



Rebecca Simcox  
St Margaret's Parish Council

**Cabinet Member for  
Highways & Transport**

Sessions House  
County Hall  
Maidstone  
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*Sent via email*

Reference: 48737433

Dear Rebecca

I am writing in reply to your concerns dated 19 June regarding works that had taken place in the St Margaret's area. I am sorry to hear of any disruption caused to the local community and I apologise for the delay in responding to you.

After discussing the recent events with our Streetworks team, I have been advised that from a planning perspective, all three of the works that were taking place at this time were planned to avoid clashing with each other. Two jobs were scheduled to take place one after the other during the daytime by our Operations team on Upper Road and High Street as part of our Pothole Blitz project, whilst resurfacing works on the A258 were to be undertaken overnight by our Highway Asset Management and Inspection Team.

KCC understands that having a number of works happening in the same area around the same time can be very confusing and frustrating, especially if signage has not been well placed. Members of the public are asked to report any concerns as soon as possible through the online reporting tool at [www.kent.gov.uk/highwayfaults](http://www.kent.gov.uk/highwayfaults) or via our contact centre on 03000418181 if more urgent attention is required, so that the issue is officially logged on the system and can be responded to in an appropriate and in a timely manner.

Following several reports regarding issues in this area, our road closure inspector attended the location to ensure that the works were up to the relevant standards set out in legislation. Upon his arrival, there were gatemen at the required locations, one at either end of the closure and another on Kingsdown Road by Chapel Lane. The diversion route was also driven and all signage was confirmed to be correct.

During this visit, our inspector did witness several members of the public pressuring the gatemen to allow them through the closure. Whilst, our crews will endeavour to allow access wherever it is safe to do so and does not unnecessarily impede the highway,

the closure had been put in place to ensure the safety of not only the public, but also those working on the road. As such, our inspector instructed the gatemens to ensure this behaviour was stopped. Whilst we recognise the frustration that can be caused through works on the road and a lack of clear information, it is not acceptable for members of the public to behave in a threatening manner to anyone working on behalf of KCC.

As stated, the works were all found to be to up to standard at the time of inspection. This is not to say there were not issues outside of this inspection; however, if these are rectified by the time an inspection is carried out and the inspector has not directly observed these problems occurring on site, then we are unfortunately not able to take further action.

Thank you for bringing this matter to my attention.

Yours sincerely,

**Neil Baker**

Cabinet Member for Highways and Transport  
Kent County Council