

East Sussex Highways

Highways Customer Panel Results

February 2018



A partnership between:

COSTAIN CH2M
Supporting East Sussex



Background

The Highways Customer Panel is a bi-annual survey sent to 1340 residents via email.

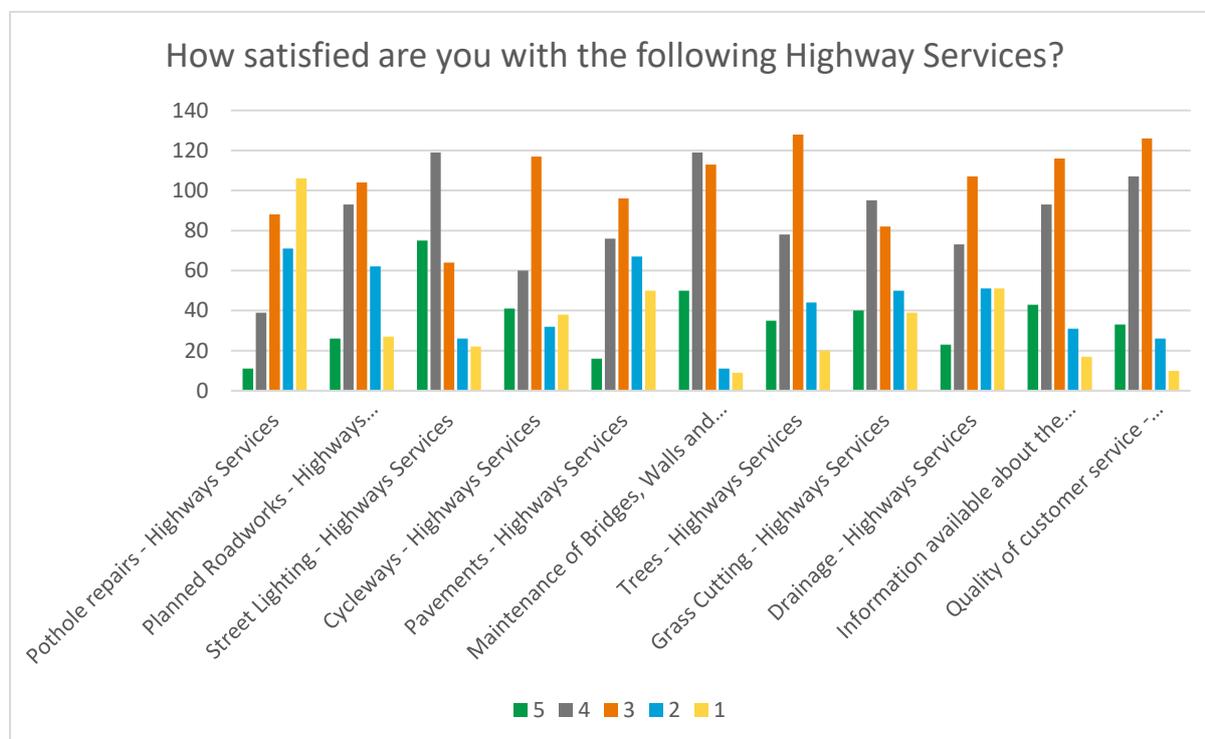
The panel members are made up of residents from around East Sussex who have expressed an interest in Highways issues. The panel was originally the East Sussex County Council Residents Panel before becoming the Highways Customer Panel.

The Panel has been in place since February 2014 and we use the results and comments to help shape the Highways service in East Sussex.

Results

This survey had 320 responses out of 1340, a percentage of 23.8%.

Each survey will have the tracker question “How satisfied are you with the following Highways services?” The results from this question help populate our SPI for Customer Experience.



For this survey, the tracker question asked residents to rate the service between 1 for Very Dissatisfied and 5 for Very Satisfied.

