

Highway Maintenance Strategy

From A-roads to Zebras...

The future maintenance of Leicestershire's roads, pavements and verges

Public consultation survey results



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Strategic Business Intelligence Team
Leicestershire County Council

Highway Maintenance Strategy - Public consultation survey results

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Whilst every effort has been made to ensure the accuracy of the information contained within this report, Leicestershire County Council cannot be held responsible for any errors or omission relating to the data contained within the report.

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Chapter 1: Introduction & methodology

Leicestershire County Council continues to face its biggest ever financial challenge and is having to save £78 million over the next four years.

Highway Maintenance services are about maintaining the condition of roads, pavements, verges and associated features such as signs, bollards etc. In 2015/16 the council had a budget of £26 million for highway maintenance, using its own staff and some external contractors. By 2020 the budget is expected to be around £16.5 million.

The council has a statutory duty to maintain Leicestershire's Highways, and there are a number of ways this can be achieved. In order to make the savings required, the council needs to provide services in a different way in the future. The current Highway Maintenance Strategy is being reviewed based on changes to national guidance and the need to make savings.

The council is proposing to:

- Prioritise high risk repairs when responding to highway defects and focus resources on planned repairs and preventative maintenance
- Reduce the number of items looked after directly and/or reduce how regularly these are maintained

- Involve communities directly in maintaining the streetscape and road-side environment

Overview of the process

The council has consulted with the public on the proposed Highway Maintenance Strategy. The consultation involved a survey with residents, stakeholders and staff.

The survey was made available on the council website from 5 July 2016. This was accompanied by an information booklet which set out the proposals in more detail.

The survey asked for views on the proposed Highway Maintenance Strategy as well as asking about how people currently use Leicestershire highways. The consultation closed on the 25 September 2016 (a three month fieldwork window).

A separate consultation was also held with stakeholder organisations. The findings of the stakeholder consultation have been reported separately.

Communications and media activity

The council communicated the Highway Maintenance Strategy consultation in a number of ways, including:

- Press releases sent to local media at the beginning and half way through the consultation process
- On the consultation webpage of the local authority website (www.leicestershire.gov.uk/have-your-say)
- Social media messages
- Articles in Highways Parish Clerk's newsletter, on LinkedIn, and on council intranet pages
- Information disseminated to District and Borough Council Communication teams
- Key stakeholders (district councils, and transport, business, environment and equalities representatives) were advised of the consultation and encouraged to respond
- Consultation promoted at the Leicestershire Equalities Challenge Group, and the Leicester & Leicestershire Transport Advisors Group

Alternative formats/Equality and Human Rights Impact Assessment (EHRIA)

The EHRIA screening process highlighted equalities considerations and steps were put in place to make the processes open and inclusive, and reduce any barriers to participation.

The consultation information and questionnaires were made available to download from the council's website and were available as hard copy and in alternative formats, including Easy Read, on request as stated in the information booklet.

The consultation workshops were held at accessible venues.

A help line was provided for anyone who wanted assistance completing the surveys over the phone.

A freepost return address was provided for completed surveys to encourage response.

Response rate

During the three month consultation window, 453 people responded by completing an online survey.

Respondent profile

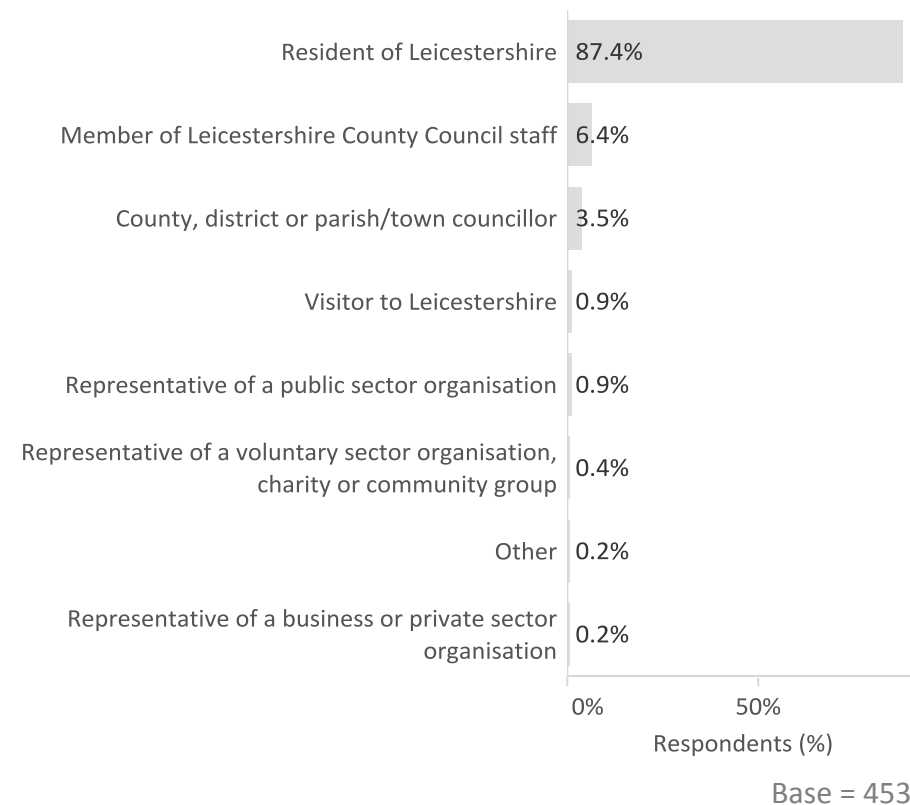
The questionnaire included a range of demographic questions on:

- Gender
- Gender identity
- Age
- Postcode
- Parent or carer of children
- Parent or carer of children (by age of children)
- Carer of an adult
- Long-term illness or disability
- Ethnicity
- Religion
- Council employee
- Sexual orientation

The demographic profile of those responding to the survey is reported in Appendix 2.

Most respondents were residents of Leicestershire (87.4%) (Chart 1).

Chart 1 - Role in which responding



Analysis methodology

Graphs and tables have been used to assist explanation and analysis. Question results have been reported based on those who provided a valid response, i.e. taking out the 'don't know' responses and no replies.

Demographic analysis

The questionnaire included a range of demographic questions. The counts and percentages of responses to these questions are reported in Appendix 2.

Analysis of open-ended comments

The survey contained 11 open-ended questions. Just under 2,000 comments were left by respondents across these questions. For the purpose of analysis, coding frames were devised for each of the questions. All of the comments were read and coded by analysts. All open comments themes are available in Appendix 3.

Chapter 2: Leicestershire's highways

Using Leicestershire's highways

Respondents were asked several questions to understand how they currently use Leicestershire's highways and what they think about current conditions and service standards.

Methods and frequency of transport (Q2)

Respondents were asked approximately how often, if at all, they used a number of different methods of transport.

Chart 2 shows the car (or van) to be the most frequently used method of transport, with 96.6% of respondents saying they used it once a week or more. This was followed by walking (92.8%) and cycling (recreationally) (24%). Also of note, 15.1% said they used the bus about once a week or more.

Chart 2 - Methods and frequency of transport

	Daily	Several times a week	About once a week	About once a fortnight	About once a month	Every few months	About once a year	Less often	Never
Walking (journeys of 100 meters or more)	49.2%	34.5%	9.1%	1.2%	2.3%	1.4%		0.7%	1.6%
Car (or van)	67.7%	25.3%	3.6%	0.5%	0.5%	0.2%		0.5%	1.8%
Bus	2.4%	5.8%	6.9%	3.4%	7.1%	19.8%	15.9%	9.8%	28.8%
Cycle (recreationally on or off road)	3.5%	10.8%	9.7%	5.6%	5.9%	13.7%	6.2%	6.5%	38.2%
Cycle (commuting to from work/school)	5.0%	6.4%	3.2%	1.2%	0.9%	2.6%	1.7%	5.2%	73.8%
Horse (on or off road)	5.4%	6.4%	1.9%	0.5%	0.5%	0.5%	0.3%	0.8%	83.6%
Motorcycle or moped	1.4%	1.1%	1.1%	0.6%	0.6%	1.4%	0.3%	0.6%	93.0%
Other	0.7%	3.3%	0.7%	0.3%	0.3%	0.7%	0.7%	0.3%	93.0%
Wheelchair or mobility scooter	0.8%	1.1%	0.3%	0.6%	0.3%	0.6%		0.6%	95.8%

Base = 439

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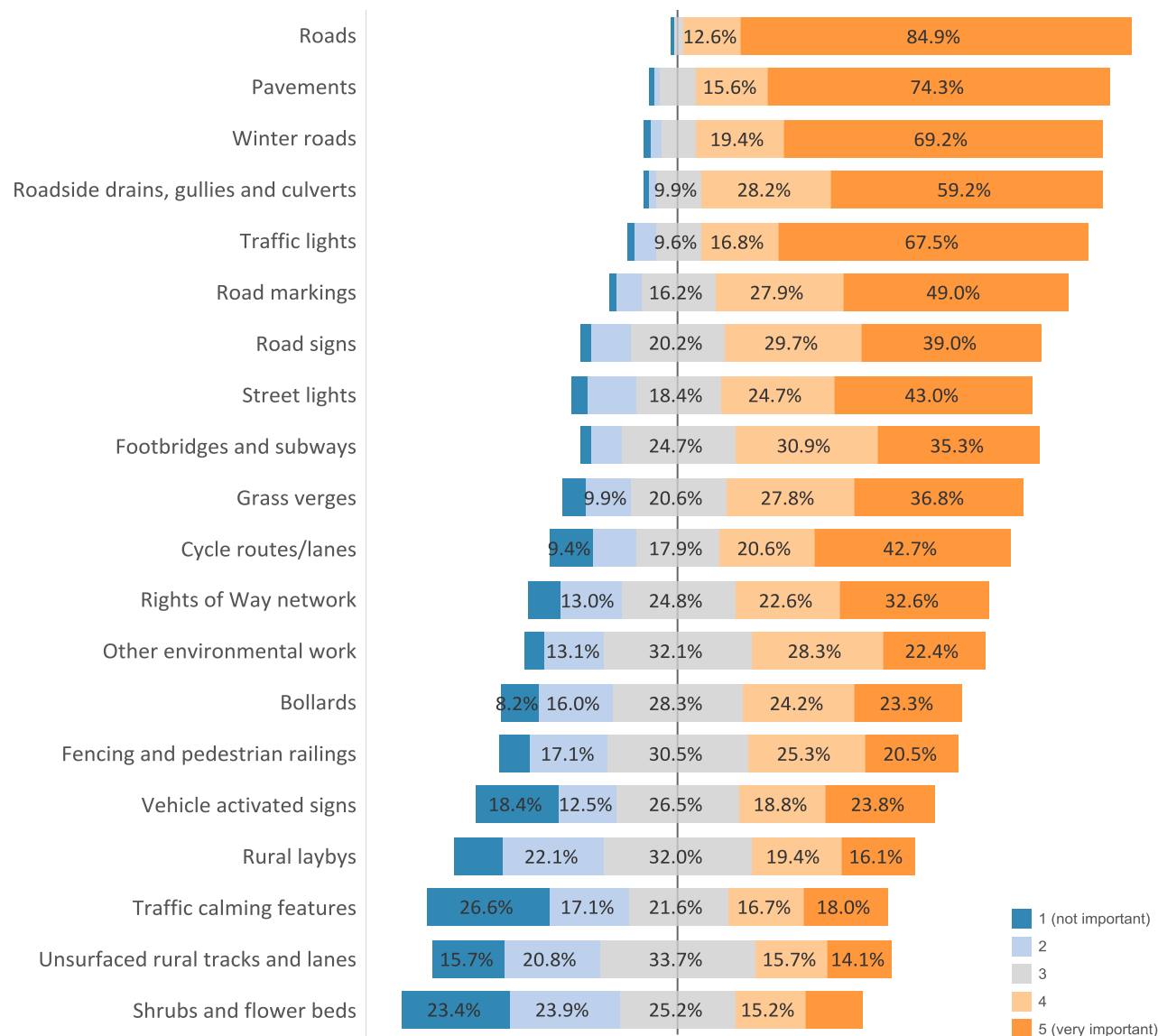
Importance of highways maintenance (Q3)

Respondents were asked, on a scale of 1 to 5, how important, if at all, they considered it for a range of highways items and services to be well maintained (where 1 is not important, and 5 is very important).

Chart 3 shows roads to be the item considered most important to be well maintained, as 97.5% of respondents rated this '4' or '5'. This was followed by pavements (89.9%), and winter roads (88.6%).

In contrast, shrubs and flower beds were considered least important, with 47.3% rating this as '1' or '2'.

