

**Simon Butt,  
Operations Director  
Essex Highways**

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Teams Briefing**



## Background

- Customer Contact Centre and ME were established.
- Staff were removed from the highway service/ offices to answer queries centrally as part of the new teams.
- This delivered a headcount saving and standardised information transfer to ensure queries were logged.
- Currently the Contact Centre and ME get about half their information from the Confirm system, not staff.



## Buddy Scheme

- Joined EH in 2018, at the same time that Kevin Bentley became the Cabinet Member for Highways.
- Members were frustrated as unable to speak to officers.
- Kevin's inbox was always full of Member queries.
- Developed voluntary Buddy Scheme to give a point of escalation to an officer, instead of to the Cabinet Member.
- Concerns raised by ME that Members may bypass them.



## Buddy Scheme - aims

- Your Buddy's main role is to assist to resolve complex issues, where the usual channels have not so far worked.
- Where they have capacity and you have looked to obtain information from ME/ online they should:
  - Offer or obtain for you further information on highways processes, topics and local issues.
  - Use your local intelligence to improve/ focus service delivery.



- Member Enquiry process will remain the principal channel for your advice and support.
- You can help your buddy to understand how it is to be a Member, knocking on doors without information.
- All matters reported through Members Enquiries are logged on the Essex Highways computer system and are trackable. Reporting through "Tell us" web based system or Member Enquiries is essential in the first instance to avoid the duplication of reports and avoid aborted costs.
- Each Member is paired with an Essex Highways 'buddy', drawn from Essex Highways Senior Management. The buddies, although senior and experts in their functional area, are not all engineers.
- Officers from Essex Highways volunteer to be a part of this scheme and do this alongside their own usual workload. At times this workload can be extremely high, so please allow for this.
- This scheme may help information to be imparted more promptly, increase your understanding about the art of the possible and why things are done the way they're done.
- If your buddy can't immediately answer your query, they will gather any relevant information and commit to getting back to you.
- For defects raised online. Should you wish to chase up the reported defect to get an update on what is happening you should email Member Enquiries directly.



# Questions





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