

Highways Customer Panel

July 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', with a long horizontal flourish extending to the right.

Michael Dawson
Customer Service &
Improvement Manager

Executive Summary

This report presents data collected from the fourth Highways Customer Panel survey released 30 July 2016 and closed 31 August 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, Reporting Issues, Illuminated Street Furniture and Street Lighting.

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 1467 customers by email and 1029 responses were received which is a response rate of 70%. The previous Customer Panel survey from March 2016 received a response rate of 66%.

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](#) and the Highways and Transport Asset Management Strategy (to be published in winter 2016).

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.

With an increased focus on customer feedback, each part of our contract with Kier is now monitored through Contract Boards. These Boards monitor performance indicators, customer feedback and also include a focus and monitoring element of internal improvement actions.

The Customer Panel told us that they were not satisfied with the **Advanced Notification of Roadworks**. Since October 2015 we have taken a different approach to communication. We have set up and embedded a new team that deals with Advanced Notification of Roadworks, advanced warning signs and letter drops.

Within the standard questions in each survey, we ask the Customer Panel about satisfaction levels on 'Notice of roadworks before they happen' and we have seen a slight but steady increase in these satisfaction levels from 70% (very satisfied or satisfied) in October 2015 to 72% in July 2016.

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.

Survey Questions

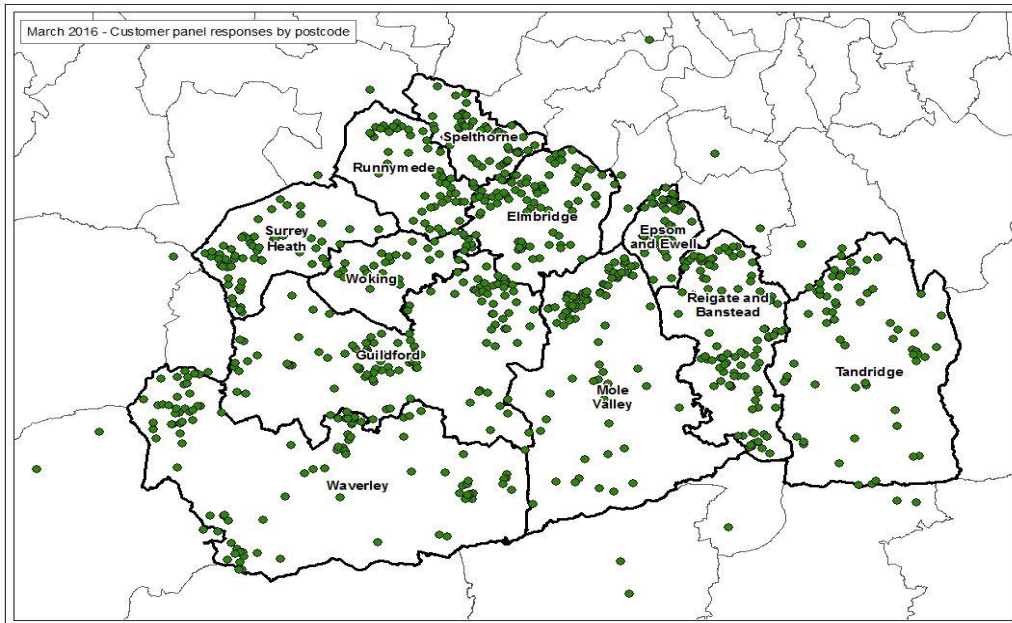
- Question 1 What is your Postcode?
- Question 2 What age group are you?
- Question 3 How satisfied are you with aspects of Surrey County Council Highways customer service?
- Question 4 Regarding Surrey County Council Highways roadworks, how satisfied are you?
- Question 5 How satisfied are you with aspects of Surrey County Council Highways works?
- Question 6 Surrey County Council Highways aims to answer all enquiries within a 28 day period.
- Question 7 If you chose too long, please tell us why?
- Question 8 When reporting a highways issue to Surrey County Council, customers have the option to leave their contact details. Do you think this should be compulsory?
- Question 9 When reporting an issue to Surrey County Council and when a customer provides a contact email address, an automatic response is sent to acknowledge this report. How important is it to you to receive any further updates after this time?
- Question 10 Have you ever accessed information about Illuminated Street Furniture on the Surrey County Council website?
- Question 11 If you have accessed information about Illuminated Street Furniture on the Surrey County Council website, how satisfied were you with the information available?
- Question 12 Would you like to provide any comments about the information available on the website?
- Question 13 Have you ever made an enquiry about Illuminated Street Furniture?
- Question 14 If you have made an enquiry about Illuminated Street Furniture, how satisfied were you with the outcome of your enquiry?
- Question 15 If you have made an enquiry about Illuminated Street Furniture, how satisfied were you with the time frames you received a response in?

- Question 16 Would you like to provide any comments about the service you received?
- Question 17 Have you ever accessed information about Street Lighting on the Surrey County Council website?
- Question 18 If you have accessed information about Street Lighting on the Surrey County Council website, how satisfied were you with the information available?
- Question 19 Would you like to provide any comments about the information available on the website?
- Question 20 Have you ever made an enquiry about Street Lighting?
- Question 21 If you have made an enquiry about Street Lighting, how satisfied were you with the outcome of your enquiry?
- Question 22 If you have made an enquiry about Street Lighting, how satisfied were you with the time frames you received a response in?
- Question 23 Would you like to provide any comments about the service you received?
- Question 24 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?