Chart 3 - Importance of highways maintenance



Base = 452

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Satisfaction with condition of highways (Q4)

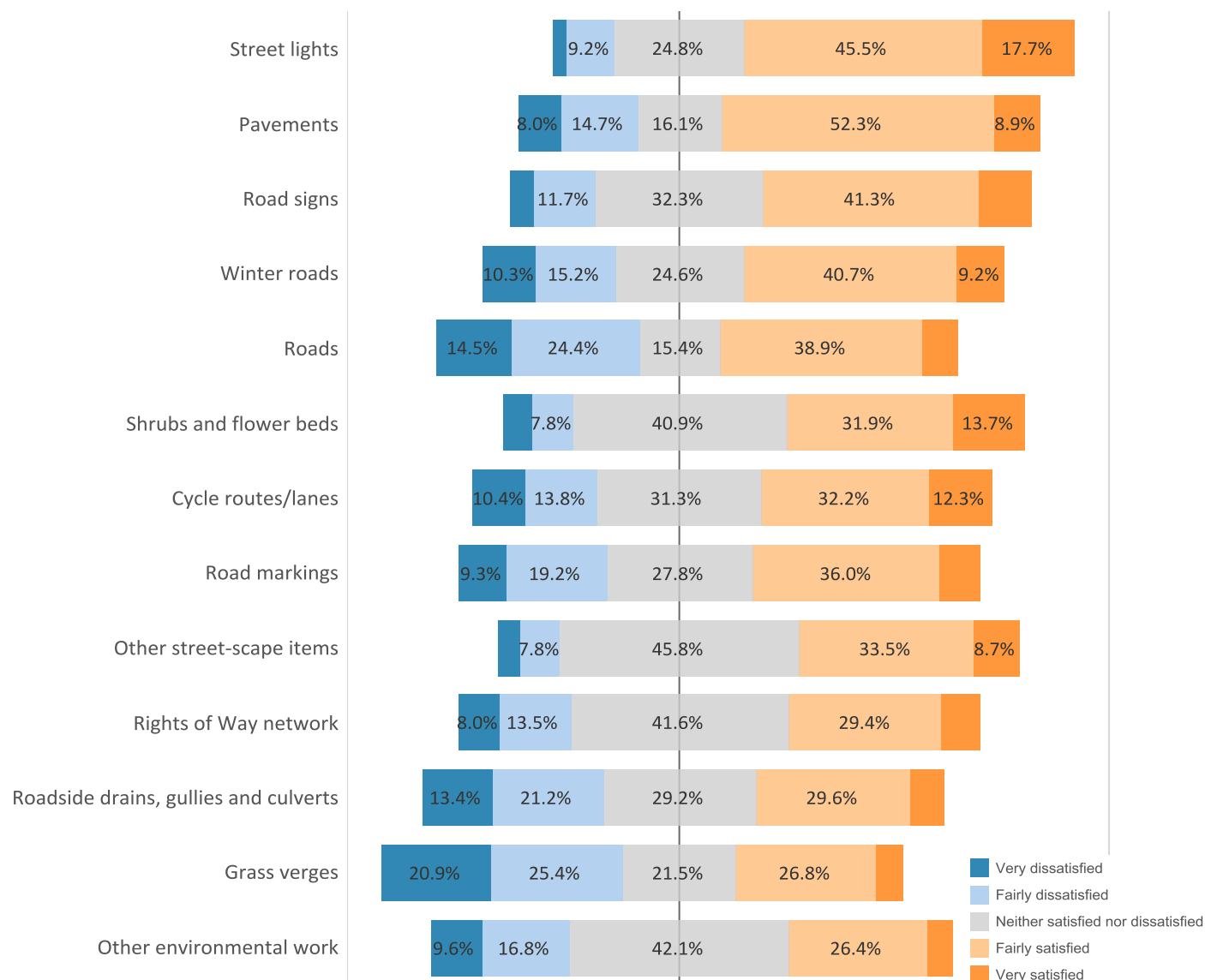
Respondents were asked how satisfied or dissatisfied they were with the condition of a range of highways items and services in Leicestershire.

Chart 4 shows street lights had the highest level of satisfaction, with 63.2% of respondents saying they were 'Fairly satisfied' or 'Very satisfied' with their condition. This was followed by pavements (61.2%), and road signs (51.5%).

In contrast, grass verges had the lowest level of satisfaction, with 46.3% of respondents saying they were 'Fairly dissatisfied' or 'Very dissatisfied' with their condition.

Of note, roads received a mixed response; 45.7% were satisfied with their condition, whereas 38.9% were dissatisfied.

Chart 4 - Satisfaction with condition of highways



Base = 449

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Satisfaction with condition of highways - by district

Chart 5 shows the number and proportion of respondents within each Leicestershire district, Leicester City and Rutland who said 'Fairly satisfied' or 'Very satisfied' for each of the highways items and services listed in Q4.

The majority of respondents from Charnwood, Leicester, Melton, and Rutland were satisfied with most of the items and services listed, whereas respondents of Blaby, Harbrough, Hinckley and Bosworth, North West Leicestershire, and Oadby and Wigston were satisfied with fewer than half of the options*.

Chart 5 - Satisfaction with condition of highways - by area



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Importance and satisfaction with highways (Q3 and Q4)

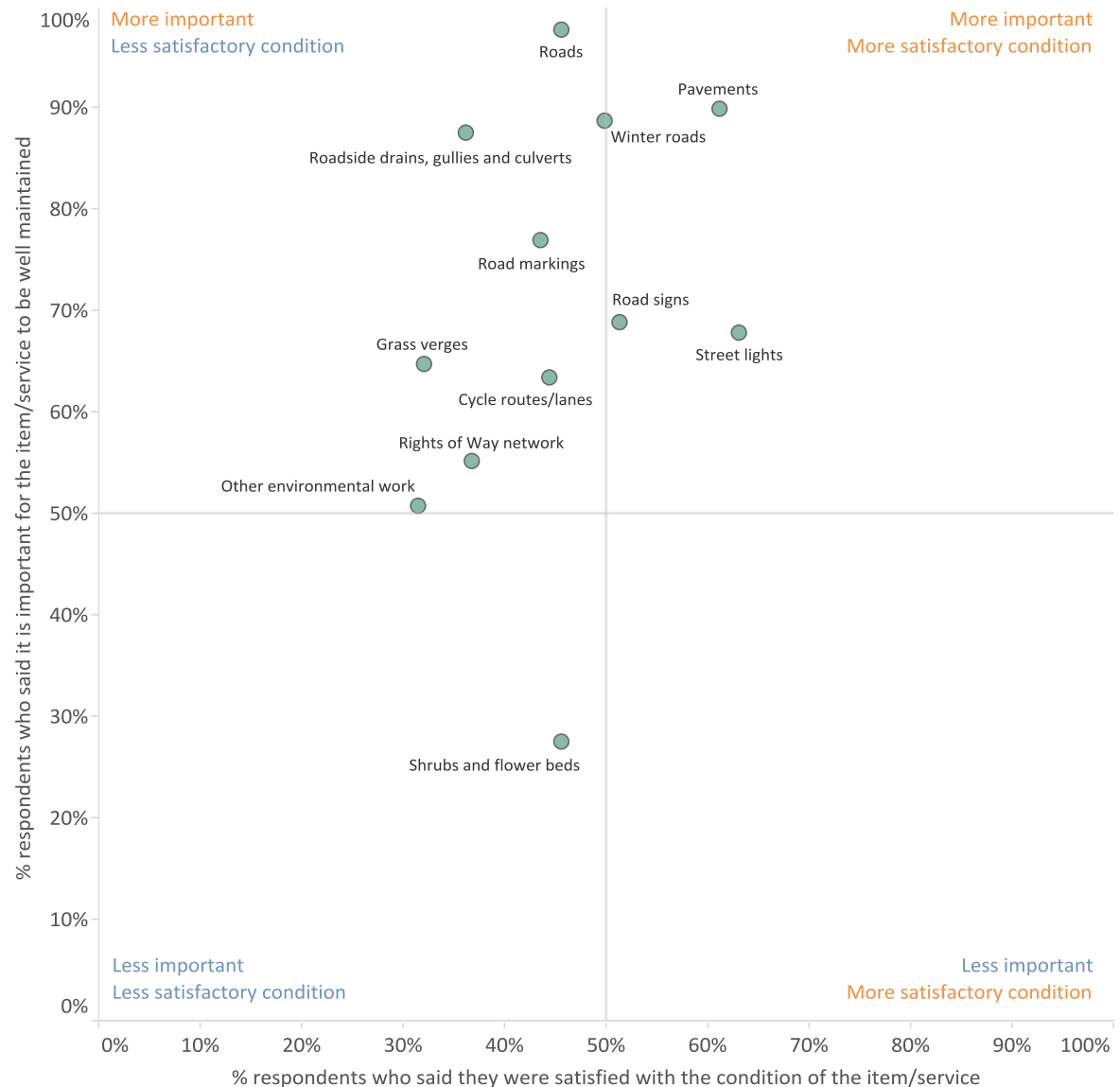
Chart 6 explores the association between the perceived importance of maintenance (Q3) and satisfaction with the condition of highways items and services (Q4).

Four were considered to be more important to be well maintained and in more satisfactory condition; pavements, winter roads, road signs, and street lights.

In contrast, seven items and services were considered to be more important to be maintained but in less satisfactory condition; roads, road markings, grass verges, cycle routes/lanes, Rights of Way network, other environmental work, and roadside drains, gullies and culverts.

Shrubs and flower beds were considered less important to be well maintained, and in less satisfactory condition by respondents.

Chart 6 - Importance and satisfaction with highways



Base = 452

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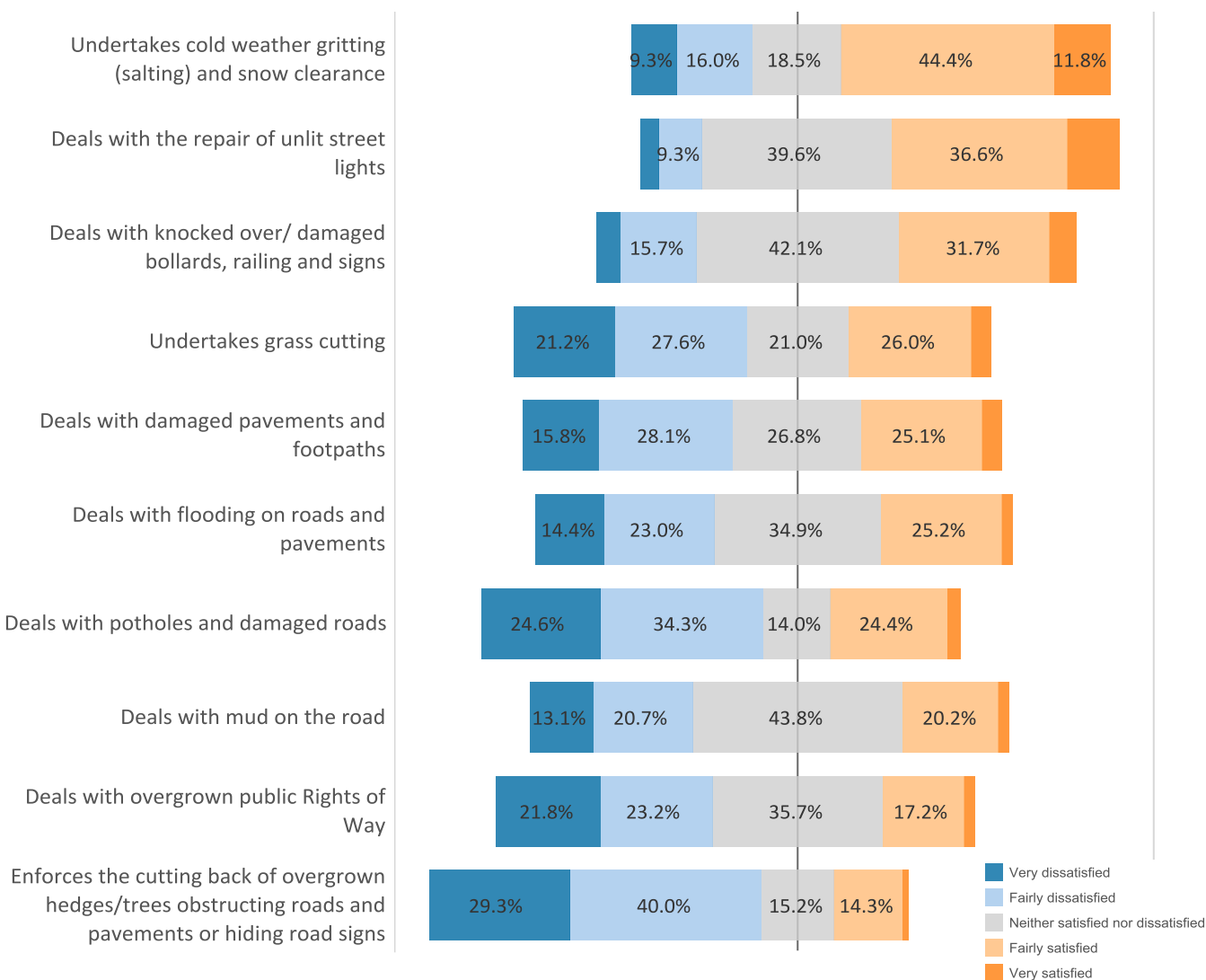
Satisfaction with highways repairs and maintenance (Q5)

Respondents were asked how satisfied or dissatisfied they were with the way Leicestershire County Council repairs and maintains a range of highways services.