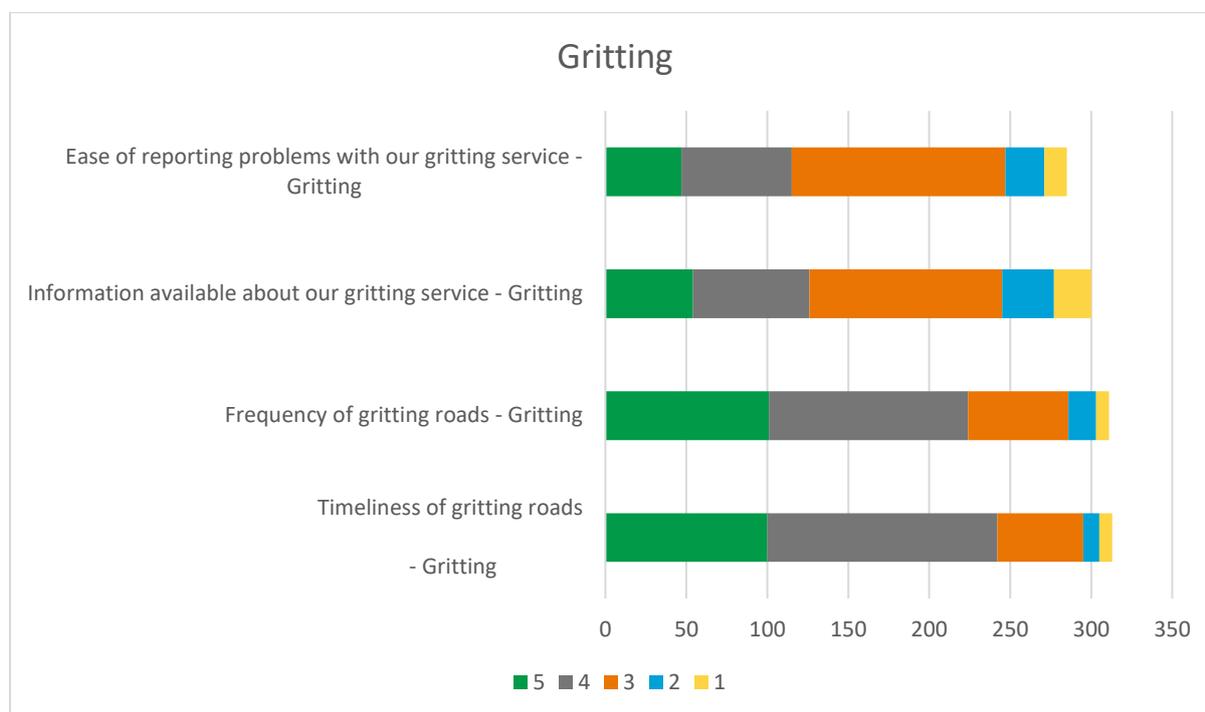
Overall, the results are positive with an average of 72.8% satisfaction. However, this result has been bought down due to panel members being dissatisfied with pothole repairs. The top areas for attention are:

- Pothole Repairs (43.8% satisfaction – was 28.7% satisfaction in February 2018)

All other results are between 61% and 95% satisfaction.

Gritting

This survey looked in detail at our winter service to help us identify where improvements could be made for winter 2018.



