

# Public Realm Round-Up

## February 2024

### What's coming up?

11th March marks the start of Respect our Workforce week. The number of roadworker abuse incidents is growing and in the last 6 months alone, there were 9 reported incidents of abuse and traffic management incursions on the Herefordshire Public Realm contract. We know that these numbers are sadly only a fraction of the reality as lot of abuse goes unreported and is widely accepted by staff as just being part of the job.

Our staff in Herefordshire have been subject to verbal abuse and even physical attacks. Given the regularity of abuse, we should not be surprised that 1 in 4 roadworkers across the UK have suffered with poor mental health.

We do not want to wait until something drastic happens before we bring about change, and so we have introduced conflict management training, lone worker alarms and body-worn cameras for those on the contract working in public-facing roles. We kindly ask that our workforce is respected while they make improvements to Herefordshire's highways.

You can find out information about roadworks both in Herefordshire and across the UK by visiting <http://one.network/> Here you can also set up email alerts for roadworks in your local area.

### What's been happening?



Our teams have been working around the clock to clear blocked drains across the network. During heavy rainfall, water below the ground can cause surface water to drain away more slowly. It's also not uncommon for drainage systems to get overwhelmed during spells of prolonged heavy rain.

If water doesn't drain once rainfall has stopped, it may be that the drain has become blocked with silt or debris. You can report drainage issues via the Herefordshire Council website or by calling 01432 261800.

In February, we celebrated National Apprenticeship Week and showcased some of our fabulous apprentices across the Herefordshire contract.



**Annabel**  
Digital / Social Media Apprentice

**About me and my job role**  
I'm Annabel, I'm 23 and I grew up in the rural countryside of Herefordshire. I started at Balfour Beatty in July 2023 as a digital / social marketer apprentice.

**Why did you decide to work for Balfour Beatty?**  
The range of opportunities they have to offer. The business also values diversity which as a deaf individual, is important to me.

IN PARTNER WITH NATIONAL APPRENTICESHIP WEEK | Balfour Beatty | Herefordshire Council

### Contact Us



You can report any non-urgent issues via the [Herefordshire Council website](#) or via the [Reporting App](#).

For any urgent issues, call 01432 261800 (24/7)

### Fast Facts



Stats from 1st – 29th Feb

- 2368** potholes repaired
- 88** fly tips removed
- 101** out of hours call outs
- 421** urgent jobs raised
- 100** grips cleared

### Social Media



One of our most popular social media posts in February was about a road closure on the B4224 in Fownhope for traffic calming works. It reached over 40,000 people.