

Submitted to National Highways South East Regional Stakeholder Survey 2024
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Introduction

About you

1 Name

Name:
Mat Jasper

2 Organisation

Organisation:
TfSE

Postcode:
BN7 1UE

3 Role

Role (if representing an organisation):
Scheme Development Manager

4 Email

Email:
Mat.Jasper@transportforthesoutheast.org.uk

5 Contact number

Contact number:
07543509325

6 Which section of the Strategic Road Network in the South East region does your most recent experience relate to? (please select one)

Not Answered

7 Are you happy for National Highways to use the information supplied in this survey to contact you about future works or specific areas of interest expressed within this survey?

Yes

Getting to know you more

8 Which of the following schemes best describes your most recent experience when dealing with National Highways? (please select one)

Lower Thames Crossing

Other schemes or roadworks not listed above:

Transport for the South East (TfSE) is a sub-national transport body (STB), which provides a single voice on the transport interventions needed to support sustainable economic growth across its geography. The South East is crucial to the UK economy and is the nation’s major international gateway for people and business with some of the largest ports and airports in the country. High-quality transport infrastructure is critical to making the South East more competitive, contributing to national prosperity and improving the lives of our residents.

TfSE’s transport strategy (2020) set out an ambitious vision for the area. Through area studies, we identified multimodal packages of transport interventions. Underpinned by a credible, evidence based technical programme, we consulted on our draft Strategic Investment Plan (SIP) published in spring 2023, which presents a compelling case for decision making.

We valued the close working with National Highways as we developed our Strategy and SIP and have developed and excellent working partnership over recent years across multiple parts of both organisations. As a regional body we are interested in all the schemes in our area, and particularly the development of the Roads Investment Strategy and early stage scheme development where we feel we can add most value. Delivering the benefits set out in our SIP and Strategy will rely on us continuing to work closely with National Highways and we look forward to continuing our relationship with you.

9 Thinking about your most recent interactions with a specific scheme, when was the last time you received an update from National Highways? (please leave blank if you haven't received an update in the past 12 months)

Date:
2024-10-18

10 In your interactions with National Highways (byphone, email and in person) did you find us?

In your interactions with National Highways (by phone, email and in person) did you find them - Accessible and easy to engage with?:
Excellent (5*)

In your interactions with National Highways (by phone, email and in person) did you find them - Understanding of your needs and concerns?:
Excellent (5*)

In your interactions with National Highways (by phone, email and in person) did you find them - Open and honest in discussions with you?:
Excellent (5*)

In your interactions with National Highways (by phone, email and in person) did you find them - Responsive in following up your enquiries?:
Excellent (5*)

In your interactions with National Highways (by phone, email and in person) did you find them - Trusted to display integrity, dependability, and competence?:
Excellent (5*)

If you would like to provide further information in relation to your answers, please use the text box below.:

We received a pro-active email regarding the DCO application for the LTC scheme from Phil Stanier. Both in advance of the decision due date, when it was delayed and then regarding the announcement it will be delayed until 2025.

11 How highly do you rate National Highwaysengagement about

How highly do you rate National Highways engagement about - Explaining the benefits and impacts of a project?:
Excellent (5*)

How highly do you rate National Highways engagement about - The reasoning for road improvements?:
Excellent (5*)

How highly do you rate National Highways engagement about - Explaining the planning and development process?:
Excellent (5*)

How highly do you rate National Highways engagement about - Explaining the construction process?:
Excellent (5*)

How highly do you rate National Highways engagement about - Explaining how National Highways directly benefits you or your organisation?:
Excellent (5*)

How highly do you rate National Highways engagement about - Understanding your priorities as an individual or an organisation?:
Excellent (5*)

If you would like to provide further information in relation to your answers, please use the text box below.:

We were recently lucky enough to visit the site of the M25 J10 scheme It was great to understand the size of the scheme and learn about all of the environmental and active travel benefits this scheme will deliver alongside road user benefits. Hosting us has really clarified the amount of work National Highways have put into the project and we look forward to its completion. All of our attendees felt that the day was incredibly beneficial and gave a positive outcome of the worthwhile work National Highways are doing at the site but also across the country.

12 Please rate National Highways engagementand supporting materials in terms of

Can you rate National Highways engagement and materials in terms of - Quality and accuracy?:
Excellent (5*)

Can you rate National Highways engagement and materials in terms of - Relevance to you?:
Excellent (5*)

Can you rate National Highways engagement and materials in terms of - User friendliness?:
Excellent (5*)

If you would like to provide further information in relation to your answers, please use the text box below.:

We have a quarterly catch up with National Highways to understand the status and development of schemes in the TfSE area.

13 How do you feel towards National Highways?

Overall, I rate the PROCESS of dealing with National Highways - Overall, I rate the PROCESS of dealing with National Highways:
Excellent (5*)

Please use this section to comment further about the reasoning for your answers relating to the PROCESS. Please feel free to share your views on what you think works well and where you see room for improvement.:

We have a dedicated contact in Thomas Cornwell who is actively engaged and very responsive. We have built an excellent relationship with Tom over the time since he joined National Highways. We also work closely and have good relationships with several other members of National Highways at various levels including Alice Darley, Richard Leonard, Phil Stanier and Bridie Sullivan.

Overall, I rate the OUTCOME of dealing with National Highways as - Overall, I rate the OUTCOME of dealing with National Highways as:
Excellent (5*)

Please use this section to comment further about the reasoning for your answers relating to OUTCOMES. Please feel free to share your views on what you think works well and where you see room for improvement.:

Further to the previous comment we understand the difficult financial constraints that National Highways are working within. Over the recent years TfSE and National Highways have worked hard to understand each others needs and aligned our priorities through collaboration.

Overall, I rate my RELATIONSHIP with National Highways as - Overall, I rate my RELATIONSHIP with National Highways as:
Excellent (5*)

Please use this section to comment further about the reasoning for your answers relating to your RELATIONSHIP. Please feel free to share your views on what you think works well and where you see room for improvement.:

Please refer to previous comments regarding our dedicated contact Thomas Cornwell and other colleagues.

14 Would you speak positively to others about National Highways?

Yes

Please use this section to comment further about the reasoning for your answer. :

We are reliant on partners such as National Highways to deliver the benefits set out in our SIP and Strategy and have developed an excellent working partnership over recent years.

15 Would you like to arrange a meeting with a representative from National Highways to discuss any opportunities or concerns highlighted in your responses?

No

If you answered yes, please indicate below the key topics you'd like to discuss further.: