

Our ref: SW/JR

1 February 2017

Lincolnshire County Council  
Environment and Economy  
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Dear Councillor/District Council/Town Council/Parish Council,

A new era begins on 1 February 2017.....

The Future Operating Model (FOM) for Highways alters the way in which the service is both commissioned and delivered. The recent report to Highways and Transport Scrutiny on 28 November 2016 gave an update on this [[link to Scrutiny minutes](#)]. In addition we have just completed a staff restructuring exercise that supports the FOM and will be implemented on the 1 February 2017.

The Future Operating Model is based upon the following key aims:-

- Linking the service to the objectives of the authority
- Achieving business benefits and operational efficiencies
- Implementing new Asset and Network Management functions
- A co-ordinated and integrated approach based upon a new Services Hub
- Local place based delivery
- New arrangements for delivery of effective communications, reducing the cost to serve

A transition plan is in place to move to these new arrangements and to make the change appear as seamless as possible.

The big change for yourselves is how we receive correspondence from you.

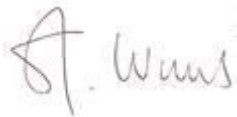
To report a new fault please use our online web portal [www.lincolnshire.gov.uk/faultreporting](http://www.lincolnshire.gov.uk/faultreporting). You can set up an account and receive email updates for all faults reported so you will have the most up to date information available. You can also get updates about other faults that are of interest to you.

From 1 February the email address for general enquiries will be [cschighways@lincolnshire.gov.uk](mailto:cschighways@lincolnshire.gov.uk) please could you replace any email addresses you hold with this address as they may no longer be monitored. Using this email address will enable us to efficiently direct your enquiry to the correct team to action and respond.

All phone calls should be directed to a member of our Customer Service Team on 01522 782070 who will hopefully be able to answer your query or if not log your Enquiry to be actioned by one of our teams.

I would like to thank you in advance for your co-operation and would welcome your feedback on the new arrangements.

Yours faithfully



**STEVE WILLIS**  
Chief Operating Officer, Development Services