

# Highways Customer Panel

March 2016 Survey Data, Results and Analysis



SURREY

**Document Details**

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## Introduction

I would like to extend my thanks to our Customer Panel for their continued input into our surveys. The panel membership is close to 1500 customers, all who have a vested interest in providing feedback to help us improve what we deliver. The results of this survey show us that we still have work to do to improve our customer's experience. We use the results as a measurement of success for when we make changes and improvements to the service we deliver. We share the results of the survey widely and have included a forward plan of subjects that we will be asking the panel in the future within this report. External Customer Service Excellence (CSE) assessments have recognised our interactions with the Customer Panel as best practice. Both the Customer Panel and our CSE assessments contribute to us knowing where we need to improve. Our ongoing goal is to continue to harness the valuable information provided by you, in everything we do.



A handwritten signature in black ink, appearing to read "M. Dawson", written over a white background.

**Michael Dawson**  
**Customer Service &**  
**Improvement Manager**

## **Executive Summary**

This report presents data collected from the third Highways Customer Panel survey released 10 March 2016 and closed 10 April 2016.

The survey asked questions about overall customer satisfaction, the availability of information on the Surrey County Council website and about satisfaction levels when contact had been made with Surrey County Council. The themes that appeared in the survey were: General Customer Service, Cold Weather Events and Snow and Drain Cleaning.

There is a forward plan of subjects that will be included into the Customer Panel surveys at appendix A. These subjects may change or be added to.

The Customer Panel survey will always include three standard questions. Within this survey, these standard questions appeared as 3, 4 and 5. Asking the standard questions allows a comparison from the previous survey. This information can be seen on page 11, 12 and 13 within this report.

The survey was sent to 1461 customers by email and 968 responses were received which is a response rate of 66%. The previous Customer Panel survey from October 2015 received a response rate of 60%.

The survey contained 20 questions. Not all of the questions could be answered by each respondent due to the logic added to the preceding questions.

## **The Results**

The results of the survey are mainly presented in graph format. The question asked is displayed and followed by the number of responses received to that question.

The survey included a mixture of open, closed and multiple choice questions. Some questions were compulsory and some were not, which is reflected within the number of responses.

The survey results will not immediately affect the way that Surrey County Council Highways and Transport Service deliver services to its customers. The information is used in a number of ways.

The results help design the policies that guide service delivery. There is a list of these policies and guides below:

The Highway Safety [Inspection Policy](#)

The [Customer Charter](#)

[Project Horizon](#) (current in-year programme)

Our Highways and Transport Strategic Business Plan 2016-2021 (to be published in Autumn 2016) and the Highways and Transport Asset Management Strategy (in development)

Below are examples of how we have used the information provided by the Customer Panel answers to make a difference:

**Customer Views** were used during contract re-negotiations with our supplier: Kier. Customer Panel satisfaction levels and comments were used to develop training programmes. The 'Working in the Public Eye' training programme has been developed for operational staff to make sure that all representatives of Surrey Highways have Customer Service awareness and skills.

The Customer Panel told us that they were not satisfied with the **Advanced Notification of Roadworks**. Since October 2016 we have taken a difference approach to communication. We have set-up and imbedded a new team that deals with Advanced Notification of Roadworks, advanced warning signs and letter drops.

The Customer Panel told us that they were unsatisfied with **signs being left on the Highways** long after the works had been completed. We have now introduced a section on our [website](#) where customers can report these.

72% of the Customer Panel said they had no **awareness of the Local Committees** in their area. We have passed this information over to the Local Partnership team who are working to raise awareness of the activities carried out by the Local Committees within Surrey.

**Survey Questions**

- Question 1            What is your Postcode?
- Question 2            What age group are you?
- Question 3            How satisfied are you with these aspects of Surrey County Council Highways customer service?
- Question 4            Regarding Surrey County Council Highways roadworks, how satisfied are you with the following?
- Question 5            How satisfied are you with these aspects of Surrey County Council Highways works?
- Question 6            Do you access information about gritting the roads and snow on the Surrey County Council website?
- Question 7            If you have accessed information about gritting the roads and snow on the Surrey County Council website, was the information useful to you?
- Question 8            Other than the Surrey County Council website, do you access information about gritting Surrey's roads and snow anywhere else?
- Question 9            Would you benefit from being able to access highways information about gritting the roads and snow anywhere else?
- Question 10            Have you ever contacted Surrey County Council Highways to make an enquiry about gritting the roads and snow?
- Question 11            If you have contacted us to make an enquiry about gritting the roads and snow, what was the subject of your enquiry?
- Question 12            If you have contacted Surrey County Council Highways to make an enquiry about gritting the roads and snow, please tell us:
- Question 13            Overall, how satisfied are you with Winter Maintenance (gritting the roads)?
- Question 14            Have you ever reported a blocked drain?
- Question 15            If you have reported a blocked drain, in what timescales did you received a response to your report?
- Question 16            If you have reported a blocked drain, how satisfied were you with the following?
- Question 17            Have you ever accessed the information available on the Surrey County Council Website about drain cleaning?

Highways Customer Panel - March 2016

- Question 18      If you have accessed the information available on the Surrey County Council Website about drain cleaning, how satisfied were you with the information you found?
- Question 19      Overall, how satisfied are you with the provision of drains by Surrey County Council (cleaning, keeping them clear and working)?
- Question 20      To help us continue to improve our highways services, please suggest what topics you feel could be included in our next surveys?

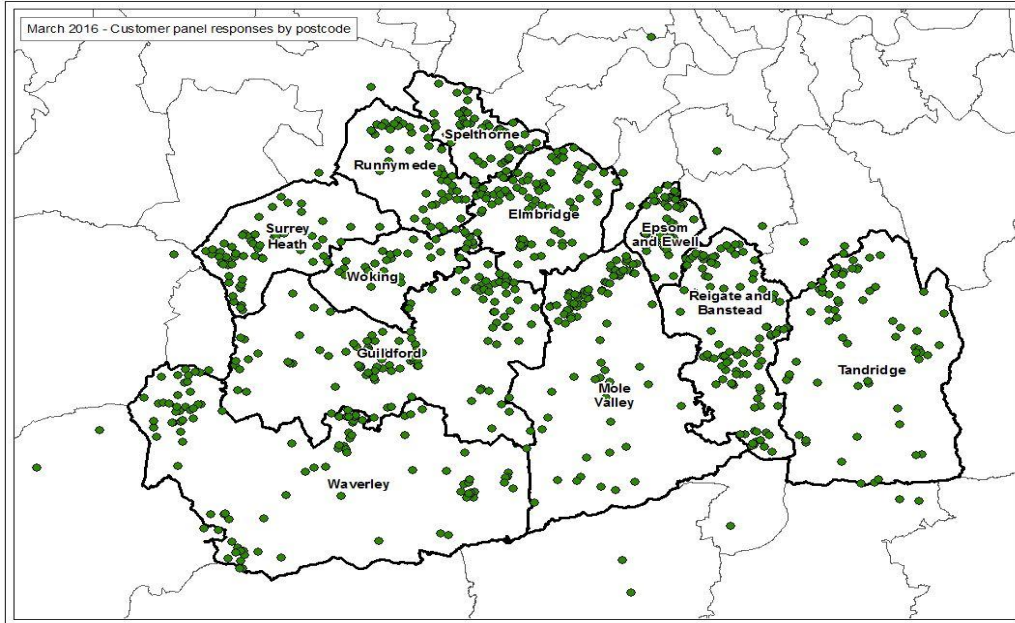


**Survey Results**

**Information about the Customer Panel**

**Question 1 What is your Postcode?**

968 postcodes were provided within the survey. 930 were usable.



