

## What is a vehicle crossing?

A vehicle crossing, or dropped kerb can be installed in front of a property where there is a footway/kerb so that the resident can access their driveway without contravening Section 184 of the Highways Act 1980. We issue licences to residents who wish to install a vehicle crossing in front of their property, this is because they have to apply to alter our footway.



## Working group

In May 2014 a working group was put together to look at the vehicle crossing process. The group was made up of BCMT members, who process these applications, and CSC staff. A new policy had been put together by the traffic team and we were to come up with a new process and to decide how to deal with the large backlog that had built up while applications were on hold that winter.

Our aim was to make the process more efficient, give better customer service and make the process easier to complete for Devon Highways staff. We met a number of times and we put together a new process flow. We made significant changes to the process such as; taking away all application forms and completing applications & payments over the phone.

We then met up with the neighbourhood teams to inform them of the new process and to get their feedback. The teams showed lots of interest, and asked lots of questions! It was good to meet face to face so that we could answer questions, provide explanations and for us all to meet each other.

By August the working group had called back over 400 applicants who had enquired about installing vehicle crossings while the process was on hold. We had also updated the database and finalised our documents such as telephone scripts and webpages.

We have now collated all of the feedback from the neighbourhood teams and have (nearly) finished finalising the process.

The whole process has greatly improved. We give better customer service, the process is faster and by dividing the processing of applications by neighbourhood areas, communications between the BCMT and the neighbourhood teams have never been better!

## Moving forward

We will endeavour to keep the neighbourhood teams informed of any changes to the process via the team links with the BCMT.

- We are currently reviewing the £300 licence fee
- We are planning workshops with representatives from each neighbourhood team in the next few months
- We are putting together an 'e-learning' package for the BCMT, NHO's, CSC and anybody else who is interested in learning about them
- We are also looking to appoint one NHO in each team to become a VC champion, they would get a bit of extra training and would be a designated member of the team that their colleagues can go to with any VC queries. If you would like to be your team's VC champion please let your BCMT contact know.