# Community Insight



### Get all the latest highways news on Twitter

You can receive regular updates on our activities across the business via Twitter @lslandRoads.



Dear all, During the Coronavirus (Covid-19) outbreak, in consultation with the IW Council, we have continued with our highway

service, providing essential maintenance to keep the road network safe for vehicles and pedestrians including NHS staff and emergency services.

Work has included repairs to road defects, keeping the streets clean and bins emptied, cutting the grass to ensure visibility at junctions and keeping traffic signals and streetlights working, as well as continuing work on the St Mary's junction improvement scheme.

Our staff have also taken their time to share their thanks, along with many others in the community, to the NHS and other carers and keyworkers who have kept us all going throughout this period. Who knew we had some singers in our midst!

As the lockdown restrictions begin to ease and with the right safety measures in place and training for our staff, we have now resumed our carriageway and footway improvement work across the Island. Much of the work this year will focus on the streets we all live in in residential areas, having completed most of our main roads.

We have also entered the next phase of the St Mary's works with the reintroduction of the one-way system on Forest Road. We know this causes some delays to journeys, hopefully less so now that the roads are quieter, but it is an important phase of the work to



install the new junction and its associated infrastructure.

As many more of us are venturing outdoors, we are also stepping up our seasonal activities; grass/verge cutting, weed control and cleansing services etc.

And finally, we are also playing our part through the Isle of Wight Foundation in coming together with others to support the community and charity groups both as they continue to serve some of the most vulnerable in the community and as they start to look to the funds they need to continue their work. Please do encourage any that you are aware of to look at our grants scheme, which has been recently extended.

If you are interested you can also read more on our website about the steps we are taking to keep both our staff and the public safe as we continue our work *islandroads.com/covid-19* Keep safe and well.

Stephen Ashman, Service Director, Island Roads



Island Roads

#### Community Insight News update from Island Roads Summer 2020

## **#Weareinthistogether**



During Covid-19, while we have been busy continuing with our maintenance work on the Island's roads, we too have been keen to join the rest of the Island community in saying a huge thank you to the NHS, Carers and other keyworkers helping us all during these challenging times. From taking part in Clap for Carers, using our Variable Messaging Signs to convey our thanks, painting a special message for Mountbatten staff, and even breaking into song! We have loved seeing how the Island community has rallied together and have been glad to play our part.



#### **Roads survey underway**

A hi-tech vehicle has been travelling the Island's highway network undertaking the annual road condition survey on behalf of Island Roads.

The Road Assessment Vehicle will be surveying all the roads that are wide enough and long enough for it to be effective in – all but 40 kilometres of the network for which we are responsible. The remaining roads are surveyed using different methods.

The survey examines the condition of the road surface and will identify and measure defects including cracking, potholes, and rutting.

The data is then added to other information we collect on the condition of the network and all of this is used to



### Resurfacing programme resumes

Road resurfacing work has started again on the Island following a review of Government guidance and staff safety training.

The work, which is normally carried out from March each year, had been suspended owing to the larger crew sizes required to complete this work and concerns about the supply of materials. But following assurances on materials supply, further staff training and risk assessments, and in line with latest Government advice, resurfacing work has now resumed.

All staff have full construction PPE and will be working within social distancing guidelines wherever possible.

This year's programme of carriageway improvement work will see more residential streets being completed, with residents being alerted to works in advance as usual via a letter drop. From late June, there will be crews working dayshifts and nightshifts to minimise disruption on the network.

A list of forthcoming works can be seen on our website: islandroads.com/current-works

help determine where and when we undertake road improvement work and also the type of treatment that is most appropriate.



Community Insight News update from Island Roads

**Summer 2020** 

## Island Roads

## **Belgrave Road update**

We have continued to undertake twice weekly visual site inspections at Belgrave Road, and this has shown no further significant movement or cracking or deterioration in either the top, middle or lower sections of the wall above Esplanade Road. The wire netting also continues to work effectively to contain any debris should it fall.

We also carried out two further specialist monitoring surveys on site during March and April to give us a more accurate quantitative picture of any ongoing movement. The good news is that this currently appears to show that movement in the area has all but ceased.

We have therefore been continuing our discussions with the council about possible next steps including enlisting specialists to undertake further investigative work on site. When they can carry out a physical assessment and determine how further investigative work can be carried out safely, we should then be able to set out timeframes for the first part of this work.



In the meantime, we will be continuing our regular monitoring on site to ensure it remains a safe environment and making sure residents are kept informed of any developments.

### St Mary's junction improvement scheme



New traffic arrangements came into force at the beginning of June for the next phase of the major improvement works to St Mary's junction in Newport.

Work to Parkhurst Road, north of St Mary's roundabout at the hospital

frontage, has created the extra lanes required for the traffic signal-controlled junctions and improved cycling and walking connections to the hospital.

However, final surfacing cannot be scheduled until completion of Southern Water diversion works which have been delayed by the limited availability of specialist equipment during the coronavirus (Covid-19) lockdown.