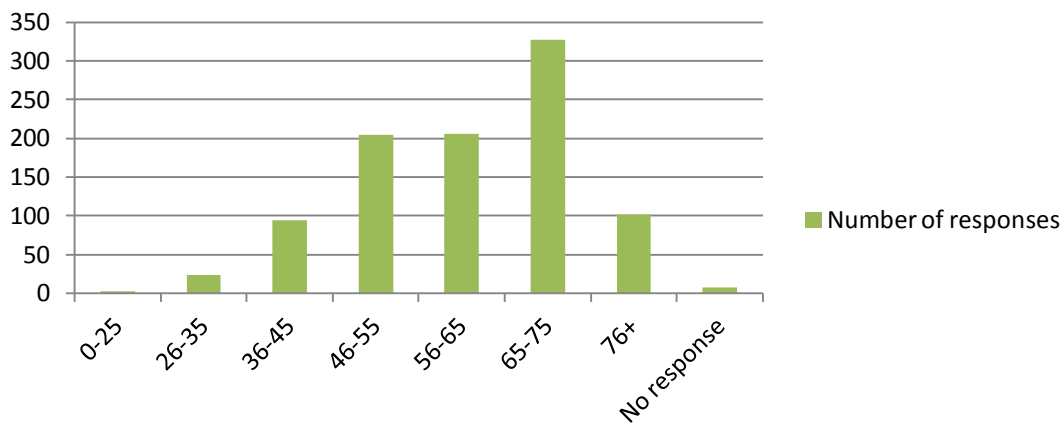
The map displays where 930 of respondents to the survey live.

The response to this question simply allows an analysis of where the active Customer Panel membership is greater and where there is a smaller representation. There is a good spread of responses across the County giving a good reflection of views.

If resident in Surrey or not, no correlation can be drawn from the responses to the survey and the postcode provided, as our customers will all use varying areas of the Highway.

**Question 2 What is your age group?**

960 of the Customer Panel responded to this question.



The largest group of Customer Panel responses were provided by those in the 65-75 age range. As with question 1, no conclusions are drawn from the age group of respondents.

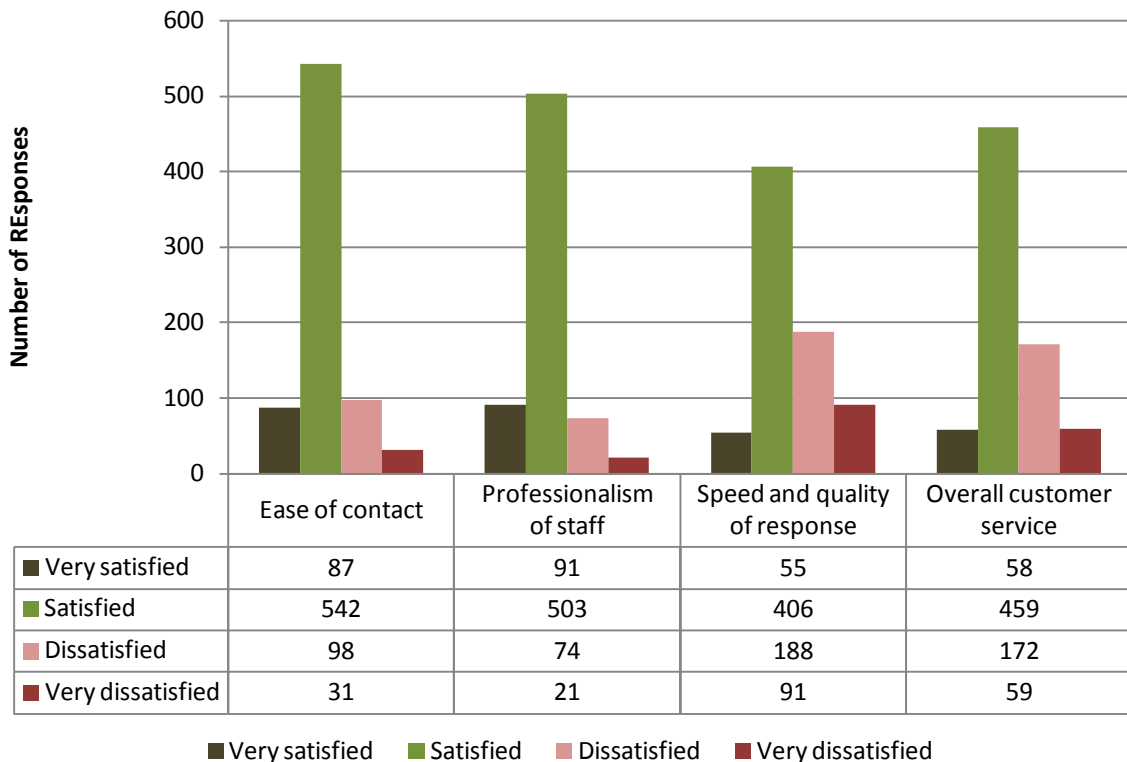
The response to this question shows that those in the 0-25, 26-35 and 36-45 are the least represented group providing responses to the survey.

Where a Postcode and an age range was provided by Customer Panel member, it was possible to create a visual representation of this data. A map of this data can be seen at appendix B.

**Standard Questions**

**Question 3**      How satisfied are you with these aspects of Surrey County Council Highways customer service?

Up to 758 of the Customer Panel responded to this question.



There are two important areas to consider when comparing responses to questions: 3, 4 and 5 between October 2015’s survey and March 2016’s survey:

1. As the Customer Panel membership has increased, so have the responses received: both positive and negative.
2. The option to choose ‘Don’t Know’ has been removed. Customer Panel Members have been asked to choose between: Very Satisfied, Satisfied, Dissatisfied, Very dissatisfied. This may have affected responses, as panel members who had chosen ‘Don’t Know’ before had to provide a different answer.

For this question the October 2015 responses ranged between 56-75% where either very satisfied or satisfied was chosen. The March survey showed an increase to this range, of 62-86%.

