

Torwood Street Reconstruction, Torquay

Timeline of Contact between South West Highways (SWH), SWISCo and BT Openreach

The information below is a summary of contact made following damage caused to a BT Openreach Chamber during the Carriageway Reconstruction works in early 2022.

Following a meeting in June 2022 the Highways Review Panel requested a timeline of events and contact between the contractor (SWH), SWISCo's supervising engineer and BT Openreach.

The initial reporting of damage was undertaken by SWH as this was their responsibility as the main contractor, as little response had been received from Openreach, SWISCo's supervising Engineer took on the issue of trying to establish a resolution to the issue.

The timeline is as follows:

SWH Reporting Timeline

- Reported to Openreach 20th Jan 2022.
- Aiden Baker (Openreach) attended site to inspect. photo of the chamber emailed.
- This was chased up on the 3rd Feb 2022 as no answer from Openreach (email).
- Reported to Openreach on the 15th Feb 2022 as no outcome from the 20/01/22. Ref: WW1QQY37 (email).
- Openreach representative (Simon) visited 16th Feb 2022.
- No outcome reported back, SWISCo became involved to chase up.

SWISCo Reporting Timeline

- Following phone calls
- Email sent to R Hemmings (RH) February 28th February 2022
- Email sent (RH) March 1st
- Email sent (RH) March 3rd
- Email sent (RH) March 8th
- Email sent (RH) March 8th
- Email sent (RH) March 10th
- Email sent (RH) March 15th
- Messaged RH on March 28th, No reply
- Email sent (RH) March 31st
- Messaged RH April 5th, No reply
- Email (RH) April 5th
- Site meeting to pump water out of chamber to check sizing with Openreach on April 7th
- Email April 8th
- Messaged RH April 25th, No reply
- Email sent (RH) April 25th
- Email sent (RH) April 25th noted Urgent
- Email Providing upfront payment sent April 25th

- Messaged RH April 29th, No reply
- Email sent (RH) May 3rd
- Email sent to Sam Capstick (SC) Senior Manager BT May 4th
- Site meeting May 4th to plan works as a result of call to senior management of Openreach.

- SWH Ltd Carried out works on behalf of Openreach ready for their contractor to build the box This work was offered to Openreach in February but rejected by them at that time.
- Email (SC) May 5th
- Email (SC) May 20th
- Works commenced by Openreach to build Chamber on May 23rd
- Road surfaced and opened by SWH on May 30th

At the present time (26th July 2022) SWISCo have yet to receive any further comments from Openreach on the investigation into this work.

Ian Jones

July 2022