

# East Sussex Highways HIGHWAYS CUSTOMER PANEL RESULTS

November 2016



# OUR CUSTOMERS PANEL RESULTS

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# OUR CUSTOMERS PANEL RESULTS

## Background

The Highways Customer Panel is a quarterly survey sent to 1800 residents via email and post. 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

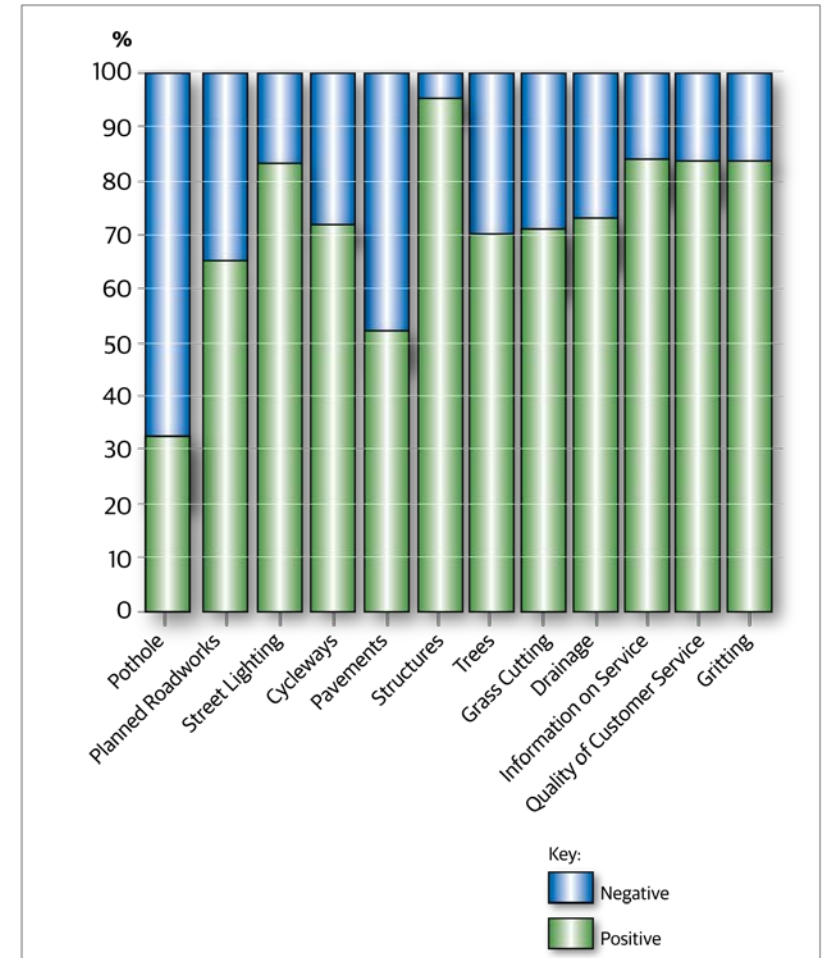
This survey had 766 responses out of 1800, a percentage of 42.5%. The survey opened on October 24th and ran until 11th November.

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 71.6 satisfaction, an improvement of 6% from the last survey which was carried out in June. The top three key areas for attention are:

- Pothole Repairs (32.9% satisfaction - was 19.71% satisfaction in June)
- Pavements (52.4% satisfaction - was 45.5% satisfaction in June)
- Planned Roadworks (61.6% satisfaction - was 65% satisfaction in June)