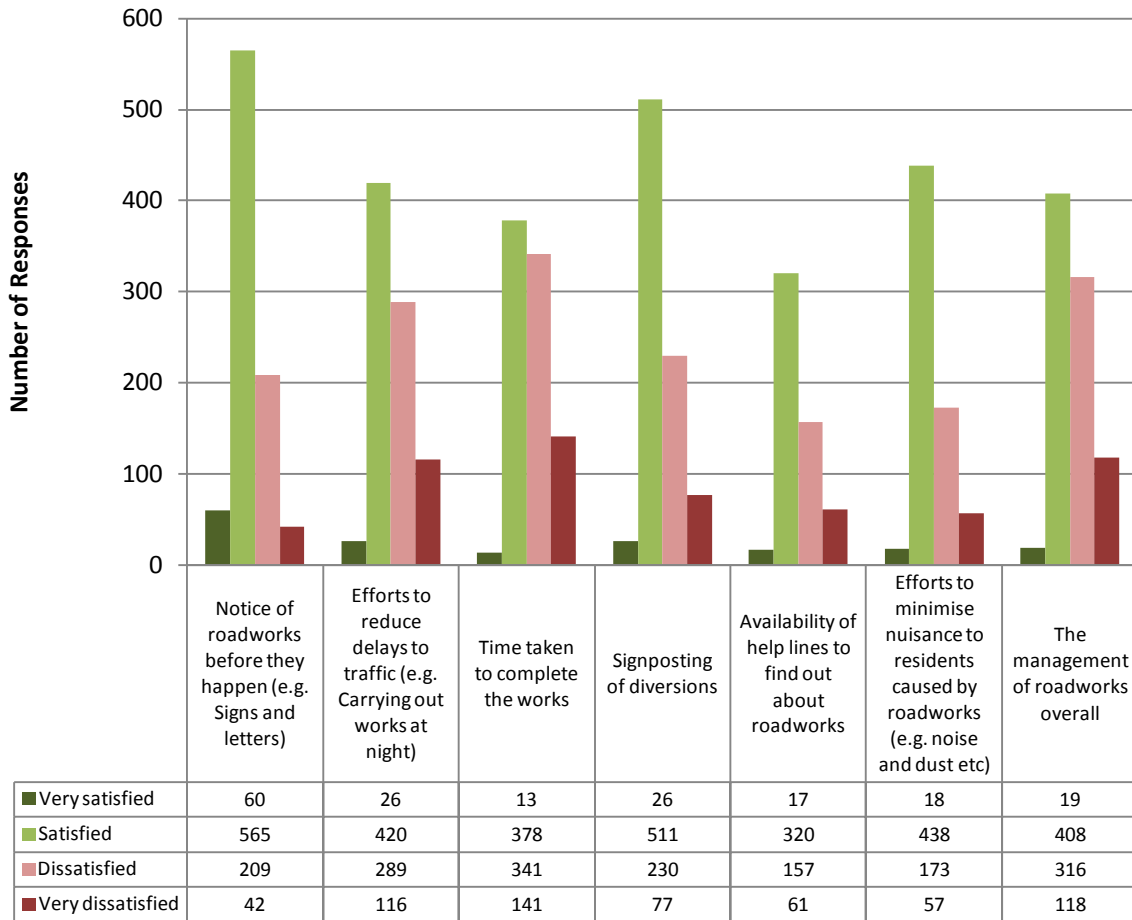
The Customer Panel members who chose dissatisfied or very dissatisfied in October 2015 was 12-32% which has also increased to 14-38% in March 2016.

A full breakdown of how the comparisons have been made can be found at Appendix C.

Question 4

Regarding Surrey County Council Highways roadworks, how satisfied are you with the following?

Up to 876 of the Customer Panel responded to this question.



For this question the October 2015 responses ranged between 34-68%, where either very satisfied or satisfied was chosen. The March survey showed an increase to this range, of 45-71%.

The Customer Panel members who chose dissatisfied or very dissatisfied in October 2015 was 28-52% which has also increased to 29-55% in March 2016.

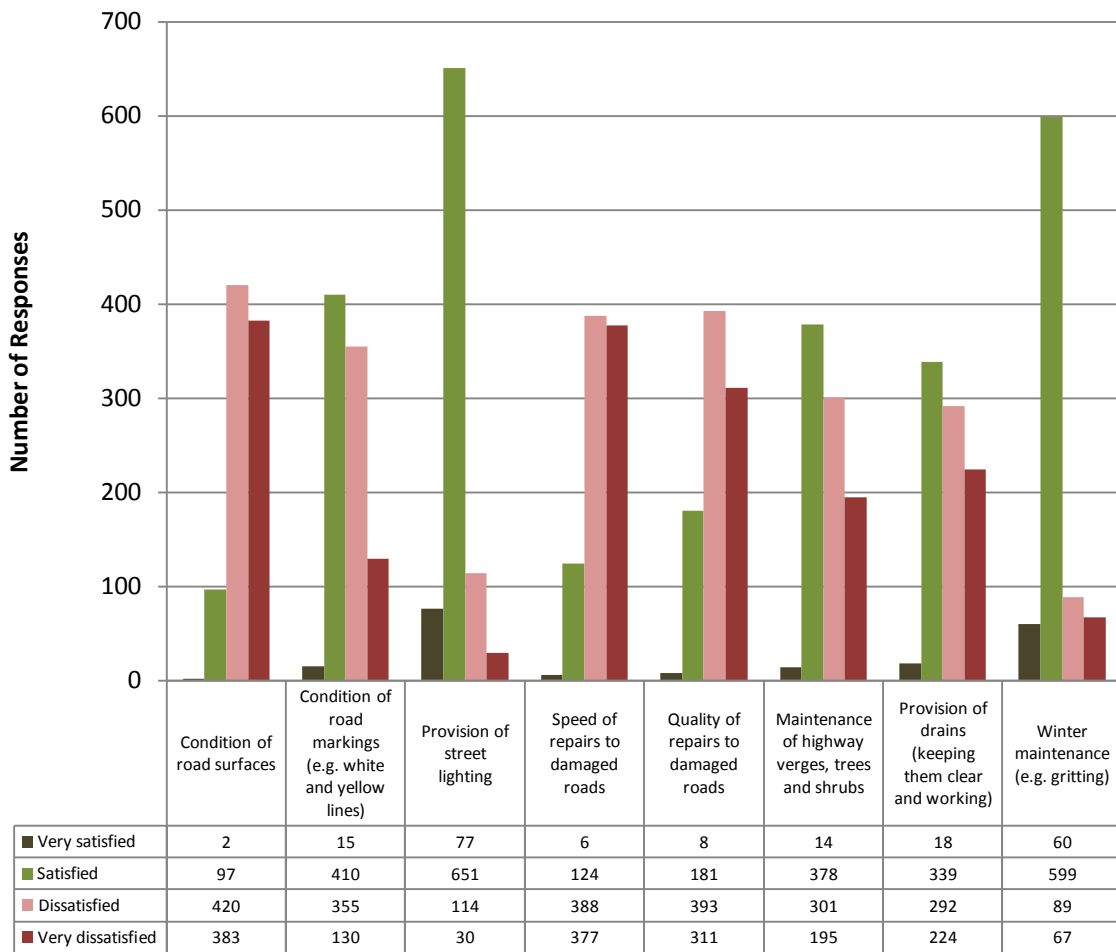
Since the October 2015 Customer Panel survey a new Works Communication Team has been introduced. This team was set up to provide customers with improved advance warning signs, leaflets and letter drops.

