

Highways asset management strategy communications strategy

Appendix D - Awareness and understanding survey 2019

The following annual survey ran on the Shropshire Council from 1 to 31 October 2019, having been previously run in November 2016, October 2017 and November 2018.

Highways maintenance. Do you know what we do? And do you know how we're doing?

Shropshire Council works with our partners WSP and Kier to maintain and improve the county's adopted roads, pavements and cycle paths, plus bridges, street lights, traffic lights, signals and crossings.

We carry out regular inspections, plus planned and reactive maintenance to make sure that our roads, pavements and bridges are safe for road users now and in the future.

We're also responsible for winter maintenance, keeping the county's roads safe and accessible during spells of ice and snow.

Throughout the year we communicate and engage with our customers and stakeholders about our work to maintain and improve the highways network.

About this survey

This short survey asks if you are aware of, and understand the highways maintenance work that we carry out?

We also want your views about how we measure, record and report the success of our work.

The findings will help us to understand if we are communicating effectively and in the right way, and if we're recording and reporting the right information about our work. It will also help to influence and improve how we communicate in future about our highways maintenance work.

Survey

Q1. OUR ACTIVITIES

We undertake a range of activities to ensure that Shropshire's roads and pavements are in good condition and able to be used – and we use a range of communication tools to try to explain what we do and why. For each of the activities listed below, please tell us whether you would like to know more.

Activity	Response		
	I'm interested in this and would like to know more.	I'm interested in this but I know enough.	I'm not interested in this.

Maintaining roads			
Dealing with potholes and defects			
Maintaining footways			
Repairing street lights			
Maintaining bridges			
Keeping drainage clear			
Cutting grass and hedges			
Maintaining signs and lines			
Gritting roads in winter			
Coordinating roadworks			
Undertaking enforcement actions			

Q2. How do you currently receive information about Shropshire Council’s highways maintenance work (tick all that apply)

- Shropshire Council website
- Other website
- Shropshire Council customer services
- Local media (eg. press / radio)
- Letter/email from Shropshire Council
- Social media (eg. Twitter / Facebook)
- My local councillor
- Parish/town council newsletter
- Other – please state: _____

Q3. OUR ‘MISSION’

Our highways maintenance service strives “To provide a highway network that enables Shropshire to flourish by investing to give great value now and in the future and giving our customer’s confidence in the decisions we make.”

- Do you understand this statement? [Yes/No]
- If yes, do you agree with it? Y/N
- If yes, do you think we are achieving this aim? Y/N

Comments

Q4. How we measure the success of our work

We currently measure and report the success of our highways maintenance work by recording a number of ‘key performance indicators’ – see list below. We want to know if you think we’re recording and reporting the right information.

Please indicate which of this information are of interest by ticking the appropriate box

Performance indicator	I want to know this information	I don't want to know this information	I don't understand what this means
<ol style="list-style-type: none"> 1. Percentage of customer requests responded to promptly 2. Percentage of customers who are satisfied with the condition of highways 3. Percentage of customers who are satisfied with highways maintenance 4. Percentage of customers who feel informed about actions taken to repair roads 5. Percentage of funding which is prioritised using an asset management led approach 6. Percentage of A class roads which should be considered for maintenance 7. Percentage of B & C class roads which should be considered for maintenance 8. Percentage of minor roads which should be considered for maintenance 9. Percentage of footways which should be considered for maintenance 10. Overall condition rating of our bridge stock (100% = best, 0% = worst) 11. Percentage of our street lighting that is old 12. Percentage of nights which were sufficiently lit 13. Percentage of high risk flood locations mitigated by schemes within three years 			

Is there anything else you think we should measure?

Thank you for your time