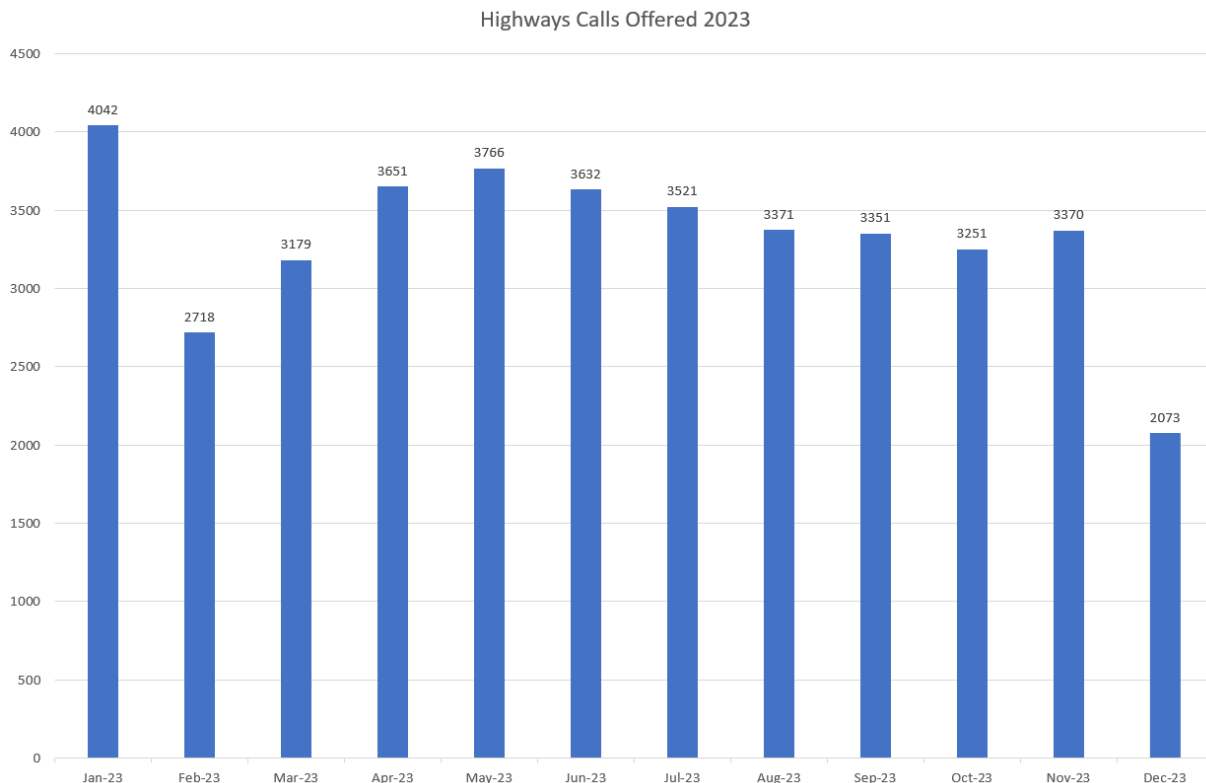


Figure 1: Bar chart showing volume of highways calls offered in the Contact Centre from January 2023 through to December 2023