A full breakdown of how the comparisons have been made can be found at Appendix C.

Question 5

How satisfied are you with these aspects of Surrey County Council Highways works?

Up to 910 of the Customer Panel responded to this question.



For the last of the standard questions the range of responses was large. The October 2015 responses ranged between 21-81% where either very satisfied or satisfied was chosen. The March survey showed a change to this range, of 11-83%.

The Customer Panel members who chose dissatisfied or very dissatisfied in October 2015 was 17-78% which has also changed slightly to 17-89% in March 2016.

Respondent's answers to this question at the lower end of the scoring ranges include: 'Condition of the Road Surface: 11% Satisfied or Very Satisfied and Quality of repairs to damaged roads: 21% Satisfied or Very Satisfied.

Road conditions can deteriorate during the winter months and more defects appear during winter months.

A full breakdown of how the comparisons have been made can be found at Appendix C.

**Gritting the roads and snow – Access to information and satisfaction levels linked to customer service provided.**

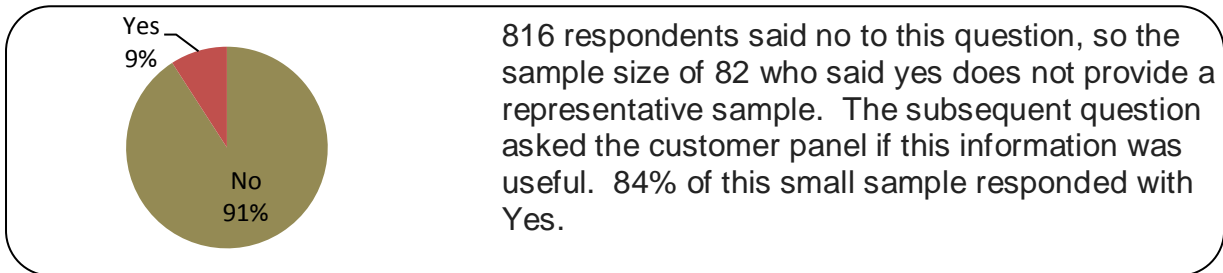
Question 6

Do you access information about gritting the roads and snow on the Surrey County Council website?

Question 7

If you have accessed information about gritting the roads and snow on the Surrey County Council website, was the information useful to you?

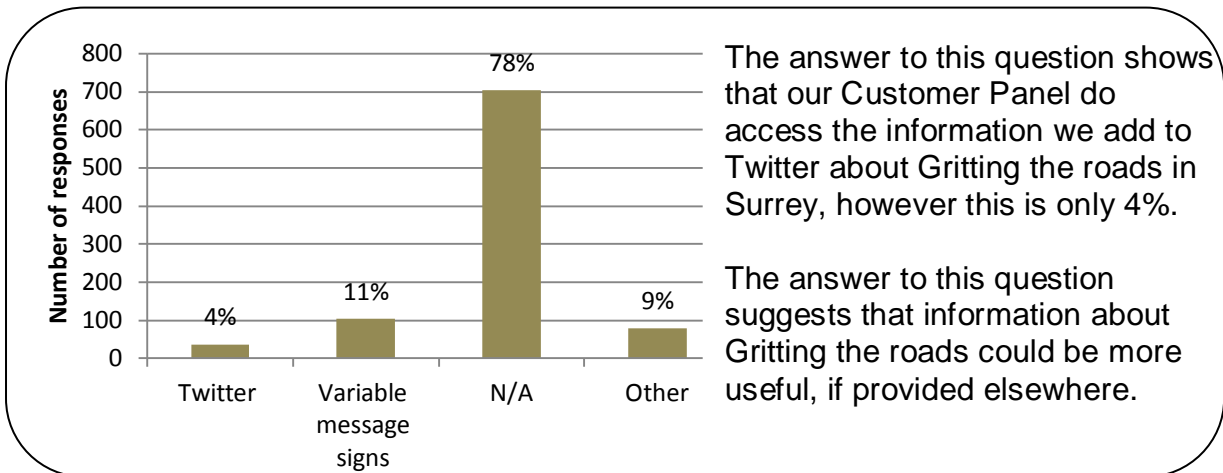
898 of the Customer Panel responded to question 6. 83 of the Customer Panel responded to Question 7.



Question 8

Other than the Surrey County Council website, do you access information about gritting Surrey's roads and snow anywhere else?

898 of the Customer Panel responded to this question, some responded with more than one answer.



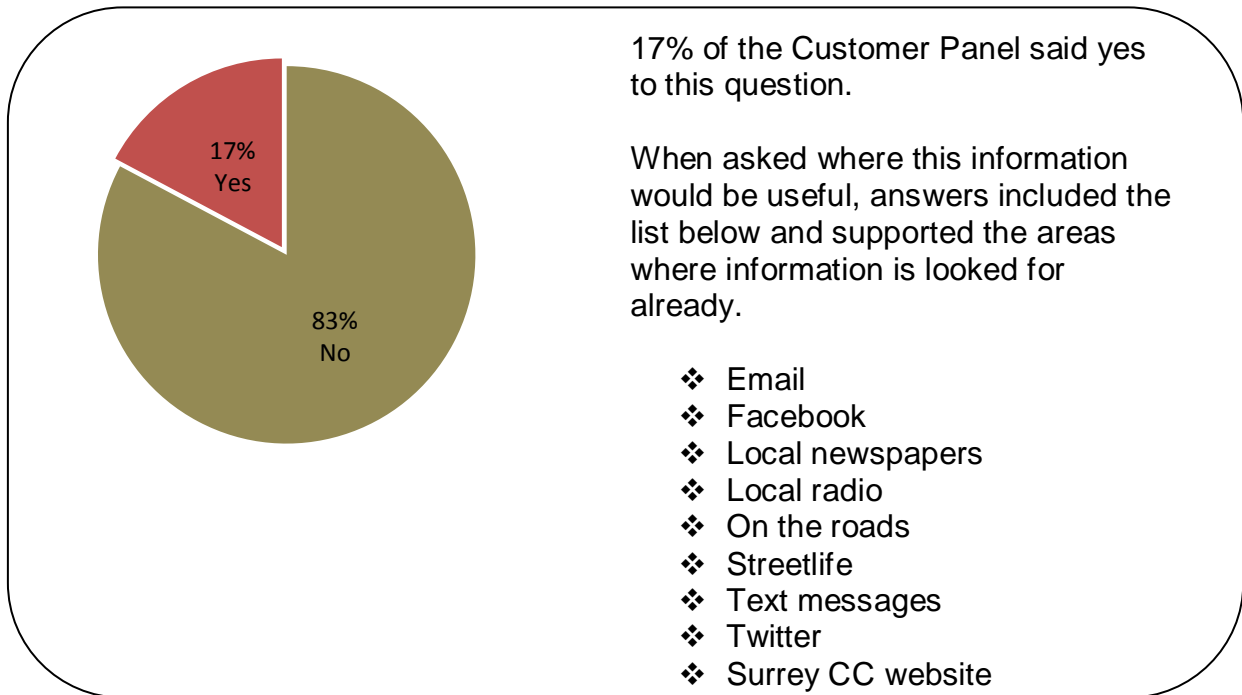
Logos for various information sources: BBC Weather, Environment Agency, streetlife, getSURREY, eagle radio, and facebook.