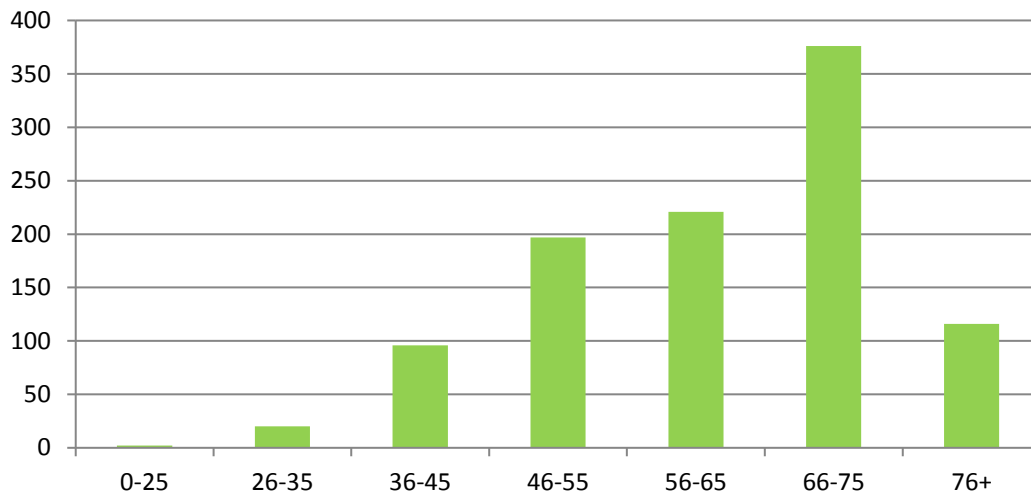
The map displays where 930 respondents to the survey live.

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.

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?

1,028 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.

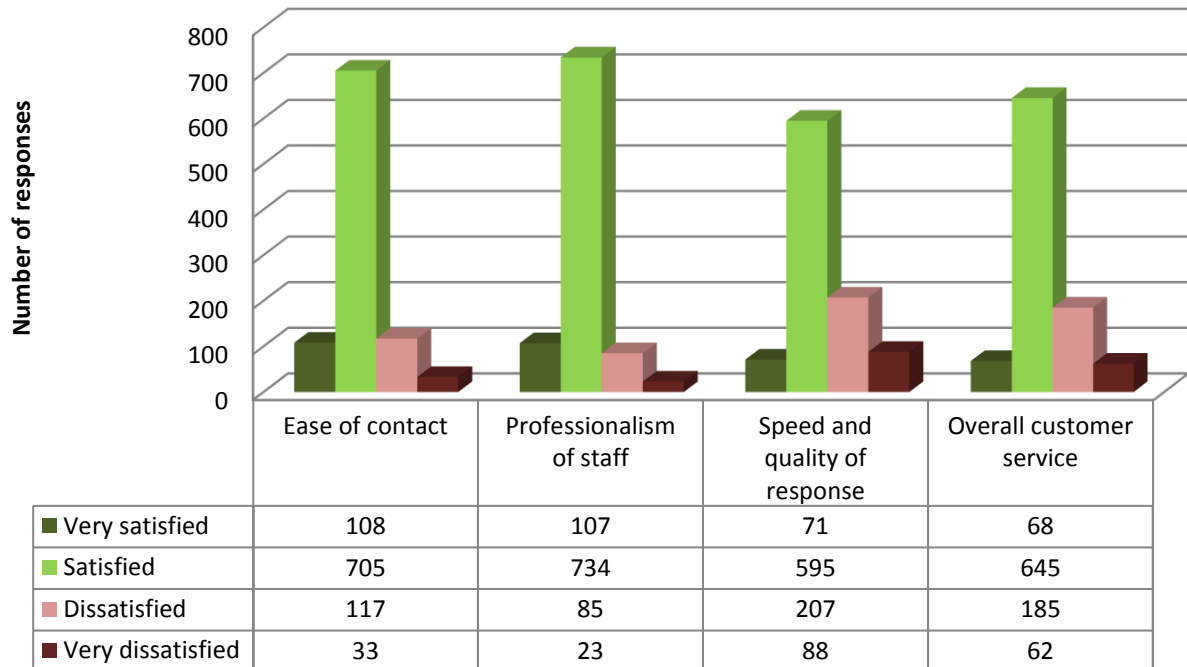
The response to this question shows that those in the 0-25, 26-35 and 36-45 are the least represented group, providing responses to the survey, however we have seen an increase since previous surveys in the age ranges 36-45 and 46-55. 0-25 and 26-35 consistently remains the least represented populations.

Where a Postcode and an age range was provided by Customer Panel members, 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 963 of the Customer Panel responded to this question.