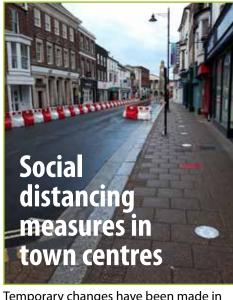
The plan had been to pause the works to avoid conflict with the Isle of Wight Festival and examinations taking place at the college. But as those have been cancelled due to the pandemic, the programme has been revisited.

The works on Medina Way on the southbound exit from St Mary's roundabout, the bus link to Hunnyhill and to connect Forest Road to Parkhurst Road will now be brought forward while our roads are quieter.

These works require the reintroduction of the one-way (eastbound) system on Forest Road from June until late August.

The westbound diversion is via Medina Way/St Georges Approach/Trafalgar Road/Carisbrooke Road/Gunville Road with the previous temporary parking restrictions once again put in place in Carisbrooke Road.

Once completed, activity will shift to creating the signal-controlled junction in place of St Mary's roundabout and improvements to Hunnyhill.



Temporary changes have been made in Newport town centre as part of Isle of Wight Council plans to encourage social distancing as lockdown restrictions begin to ease.

Under the council's instruction, we have put in place temporary water-filled barriers to widen pavements, put up signage on lampposts/signposts and applied stencils to the busiest areas of the town with relevant messaging. These measures, in line with Government guidance are to help people to get about safely as more shops and high street stores open. Similar measures are being put in place in Ryde and Cowes, with the potential for it being rolled out to other towns across the Island.

#### Community Insight News update from Island Roads

**Summer 2020** 

### Wellow wartime shelter refurbished

Island Roads



An historic air raid warden's shelter in Wellow was refurbished by Island Roads in time for VE day.

An Island Roads district responder team made sure the structure on the Main Road, Wellow was clear of vegetation before being prepped and given a fresh coat of paint.

Dave Wallis, Island Roads operation and maintenance manager said: "It is certainly one of the more unusual features on the highway network and we were pleased to have it looking in top condition in time for VE Day.

"It is important that local historical features like this shelter are preserved and it is nice that we have received some positive feedback from the local community."

During the Second World War, one of the jobs of ARP Wardens was to monitor and report bomb damage after a Luftwaffe raid. A network of these shelters was established throughout the country and they were connected by telephone or messenger to higher command.

Today as well as being used as a shelter from the elements, the hut is also used to display village notices and information.

### Appeal to take litter home

Working with the Isle of Wight Council we have issued a joint appeal to the public, linked to World Environment Day, to take their litter home after beaches and parks were strewn with litter as lockdown measures were eased. Many public areas – among them beaches, parks, and public gardens – were found to be overwhelmed with litter, despite cleansing services being provided by both the council and Island Roads.

We are contracted to empty specified bins across the Island once a day in winter and twice a day in summer. This is supplemented by the council's parks and gardens teams who take care of litter in other locations, while other organisations look after the bins on land for which they are responsible.

However, these bins are there for incidental waste and do not always have the capacity for the volume that people appear to be bringing currently to some locations. So, while we hope people enjoy themselves and their new-found freedom in these locations, we have urged people to act responsibly and take as much of their litter home as possible.

As we all start to be able to fully enjoy those outdoor spaces again, we're hoping

### Grant funding deadline extended

We have extended the deadline for our IW Foundation grant applications by two months to give more time for Island groups to apply for funding.

The foundation, funded by the organisations which form the partnership behind Island Roads, is offering grants of up to £16,000 for projects which help to tackle social isolation, build better communities, or help people into employment.

The Covid-19 pandemic has impacted massively on

charities and groups and we recognise that while they have been focused on supporting those in need, they may not have had the time to apply for a grant. This will give groups more time to apply for funding which could be used to buy equipment, improve facilities or support training – all of which will play a crucial role in supporting people as we adapt to life following the Coronavirus outbreak.

To date the Isle of Wight Foundation has given almost £500,000 to support projects on the Island. In addition, it has recently donated funds to the Coronavirus crisis appeal, co-ordinated by Wight Aid, with help going directly to



the Island community can work together to keep preserve our Island's beauty and nature both for each other and for our visitors when they return.

> several charities to support their work with vulnerable people most affected by selfisolation.

Funding applications to the Isle of Wight Foundation can now be made until Monday 6 July 2020.

Full eligibility criteria and details of the application process can be found in the Isle of Wight Foundation section of the Island Roads website *www.islandroads.com* 

Community Insight News update from Island Roads

**Summer 2020** 

## Seasonal maintenance

As we go into the summer months, some of the activities we are involved in will start to increase. As well as an increase in litter bin emptying, Island Roads is also responsible for carrying out a programme of grass cutting, maintenance of vegetation on the highway, verge cutting, verge maintenance and weed spraying.

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Around 1,350,000 square metres of Highway verges are cut to ensure that people can use roads and footways safely and to maintain a tidy appearance. This includes verges in residential areas as well as rural verges and visibility splays at road junctions.