Within Question 8, a free text option was available where the Customer Panel could include where information about gritting the roads and snow was being found.  
79 responses were provided and some of the most frequent answers are displayed.

Question 9

Would you benefit from being able to access highways information about gritting the roads and snow anywhere else?

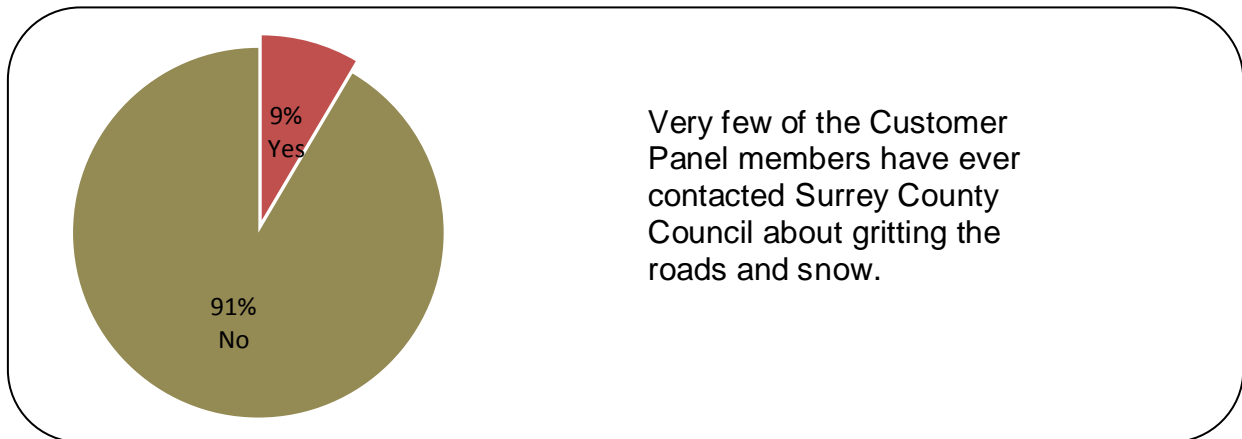
894 of the Customer Panel responded to this question.



Question 10

Have you ever contacted Surrey County Council Highways to make an enquiry about gritting the roads and snow?

894 of the Customer Panel responded to this question.



Question 11

If you have contacted us to make an enquiry about gritting the roads and snow, what was the subject of your enquiry?

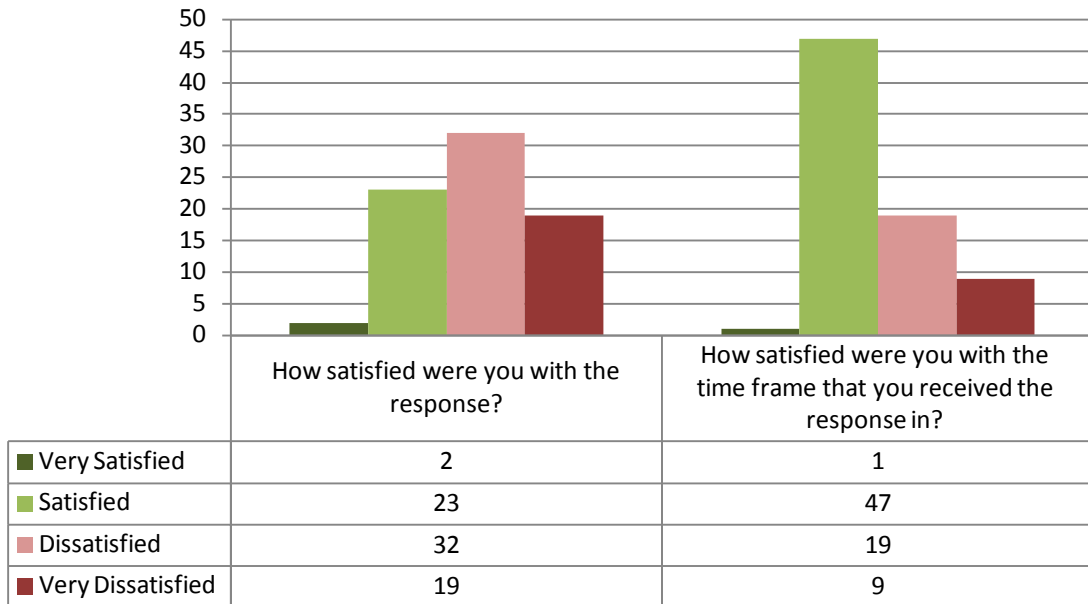
Of the 102 of the Customer Panel who responded 'Yes' to this question, some responded with more than one answer. A breakdown is below:

Grit Bins	47
Gritting the highways	37
Making an insurance claim	1
Other	17

Question 12

If you have contacted Surrey County Council Highways to make an enquiry about gritting the roads and snow, please tell us:

The survey went on to ask Question 12, which was aimed at finding out how satisfied the Customer Panel are with both the response received in this situation and the timeframes that the response was received in. The graph below shows the response from the customer panel.

