

The presentations and exercise outputs can be viewed [here](#).

The update on the minor works trial generated debate and a final report on this and your feedback are being prepared for consideration by Devon Highways Board.

The tough choices session helped us all to think more deeply about the impacts of service reduction on us, our customers and our network. The following actions were identified to prepare for this:-

- Inform local stakeholders and delivery partners
- Greater publicity of impact of service reductions and management of expectation before they take effect.
- Support staff delivering this difficult message.
- Revise policies and procedures to implement.
- Work closely with Councillors to deliver consistent message.
- Facilitate community involvement if there is a desire from them to complete services that we are no longer able to do.



The unconfereced sessions produced a wide range of topics which varied from session to session. These covered discussions on:-

- Duplication of work
- Traffic management on short duration work
- What statutory policies could be changed to help manage budgets
- Reliability of current IT network
- What are low priority tasks for Neighbourhood Teams
- Have we got the right balance of work type funding in the current strategy
- Training for members and customers
- Use of depots
- How to ensure best value

- Do we learn by our mistakes
- Training/Developing skills for change
- Large 'red' condition on minor roads
- What is the best way to engage with the public
- Bulk road closures make co-ordination difficult
- Improving getting our message across to the public
- Keeping everyone informed and allowing for mistakes

There were lots of interesting points raised and discussed at the days and the key points for action are captured below:-

- Increased staff awareness of community road warden scheme
- IT issues affecting workload performance
- Prepare to deliver tough choices
- Scheme preparation should include consideration of all asset features impacting on the investment.
- There are differing views on the necessity and practicality of proposed neighbourhood areas being matched by SWH delivery areas.

The management team were really pleased to see a high degree of engagement from staff at these events and feel that visible progress is being made on the 'one team' approach with a noticeable 'can do' attitude to facing the challenges ahead.

What did you think?

Please complete the [short survey](#) and give feedback on the events.