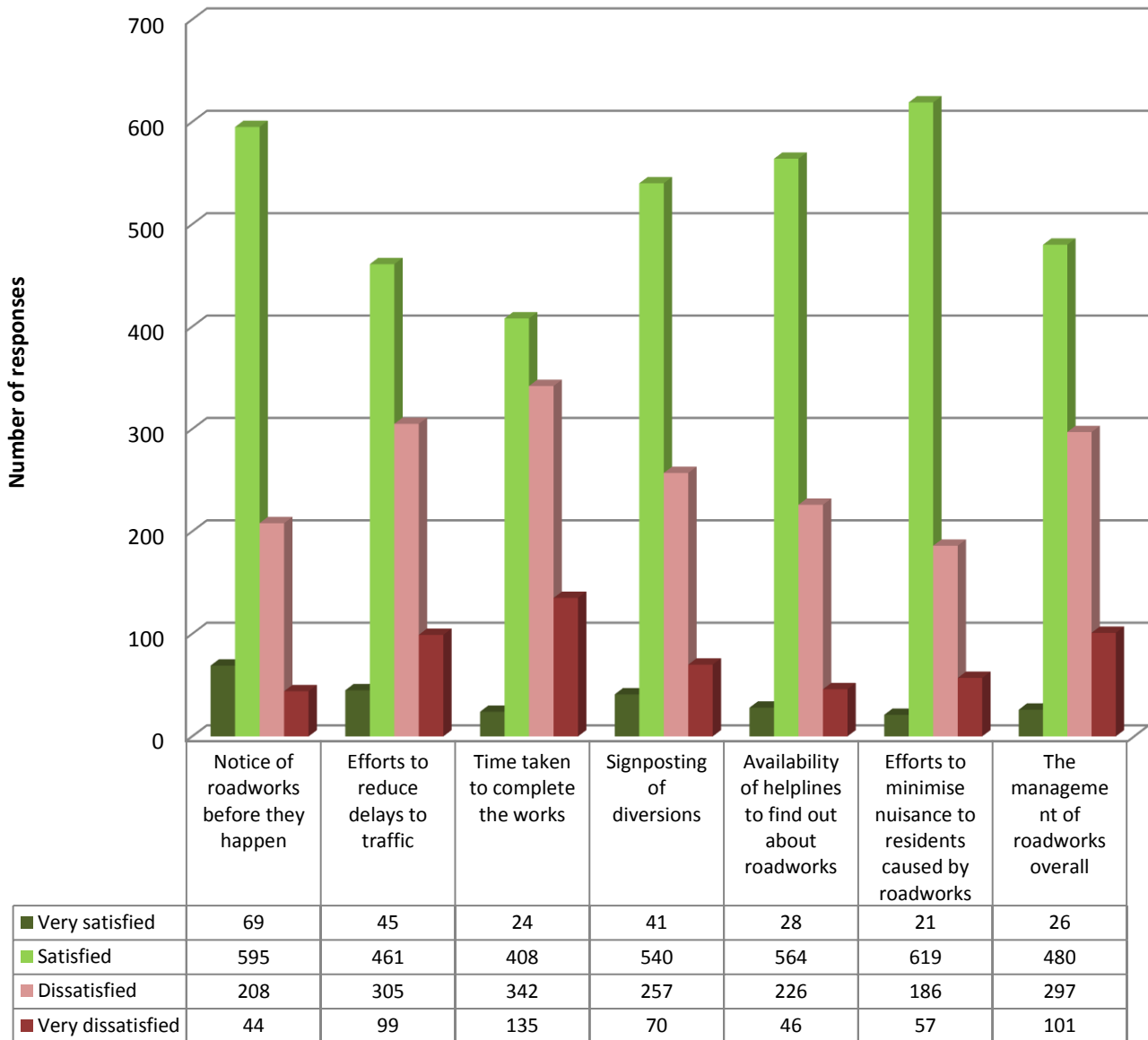
The results of our July survey showed an increase in very satisfied or satisfied responses of 69%-88% compared with those in March 2016, which showed responses ranging between 62%-86%.

The Customer Panel members who chose dissatisfied or very dissatisfied in March 2016 was 14%-38% which has decreased to 11%-30% in July 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 916 of the Customer Panel responded to this question.



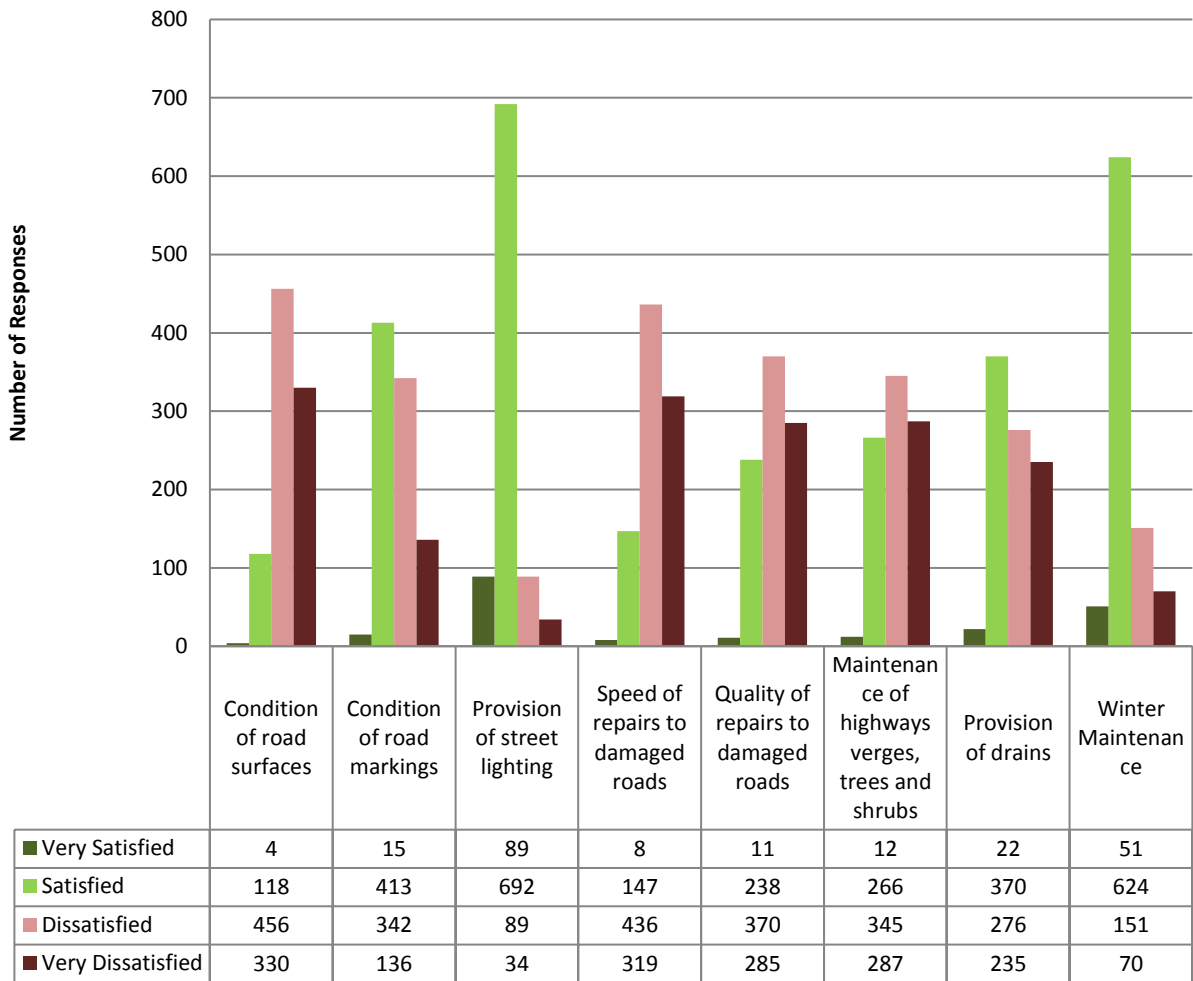
For this question the March 2016 responses ranged between 45%-71%, where either very satisfied or satisfied was chosen. The July survey showed an increase to this range, of 47%-72%.