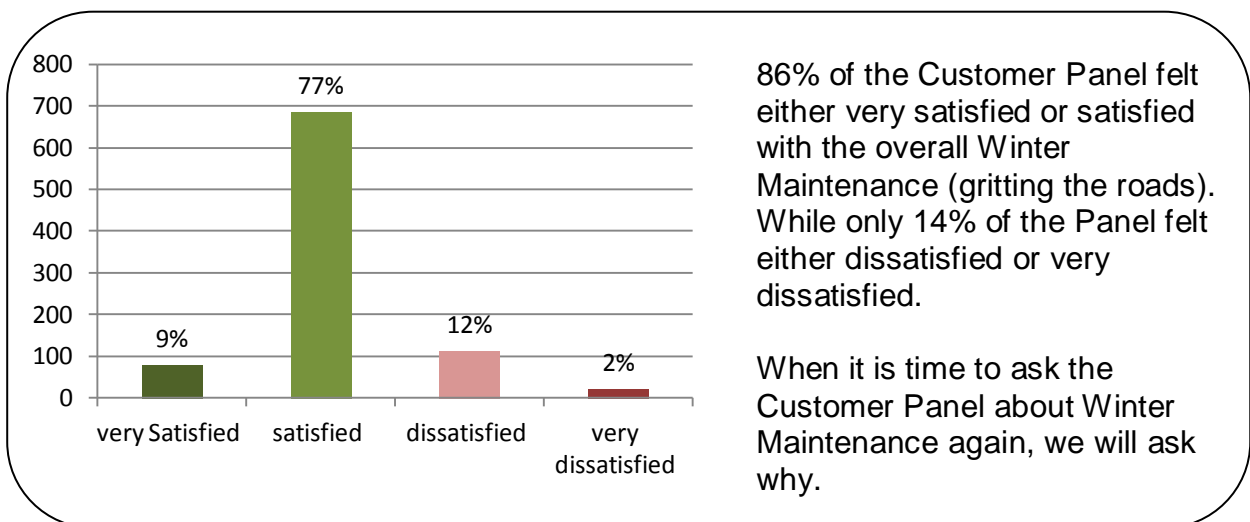


Of 76 responses only 25 were very satisfied or satisfied with the response received compared to 48 being very satisfied or satisfied with the timeframes the response was received in.

Question 13

Overall, how satisfied are you with Winter Maintenance (gritting the roads)?

893 of the Customer Panel responded to this question.





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**Drains – Access to Information and Satisfaction Levels linked to Customer Service Provided.**

Question 14

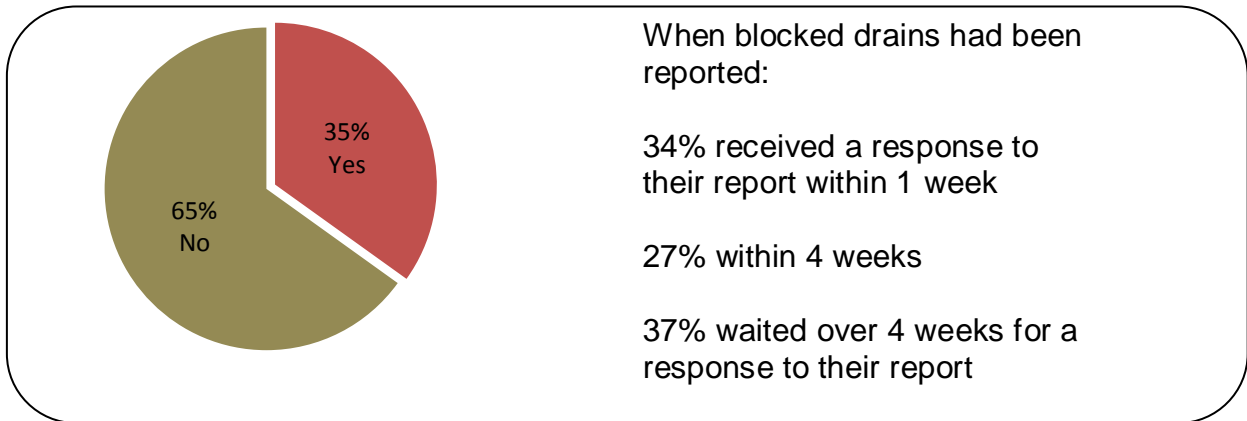
Have you ever reported a blocked drain?

891 of the Customer Panel responded to this question. 35% said they had reported a blocked drain.

Question 15

If you have reported a blocked drain, in what timescales did you received a response to your report?

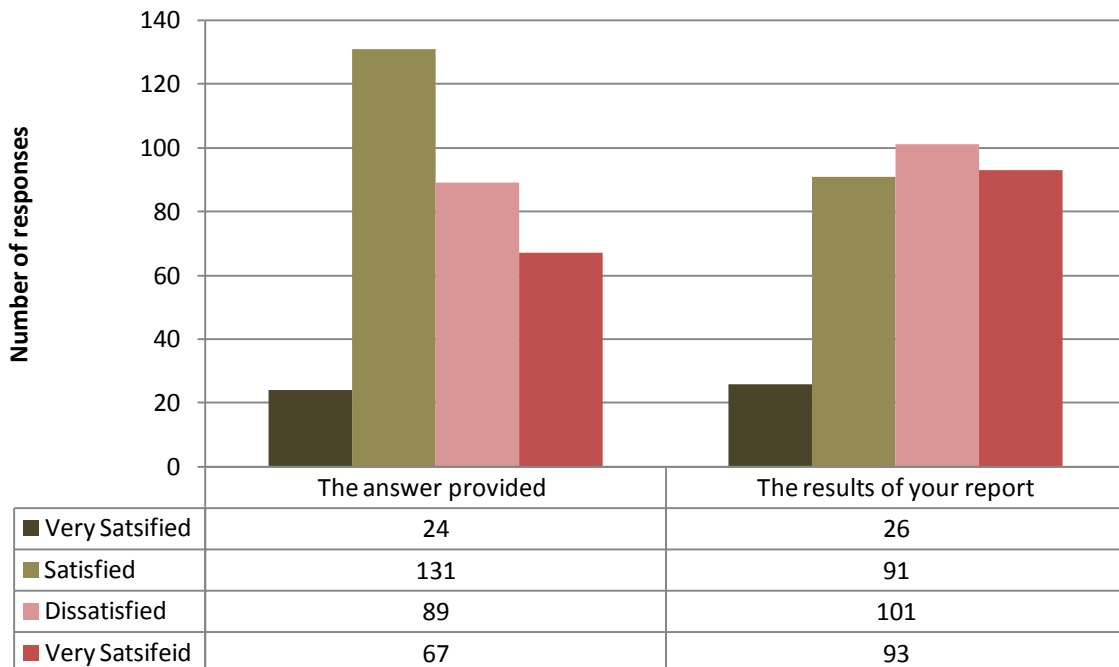
315 of the Customer Panel responded to this question.



Question 16

If you have reported a blocked drain, how satisfied were you with the following?

311 of the Customer Panel responded to this question.



155 of the Customer Panel felt either very satisfied or satisfied with the answer which was provided following their report of a blocked drain, compared to 117 being very satisfied or satisfied with the results of their report. This question gives extra information about how satisfied our customers are with the answers we are giving

them, compared to what happens after the report has been made and the action taken following the report.