Chart 7 shows the way Leicestershire County Council 'Undertakes cold weather gritting (salting) and snow clearance' to be the service that respondents were most satisfied with, with 56.2% saying 'Fairly satisfied' or 'Very satisfied'. This was followed by the way the council 'Deals with the repair of unlit street lights' (47.5%), and 'Deals with knocked over/damaged bollards, railings and signs' (37.2%).

In contrast, respondents were least satisfied with the way the council 'Enforces the cutting back of overgrown hedges/trees obstructing roads and pavements or hiding road signs', with 69.3% saying 'Fairly dissatisfied' or 'Very dissatisfied'.

Chart 7 - Satisfaction with highways repairs and maintenance



Base = 447

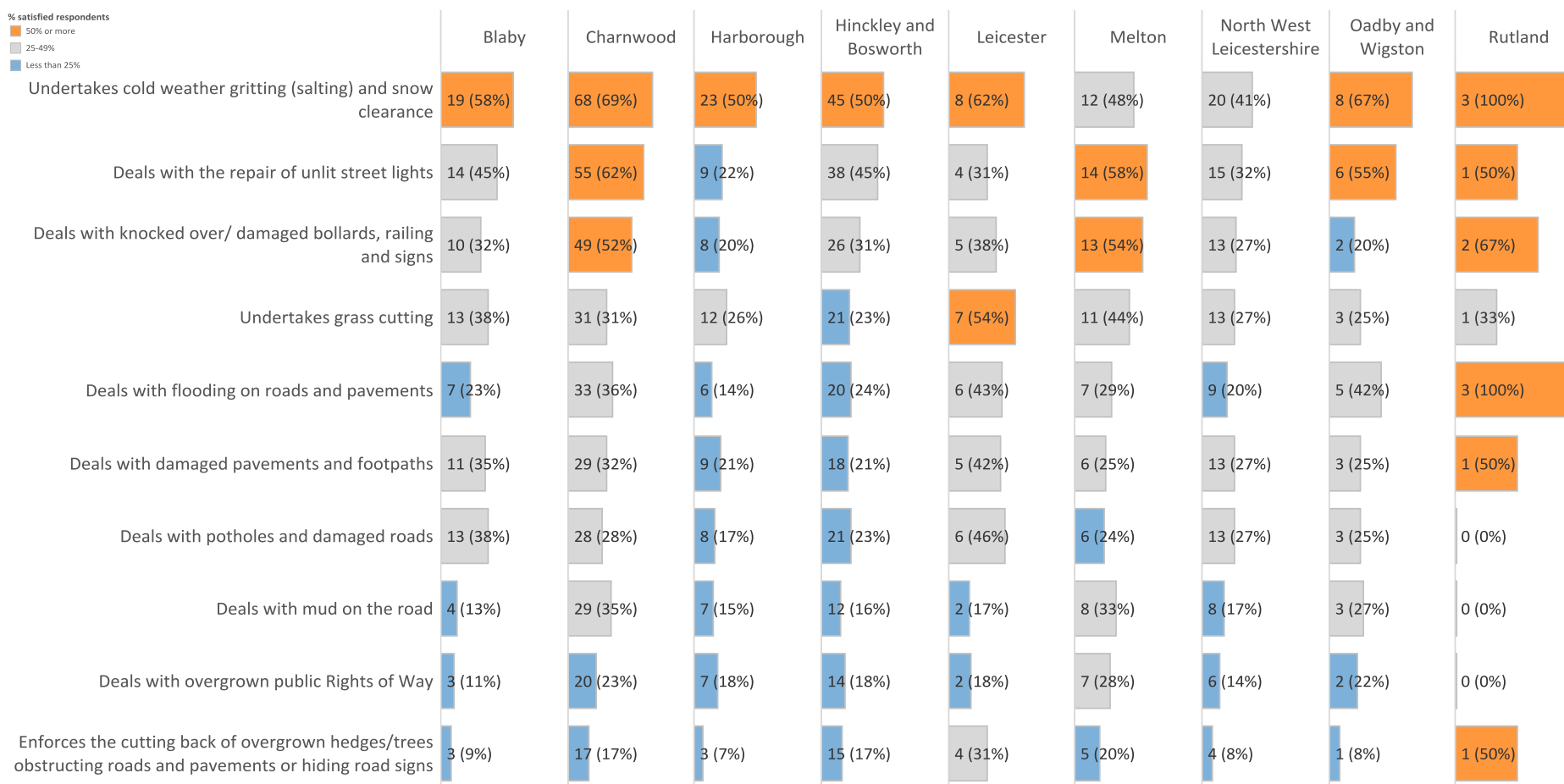
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Satisfaction with highways repairs and maintenance—by district

Chart 8 shows the number and proportion of respondents within each Leicestershire district, Leicester, and Rutland who said 'Fairly satisfied' or 'Very satisfied' to Q5 for each of the highways services.

The majority of respondents from seven of the nine areas were satisfied with the way the council undertakes cold weather gritting and snow clearance. However, fewer than 50% of Blaby, Harborough, Hinckley and Bosworth, and North West Leicestershire respondents were satisfied with all of the other services*.

Chart 8 - Satisfaction with highways repairs and maintenance—by district



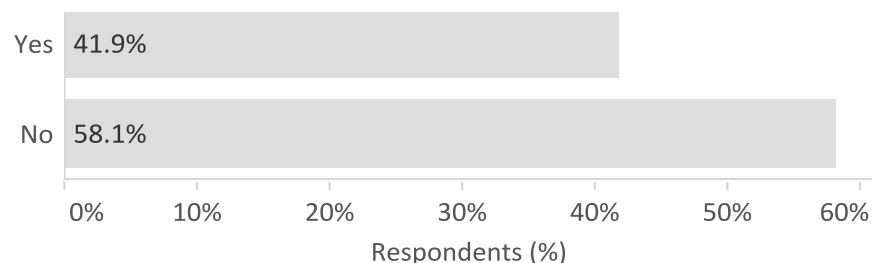
* Note that there were relatively small numbers of respondents from Oadby and Wigston, Leicester, and Rutland

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Reporting highways problems/defects

Respondents were asked if they had contacted Leicestershire County Council to report a highways-related problem or defect in the last 12 months. Chart 9 shows 41.9% said they had, and 58.1% had not.

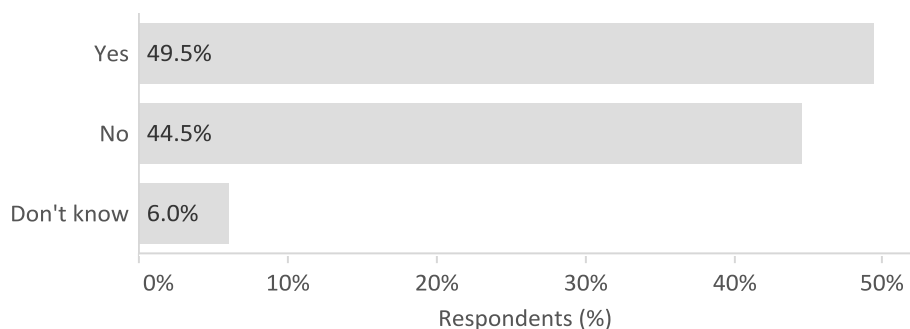
Chart 9 - Reporting highways problems/defects



Base = 451

If they had reported a problem or defect, respondents were then asked whether it had been resolved or repaired. Chart 10 shows 49.5% said yes, 44.5% said no, and 6% did not know.

Chart 10 - Problems/defects resolved/repared



Base = 182

Respondents were then asked how satisfied or dissatisfied they were with a range of aspects about how their enquiry was handled. Chart 11 shows responses from those whose problem was resolved, and Chart 12 shows those whose problem was not resolved.

Chart 11 - Aspects of enquiry handling—problem/defect resolved

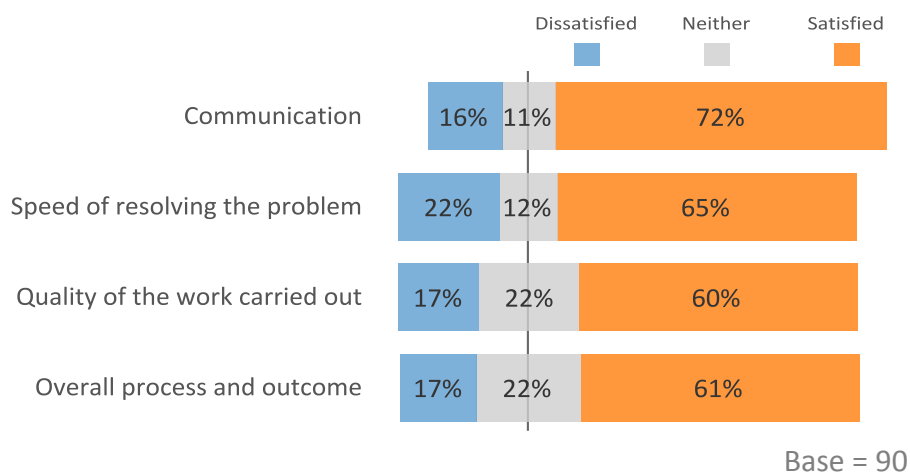
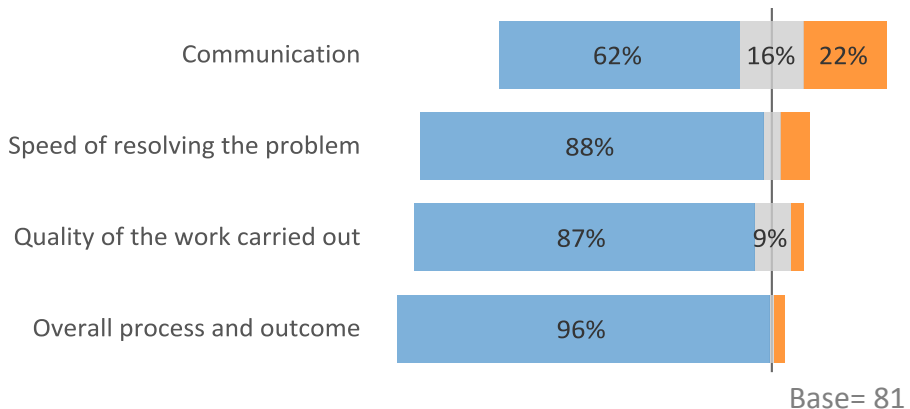


Chart 12 - Aspects of enquiry handling—problem/defect unresolved



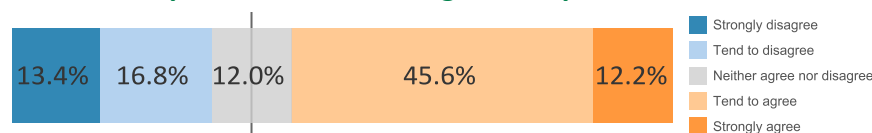
Chapter 3: Our proposals

Respondents were presented with the council's three proposals, and asked a number of questions about each.

Proposal 1 - Prioritise high risk repairs

Proposal 1 was to prioritise high risk repairs when responding to highway defects and focus resources on planned repairs and preventative maintenance. Respondents were asked to what extent they agreed or disagreed with this proposal. Chart 13 shows 57.8% said they agreed, whereas 30.2% disagreed.

Chart 13 - Proposal 1 - Prioritise high risk repairs



Base = 441

Respondents were then asked to provide some comments to explain their response (Chart 14).

Several respondents provided positive feedback; 37 voiced their general approval of the proposal, 71 said they felt the principle of assessing risk and use is logical and effective when deciding the priority of a highway defect, and 31 said the proposal provided a good solution to budgetary pressures.

"Sounds like a sensible solution"

"High risk defects (which could cause danger to public) should always be dealt with as a priority"

"Priorities needed due to budget reductions - ideally all repairs should be made but realistically this can not happen."

However, respondents also voiced several concerns about the proposal.

Several respondents made a number of queries relating to the impact of a prioritisation-based assessment model; 48 were concerned that minor or rural roads and areas would be considered a low priority, 35 felt delaying low-to-medium risk defects could increase the danger posed and the later cost of its repair, and 21 felt such defects could be delayed or forgotten all together.

"I am concerned that priority will be given to towns with the rural roads seeing a marked lowering of the level of maintenance"

"The sooner defects are dealt with the more cost effective it must be because you are dealing with a more minor problem which should be cheaper to rectify"

"It means some jobs will never get looked at if deemed low priority"

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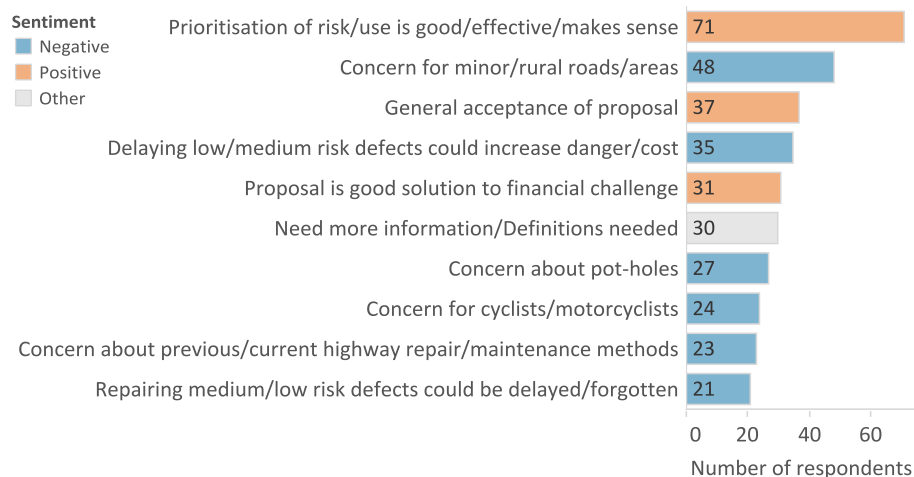
Some respondents also voiced a number of other concerns; 27 made specific reference to the danger that potholes can pose towards the safety of road users and the risk of damage to vehicles, 24 felt the assessment approach used may not consider the risk of a defect towards cyclists and motorcyclists, citing such issues can be more dangerous to these road users compared to car drivers, and 23 voiced their concern at the methods of highways repair and maintenance used on previous and current issues.