The Customer Panel members who chose dissatisfied or very dissatisfied in March 2016 was 29%-55% which has decreased to 27%-52% in July 2016.

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 March 2016 responses ranged between 11%-83% where either very satisfied or satisfied was chosen. The July survey showed an increase to this range, of 13%-86%.

The Customer Panel members who chose dissatisfied or very dissatisfied in March 2016 was 17%-89% which has also changed slightly to 13%-86% in July 2016.

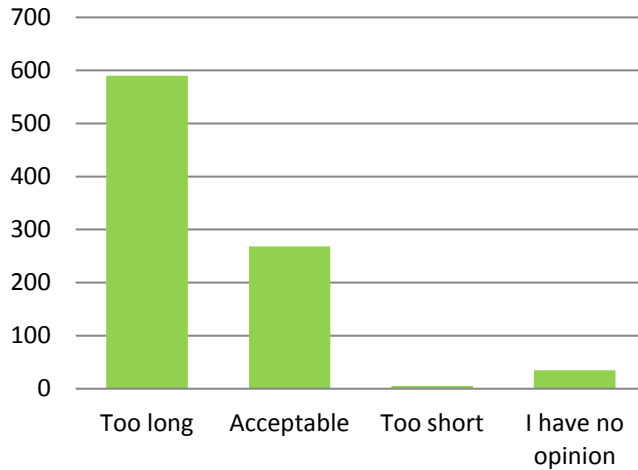
Respondent's answers to this question at the lower end of the scoring ranges include: 'Condition of the Road Surface: 13% Satisfied or Very Satisfied and Speed of repairs to damaged roads: 17% Satisfied or Very Satisfied.

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

Reporting issues to Surrey County Council

Question 6

Surrey County Council Highways aims to answer all enquiries within a 28 day period. Do you feel that this is:



898 of the Customer Panel responded to question 6.

65.70% of respondents said that this was too long whilst 29.74% said that the 28 day period was acceptable.

Question 7

If you chose too long, please tell us why?

In question 7 a free text option was available where the Customer Panel could include information as to why they felt that 28 days were too long to respond to a highways enquiry. Some of the most popular responses have been displayed below in the diagram

- “14 days would be more reasonable”*
- “Some things are more urgent”*
- “An accident could easily occur in that time period”*
- “It should be graded levels of response”*
- “Much stress and inconvenience can build up in one month”*
- “Response could be irrelevant by then”*
- “Because it is too long”*
- “Depends on the nature of the enquiry, sometimes a month is too long to wait”*
- “Highway query is usually more urgent”*
- “Causes unnecessary stress”*
- “I have found some answers come back in a day or two”*
- “Demonstrates lack of efficiency”*

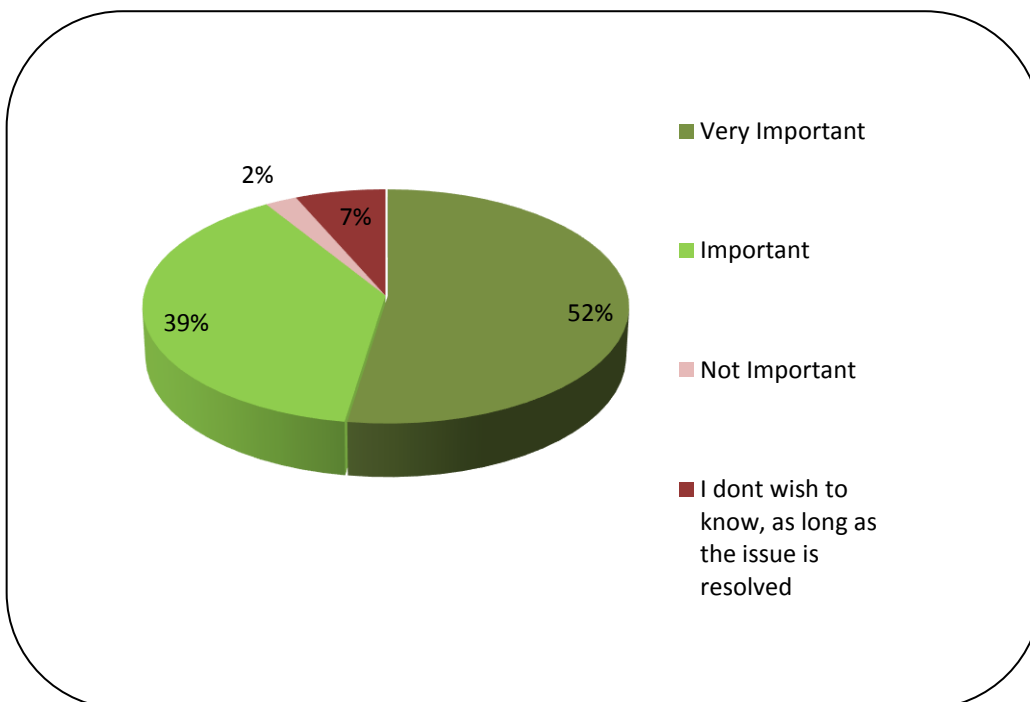
Question 8

When reporting a highways issue to Surrey County Council, customers have the option to leave their contact details. Should this be made compulsory?

