

East Sussex Highways
HIGHWAYS CUSTOMER
PANEL RESULTS



OUR CUSTOMERS PANEL RESULTS

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Background

The Highways Customer Panel is a quarterly 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

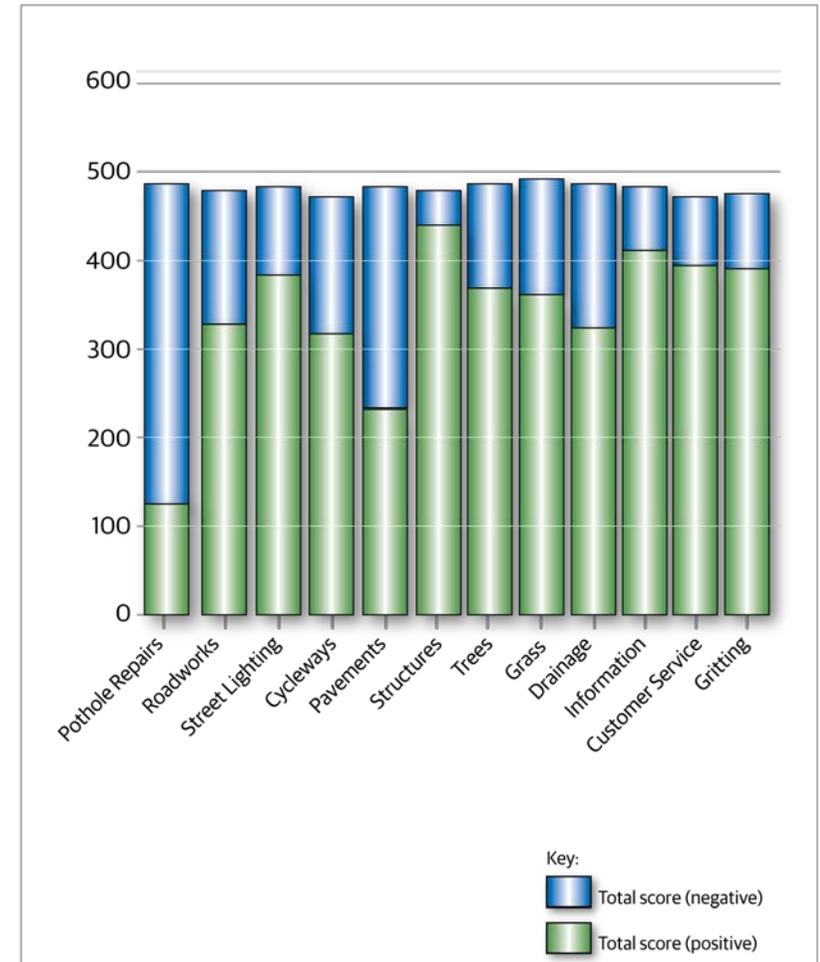
This survey had 547 responses out of 1340, a percentage of 40.8%. The survey opened on January 6th and was open until January 20th.

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.

Overall, the results are fairly positive with an average of 71.74 satisfaction, an improvement of 0.6% from the last survey which was carried out in November. The top areas for attention are:

- Pothole Repairs (28.9 satisfaction – was 32.9% satisfaction in November)
- Pavements (49.2 satisfaction – was 52.4% satisfaction in November)

All of these areas received the lowest rate of satisfaction and will need to be looked into in more detail.





Drainage

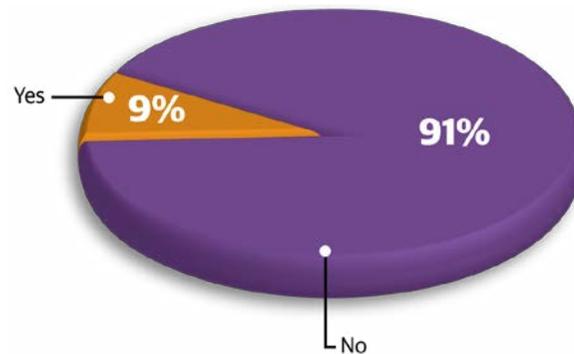
Every autumn/winter the Highways Service in East Sussex receives a large number of drainage enquiries. This year, we decided to educate our customers regarding our drainage service. This includes what we do and what they can expect.