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



# OUR CUSTOMERS PANEL RESULTS

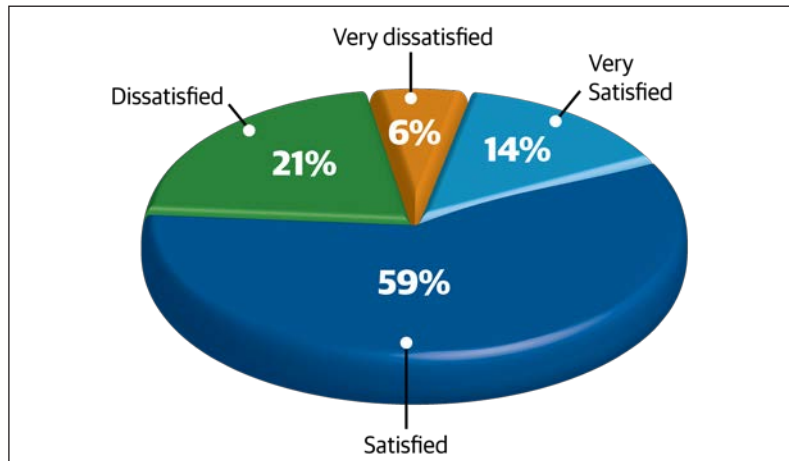


## Grass Cutting

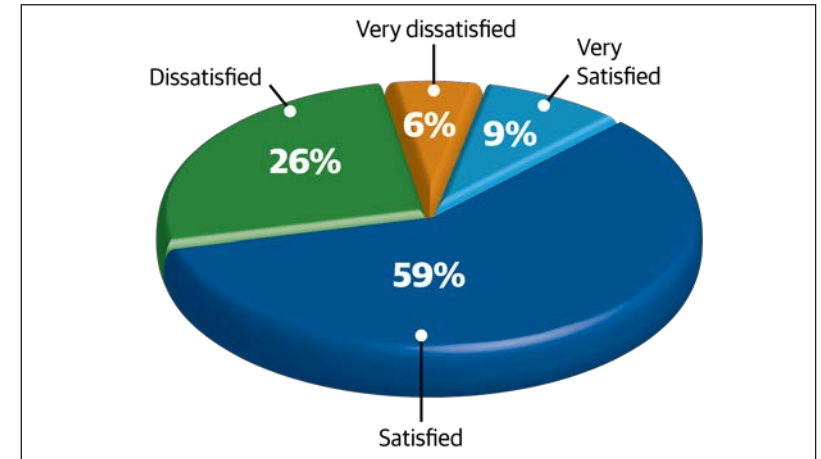
Following our grass cutting season we wanted to see the successes within the programme of works and where future improvements could be made.

Overall, customers were satisfied with:

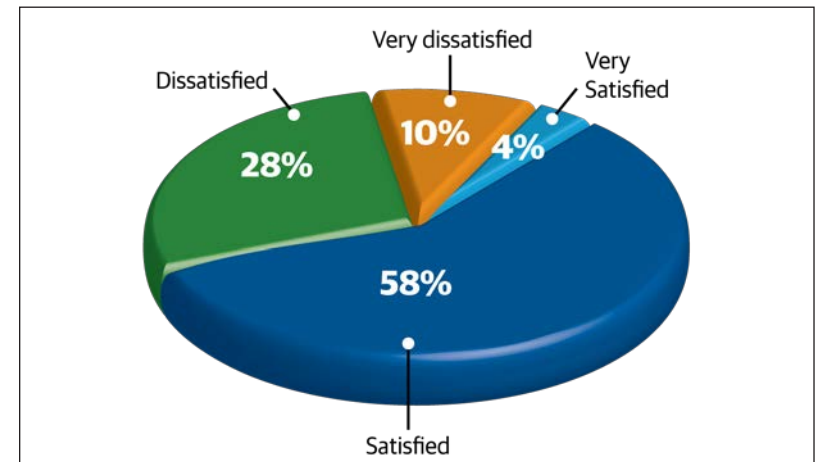
- Quality of grass cutting
- Time between cuts
- Communication of the grass cutting programme