"A pothole is a pothole whatever road it is on and can cause damage or accidents wherever it is"

"A narrow hole in the road presents an insignificant risk to a car but could be a life threatening risk to a cyclist"

"Emergency repairs often seem to be badly done and need re-doing quickly"

Chart 14 - Proposal 1 - Open comments - Top 10

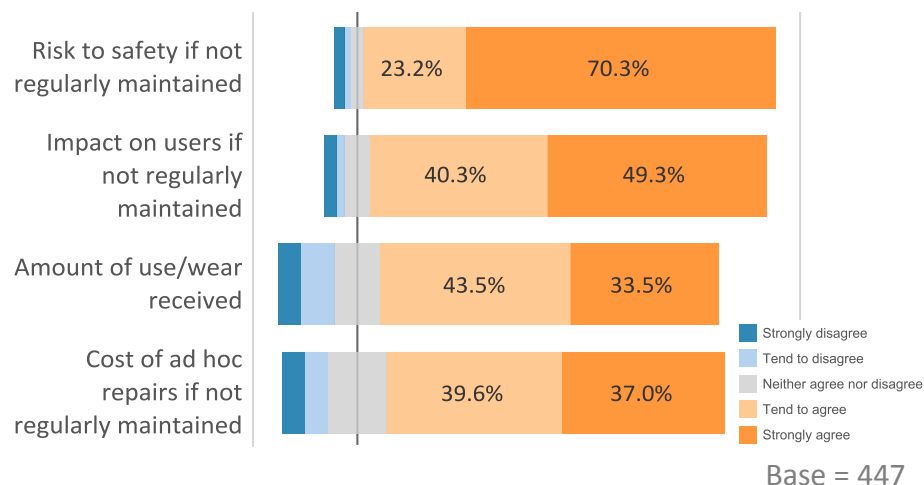


Criteria for prioritising schedule of planned highways maintenance (Q9)

Respondents were asked to what extent they agreed or disagreed with a range of criteria for deciding how the schedule of planned highways maintenance is prioritised.

Chart 15 shows respondents agreed the most with the criteria of 'Risk to safety if not regularly maintained', with 93.5% saying they 'Tend to agree' or 'Strongly agree'. The majority of respondents also agreed with the other three proposed criteria.

Chart 15 - Criteria for prioritising schedule of planned highways maintenance



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Respondents were then asked if there is anything else the council should consider (Chart 16).

Of the 127 respondents who provided comment, 17 said the risk to public safety should be a high priority in the assessment of prioritisation, and eight felt the impact of the defect or issue upon cyclists and motorcyclists should be taken into consideration.

"I think safety should be prioritised above anything else"

"Safety of the more vulnerable road users such as motorcyclists"

Respondents also made a number of other suggestions; 18 advocated the use of a preventative model of highways maintenance, suggesting higher initial investment would be more cost-effective in the long-run, 12 suggested the number of highways items and services should be reduced, nine suggested such items and services should be improved, and seven suggested the council should not have 'Road use' as a criteria in assessment of priority.

"Jobs should be done properly first time then cost would be reduced long term."

"Taking out such humps would reduce the need for maintenance and the cost of replacing the hump."

"Drop kerbs to be opposite each other not staggered lips between road and pavement made smaller for people using rollators"

"Amount of use as a criterion discriminates against rural communities and should not be included"

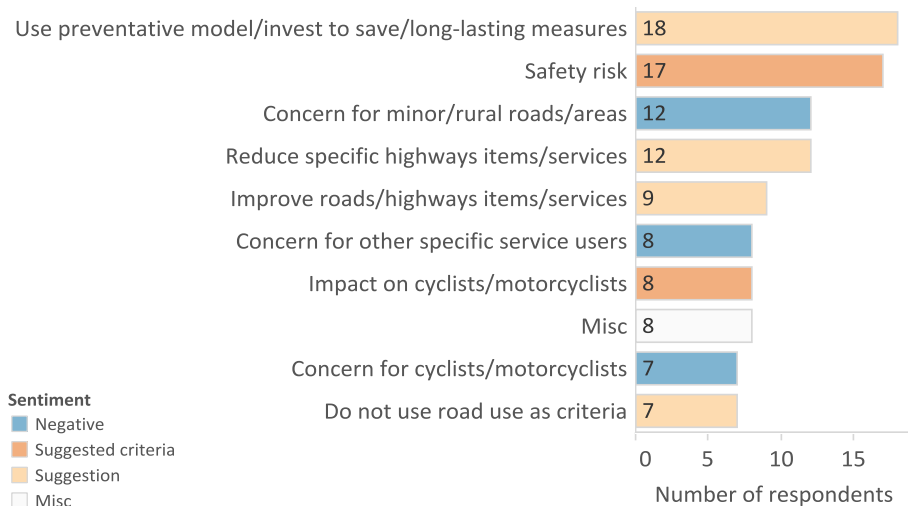
Respondents also voiced a number of concerns; 12 felt the maintenance of minor roads and rural areas could suffer as a result of the prioritisation proposal, seven voiced concern for whether the needs of cyclists and motorcyclists would be considered, and eight made the same query for other specific service users.

"Rural areas may have less use but the impact on users can be high especially where people are reliant on cars"

"Failing to keep the verge back may be inconvenient for a motorist but makes a cyclist invisible"

"This will impact on encouraging people to walk, cycle or get horses off the road. Roads are getting more and more dangerous in the countryside and horse riders would much prefer to use bridleways and verges if at all possible but many of them are unusable due to overgrown weeds, brambles and hedges"

Chart 16 - Other criteria to consider for prioritising schedule - Open comments - Top 10



Base = 127

Criteria for deciding the priority of highway defects (Q10)

Respondents were asked, on a scale of 1 to 5, the importance of a range of criteria for deciding the priority in which the council responds to highway defects (where 1 is not important, and 5 is very important).

Chart 17 shows respondents rated the criteria of the 'Likelihood of causing a risk to safety' to be the most important, with 97.8% rating this as '4' or '5'. This was followed by the 'Likelihood of causing damage to vehicles' (89.9%). In contrast, 'Aesthetics/appearance/visual impact' was considered the least important criteria, with 47.1% rating this as '1' or '2'. Respondents were then asked if there was anything else the council should consider. The responses are summarised in Chart 18.

Chart 18 - Other criteria to consider for deciding priority - Open comments - Top 10

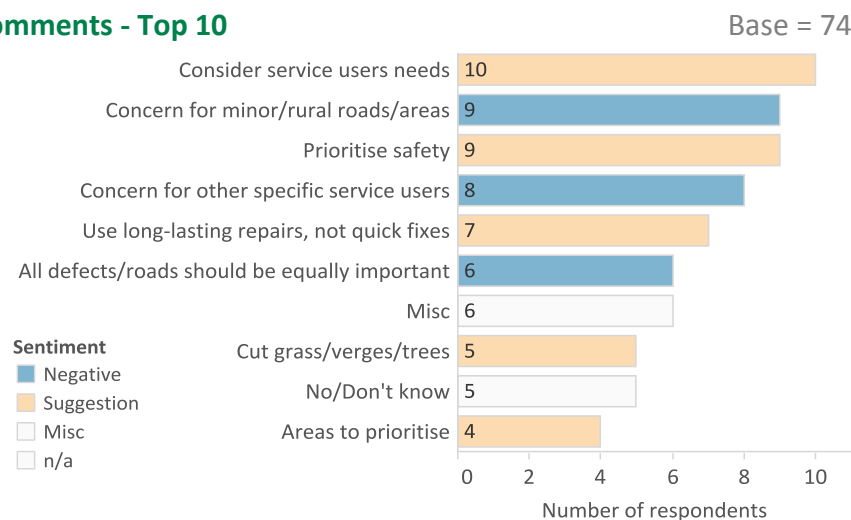
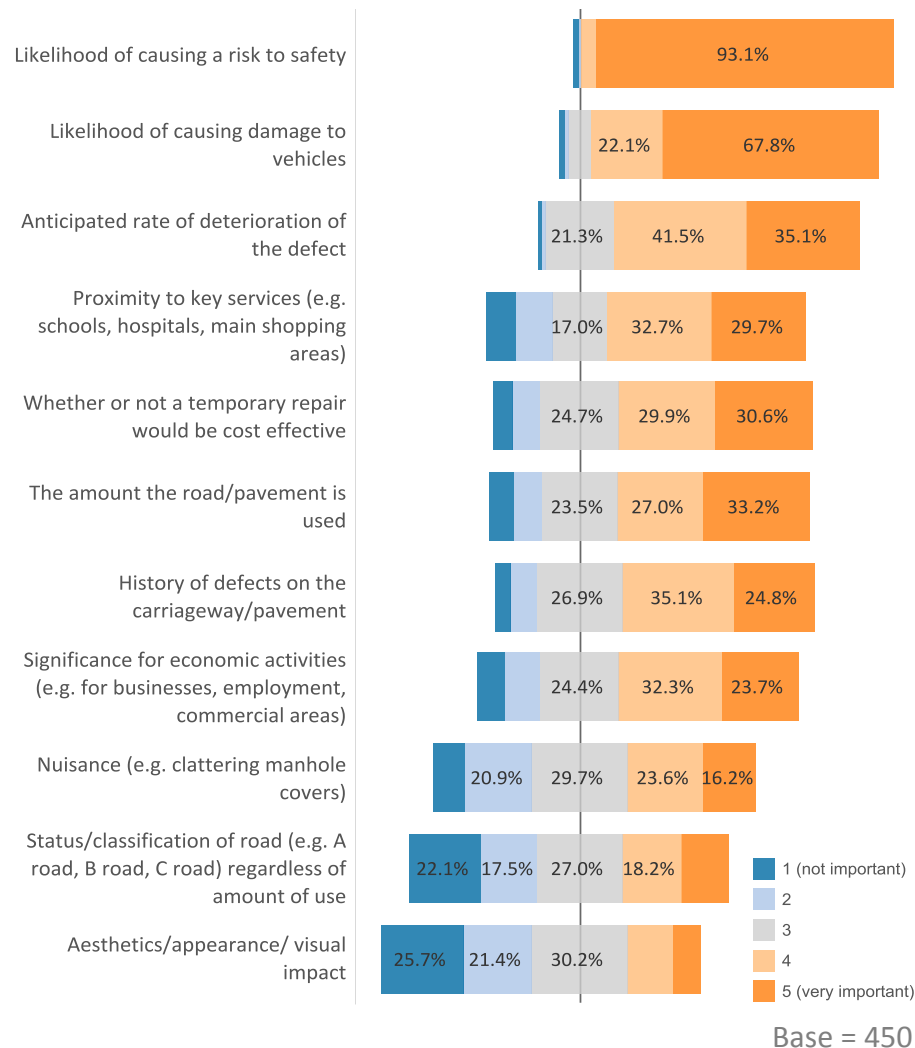


Chart 17 - Criteria for deciding the priority of highway defects



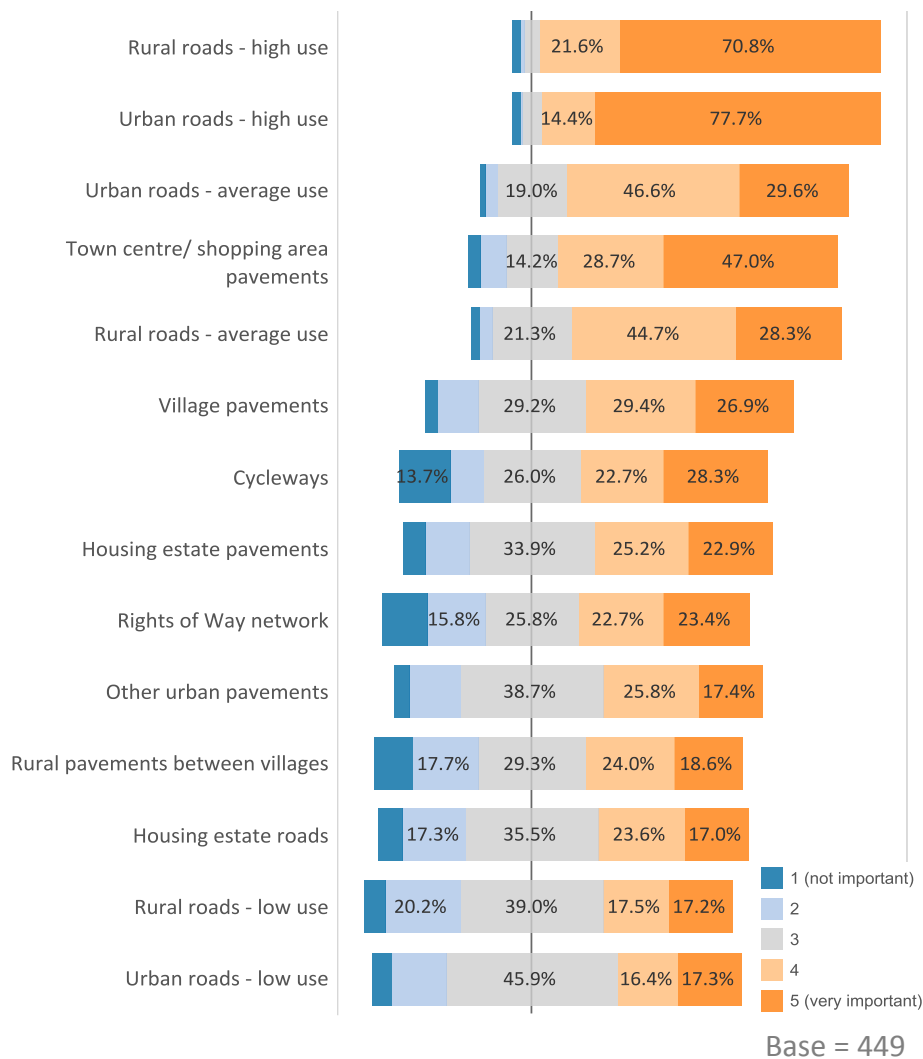
Prioritising resources on different types of road/footway (Q11)

Respondents were asked, on scale of 1 to 5, how important they thought it was for the council to prioritise resources on a range of types of road/footway when planning routine maintenance or responding to defects (where 1 is not important, and 5 is very important).

Chart 19 shows respondents considered 'Rural roads with high use' to be the most important type of road/footway, with 92.4% rating this as '4' or '5'. This was followed by 'Urban roads with high use' (92.1%), and 'Urban roads with average use' (76.2%).

In contrast, 'Rights of Way network' was considered the least important, with 28.2% saying '1' or '2', followed by 'Rural pavements between villages' (28.1%) and 'Rural roads with low use' (26.3%).

Chart 19 - Prioritising resources on different types of road/footway

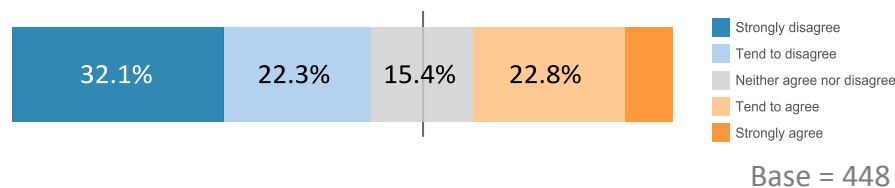


Proposal 2 - Reduce number of items

Proposal 2 was to reduce the number of items we look after directly and/or reduce how regularly we maintain these. Respondents were asked to what extent they agreed or disagreed with this proposal.

Chart 20 shows 30.2% said they agreed, whereas 54.4% disagreed.

Chart 20 - Proposal 2 - Reduce number of items



Respondents were then asked to provide some comments to explain their response. Chart 21 summarises the top ten themes from an analysis of these comments. Safety/liability concerns attracted the largest number of comments (71), with respondents often expressing concerns over the safety impacts of reducing or removing certain aspects or maintenance, including specific references to cycle lanes, roads and lighting.

"By reducing items they will then fall into disrepair and become a danger to the public. This in turn may lead to compensation claims from the public that will undoubtedly cost more than the initial repairs so in the long term cost more money."

"When considering removing items from the highway consideration must be given to the safety of all highway users"

Several respondents (52) revealed a general acceptance of the proposals, with many respondents highlighting the view that specific items of street furniture are surplus to requirements. Whilst these comments showed a broad acceptance of proposals, they were often caveated with conditions, for example provided that safety is maintained.

"Agree that replacing old or broken items is fine. Do not agree that you should stop reconstructing cycle lanes or pavements. These are essential items for vulnerable road users."

Another common theme for many respondents was support for reviewing, removing or reducing specific features, including multiple references to lighting, road signs, speed humps, bollards and fencing (34 comments).

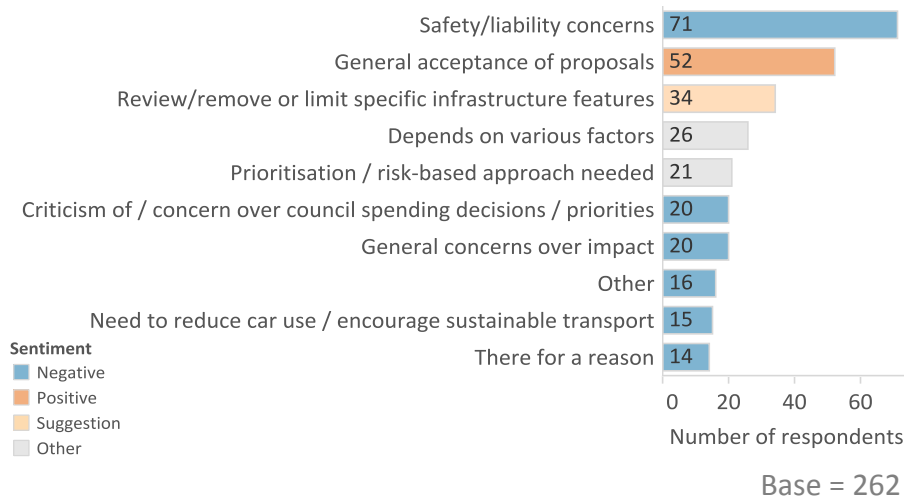
Some respondents suggested that implementing the proposals depended on a number of factors and decisions need to be made on a case by case basis (26 comments). In a related theme, some respondents made reference to the fact that decisions need to be prioritised according to various factors, including the need to take a risk-based approach and a recognition that such an approach is

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necessary in the current environment (21).

Other common themes included comments expressing criticism or concern over the spending decisions and priorities of the Council (20) and comments reflecting concern over the general impact of the proposals (20). Some respondents also highlighted the view that sustainable transport methods/reducing car use should be encouraged (15), and 14 respondents commented that items are installed for a reason, indicating they should remain.

Chart 21 - Proposal 2 - Open comments - Top 10



Reducing number of specific highways items (Q13)

Respondents were asked to what extent a range of highways items could be reduced in number, subject to an assessment of risk.

Chart 22 shows traffic calming features to be the item respondents most felt could be reduced, with 76.9% saying 'To some extent' or 'A great deal'. This was followed by bollards (73.6%), and shrubs and flower beds (70.6%). In contrast, road markings was the item respondents least felt could be reduced, with 73.6% saying 'Not very much' or 'Not at all'. This was followed by traffic lights (52.8%).

Respondents were then asked if there were any other items the council should consider reducing in number. These are listed in Chart 23.

Chart 23 - Other items that could be reduced - Open comments (Q13k) - Top 10

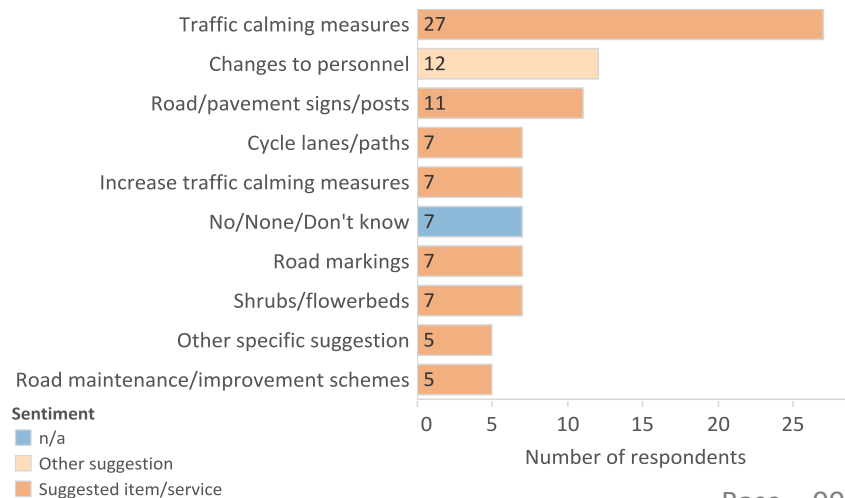
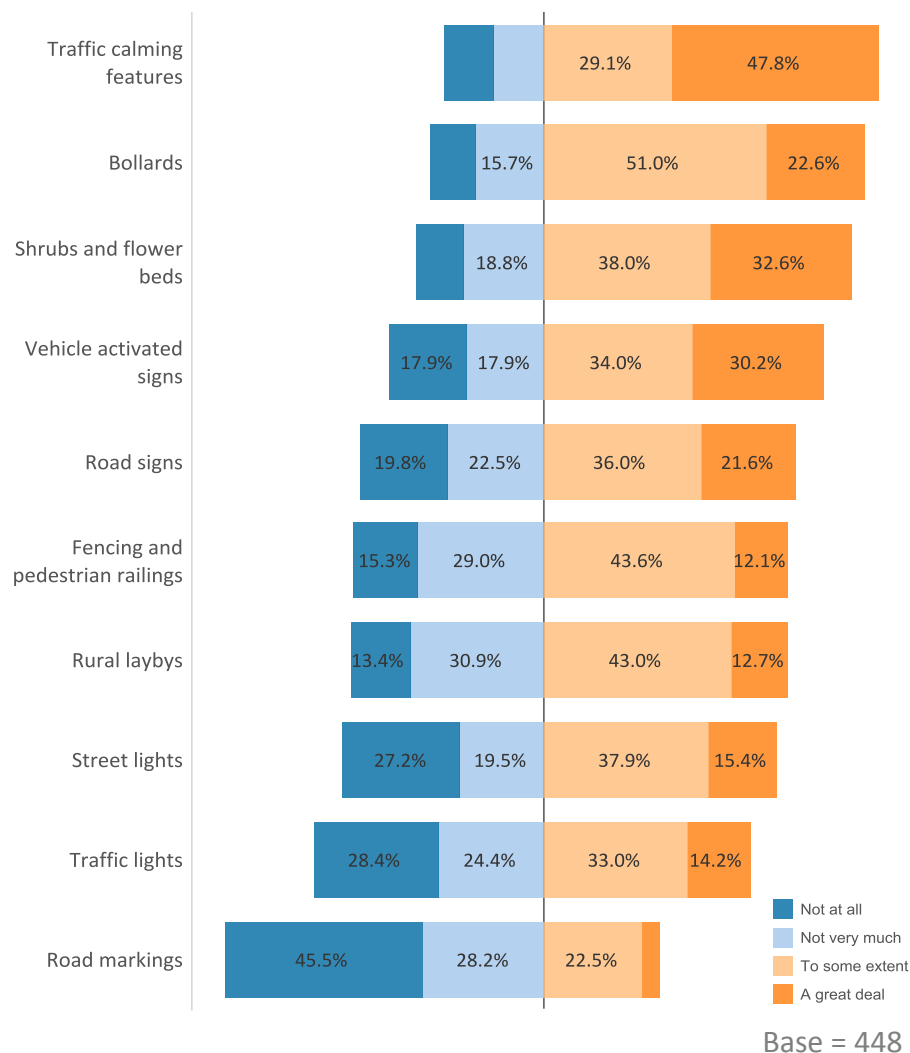


Chart 22 - Reducing number of specific highways items



Importance of maintaining compared to reducing the number of highways items (Q3 and Q13)

Chart 24 explores the association between the perceived importance of maintenance of highways items and services (Q3) and whether respondents thought they could be reduced in number (Q13).

Of the ten highways items and services listed, six were considered to be less important to be well maintained and had more scope to be reduced in number; bollards, vehicle activated signs, rural laybys, traffic calming measures, shrubs and flowerbeds, and fencing and pedestrian railings.

The majority of respondents felt road signs and street lights were more important to be well maintained, but also had more scope to be reduced in number.

Road markings and traffic lights were items that the majority of respondents felt were more important to be well maintained and had less scope to be reduced in number.

Chart 24 - Importance of maintaining compared to reducing the number of highways items



Base = 452

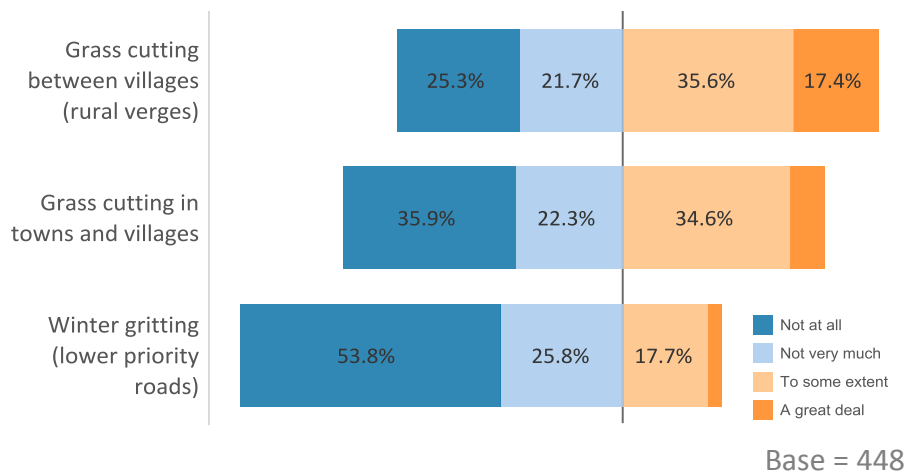
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Reducing coverage of highways services (Q14)

Respondents were asked to what extent the coverage of a range of highways services could be reduced, subject to an assessment of risk.

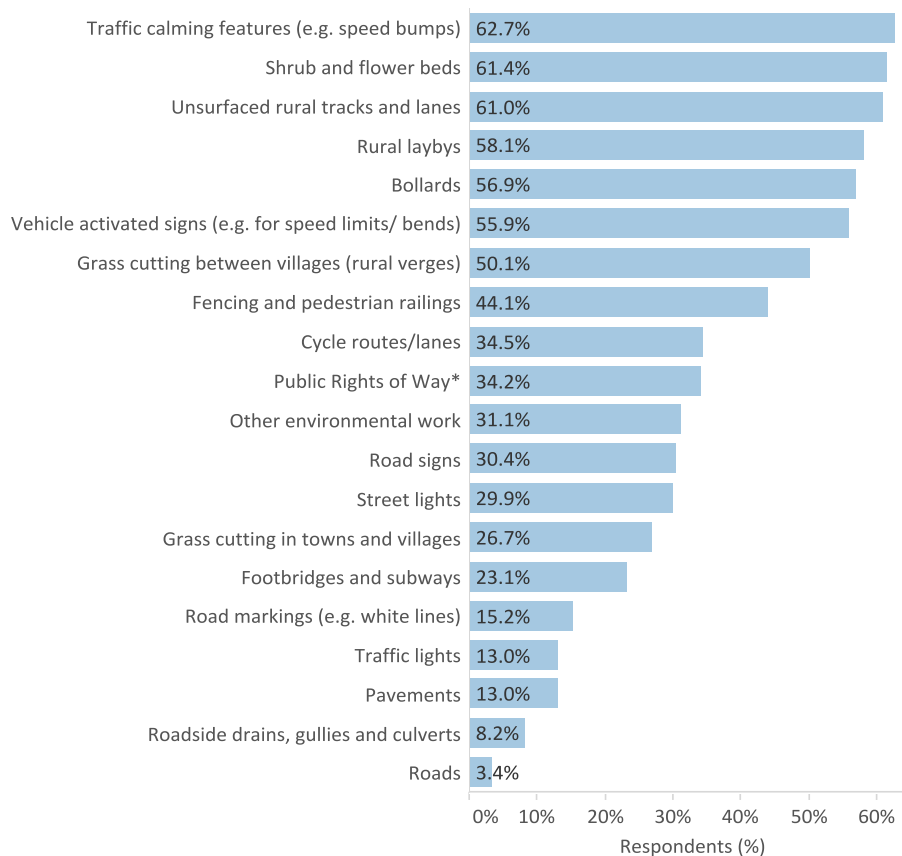
Chart 25 shows grass cutting between villages (rural verges) to be the service respondents most felt could be reduced in coverage, with 53% saying 'To some extent' or 'A great deal'. In contrast, winter gritting (lower priority roads) was the item respondents least felt could be reduced, with 79.6% saying 'Not very much' or 'Not at all'.

Chart 25 - Reducing coverage of highways services



Respondents were then asked which items/services could have the frequency of maintenance reduced. Chart 26 shows the highest proportion of respondents (62.7%) selected 'Traffic calming features' as an item that could have the frequency of maintenance reduced.

Chart 26 - Reducing frequency of maintaining highways services (multiple choice)



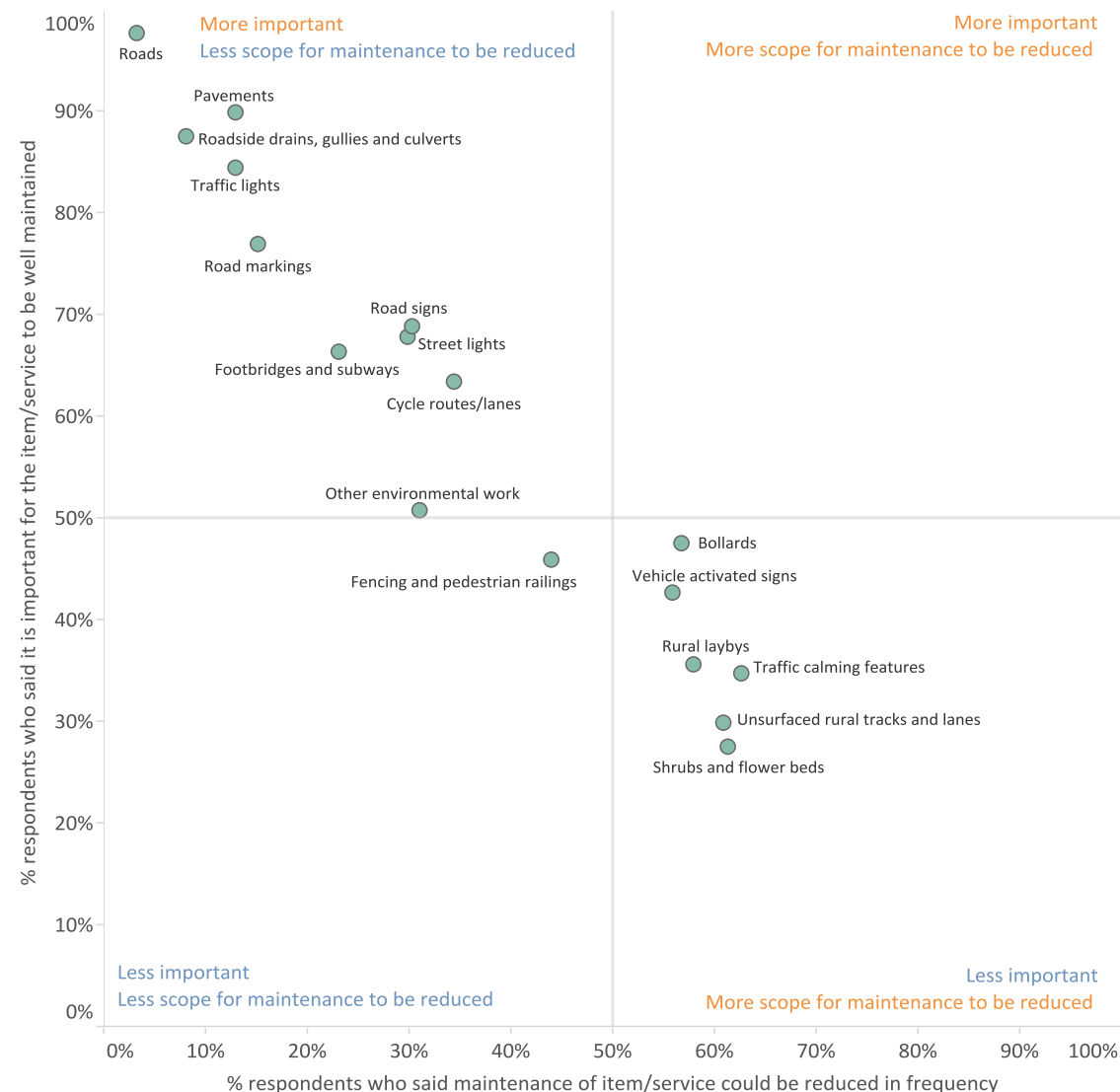
Importance of maintaining compared to reducing the frequency of maintenance of highways services (Q3 and Q15)

Chart 27 explores the association between the perceived importance of maintenance of each highway item (Q3) and whether respondents thought the frequency of maintenance could be reduced (Q15).

Of the 17 highways items and services listed, six were considered to be less important to be maintained and had more scope for their frequency of maintenance to be reduced; bollards, vehicle activated signs, rural laybys, traffic calming measures, unsurfaced rural tracks and lanes, and shrubs and flower beds.

In contrast, ten items and services were considered to be more important to be well maintained and had less scope for their frequency of maintenance to be reduced; roads, pavements, traffic lights, road markings, road signs, street lights, footbridges and subways, cycle routes/lanes, other environmental work, and roadside drains, gullies and culverts.

Chart 27 - Importance of maintaining compared to reducing the frequency of maintenance of highways services



Base = 452

Sharing/devolving highways items/services (Q16)

Respondents were asked which of a range of highways items/services could the maintenance be shared or devolved by working with Parish Councils, communities and residents.

Chart 28 shows the highest proportion of respondents (84.5%) said that shrub and flower beds could be shared or devolved, followed by grass cutting in towns and villages (73.2%) and dealing with overhanging trees and hedges (70.4%).

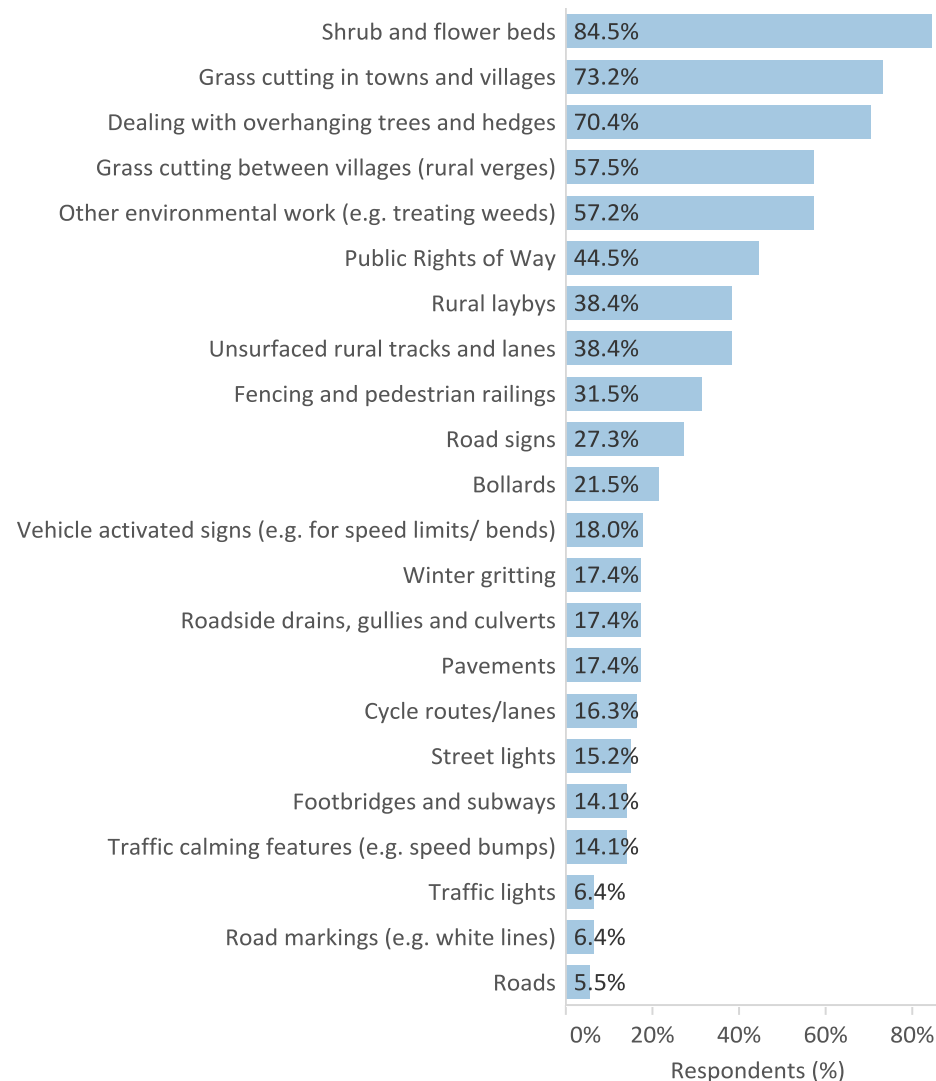
Respondents were then asked if there was anything else the council should consider to reduce the number of items looked after, and/or the amount of maintenance carried out. The responses are summarised in Chart 29. The most common theme from the comments revealed concerns over whether sufficient funding will be received to accommodate the devolution of responsibility to local councils/communities (24 comments).

"Responsibility should not be devolved without funding."

"Sharing or devolving services is a good idea, but only if the Parish or Town Council has the appropriate funds to do so."

"Only if the local councils get sufficient funding for this"

Chart 28 - Sharing/devolving highways items/services (multiple choice)



Base = 362

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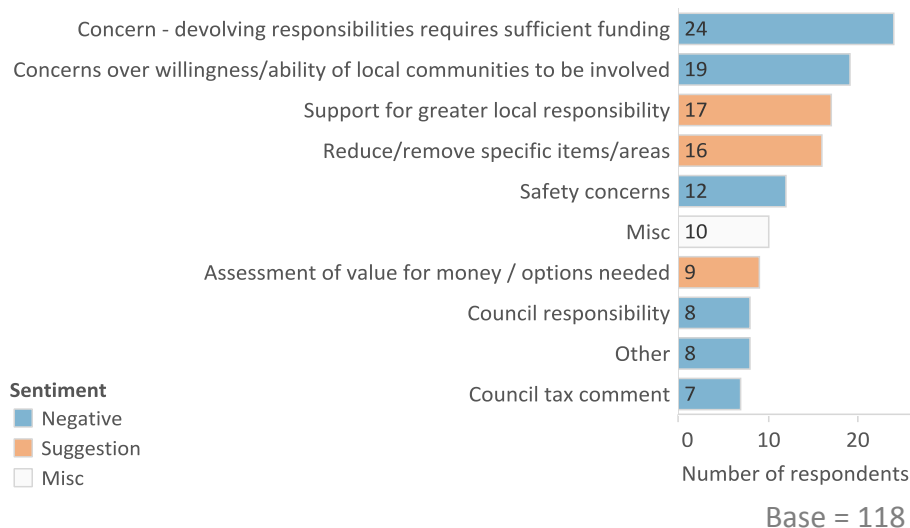
The second most common theme highlights shared concerns amongst respondents over whether local communities will be willing or have the necessary equipment/ ability to take on responsibilities (19).

"I do not think they have the knowledge or expertise"

"Great idea, but as usual it could all get left to one person , who may not have the right equipment"

Respondents showed general support for an increase in local involvement/responsibility by communities and/or local councils, with some making reference to specific areas where this could happen, for example flower bed maintenance and grass-cutting (17). A number of respondents showed support for removing or reducing specific items or areas of maintenance, in particular signage and traffic-calming measures (16). As with comments to previous questions, safety concerns related to the proposals was a recurring theme (12). Several comments highlighted the need to consider value for money when deciding between various options (9) and a number of respondents expressed the view that that the Council has responsibility for maintenance and should not be devolving it (8).

Chart 29 - Other considerations for reducing items looked after/ maintenance - Open comments - Top 10



Importance of maintaining compared to sharing/ devolving maintenance of highways items/services (Q3 and Q16)

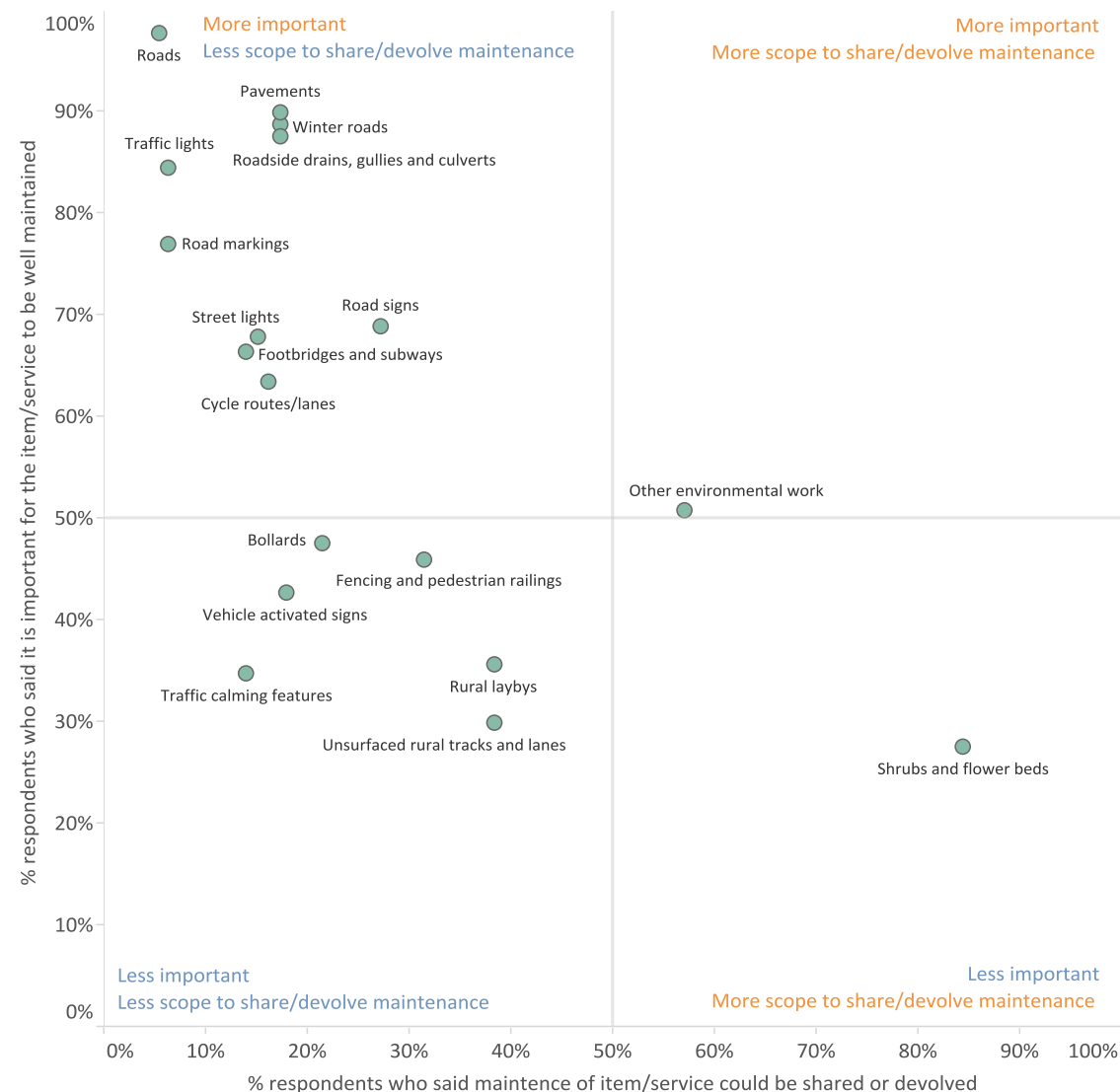
Chart 30 explores the association between the perceived importance of maintenance of each highway item (Q3) and whether respondents thought the maintenance could be shared or devolved (Q16).

Of the 18 highways items and services listed, two were considered to have more scope for their maintenance to be shared or devolved; shrubs and flower beds, and other environmental work.

In contrast, ten items and services were considered to be more important to be well maintained and had less scope for their maintenance to be shared or devolved; roads, pavements, winter roads, traffic lights, road markings, road signs, street lights, footbridges and subways, cycle routes/lanes, and roadside drains, gullies and culverts.

Respondents also felt the following services had less scope for their maintenance to be shared or devolved; bollards, fencing and pedestrian railings, vehicle activated signs, traffic calming features, rural laybys, and unsurfaced rural tracks and lanes.

Chart 30 - Importance of maintaining compared to sharing/devolving maintenance of highways items/services



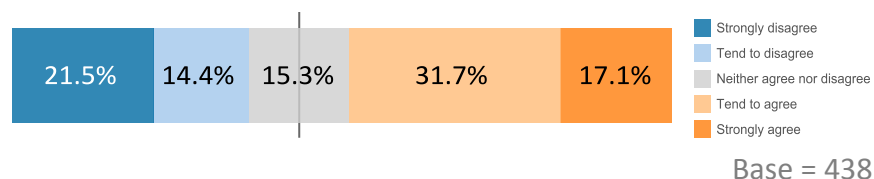
Base = 452

Proposal 3 - Involve communities

Proposal 3 was to involve communities directly in maintaining the streetscape and road-side environment. Respondents were asked to what extent they agreed or disagreed with this proposal.

Chart 31 shows 48.8% said they agreed, whereas 35.9% disagreed.

Chart 31 - Proposal 3 - Involve communities



Respondents were then asked to provide some comments to explain their response. Many respondents expressed concern over the willingness and/or ability of the community to take on responsibilities (45).

"Parish and town councils' lack the expertise to look after local highways"

"It will depend on community involvement-some will have a lot, other areas none-so imbalance"

Respondents also expressed concern over the cost/resources needed, including equipment and funding, with a number of these comments expressing specific concern over whether the local parish council would have sufficient funding/resources (35).

The third most common theme was a positive reflection on the use of local knowledge to address local issues, with most of these comments indicating general support for the proposals (33). Many of the comments within this theme also referenced the value of using local people to prioritise work. Another positive theme which reflected support for community involvement was the feeling that the proposals were a good driver for community collaboration and civic pride within local areas (32).

Some respondents highlighted the view that the Council has responsibility for maintenance and should not be devolving this (30). Related to this theme, 15 respondents also made reference to council tax and the subsequent cost to residents.

Chart 32 - Proposal 3 - Open comments - Top 10



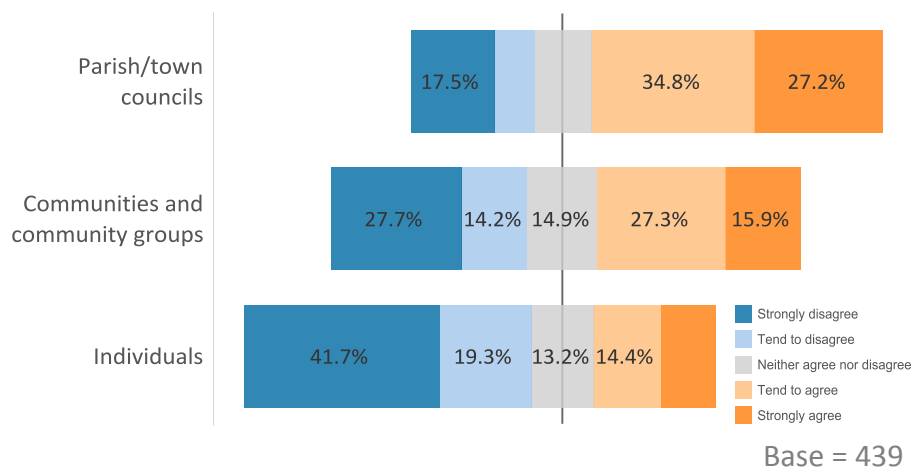
Highway Maintenance Strategy - Public consultation survey results

Involvement of others to maintain highways (Q19)

Respondents were asked to what extent they agreed or disagreed with the idea of three groups (individuals, communities and community groups, parish/town councils) taking a greater role in maintaining roads, pavements and the roadside environment, where they are able to.

Chart 33 shows respondents felt most favourably about parish/town councils being involved, with 62% saying they 'Tend to agree' or 'Strongly agree'.

Chart 33- Involvement of others to maintain highways



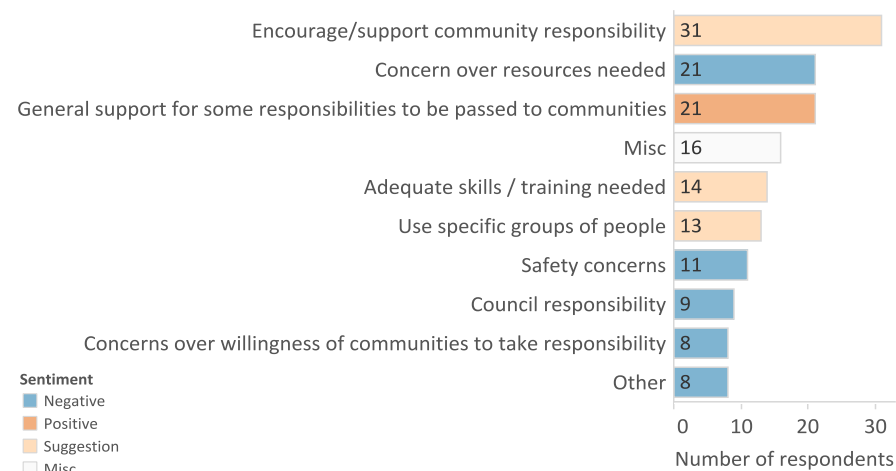
Respondents were then asked if they have any suggestions/ideas about the ways in which these groups could get involved. Respondents expressed support for encouraging and supporting community responsibility (31). This included several comments

suggesting the use of incentives and specific initiatives, for example special days for community action, offering rewards/grants or reduced costs for waste collection.

"Organised 'tidy up days' - 'rural gardeners' or other schemes to get everyone involved, look at awards for best kept areas, volunteers of the month etc. - provide equipment / training to residents and ensure their safety."

Another common theme amongst responses was a concern over availability of resources/funding for communities to carry out maintenance, including equipment and financial resources, with particular reference in several comments to parish councils (21). Respondents showed general support for certain responsibilities to be passed to communities, for example weeding, grass cutting and litter picking (21). Several comments also suggested that specific groups could be involved in this work, for example scout groups (13).

Chart 34 - Involvement of others - Open comments - Top 10



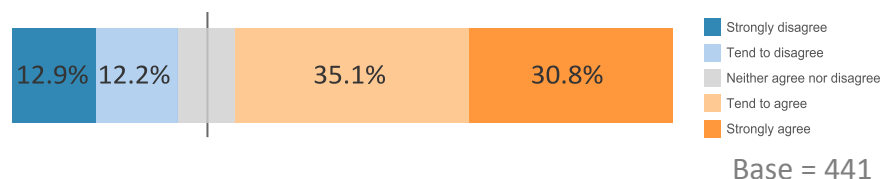
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Full cost recovery (Q20)

Respondents were asked to what extent they agreed or disagreed with the council seeking full cost recovery for some items requested by the public e.g. new dropped kerbs for driveways, bollards, and white line H-bar entrance markings.

