

Surrey Highways Customer Panel

**July/August 2021 Survey
Summary Report**



SURREY
COUNTY COUNCIL

Overview

The Customer Panel survey ran from 14 July to 14 August 2021.

We received **555 responses** on a range of topics around communication and information, grass and vegetation, and biodiversity as well as our standard questions on satisfaction of customer service, roadworks, and highways activities. With around 1660 panel members invited to take part, this represents a **response rate of 33%**.

This report summaries the responses received, with some information on how some of these areas are being taken forward.

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Standard Questions

In every Customer Panel Survey, we ask about satisfaction with different aspects of our customer service, highway works and roadworks. For a table showing the detailed figures, please see Appendix 1 – Full tables of data.

Customer Service

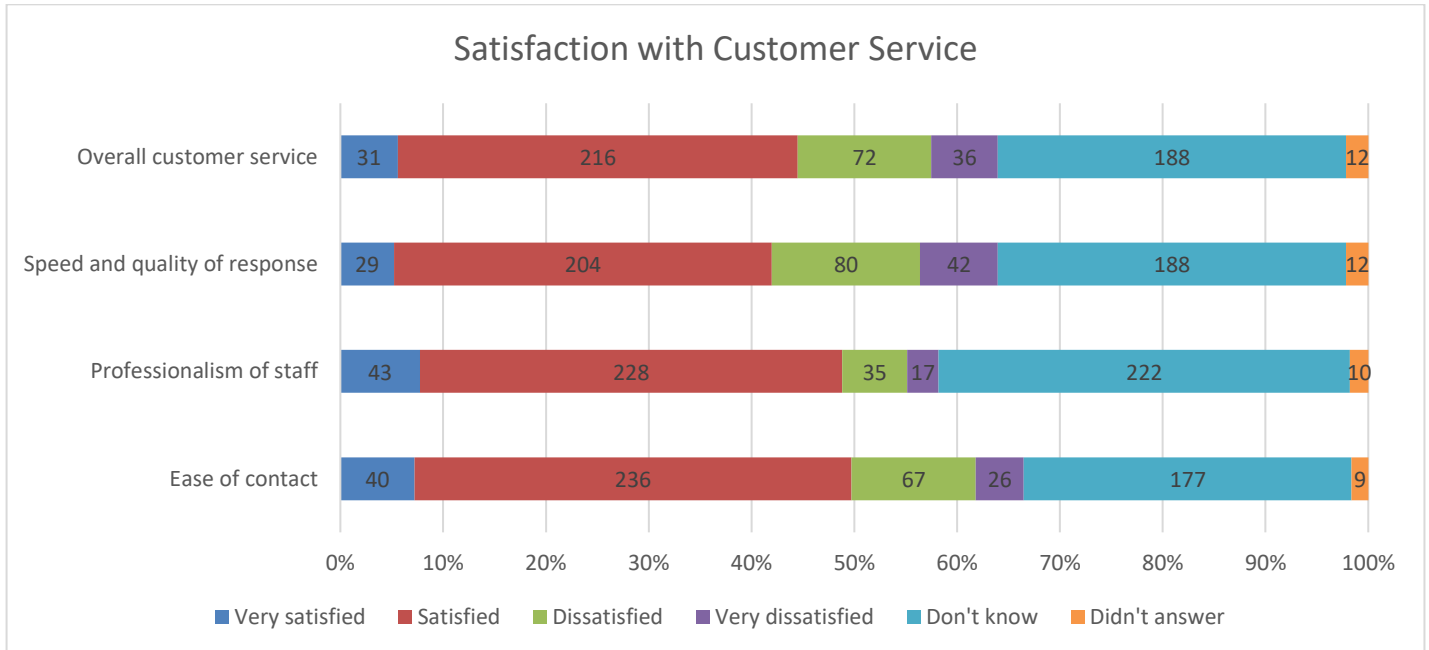


Figure 1: Graph showing satisfaction responses around different elements of customer service. See Appendix 1 for a full table of figures.

Roadworks

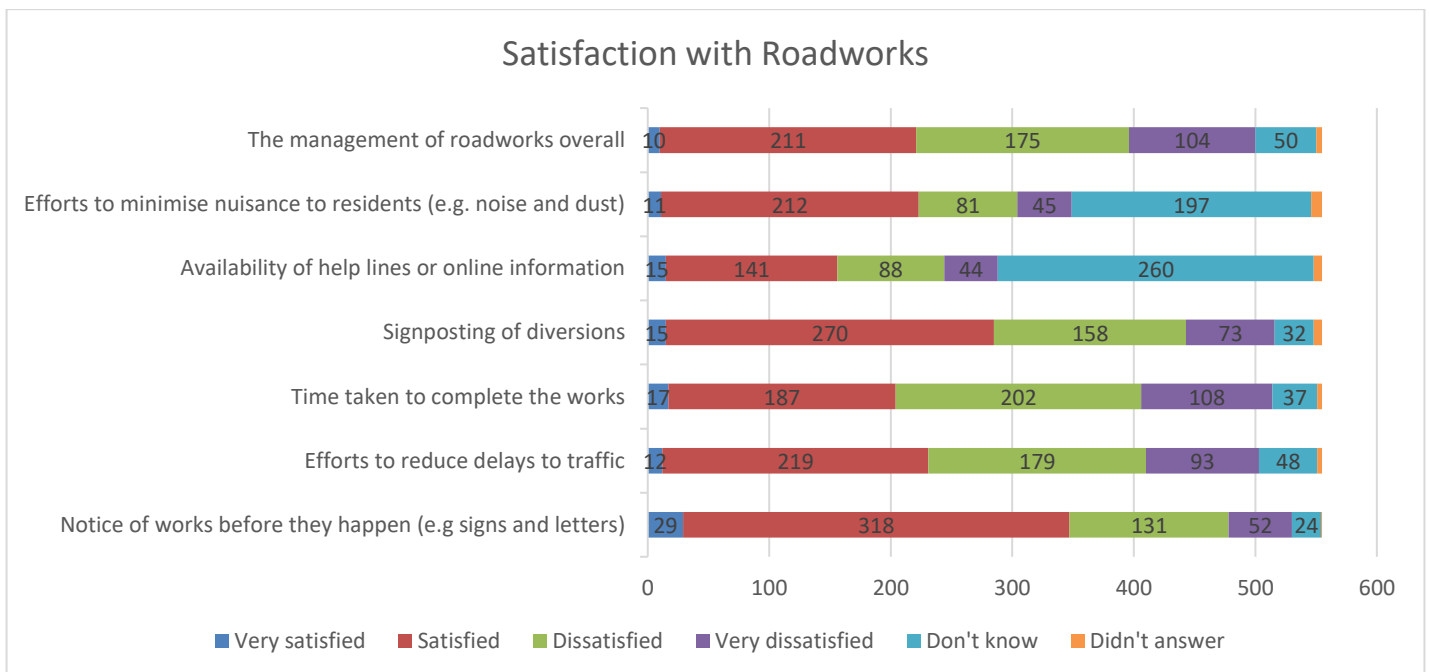


Figure 2: Graph showing satisfaction responses around different elements of roadworks. See Appendix 1 for a full table of figures.

Highways Works/Activities

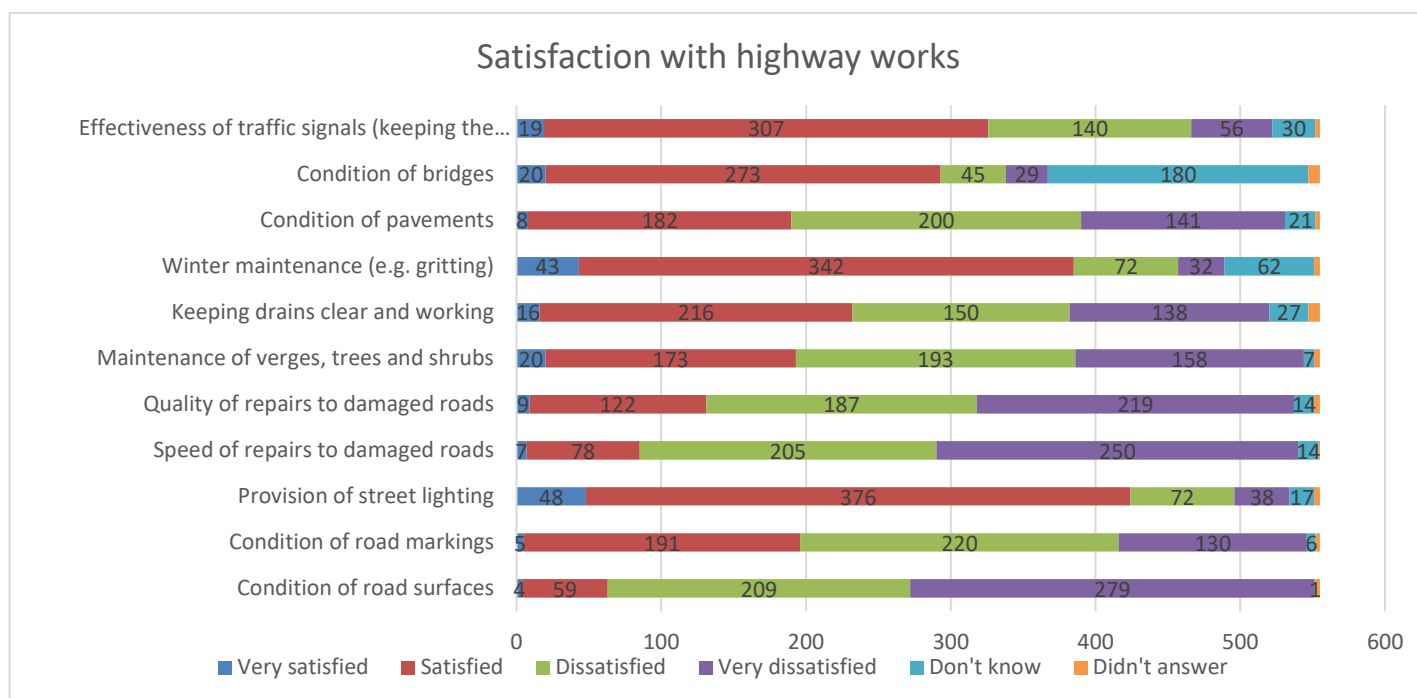


Figure 3: Graph showing satisfaction responses around different services provided by Highways. See Appendix 1 for a full table of figures

Blue campaign – grass and vegetation

Surrey County Council has committed it's support to the 'Blue Campaign' and were keen to see how much residents already knew, and supported, the campaign. Full details can be found on our ['Blue Campaign' – increasing biodiversity in grass verges](#) webpage.

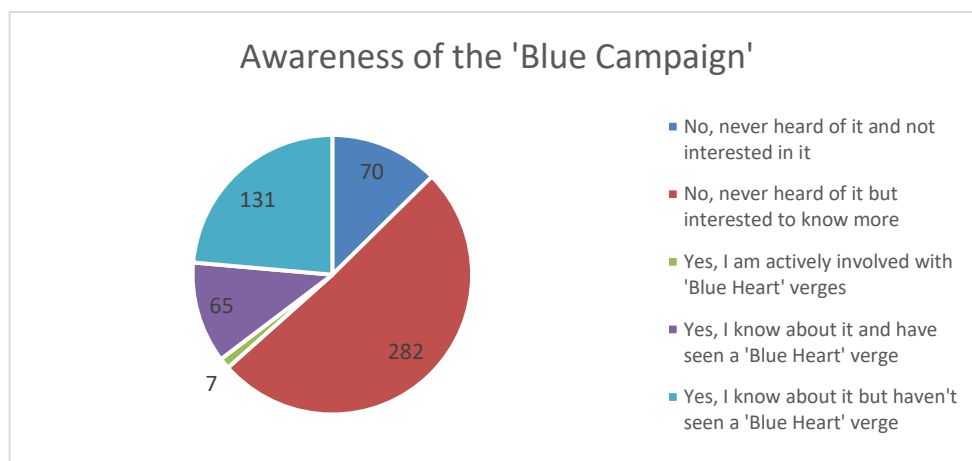


Figure 4: Graph showing results about panel members awareness of the Blue Campaign

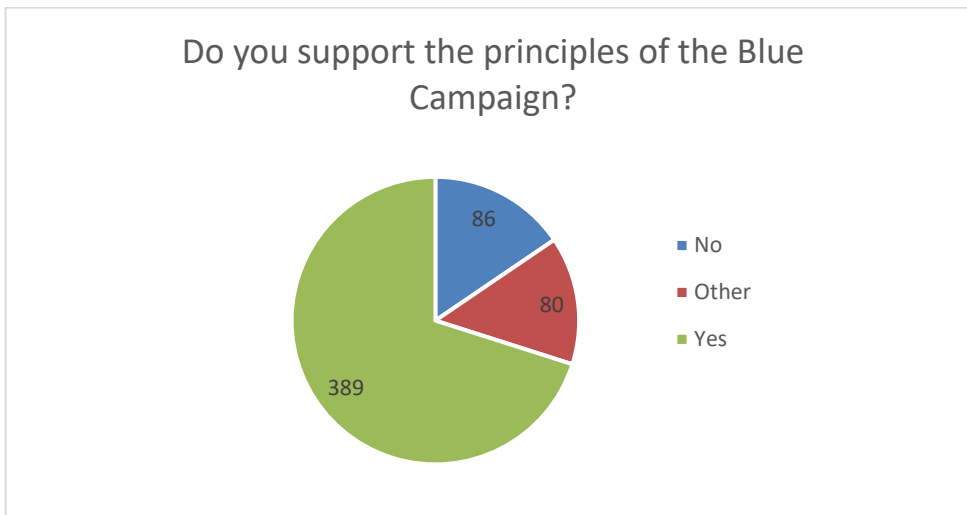


Figure 5: Graph showing results about whether panel members support the principles of the Blue Campaign

Panel Members were given the opportunity to add some additional comments about whether they supported the principles of the blue campaign. The majority of comments followed the same theme, that the principles were supported, as long as it didn't interfere with safety for drivers and pedestrians. More clarity was requested on how 'safety' is assessed.

Sample of comments:

- 100 %. We have a moral duty to protect and provide for nature
- A trouble with uncut verges is what can be hidden in it. e.g. Something solid and unforgiving following contact with a car if keeping near to verge in order to make room for larger oncoming vehicles.
- As long as footpaths remain clear and line of sight for motorists is not compromised, I support it but safety first.
- as long as they do not have an adverse impact. E.g. negatively impact visibility
- I can understand letting the grass grow if there are wild flowers amongst it but the majority of verges are just plain grass which looks incredibly untidy and making the area look rundown.
- In principle "Yes" but the first three feet next to the road still needs to be cut for drivers, cyclists etc to see what is there
- It depends on what SCC deems 'safe locations' - wild areas still need attention
- No, its an eyesore. There's plenty of land elsewhere for grasses, wild flowers and bugs to grow wild and flourish.
- No, use parks, nature reserves and proper spaces for this.
- Not sure - in principle yes, as long as the verges are not allowed to grow too long
- The blue campaign has been very poorly advertised

Grass cutting

Alongside our support for the Blue Campaign, grass cutting is one of the seasonal activities which raises a lot of queries to Surrey County Council. We were keen to understand how residents feel about grass cutting in their area, and if they knew who to contact. In the majority of District and Boroughs in Surrey, it is the local Council who cut the grass on our behalf and field the queries around it.

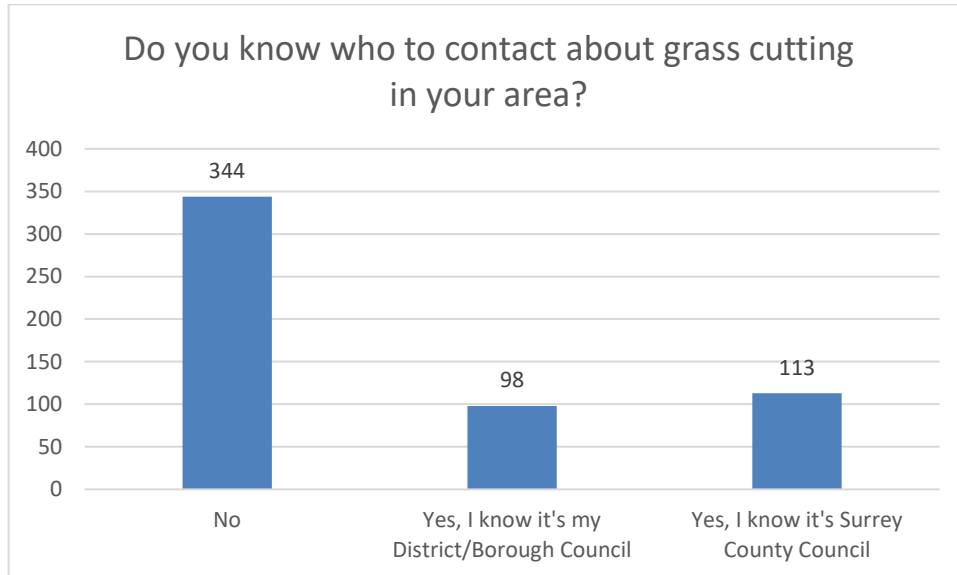


Figure 6: Graph showing results about whether panel members know who to contact for grass cutting

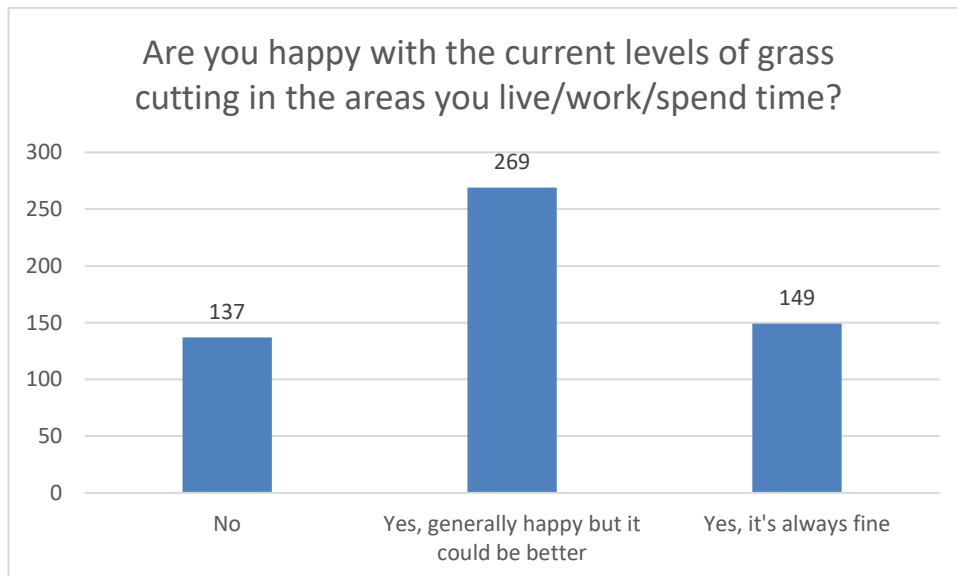


Figure 7: Graph showing results about whether panel members are happy with current levels of grass cutting

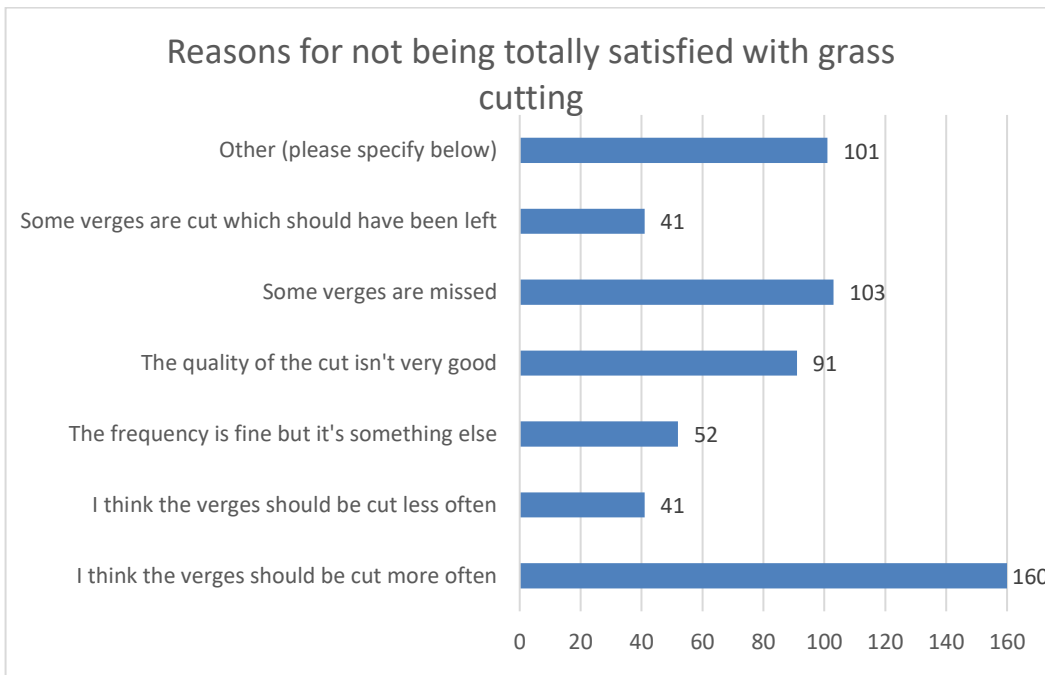


Figure 8: Graph showing results about panel members reasons for not being totally satisfied with grass cutting

Communication and Information – Social Media

In the previous Customer Panel report we asked some questions about Social Media. In the time since, we have ramped up our presence on several platforms and were keen to understand if this had been noticed.

The vast majority of customer panel members do not follow the Surrey Highways accounts on social media. Of those that do, 37% had noticed an increase in the social media activities.

