

**Addendum to St Helier, The Wrythe and Wandle Valley Local Committee:
Public Questions
3 October 2019**

St Helier, The Wrythe and Wandle Valley Local Committee

This addendum contains questions from Members of the Public received and answered since the last committee meeting on 11 July 2019

1. Question asked by Mr Behan, Local Resident

Why are these buses allowed to operate where they are specifically banned and what is the council proposing to do to either enforce their prohibition or vary the existing Traffic Management Order and change the signs?

Reply by Olga Gilevska, Highways Contracts and Delivery Team Leader

A meeting has been arranged with Mr Behan and Highways Officers to discuss this and other concerns raised. The meeting is being held on Wednesday 2nd October.

2. Question asked by Mr Behan , Local Resident

Is the the Sutton 'Report it' website fit for purpose if no response is given to whoever submits a report? If a job is going to take an inordinate time to rectify would it not be possible to inform those who had taken the trouble to report defects of the reasons for the delay. The report after all contains the informant's email address and telephone number and it has been known that when similar updates have been requested at these local committees that the relevant council officers have advised that no trace of the 'CAS-' reference numbers could be found.

Reply by, Lisa Beckett Website and Business Development Manager

Firstly let me say a huge thank you for using the online system and providing Sutton Council with valuable intelligence in the form of reporting issues and making service requests to us. Secondly I would like to apologise that you haven't had any feedback on the requests listed, we will need to look into these cases with colleagues from the relevant department to find out why we didn't provide feedback on these particular cases. With regards to the current Report It functionality we have on the Sutton website we would acknowledge that the customer experience could be improved and are working on delivering a replacement over the next 18-24 months. During this time new Report It, Request It and Pay for It functions will go live and replace the

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current online services. The outcome of these changes will be greater transparency for customers so you can see via an online portal the progress being made on your report or request improving your experience and reducing the amount of time you have to spend contacting us and chasing requests.

We are looking for volunteers to support the changes we are making to our online services if you would be interested in getting involved in user testing providing some insight into how customers will really use the system please let us know.