Question 9

When reporting an issue to Surrey County Council and when a customer provides a contact email address, an automatic response is sent to acknowledge this report. How important is it to you to receive any further updates after this time?

898 of the Customer Panel responded to question 8. 55% of respondents answered that contact details should be left whilst 45% said no.



The response to question 9 (pie chart above) shows that 91% of the 898 respondents felt that it was either important or very important to them that they received further updates following the automatic acknowledgement to their enquiry. Only 21 respondents felt like this was not important, and 59 respondents felt that so long as the issue they report was resolved they didn't wish for any further update.

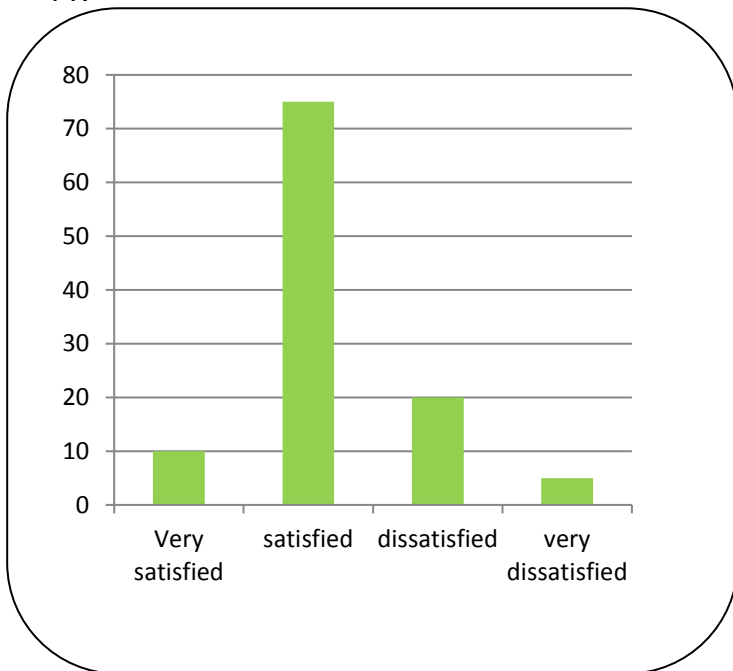
Street Lighting and Illuminated furniture – Access to information and satisfaction levels linked to customer service provided

Question 10 **Have you ever accessed information about Illuminated Street Furniture on the Surrey County Council website?**

Question 11 **If you have accessed information about Illuminated Street Furniture on the Surrey County Council website, how satisfied were you with the information available?**

893 of the Customer Panel responded to question 10 89% said that they had not accessed information on Illuminated Street Furniture, leaving 11% of respondents that had accessed that information.

Of the 893 respondents to question 10, 110 respondents went on to answer question 11.



77.3% of respondents were either satisfied or very satisfied by the information that was available to them on the Surrey County Council website, while 22.7% of respondents were dissatisfied.

Question 12 offered respondents the chance to add free text with any comments they had about the information that was available to them on the Surrey County Council website regarding Illuminated Street Furniture.

“List the known faults in a dashboard”
“Difficult to log issues with damage to byways and footpaths”
“None at this time”
“Schedule of cleaning displayed”
“Can often be tricky to find what a road or location is called”
“Pertinent and useful information provided”
“Reasonably good and easy to use”
“Maps are confusing”
“Difficult to find a specific item”

Question 13

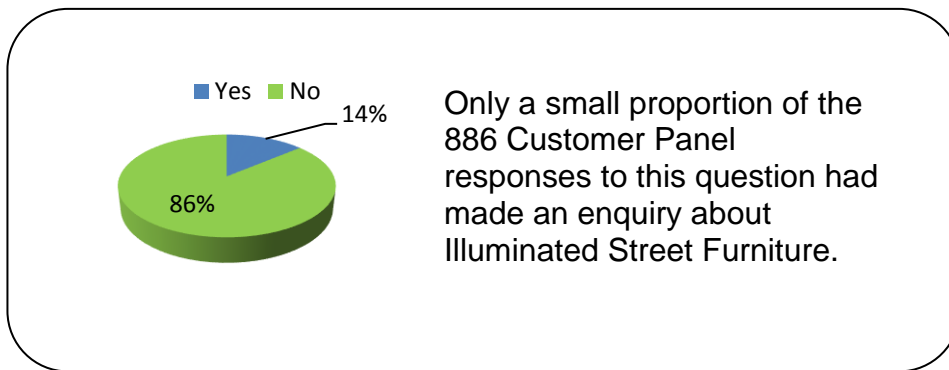
Have you ever made an enquiry about Illuminated Street Furniture?

