

Press Coverage

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Local Councils have vastly enhanced communication about roadworks in their areas in the past three years according to an independent survey published this week.

Local Authority professional body **Socitm** reports that Local Authorities have improved their performance scorecard for online roadworks communication from 48% three years ago to 85%. The major reason according to the new report is that "Almost all of the councils surveyed use the roadworks.org mapping system as the primary or only route to access details of planned roadworks in the area."

"The last time we conducted this test was in 2014, when only 48% of county councils achieved the Better Connected standard – the equivalent of three or four stars under our current scoring arrangements. This time we have 85% getting 3 and 4 stars, 55% achieving the top mark. The difference is that most sites now embed the roadworks.org map and facilities into their websites to provide the information covered by this test, and individual and overall results are greatly influenced by how well this service has been integrated into the website."

Socitm Find out about roadworks, 2016-17, published 18 April 2017

Councils may look at their individual results in the report. Among those whose best practice was highlighted were North Yorkshire, Northamptonshire, Devon and Hertfordshire County Councils, where the additional information provided on closures and diversions was particularly commended. All these Authorities use Elgin's Traffic Management App to plot their official closures and diversions and syndicate the information through hundreds of other web services, social media and informing sat-nav and in-car navigation services.

*"The use by over 95% of Local Highway Authorities of roadworks.org is one of the best examples of local government shared services that exists. Over 17 million self-served*** roadworks enquiries were answered in the last twelve months through roadworks.org and its network of embedded sites. This is a fantastic collective response by Councils in these challenging times – shared services and self-served enquiries in action and all achieved at minimal cost."*

Shane O'Neill, Chairman, Elgin

The full Socitm Better Connected Find out about roadworks report is available [here](#).

*** Socitm's **Business Case for Digital Investment** claims that each self-served web enquiry saves the public sector £2.50 per call.

Further information please contact Elgin on 0207 127 6955 or email info@elgin.org.uk