

Press Coverage

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Councils have vastly improved communication with the public about roadworks in their areas in the past three years according to an independent survey published last week.

Professional body Socitm – a society for IT practitioners in the public sector – reported that 85% of Local Authorities now provide a good or very good online roadworks communication service. This compares to just 48% three years ago.

According to the report this major difference has come about largely because most Councils now embed ITS (UK) member Elgin's 'roadworks.org' map and facilities into their websites.

"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 report says. However different authorities used the tool to varying degrees of effectiveness.

Among those where best practice was highlighted were North Yorkshire, Northamptonshire, Devon and Hertfordshire County Councils, with praise given in particular for the provision of additional information on closures and diversions.

Commenting on the report Elgin chairman Shane O'Neill said: "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.

He added: "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."