

# East Sussex Highways

## Highways Customer Panel Results

November 2017



A partnership between:



# 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 202 responses out of 1340, a percentage of 15%. The customer panel was sent out for a short period and so had a lower than anticipated response rate.

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 positive with an average of 67.4% satisfaction. However, this result has been brought down due to customers being dissatisfied with pothole repairs. The top areas for attention are:

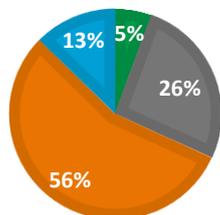
- Pothole Repairs (28.7% satisfaction – was 28.99% satisfaction in January 2017)
- Pavements (50.5% satisfaction – was 49.2% satisfaction in January 2017)

All other results are between 62% and 90% satisfaction.

# Grass Cutting

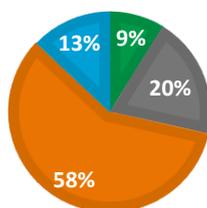
## TIMELINESS OF GRASS CUTTING

Very Dissatisfied Dissatisfied Satisfied Very Satisfied



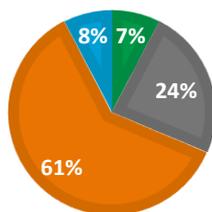
## QUALITY OF GRASS CUTTING

Very Dissatisfied Dissatisfied Satisfied Very Satisfied



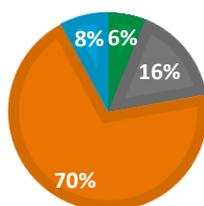
## INFORMATION ABOUT GRASS CUTTING

Very Dissatisfied Dissatisfied Satisfied Very Satisfied



## EASE OF REPORTING ISSUES

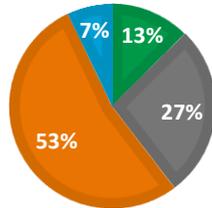
Very Dissatisfied Dissatisfied Satisfied Very Satisfied



# Weed Spraying

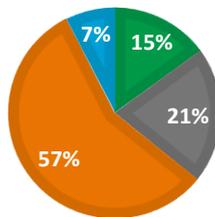
## TIMELINESS OF WEED SPRAYING

Very Dissatisfied Dissatisfied Satisfied Very Satisfied



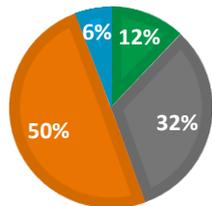
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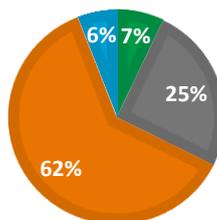
## INFORMATION ABOUT WEED SPRAYING

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## EASE OF REPORTING ISSUES

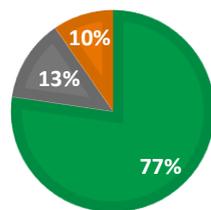
Very Dissatisfied Dissatisfied Satisfied Very Satisfied



# Wildlife Verges

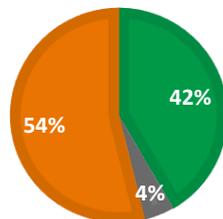
**ARE YOU IN FAVOUR OF WILDLIFE VERGES BEING TRIALED ACROSS THE COUNTY**

■ Yes ■ Maybe ■ No



**ARE YOU AWARE OF THE LOCATIONS OF WILDLIFE VERGES IN THE COUNTY**

■ Yes ■ Don't Know ■ No



# Recommendations

Following the survey there are several improvements we should consider making in order to improve customer satisfaction in the next panel survey:

- To improve satisfaction pothole repairs we will carry out the further actions:
  - 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.
  - Share images of the 'pothole postcard' to share repair timeframes for potholes and our repair criteria. This will help customers understand our repair timeframes.
  - Make improvements to the ESH website to make reporting a problem easier. This will be picked up as part of the website project.
  - Continue to share daily whereabouts of pothole repair teams on social media.
  - 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.
  - We will include information regarding potholes and road repairs in our next customer newsletter (due Feb 2018).
- To improve satisfaction regarding pavements we will:
  - We will actively share our footway programme of works via social media and with key stakeholders.
  - We will post photos of completed works via social media.
- To improve customer satisfaction with grass cutting we will:
  - Add information to the 'knowledge' section of the website to explain why we do not collect grass cuttings.
  - We will share information on why we don't collect grass cuttings in the spring edition of our customer newsletter.
  - We will work to improve the quality of the grass cutting programme for 2018 that we can share with customers and key stakeholders.
- To improve customer satisfaction with weed spraying we will:
  - 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.
  - We will add information to our knowledge area regarding the weed spraying process – we will share this information via social media.
  - We will post weed spraying whereabouts on social media. To help improve information available to customers and increase visibility of the team.
- We will add information to our knowledge area regarding wildlife verges yellow markers.
- We included an article in our November newsletter to help educate customers on the process.

## You Said, We Did

- Provide gritting decisions directly on to the website by the start of the next gritting season in September 2017 – **we did! Gritting decisions are now updated on our website.**
- We will look to publish information postcards of our drainage and gritting services for customers – **we did! We have created postcards for drainage and gritting and shared these with key stakeholders, on our website, at community events and via social media.**
- Provide live feeds to our weather stations by the start of the next gritting season in September 2017 – **this has not yet been actioned due to development of new website.**
- We will provide customers with further information regarding pothole repairs. We will do this via videos, postcards, newsletters and our website **we have made a start but there is a lot more work to do. Information on how we will do this is listed in the recommendations.**

## Next Survey

The next survey will be published in February 2018.