**Quality of grass cutting**



**Time between cuts**



**Communication of programme**

# OUR CUSTOMERS PANEL RESULTS

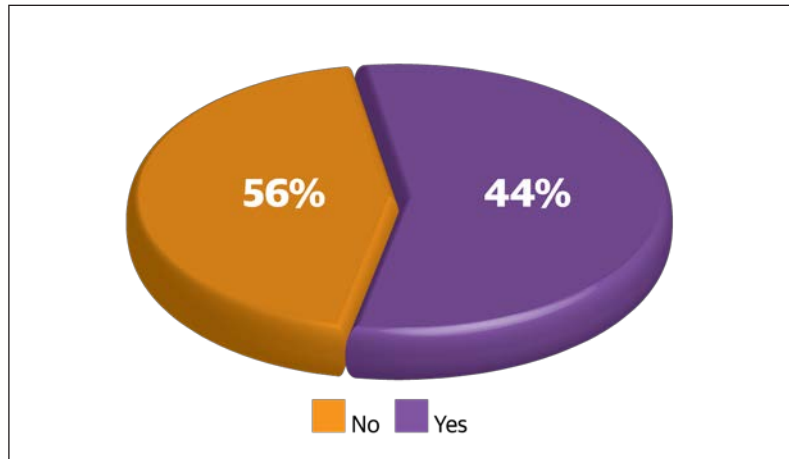


## Surface Dressing

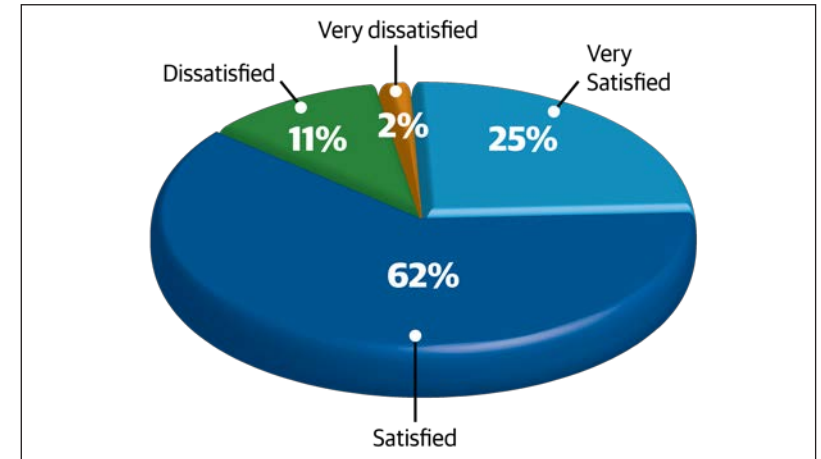
Each summer we carry out an extensive surface dressing programme. Out of those panel members who responded to the survey, 44% had experienced Surface Dressing works in their area this year.

Of this 44%, the majority were satisfied with:

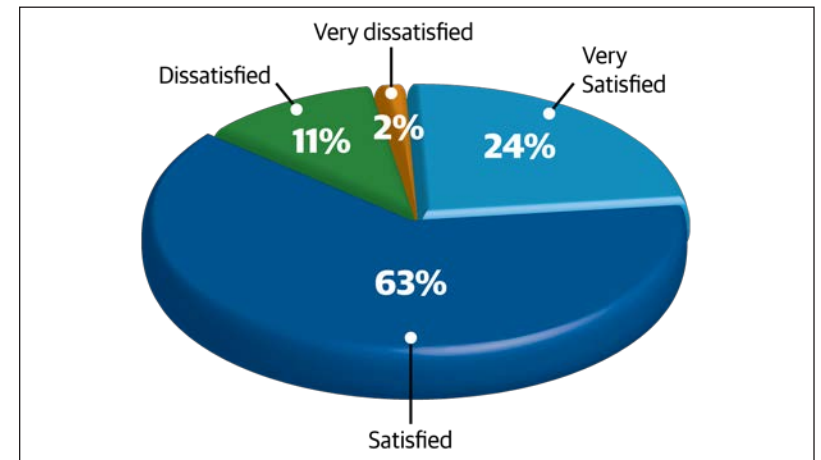
- The quality of the finished work
- Workmanship
- Communication of the work