Question 14

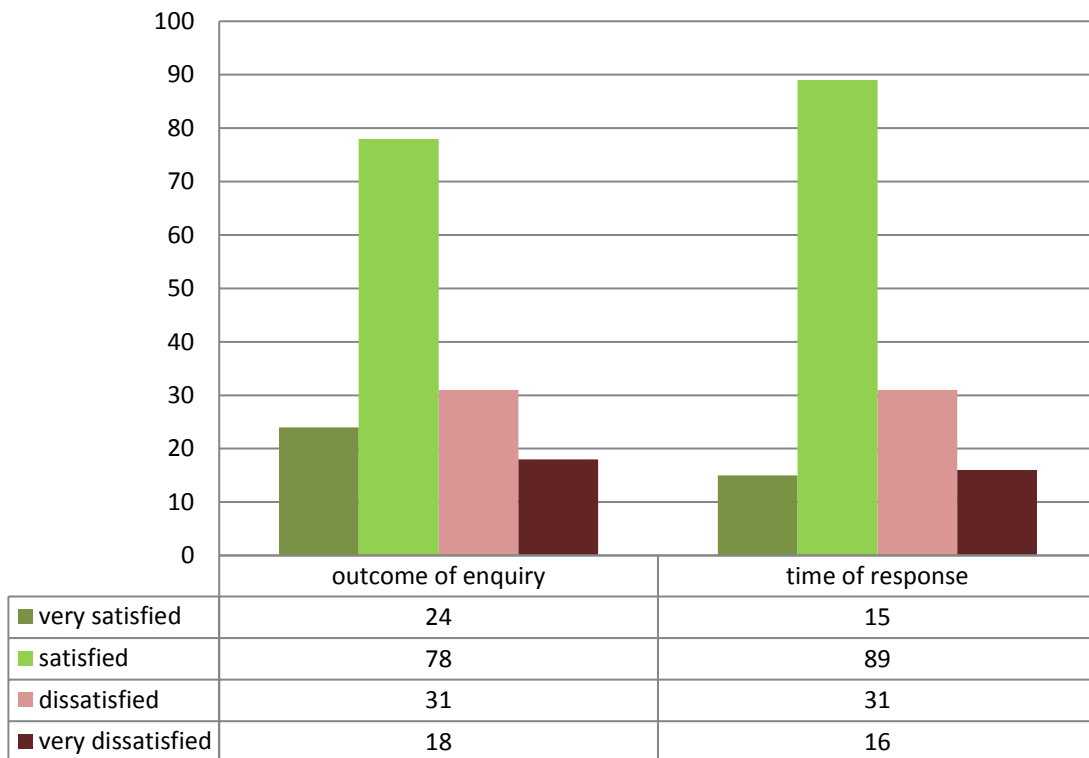
If you have made an enquiry about Illuminated Street Furniture, how satisfied were you with the outcome of your enquiry?

Question 15

If you have made an enquiry about Illuminated Street Furniture, how satisfied were you with the timeframes in which you received a response?



151 of the Customer Panel responded to question 14, and of these respondents 68% were satisfied with the outcome of their enquiry regarding Illuminated street furniture, whilst 32% were dissatisfied with the outcome. Similarly, 68.8% of respondents were also satisfied with the time in which their enquiry was responded to, whilst 31.2% were dissatisfied.



Question 16 went on to ask the respondents if they had any comments they would like to make regarding the service provided.

“Reply received did not address the original problem”

“Both problems reported were fixed in days, good result”

“Service was fine, it was the answer that I didn’t like!”

“It took weeks before I got a response”

“The response time was quite slow”

“Upon reporting a failure, engineers were out to the site the following day”

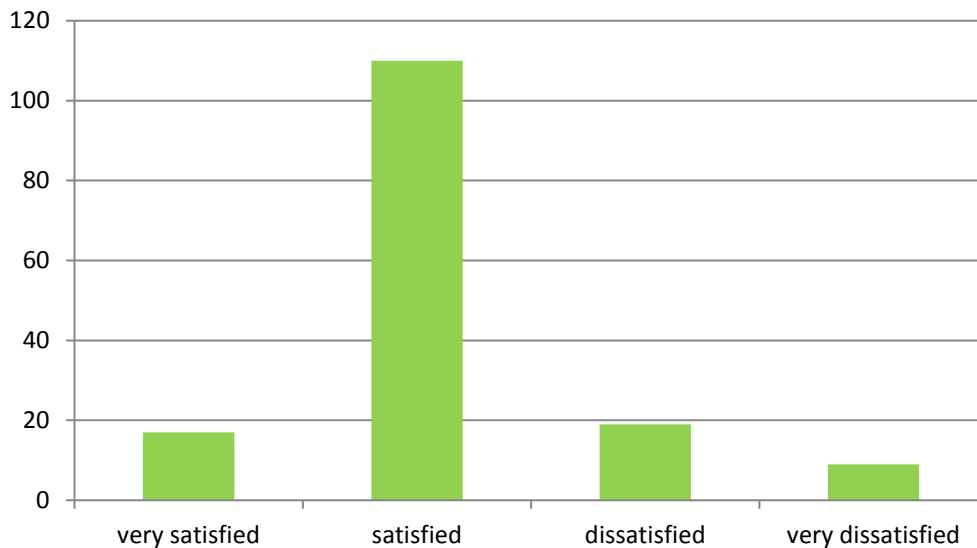
“Problem still hasn’t been rectified”

“Not always given a reference number and follow up email”

Question 17 **Have you ever accessed information about Street Lighting on the Surrey County Council website?**

Question 18 **If you have made an enquiry about Street Lighting on the Surrey County Council website, how satisfied were you with the information available?**

Of the 885 Customer Panel who responded to question 17, only 15% answered that they had accessed information on Street Lighting on the Surrey County Council website. Of the 155 members the panel that went on to answer question 18, 81.94% were satisfied with the information that was available to them.



Question 19 went on to ask the respondents if they had any comments they would like to make regarding the information available on the website.

“Well presented”
“All fairly comprehensive”
“Mapping system needs to be updated quickly once the works have been carried out”
“I got the information that I needed”
“No real time updates”
“A more intelligent search system would be useful”

Question 20

Have you ever made an enquiry about Street Lighting?

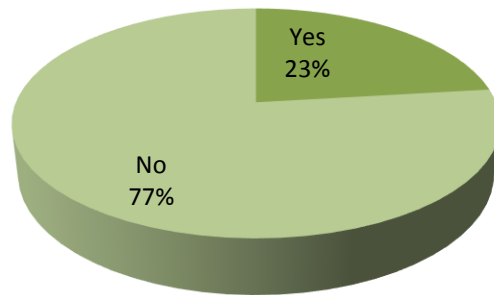
Question 21

If you have made an enquiry about Street Lighting, how satisfied were you with the outcome of your enquiry?