The Customer Panel was asked to comment, if the answer of Dissatisfied or Very Dissatisfied was given. Some of the responses included:

*“Problem never resolved”*

*“Always getting blocked”*

*“Reports not acted upon”*

*“Blocked drains are the cause of flooding”*

*“Standard replies received but no action”*

*“Took too long to rectify the problem”*

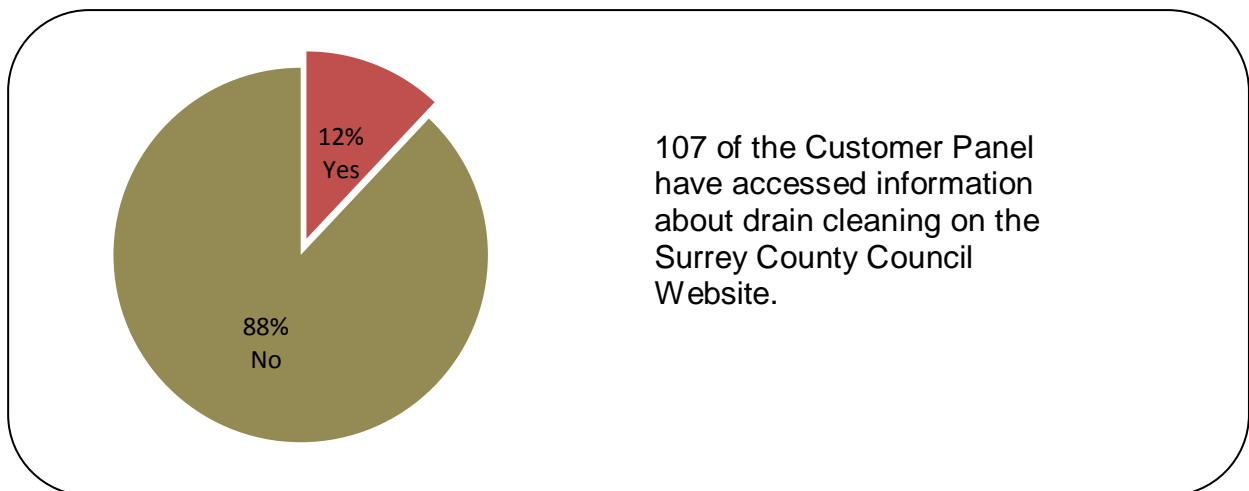
*“A few drains need cleaning on a much more regular basis. Some roads and junctions flood every time there is heavy rain in my area”*

*“Too many to deal with so where does one begin?”*

Question 17

Have you ever accessed the information available on the Surrey County Council Website about drain cleaning?

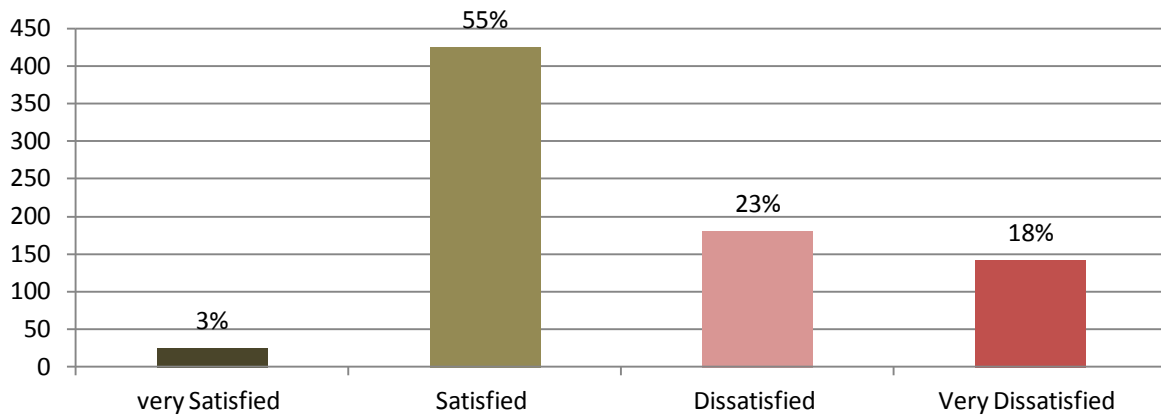
889 of the Customer Panel responded to this question.



Question 18

If you have accessed the information available on the Surrey County Council Website about drain cleaning, how satisfied were you with the information you found?

773 of the Customer Panel responded to this question.



The Customer Panel were asked: If you were Dissatisfied or Very Dissatisfied, please tell us why?

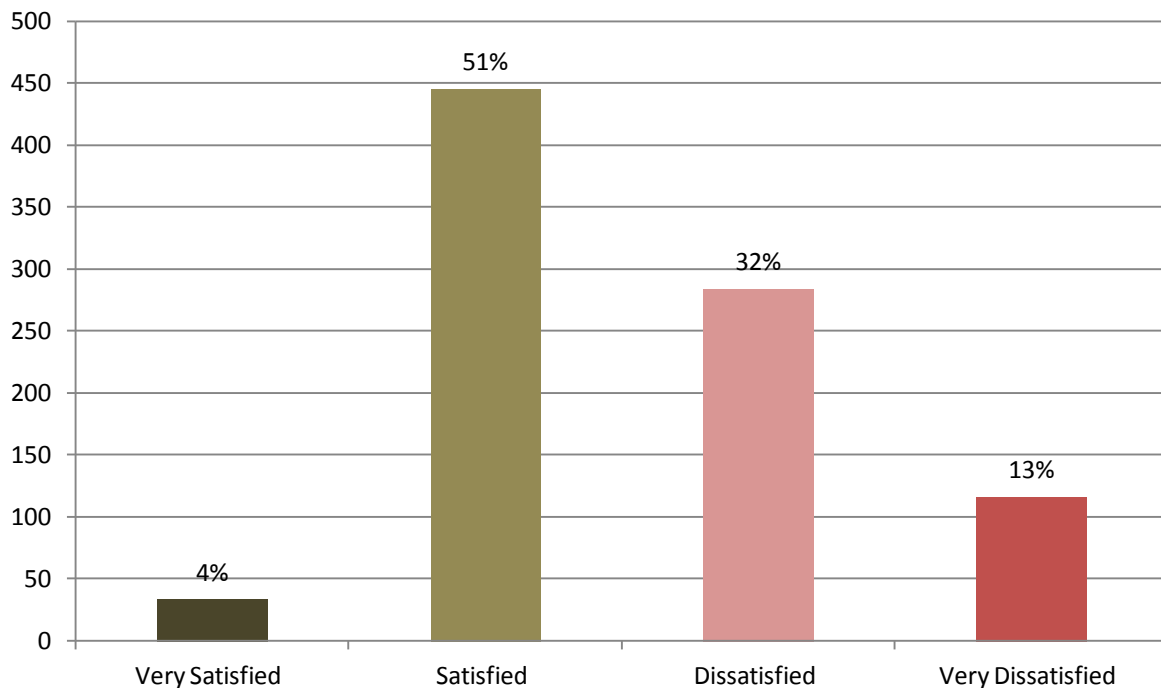
Unfortunately there was a problem with this question within the survey software.