**Was surface dressing carried out in your area?**



**Quality of finished work**

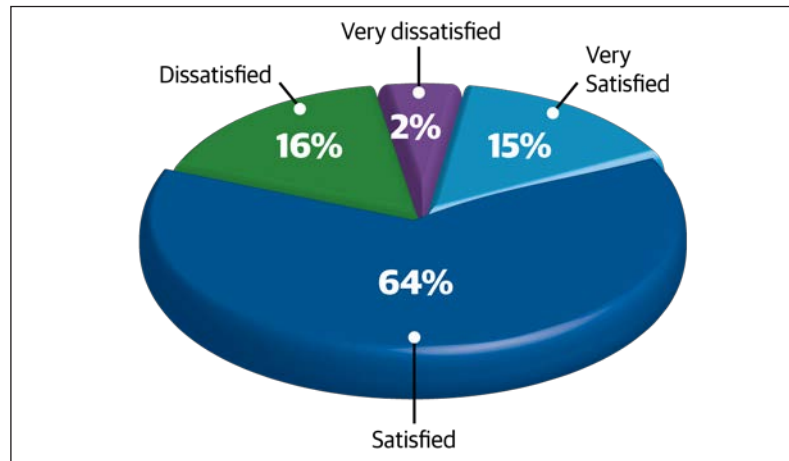


**Workmanship**

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Ahead of next year's Surface Dressing programme we will be carrying out a review of the communication to ensure that affected residents are provided with more information regarding the works.



**Communication of work**

# OUR CUSTOMERS PANEL RESULTS



## East Sussex Highways Website

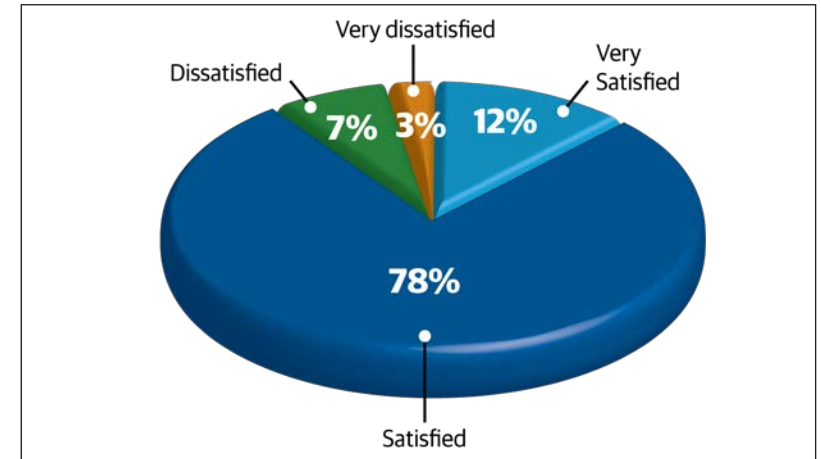
At the start of May 2016, we launched a new East Sussex Highways website where customers could report and track problems with us, find programmes and work and read our knowledge area.

We wanted to find out if our panel found the quality and quantity of information available satisfactory or if improvements needed to be made.

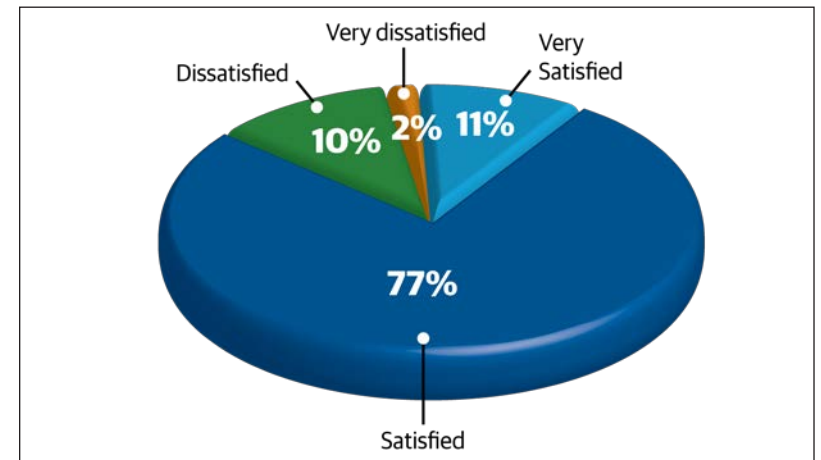
Overall, the panel were satisfied with the ease of use, quality of information and quantity of information.