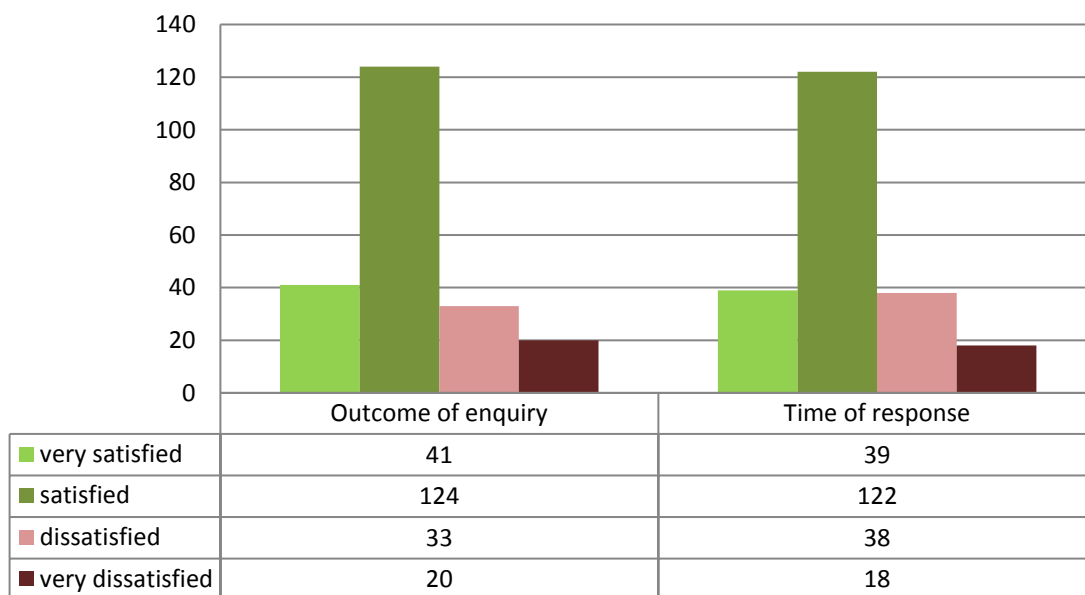
Question 22

If you have made an enquiry about Street Lighting, how satisfied were you with the timescales you received the response in?

Question 20



From the Customer Panel members who answered yes to question 20, making an enquiry about street lighting, 76% were either satisfied or very satisfied with the outcome of their enquiry.



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 Illuminated Street Furniture, Street Lighting and how we respond to enquiries.

We always seek to improve customer service and performance. We can use the Customer Panel feedback alongside the new contract performance measures to highlight how we carry out these works and the associated customer service.

We have again 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).

Customer Service

The biggest rises have been observed are the amount of members who were satisfied with the overall customer service has risen by 5.89% compared with the previous survey results and the satisfaction of the speed and quality of response has also increased by 5.89%. There has been a small decrease of 0.62% of members that were very satisfied with the overall service that they received. These results are consistent with previous surveys, each time demonstrating an increase in the satisfaction of members with the service.

Roadworks

The results show that the main areas where the panel members were satisfied were with notice of roadworks before they happen, the availability of helplines and the efforts taken to minimise the nuisance to residents. We do recognise that the two main areas of improvement would be the time taken to complete the works and the management of roadworks overall, which is similar to previous results, however there has been a rise in the satisfaction of both of these in this survey by 1.59% and 5.72% respectively.

Where we can, we have started to use websites like U Tube to illustrate the types of work that you might see us carrying out on the highways, please visit our website to view [what happens during our surface dressing activities](#).

Highway Works

This survey shows that members are most satisfied by the provision of street lighting, however the largest increases in levels of satisfaction come from the provision of drains and the quality of repairs to damaged roads. Members have identified the maintenance of highways verges, trees and shrubs as being the area of work where dissatisfaction has increased by over 15% since the previous survey. In our October 2016 survey this is the area that we will be basing questions on to gather more feedback.

Illuminated Street Furniture and Street Lighting

Our results from the panel show that in general there is a high level of satisfaction on the outcome of the enquiry and the response time when contacting the council regarding either of these services. This is consistent with the feedback from the

panel regarding the overall satisfaction with the provision of street lighting and the increase in the overall satisfaction of customer service. More information on [streetlights](#) and [Illuminated sign and bollards](#) can be found on our website

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.

Please send any questions you may have regarding this report or anything panel related to highways.customerpanel@surreycc.gov.uk.

If you feel anybody you know would be interested in joining the panel and giving us their feedback, please ask them to visit the [Customer Panel](#) sections of our website.

If for any reason you feel you no longer want to be a part of the Highways Customer Panel you can [cancel your membership](#) using our website.