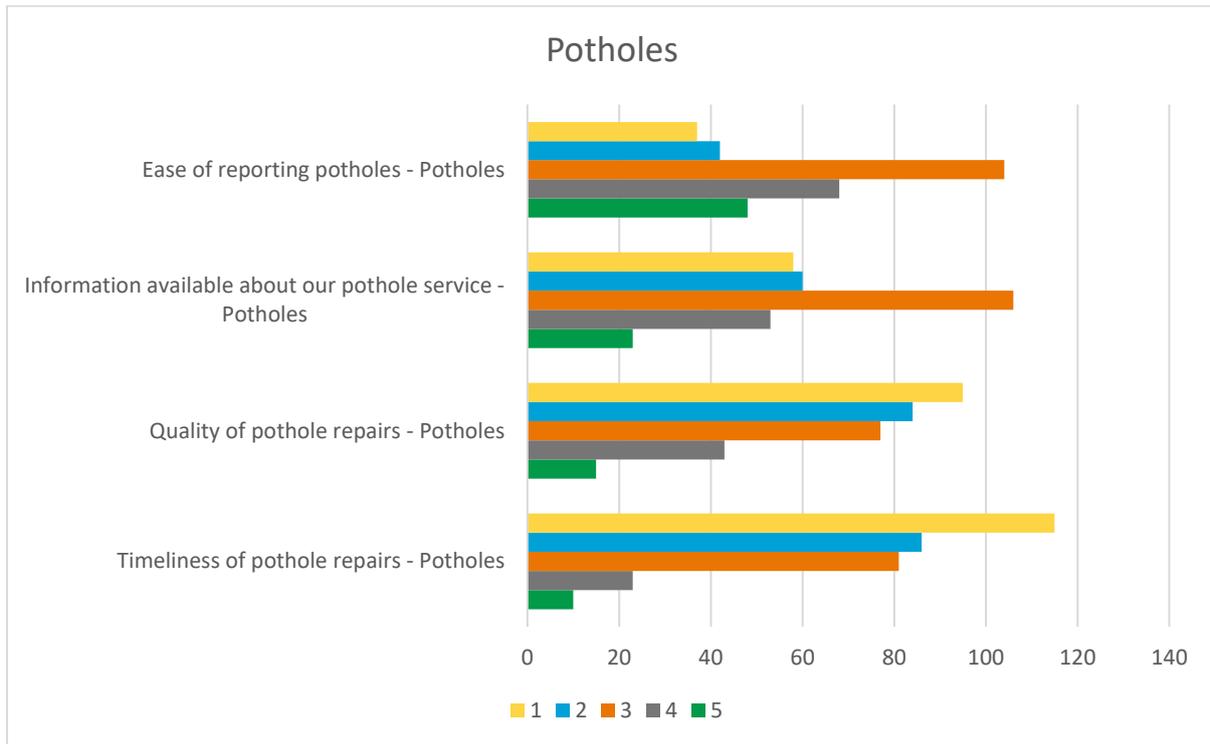
We asked customers to rate the following aspects of our winter service between 1 for Very Dissatisfied and 5 for Very Satisfied.

94% of panel members were satisfied with the timeliness of gritting and 92% satisfied with frequency of gritting.

81% were satisfied with the information available regarding gritting and 86.7% were satisfied with the ease of reporting gritting problems.

We have since made improvements in both areas by re-vamping the East Sussex Highways website. This includes a new 'Report a Problem' area for customers and more detailed information regarding our winter service.

Potholes



We asked customers to rate the following aspects of our pothole repair service between 1 for Very Dissatisfied and 5 for Very Satisfied.

36% of those asked were satisfied with the timeliness of pothole repairs. 43% were satisfied with the quality of pothole repairs.

60% of panel members were satisfied with the information available about potholes and 73% found it easy to report a pothole problem to us.

You Said, We Did

You told us that you were dissatisfied with pothole repairs in East Sussex. We said that we would do the following to help raise awareness of pothole repairs.

- Post weekly on social media regarding how many pothole repairs were completed the previous week. This will help improve public perception regarding number of repairs made. **Completed. These were posted weekly until the number of pothole reports reduced in May/June time. This will restart later in the year when reports increase again.**
- Share images of the 'pothole postcard' to share repair timeframes for potholes and our repair criteria. This will help customers understand our repair timeframes. **Completed. Our repair criteria is often publicised via newsletter and social media.**
- Make improvements to the ESH website to make reporting a problem easier. This will be picked up as part of the website project. **Completed. The new ESH website launched in May. This has improved the report a problem process.**
- Continue to share daily whereabouts of pothole repair teams on social media. **Completed during busy times. Now, our crews are carrying out other works alongside pothole repairs.**
- Share information on our upcoming resurfacing programme of works and the different repair methods used. This will help educate customers on our asset management approach and why we carry out the repairs we do. **Completed. Information was included in the latest customer newsletter regarding repair methods and programmes of work.**
- We will include information regarding potholes and road repairs in our next customer newsletter (due Feb 2018). **Completed. We included information on pothole repairs in the last 2 customer newsletters.**

You told us you were dissatisfied with some aspects of our grass cutting service. We said we would carry out the following to help improve this.

- We will work to improve the quality of the grass cutting programme for 2018 that we can share with customers and key stakeholders. **Completed. A dedicated grass cutting section sits on the ESH website and gives updated programmes of work.**

You told us you were dissatisfied with areas of our weed spraying service. To improve this, we said we would:

- Work with our sub-contractor to improve the quality of the programme of works so that we can share this with customers and key stakeholders **Complete. The weed spraying programme sits within the grass cutting section of our website.**

Next Survey

The next survey will be published in August 2018.