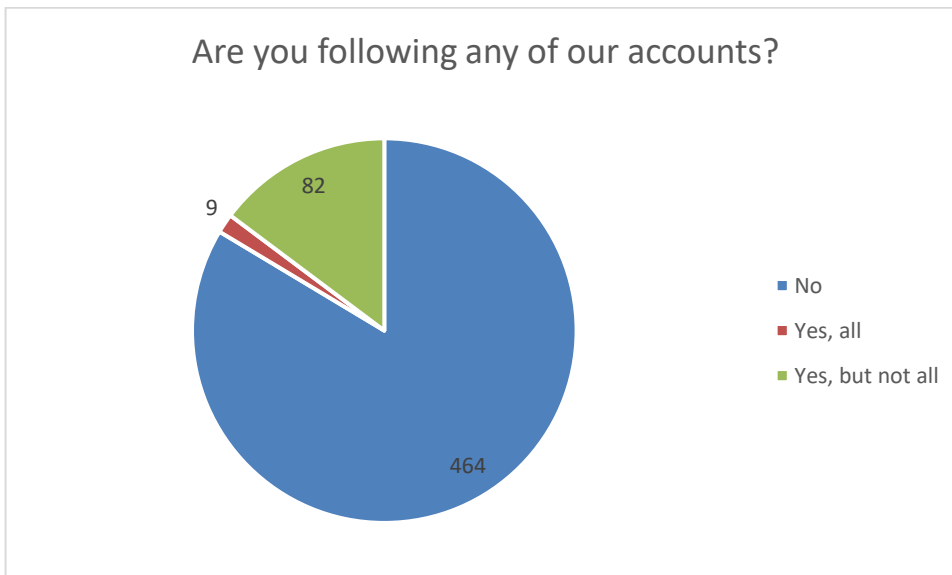


Figure 9: Graph showing results about whether panel members follow Surrey Highways on social media

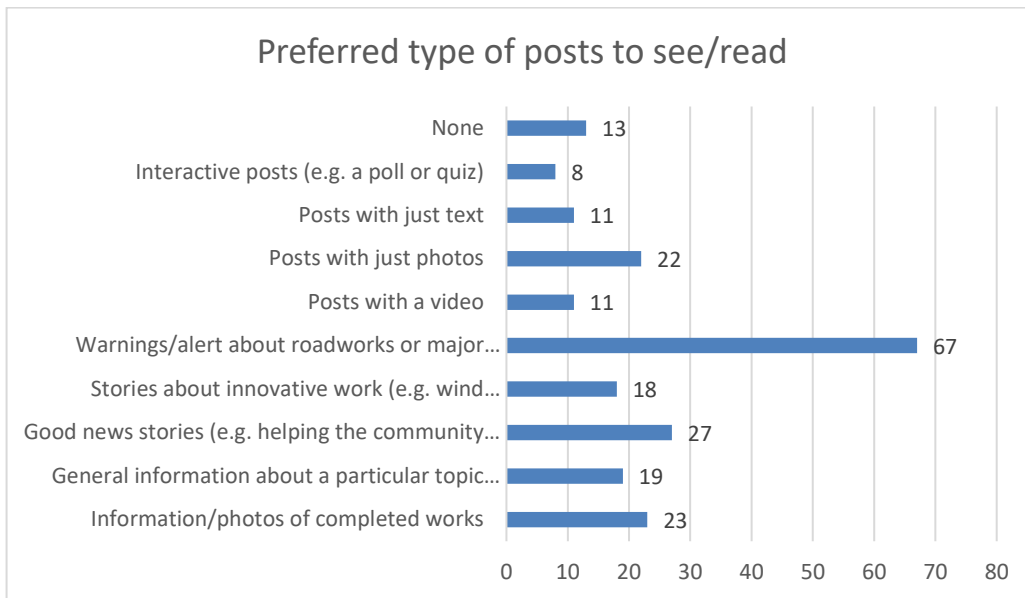


Figure 10: Graph showing results about preferred type of social media posts that panel members wish to see or read

What would you like to see more of:

- Accurate dates of roadworks
- Advance notice of anything impacting journeys.
- Maybe responses to issues raised by locals.
- Advance warning and updates on local facebook community pages.
- Most residents have mobile phones and will immediately check a ping whereas finding the right page on your website is often difficult.
- answers to questions about trees in private land and how you contact land owners to ensure the private land owners trees are not likely to cause harm to people on surreys highways network, it is your duty to do this
- Better warning and information on scheduled and emergency works
- Clearer information
- Everything of relevance to show what you are all achieving
- General updates on road management. A calendar of events. Confirmation of who to contact or links in posts.
- How our Council Tax is spent
- Info about road works in my area - and updates when they don't end on time
- Information about roadworks on local Facebook groups/emails to local residents groups.
- Informative posts about how things work and how to get in touch about certain issues
- local community good news stories.
- more data on how things are done around surrey, how do you decide where to put traffic lights or which roads are repaired and which are left to rot
- More news about roadworks including better advance notice also more opportunities to raise concerns in a timely manner. I currently have a complaint being processed due to lack of action prior to works recently despite raising my concerns at the earliest opportunity
- More posts on what's involved and I think videos of patch repairs would be very helpful to convince residents that care is taken.