Appendices

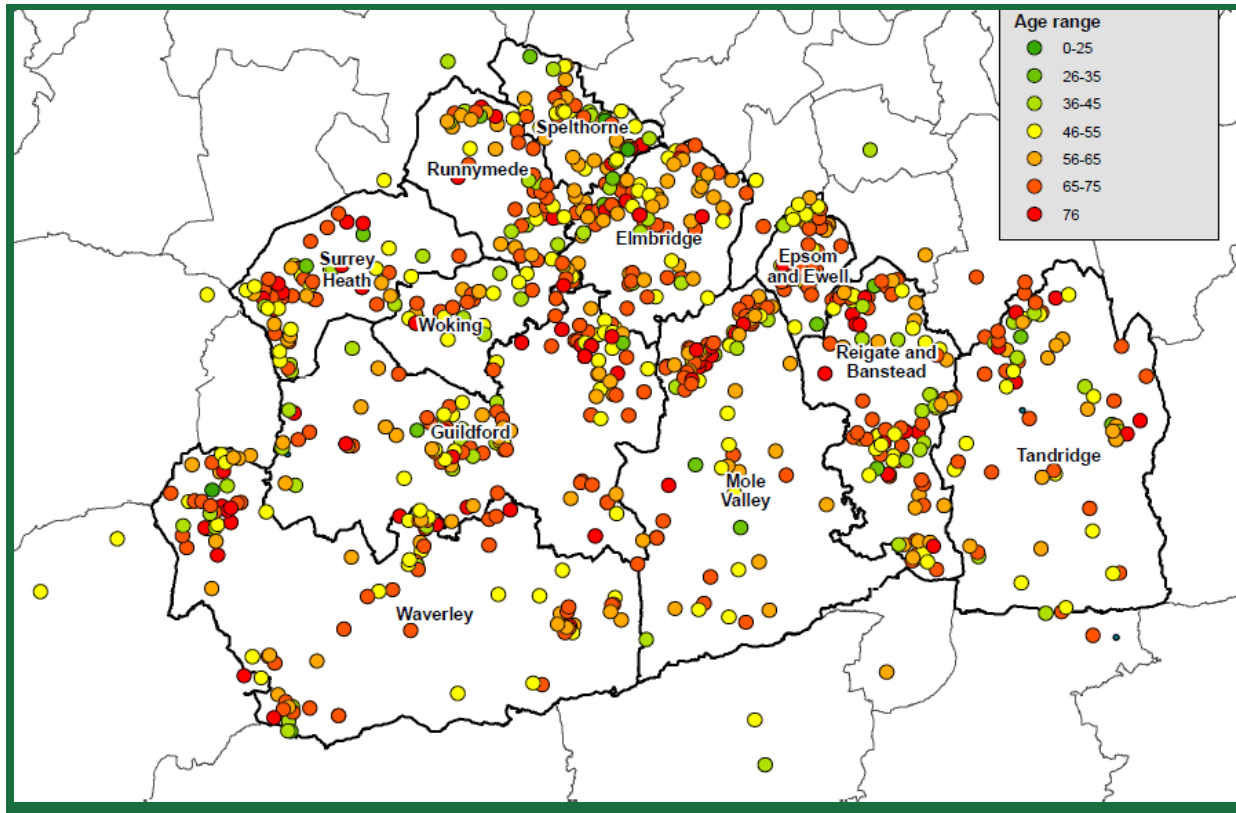
Appendix A

2016	Receive results and produce report	Final Report	Topics
March	April	May (delayed)	Drains, Gritting & snow
July	August	September	Website, Standards & street lighting
November	November	January	Vegetation & Roadworks

2017	Receive results and produce report	Final Report	Topics
March	March	April	Drains, Gritting & snow
July	August	September	Website, Standards & street lighting
October	November	January	Vegetation & Roadworks

Appendix B

Customer Panel results by postcode



Appendix C

Analysis of Standard Questions

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

	Ease of contact	Professionalism of staff	Speed and quality of response	Overall customer service
Very satisfied	11.21% (108) - 0.19%	11.28% (107) +1.92%	11.28% (71) - 0.01%	7.08% (68) - 0.62%
Satisfied	73.21% (705) +1.71%	77.34% (734) +4.34%	61.91% (595) +5.89%	67.19% (645) +5.89%
Dissatisfied	12.15% (117) - 0.75%	8.96% (85) - 1.74%	21.54% (207) - 3.86%	19.27% (185) - 3.63%
Very dissatisfied	3.43% (33) - 0.57%	2.42% (23) - 0.58%	9.16% (88) - 3.74%	6.46% (62) - 1.34%

Question 4

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

	Notice of roadworks before they happen	Efforts to reduce delays to traffic	Time taken to complete the works	Signposting of diversions	Availability of helplines to find out about roadworks	Efforts to minimise nuisance to residents caused by roadworks	The management of roadworks overall
Very satisfied	7.53% (69) +0.69%	4.95% (45) +1.9%	2.62% (24) +1.14%	4.52% (41) +1.44%	3.24% (28) +0.18%	2.38% (21) -0.24%	2.88% (26) +0.68%
Satisfied	64.96% (595) +0.47%	50.66% (461) +1.31%	44.88% (408) +1.59%	59.47% (540) - 1.07%	65.28% (564) +7.63%	70.10% (619) +6.36%	53.10% (480) +5.72%
Dissatisfied	22.71% (208) - 1.14%	33.52% (305) - 0.44%	37.62% (342) - 1.44%	28.30% (257) +1.05%	26.16% (226) - 2.12%	21.06% (186) - 4.15%	32.85% (297) -3.85%
Very dissatisfied	4.80% (44) +0.01%	10.88% (99) - 2.75%	14.85% (135) - 1.3%	7.71% (70) - 1.41%	5.32% (46) -5.58%	6.46% (57) -1.84%	11.17% (101) -2.53%

Question 5

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

	Condition of road surfaces	Condition of road markings	Provision of street lighting	Speed of repairs to damaged roads	Quality of repairs to damaged roads	Maintenance of highways verges, trees and shrubs	Provision of drains	Winter Maintenance
Very Satisfied	0.44% (4) +0.22%	1.66% (15) +0.06%	9.85% (89) +1.05%	0.88% (8) +0.21%	1.22% (11) +0.33%	1.32% (12) - 0.25%	2.44% (22) +0.38%	5.69% (51) - 1.67%
Satisfied	13% (118) +2.25%	45.58% (413) +0.53%	76.55% (692) +1.9%	16.15% (147) +2.3%	26.33% (238) +6.07%	29.23% (266) -13.33%	40.97% (370) +2.14%	69.64% (624) -3.85%
Dissatisfied	50.22% (456) +3.66	39.75% (342) +0.74%	9.85% (89) - 3.22%	47.91% (436) +4.56%	40.93% (370) - 3.07%	39.91% (345) +6.02%	30.56% (276) - 2.88%	16.85% (151) +5.93%
Very Dissatisfied	36.34% (330) - 6.12%	15.01% (136) +0.73%	3.76% (34) +0.32%	35.05% (319) - 7.07%	31.53% (285) - 3.29%	31.54% (287) +9.59%	26.02% (235) +0.38%	7.81% (70) - 0.41%