Since May 1st 2016 we have received 5,255 drainage enquires, 15.3% of all enquiries.

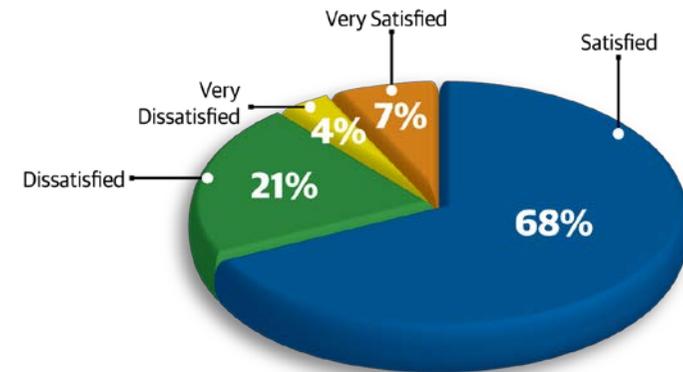
We asked the panel: "We regularly clean 98,000 roadside drains across the County, cleaning each drain at least once every two years."

Of the 547 responses we received, only 9% had previously contact us regarding drainage.

Have you contacted us regarding a drainage issue?

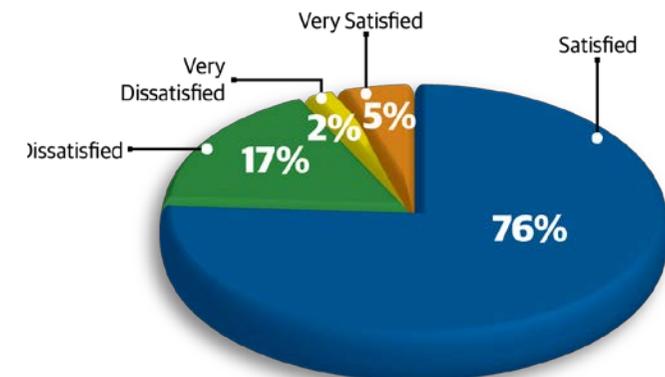


How satisfied were you with the way your query was handled?



Of the 9%, 75% were either satisfied or very satisfied with the way their enquiry was handled. A further 81% were either satisfied or very satisfied with the outcome of their drainage issue.

How satisfied were you with the outcome?



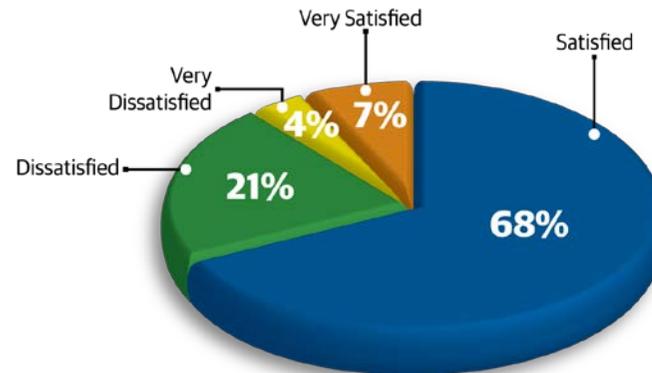


Winter Service

Previous panel surveys tell us that our customers are generally satisfied with the Winter service we provide. We wanted to find out more information regarding which aspects of the service in particular our customers were satisfied with and which needed future improvement.

The panel were asked: "Every year we carry out a Winter maintenance programme. This includes gritting all A and B roads when road temperatures drop below zero. How satisfied are you with the way that we deal with the following aspects of our Winter service"

How satisfied were you with the information?