What would you like to see less of?

- Celebrations for things that should be done as par for course
- Council back patting stories.
- I'm not keen on videos.
- Not too many self congratulatory posts.

Communication and Information – Website and other

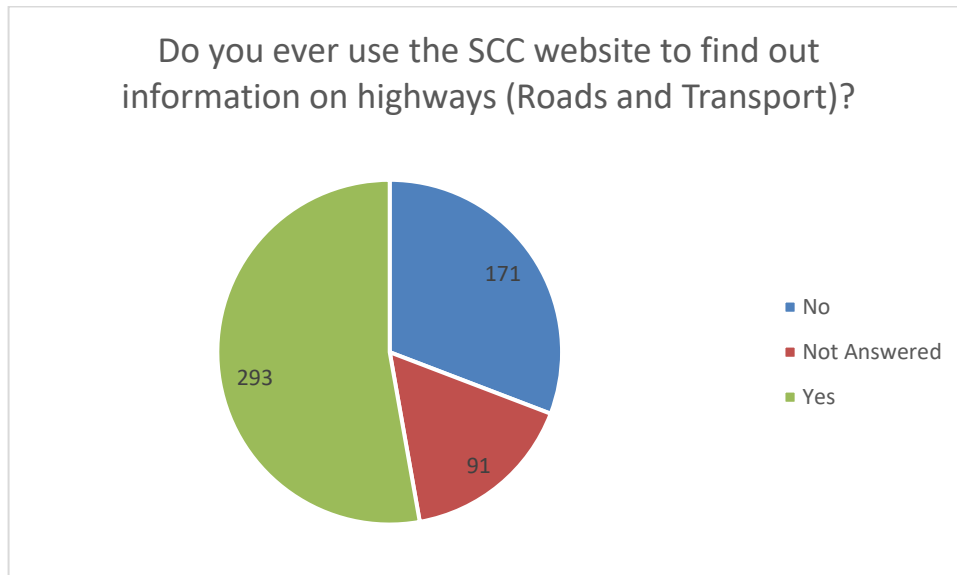


Figure 11: Graph showing results about whether panel members use the SCC website to find out information about highways

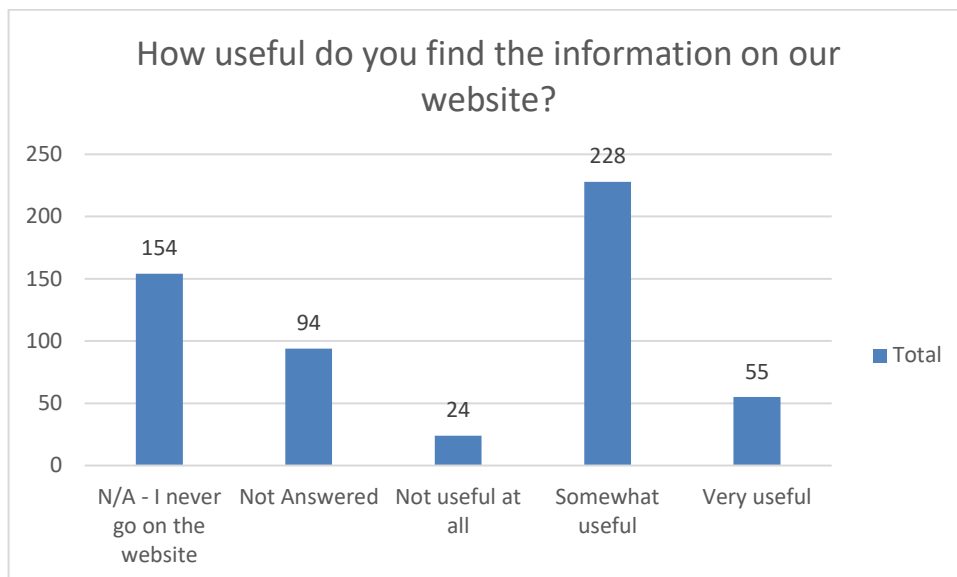


Figure 12: Graph showing results about how useful panel members find the website information

We asked panel members “How do you think the Roads and Transport pages of our website could be improved?”. Below are a sample of the responses, however many related to finding out about roadworks information. We recognise this is an area of consistent demand and are always looking to improve in this area.