Weed growth detracts from the overall appearance of an area and traps litter and detritus. Growth in road gullies and channels can slow down or prevent free drainage and therefore presents a safety hazard. Weed growth can also damage paved surfaces, displace kerb stones, and crack walls, all of which make maintenance difficult and costly.

All hard surface areas of adopted highway are treated at road surface level to control weed growth and this is undertaken by trained and competent operatives using quad bikes. You may see them at times driving on the pavement in order to reach weeds, this is perfectly legal but they will only do so if they can do it safely and when the pavements are not in use.

An industry standard, licenced herbicide is applied to areas of weed growth and the applications are timed to coincide with weed growth for maximum control. Where necessary, once the growth has died back, the dead plants are removed.

Vegetation removal on walled areas tends to be done by hand and – as is our practice in this kind of work – only after a visual inspection.



## **Supporting people**

Following our training work with Isle Access last year designed to help us recognise and respond to issues raised by more vulnerable members of the community encountering our work sites, we were delighted to get this feedback from one happy customer.

"This is just a quick note to highlight a couple of examples where I have been very impressed with the workers at Island Roads.

"I was walking along Ryde sea front, using my long cane, and as I came to the railway bridge a man said, 'please stop". He then introduced himself as an Island Roads worker and said he was carrying out repairs on the pavement. He asked about the best way to guide me, then offered me his elbow and took me safely round the obstruction. I don't know whether he had had any training, but his actions were 'spot on', he didn't just grab or manhandle me, and described exactly what he was doing, and the surroundings. As we parted company, he told me that he would be there for at least an hour and watch out for me coming back, which he did.

"At the end of last year, I was also coming past the Crispin Pub in Newport with my Guide dog when a similar thing happened. I was politely asked to 'wait a mo', and then a man came over, introduced himself as an Island Roads employee and described the works going on and the obstruction. In this case he said it would probably be safer to cross over and with that, he stepped in the road, stopped the traffic, and made sure I was safely across. He told me that they would be there all afternoon and asked if I would be alright getting back via a different route, if not, he would watch out for me.

"I have always found the workers at Island Roads really helpful. They have always been polite, keen to help, and most importantly, treated me like a human being."



Community Insight News update from Island Roads **Summer 2020** 

## MPLIMENTS...COMPLIMENTS...COMPLIMENTS...COMPLIMENTS ...CO

Below is just a small selection of the many compliments we have recently received. The full list of compliments is updated each month and can be viewed on our website.

 Coxs Green, Sandown – Customer called to thank us for cutting back the overgrown green.

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- St Boniface Cliff Road, Shanklin Customer wrote "Thank you for the replacement tree in St Boniface Cliff Road and the work this morning to relay the surround to the tree, may I say an excellent job. I must congratulate Island Roads in the job they are doing under such difficult circumstances and hope that you and yours are keeping fit and well. "
- Isle of Wight Customer wrote "Thank you for your email in support of the new app and what you are doing to promote it, please pass on my thanks to Steve Ashman as well. It is good to have such a good working relationship with Island Roads and by the way thanks for all the work still getting done during this time of COVID19. Keep- up the good work."
- Doctors Lane, Brading Customer wrote "Yesterday I emailed to report a black sack that had been dumped next to the dog bin at the junction of Doctors Lane/Coach Lane. Not an emergency but needed removing. I reported in the morning and was amazed to see that it had been removed by the time I walked my dog again in the early evening. What a service. Just wanted to place on record our thanks for the superb work you all do – we really appreciate all that vou do."
- Spencer Road, Ryde Customer wrote "Just to say thank you for sending two hard-working and friendly men across to dig out the source of my water problem - a break in the brick



gully. They did not have the space to clear and repair the gully, but they did effect a temporary fix which should ensure that at least some rainwater will go the right way, when eventually it rains again. I look forward to the job being completed as soon as possible."

- Prince Street, Ryde Customer called to thank us for a swift response to the pothole she reported last night. She said the work has been completed to a great standard and in a really quick turnaround.
- St Edmunds Path, Wootton Customer wrote "Reporting back that Island Roads have done a perfect job on the footpath. They've just strimmed the edges of overhanging vegetation, leaving the rest for the wildlife to enjoy. Please pass on my thanks."

For a range of information, news and updates about our works, visit our website:

#### www.islandroads.com

You can make an enquiry, monitor its progress and track other enquiries online using our interactive report it online facility (click on the top right hand corner of our homepage, or go direct via:

fms.islandroads.com

- Newport Road, Freshwater Customer wrote "Please thank the employee who came and cleared the debris. He went above and beyond and did a great job."
- Mill Hill Road, Cowes Customer rang to thank us for replacing the iron works outside the Co Op.
- Mountfield Road, Wroxall Customer wrote "I would just like to thank you for clearing the drain and gulley for the unmade part of Mountfield Road which you did just over a week ago. It is the best the area has looked like and is fully able to function in the use intended which gives assurance and relief to the community. I am very grateful, and just hope the great work is maintained on your work schedules."

01983 822440 You can also follow us on Twitter for

Call our helpdesk

(operating 24/7):

news and information in brief:

**@IslandRoads** 