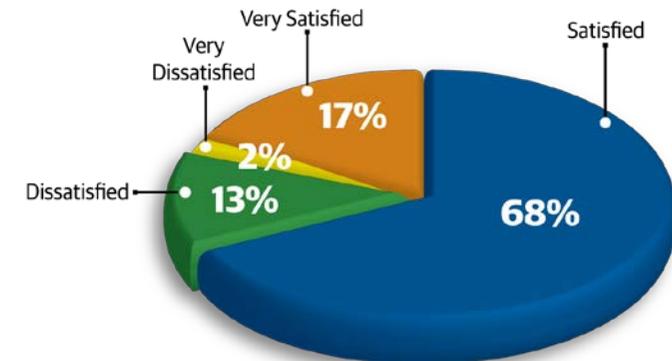


75% of the panel are happy with the information available regarding our Winter service. Since May 1st we have included an interactive map on our website with primary, secondary and Highways England gritting routes. We also provide further information in the knowledge section area, including gritting decisions and advise on preparing for Winter.

We do understand that most of our information is available online only and are looking to produce information postcards that can be shared with our local authorities and libraries.

We asked the panel their thoughts on the timeliness of our gritting with 85% of panel members either satisfied or very satisfied.

How satisfied were you with the timeliness of gritting?



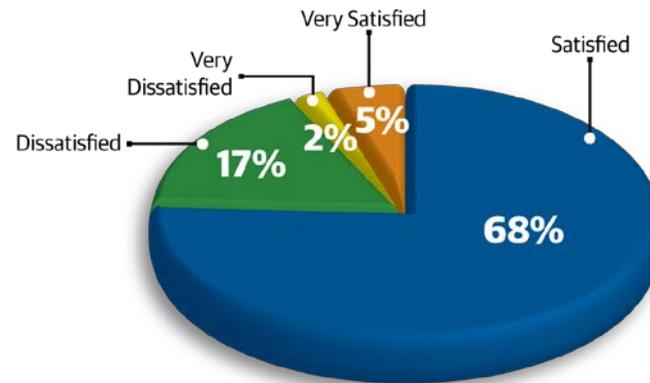
Every time we grit we update our website information and provide details via Facebook and Twitter. 81% of panel members were either very satisfied or satisfied with this.

For the 2017/18 gritting season we are looking to provide automatic updates to the website to ensure the information is timelier. We will also be providing live feeds of our weather stations so that customers can understand the reasoning behind our gritting decisions.

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How satisfied were you with the information regarding gritting decisions?



You said, we did

Since the last Highways Customer Panel in November, we have carried out some improvements following the feedback we received.

You said:

- Make improvements to the website to help with ease of access and ease of reporting a problem.

We did:

- We have updated this to take customers straight to report a problem page, improving ease of access.

You said:

- Provide customers with more information regarding pothole repairs to improve public perception.

We did:

- We have created pothole postcards which give customers more information regarding repair times. We have also started giving daily whereabouts via social media.

You said:

- To improve communication regarding surface dressing works. This will include information postcards delivered to all immediately affected customers.

We did:

- Postcards are being developed for the next surface dressing season.

Next Steps

Following the survey there are a number of improvements we will be making:

- Provide gritting decisions directly on to the website by the start of the next gritting season in September 2017
- We will look to publish information postcards of our drainage and gritting services for customers
- Provide live feeds to our weather stations by the start of the next gritting season in September 2017
- We will provide customers with further information regarding pothole repairs. We will do this via videos, postcards, newsletters and our website.

Next Survey

The next survey will be published on Monday 3rd April 2017.

CONTACTING US

To get in contact with East Sussex Highways, you can do so the following ways;

Website: www.eastsussexhighways.com

Email: customer@eastsussexhighways.com

Telephone: 0345 6080193

Twitter: @escroads

Facebook: East Sussex Highways

CUSTOMER FEEDBACK

Part of our approach includes looking at feedback received and how we can make improvements to our service.

We will ask for customer feedback regarding the planned works that we carry out. We will do this by providing a link on information leaflets to our website where customers can provide information on their customer experience and the workmanship of the team on site. This feedback will be shared amongst East Sussex Highways staff so that we can make improvements to our service.