- Make it easier to report issues with cycle lanes, the menu makes it hard to do
- Mapping seems clunky
- Reporting damaged road surfaces is very prescriptive and doesn't allow issues to be raised that don't neatly fit into one or two categories.
- No change
- Lots of waffle, no concrete information. E. G how cycle lanes are designed, built, where they're being built, who makes the decisions, etc
- Difficult to say. I find it all rather general, if you want specific answers it is better to speak to someone.

- Bit complicated with various teams and pages
- I always struggle to find what I am looking for on the SCC website. The search box doesn't always come up with relevant things.
- Why do you think that residents have time or the inclination to check out your social media and website? Life is too short. Proper signage near sites is the easiest way to keep local people who are most affected by highways work informed.
- I went on the website to report something the other day and was very impressed with how easy it was. I put it down to a very well organised website.
- Websites are passive means of communication. They are dependant on people going to them for information. They might do this once to see what is there but subsequently only if they have a specific reason. More needs to be invested in active means of communication which get the message out to those who are not technologically savvy

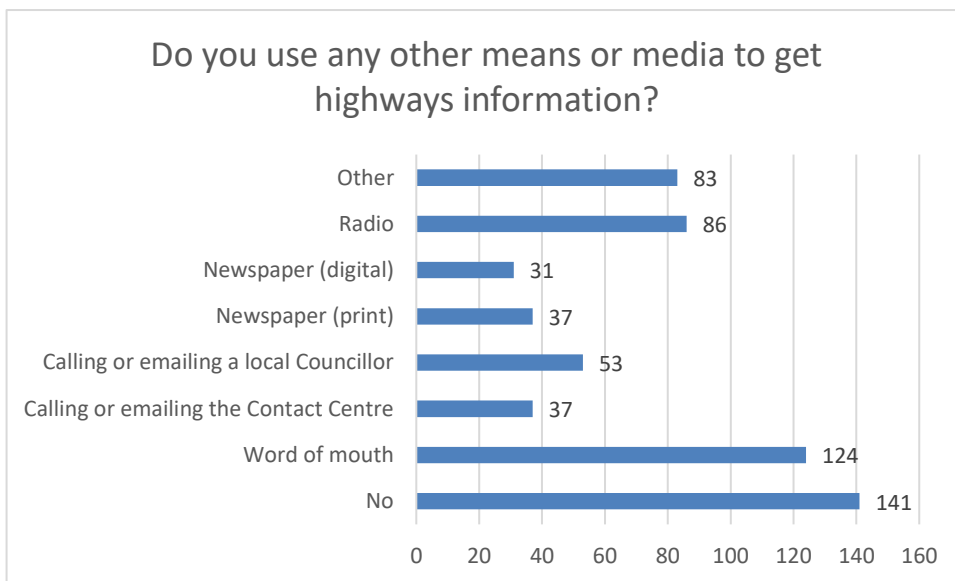


Figure 13: Graph showing results about how panel members find out information through alternate ways

Appendix 1 – Full tables of data

The tables below show the full data received for the charts shown on pages 3 and 4.

Roadworks categories	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Don't know	Didn't answer
Notice of works before they happen (e.g signs and letters)	29	318	131	52	24	1
Efforts to reduce delays to traffic	12	219	179	93	48	4
Time taken to complete the works	17	187	202	108	37	4
Signposting of diversions	15	270	158	73	32	7
Availability of help lines or online information	15	141	88	44	260	7
Efforts to minimise nuisance to residents (e.g. noise and dust)	11	212	81	45	197	9
The management of roadworks overall	10	211	175	104	50	5

Highways works/asset types	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Don't know	Didn't answer
Condition of road surfaces	4	59	209	279	1	3
Condition of road markings	5	191	220	130	6	3
Provision of street lighting	48	376	72	38	17	4
Speed of repairs to damaged roads	7	78	205	250	14	1
Quality of repairs to damaged roads	9	122	187	219	14	4
Maintenance of verges, trees and shrubs	20	173	193	158	7	4
Keeping drains clear and working	16	216	150	138	27	8
Winter maintenance (e.g. gritting)	43	342	72	32	62	4
Condition of pavements	8	182	200	141	21	3
Condition of bridges	20	273	45	29	180	8
Effectiveness of traffic signals (keeping the traffic flowing)	19	307	140	56	30	3

Customer service categories	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Don't know	Didn't answer
Ease of contact	40	236	67	26	177	9
Professionalism of staff	43	228	35	17	222	10
Speed and quality of response	29	204	80	42	188	12
Overall customer service	31	216	72	36	188	12