Panel members were required to answer this question before moving on to the next question. Therefore the results cannot be used to analyse the satisfaction levels of the Customer Panel. Where some Panel members did answer Dissatisfied or Very Dissatisfied, the responses highlighted and reinforced the problems noted above, including: long time-delays and problems with regular flooding because of blocked drains.

Question 19

Overall, how satisfied are you with the provision of drains by Surrey County Council (cleaning, keeping them clear and working)?

878 of the Customer Panel responded to this question.



Over 50% of the Customer Panel felt either very satisfied or satisfied with the provision of drains by Surrey County Council (cleaning, keeping them clear and working) 45% chose dissatisfied or very dissatisfied.

When it is time to ask the customer panel about drains again, we will ask why this is.

Question 20

To help us continue to improve our highways services, please suggest what topics you feel could be included in our next surveys?

Some of the answers the Customer Panel gave are below:



## **Summary and Conclusions**

We ask our Customer Panel for their views to feed into longer term results.

We will take the Customer Panel's views into account when optimising the information we provide about Winter Service provision.

We always seek to improve customer service and performance and as the management of our drains contract has recently been changed we can use the Customer Panel feedback alongside the new contract performance measures to measure how we carry out these works and the associated customer service.

We have seen an increase in membership of the Customer Panel, we have also seen a slight increase within customer satisfaction from our three standard questions (3, 4 and 5). We will continue to seek, collate and analyse satisfaction data and report this back.

We recognise that we have to continually review our customer service provision and the Customer Panel and our Customer Service Excellence standards help us to measure how well we are performing.

This time the Customer Panel told us that questions about street lighting should be included and the next survey will include questions about customer satisfaction around this area.

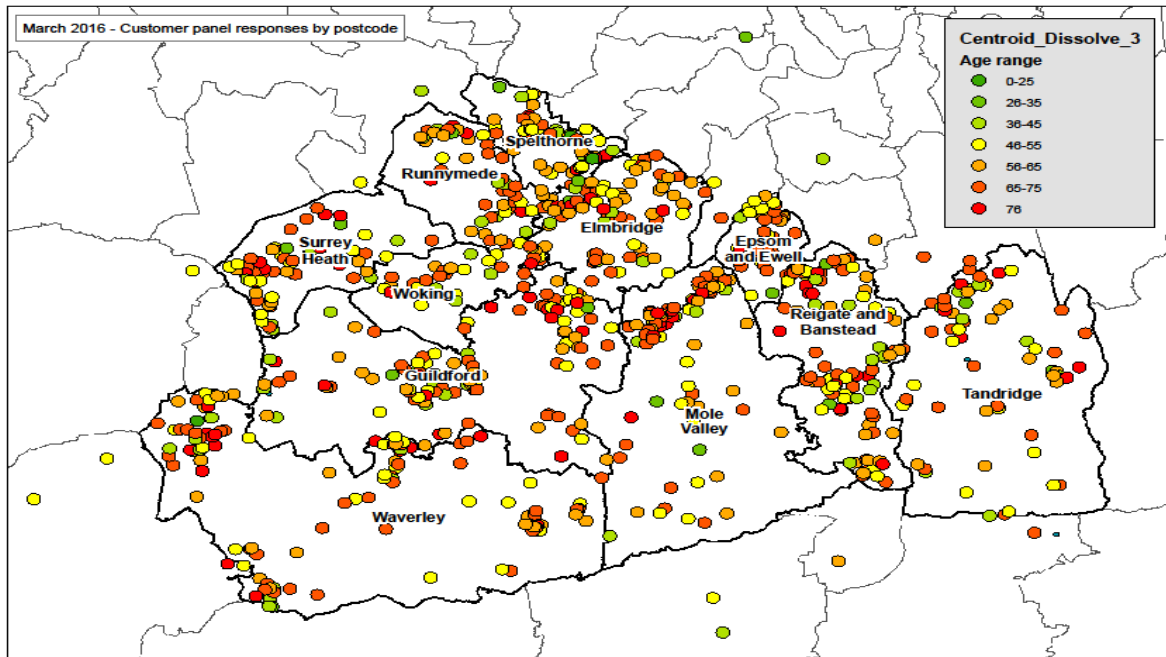
**Appendices**

Appendix A

<b>2016</b>	Receive results and produce report	Final Report	Topics
March Survey	April	May (delayed)	Drains, Gritting & snow
July Survey	August	September	Website, Standards & street lighting
October Survey	November	December	Vegetation & Roadworks

<b>2017</b>	Receive results and produce report	Final Report	Topics
March Survey	March	April	Drains, Gritting & snow
July Survey	August	September	Website, Standards & street lighting
October Survey	November	December	Vegetation & Roadworks

Appendix B



## Appendix C

**Analysis of Standard Questions**

Question 3            How satisfied are you with these aspects of Surrey County Council Highways customer service?

<b>Increased/decreased</b>	<b>October</b>		<b>March</b>	
	% Satisfied and very satisfied	% Dissatisfied and very dissatisfied	% Satisfied and very satisfied	% Dissatisfied and very dissatisfied
Ease of contact	75	14	83	17
Professionalism of staff	71	12	86	14
Speed and Quality of responses	56	32	62	38
Overall Customer Service	61	26	68	31

Question 4            Regarding Surrey County Council Highways roadworks, how satisfied are you with the following?

<b>Increased/decreased</b>	<b>October</b>		<b>March</b>	
	% Satisfied and very satisfied	% Dissatisfied and very dissatisfied	% Satisfied and very satisfied	% Dissatisfied and very dissatisfied
Notice of roadwork's before they happen	68	28	71	29
Efforts to reduce delays to traffic	50	41	52	48
Time taken to complete the works	40	52	45	55
Signposting of diversions	54	39	64	36
Availability of help lines to find out about roadwork's	34	23	61	39
Efforts to minimise nuisance to residents caused by roadwork's	46	24	66	34
The management of roadwork's overall	45	45	50	50



Question 5      How satisfied are you with these aspects of Surrey County Council Highways works?

<b>Increased/decreased</b>	<b>October</b>		<b>March</b>	
	% Satisfied and very satisfied	% Dissatisfied and very dissatisfied	% Satisfied and very satisfied	% Dissatisfied and very dissatisfied
Condition of road surface	21	78	11	89
Condition of road markings	55	44	47	53
Provision of street lighting	81	17	83	17
Speed of repairs to damaged roads	21	77	15	85
Quality of repairs to damaged road	30	68	21	79
Maintenance of highway verges, trees and shrubs	49	45	44	56
Provision of drains	40	53	41	59
Winter maintenance	63	27	81	19