Despite fairly good results, we are looking to make improvements to the way in which problems can be reported to the website. These changes will take place later this year and will include a new homepage design and the ability to report a problem from the homepage rather than through the knowledge area.

- The quality of the finished work
- Workmanship
- Communication of the work

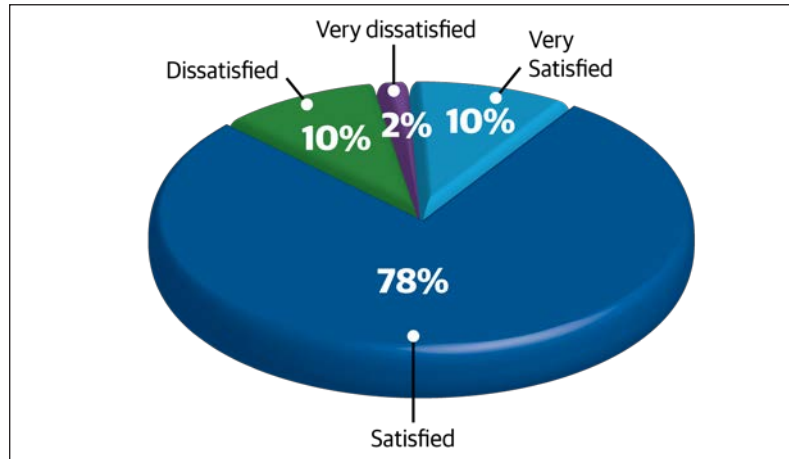


**Website ease of use**

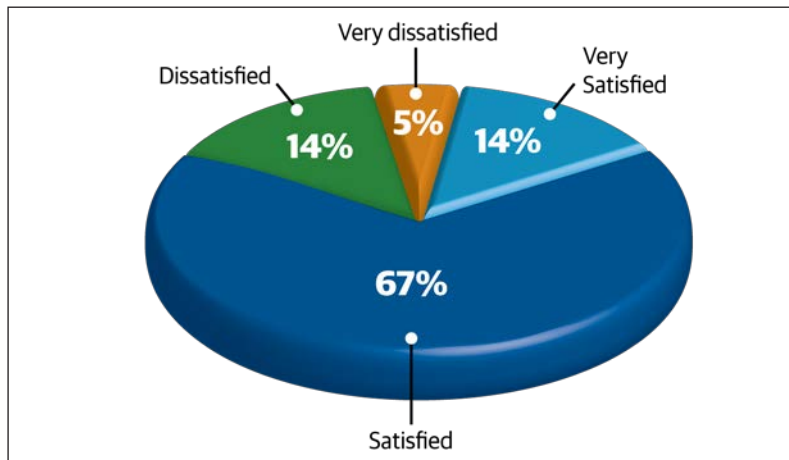


**Quality of information**

# OUR CUSTOMERS PANEL RESULTS



**Quantity of information**



**Ease of reporting issues**

## Actions

- Make improvements to the website to help with ease of access and ease of reporting a problem.
- Provide customers with more information regarding pothole repairs to improve public perception.
- To improve communication regarding surface dressing works. This will include information postcards delivered to all immediately affected customers.

## Next Survey

The next survey will be issued by email in January.



## CONTACTING US

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

Website: [www.eastsussexhighways.com](http://www.eastsussexhighways.com)

Email: [customer@eastsussexhighways.com](mailto: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.