Chart 35 shows 65.9% of respondents agreed, whereas 25.1% disagreed.

Chart 35 - Full cost recovery



Respondents were then asked to provide some comments to explain their response to Q20.

Of the 211 respondents who provided comment, several respondents said they felt full cost recovery to be acceptable for a number of reasons; 35 said they felt the proposal to be acceptable in general, 86 felt works such as dropped kerbs, bollards and white line H-bar markings only provided benefit to individual residents or households and therefore should be paid for by those concerned, and ten said such works are not essential, and therefore should be paid for by the individuals that request them.

"The only person benefiting from these works is the individual in question rather than the council. I wouldn't expect the council to help pay for my new drive, so a drop kerb etc. is no different."

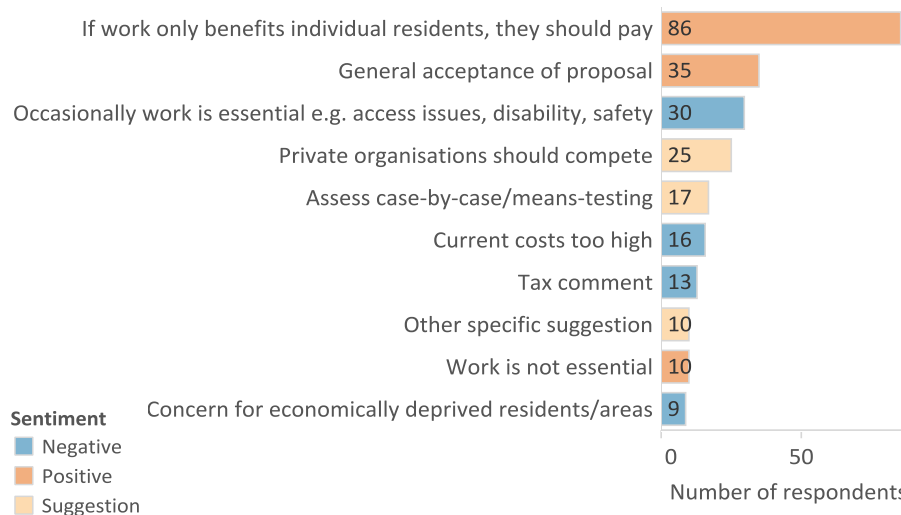
Other respondents raised some concerns; 30 felt such works are sometimes essential for disability or safety issues, 16 felt current costs are too high and should not be raised further, and nine felt the proposal could have a negative impact on economically deprived residents. Some respondents made suggestions; 25 said private companies should be able to compete for work, and 17 said full cost recovery should be decided on a case-by-case basis.

"Unless the work is due to some safety reason or disability"

"Make it possible for other contractors to do this work"

"This is something that could be means tested"

Chart 36 - Full cost recovery - Open comments - Top 10



Other ideas or comments

Making the required savings (Q21)

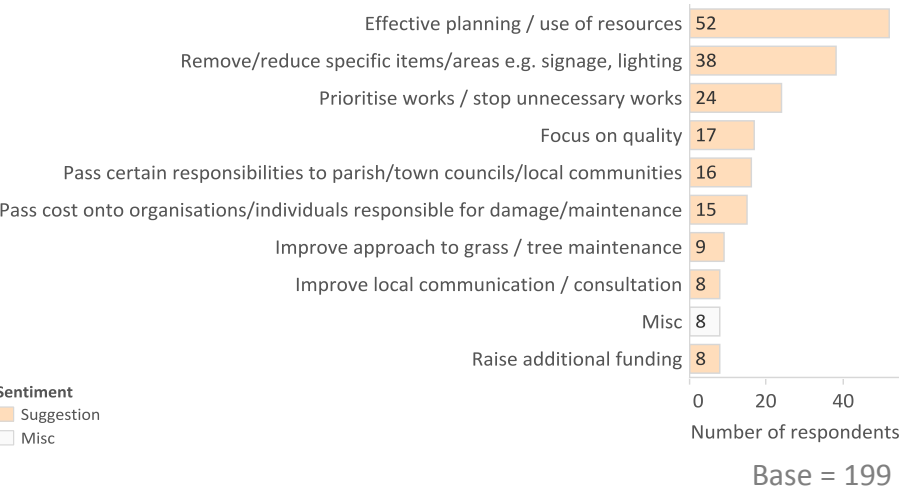
Respondents were asked if there was anything else the council should consider to help make the required savings. The theme which attracted the most comments related to the need for effective planning and/or use of resources (52). This included references to how maintenance work is planned and also some more broader comments related to spending decisions.

“The organisation of work could be improved. For instance a section of road has recently been repaired near my home, on one side of the road only, despite potholes on the other side which have already been marked with spray paint as an indication that they will be mended. Surely it would be better use of resources to do all the work in once go while the necessary plant is on site?”

“If works are going to be better planned in future, then better use of the workforce would be a natural progression. If staff are retained and paid for 52 weeks per year, plan the work to make best effective use of this”

Respondents referenced a need to remove or reduce specific items/ areas, including lighting, signage and traffic calming measures (38). Traffic calming measures are also highlighted in several of the comments within the related theme around the need to prioritise work and remove or stop work that is seen as unnecessary (24).

Chart 37 - Making required savings - Open comments - Top 10



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Other comments (Q22)

Respondents were asked whether they had any other comments.

Respondents made a number of suggestions; 21 described specific methods in which income could be raised for the council in order to make the savings necessary, 18 felt highways items and services needed to be improved, 15 suggesting the planning, strategies and operations of the council needed to be improved, ten felt communication between different involved highways agencies, and between the council and the public, needed to be improved, and ten advocated the use of a preventative model of highways maintenance, citing higher initial investment would be more cost-effective in the long-run.

"Reduce the amount of hours which street lighting is on even further than at present"

"Companies ought to be paying more towards the maintenance of the roads"

"Verges should be mowed at least 9 times a year especially near junctions where visibility is impaired"

"1. Don't think short-term 2. Look for best practice elsewhere - other authorities are facing the same challenges - learn from the best 3. Look at how industry plans maintenance of assets - again learn lessons from best practice elsewhere"

"Listen more to the people who use the roads"

"Make more junctions mini roundabouts and remove the traffic lights and the ongoing maintenance of such junctions."

Some respondents also voiced a number of concerns; 25 provided a negative comment about the current highways service, 16 were critical of previous and current council strategy and planning, 12 felt concerned for specific service user groups, and ten were critical of the consultation process.

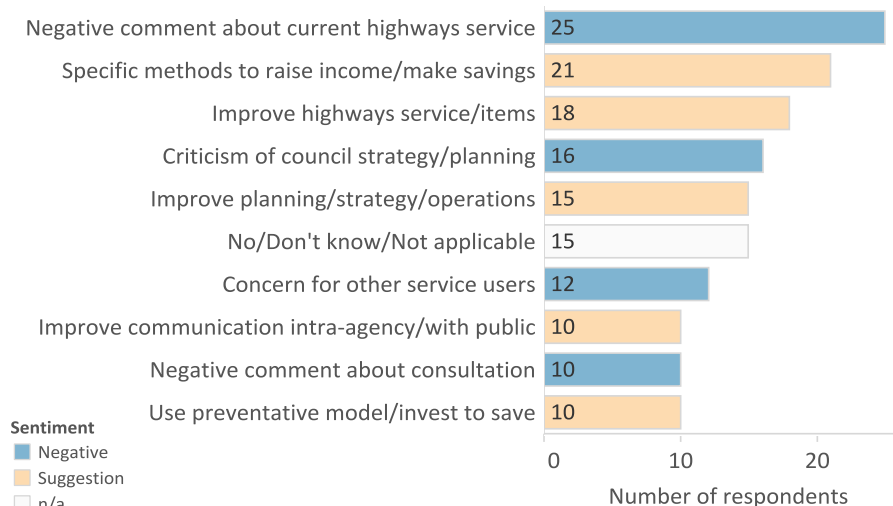
"I don't think the service is adequate as it stands"

"Passing responsibility for important services is not the answer - LCC have the responsibility and should be accountable for delivering a good standard of service"

"Vulnerable road users look to be ignored by plans to address "the most important" defects"

"I also expect that regardless of this consultation LCC will already have decided upon its course and will skew the data to match this"

Chart 38 - Other comments - Open comments - Top 10



Base = 157

Appendix 1 - Questionnaire



Have your say on how the council looks after Leicestershire's roads, pavements and verges

Introduction

Leicestershire County Council continues to face its biggest ever financial challenge and is having to save £78 million over the next four years.

Highway Maintenance services are about maintaining the condition of roads, pavements, verges and associated features such as signs, bollards etc. In 2015/16 we had a budget of £26 million for highway maintenance, using our own staff and some external contractors. By 2020 we expect our budget to be around £16.5 million.

We look after approximately 2,575 miles of road and inspect them every year. We upgrade the surface on around 180 miles of them a year, grit 45% of the road network in the winter, cut grass verges 6 times per year, repair on average 6,500 potholes per year (an average of the last 4 years), empty 135,000 road drains, and look after 68,000 street lights and 80,000 traffic signs.

Please note we are not responsible for maintaining the motorways and trunk roads (i.e. A42, A46) that run through Leicestershire, or the roads in Leicester City.

As a council we have a statutory duty to maintain Leicestershire's Highways but there are a number of ways we can do this. In order to make the savings required, we need to provide services in a different way in the future. We are reviewing our current Highway Maintenance Strategy based on changes to national guidance and the need to make savings.

Further information on the proposals can be found here:
www.leicestershire.gov.uk/highwaysconsultation. Please read the supporting information provided before completing the questionnaire.

Please note: Your responses to the main part of the survey (Q1 to Q22, including your comments) may be released to the general public in full under the Freedom of Information Act 2000. Any responses to the questions in the 'About you' section of the questionnaire will be held securely and will not be subject to release under Freedom of Information legislation, nor passed on to any third party.

Please return your completed survey **by midnight on 25th September 2016** to: Highways Strategy Consultation, Leicestershire County Council, Have Your Say, FREEPOST NAT 18685, Leicester, LE3 8XR

Q1 In what role are you responding to this consultation? Please tick one option only

- ☐ Resident of Leicestershire
- ☐ Visitor to Leicestershire
- ☐ Member of Leicestershire County Council staff
- ☐ Tree Warden/ Snow Warden/ Flood Warden
- ☐ County, district or parish/town councillor
- ☐ Representative of a public sector organisation
- ☐ Representative of a voluntary sector organisation, charity or community group
- ☐ Representative of a business or private sector organisation
- ☐ Other (please specify below)

Other (please specify)

If you indicated that you represent an organisation, business or community group, please provide your details.

Name:

Organisation:

This information may be subject to disclosure under the Freedom of Information Act 2000

Highway Maintenance Strategy - Public consultation survey results

Your views and experience of using Leicestershire's highways

Please could you tell us about how you currently use Leicestershire's highways and what you think about current conditions and service standards.

Q2 Approximately, how often, if at all, do you use each of the following to get about...? Please tick one option per row

	Daily	Several times a week	About once a week	About once a fortnight	About once a month	Every few months	About once a year	Less often	Never
Walking (journeys of 100 meters or more)	☐	☐	☐	☐	☐	☐	☐	☐	☐
Cycle (commuting to from work/school)	☐	☐	☐	☐	☐	☐	☐	☐	☐
Cycle (recreationally on or off road)	☐	☐	☐	☐	☐	☐	☐	☐	☐
Bus	☐	☐	☐	☐	☐	☐	☐	☐	☐
Car (or van)	☐	☐	☐	☐	☐	☐	☐	☐	☐
Motorcycle or moped	☐	☐	☐	☐	☐	☐	☐	☐	☐
Horse (on or off road)	☐	☐	☐	☐	☐	☐	☐	☐	☐
Wheelchair or mobility scooter	☐	☐	☐	☐	☐	☐	☐	☐	☐
Other	☐	☐	☐	☐	☐	☐	☐	☐	☐

Q3 On a scale of 1 to 5, how important, if at all, do you consider it to have well maintained...? Please tick one option per row
Where 1 = 'Not important' and 5 = 'Very important'

	1 (not important)	2	3	4	5 (very important)	Don't know
... pavements	☐	☐	☐	☐	☐	☐
... cycle routes/lanes	☐	☐	☐	☐	☐	☐
... roads	☐	☐	☐	☐	☐	☐
... street lights	☐	☐	☐	☐	☐	☐
... traffic lights	☐	☐	☐	☐	☐	☐
... bollards	☐	☐	☐	☐	☐	☐
... road signs	☐	☐	☐	☐	☐	☐
... grass verges	☐	☐	☐	☐	☐	☐
... roadside drains, gullies and culverts	☐	☐	☐	☐	☐	☐
... footbridges and subways	☐	☐	☐	☐	☐	☐
... rural laybys	☐	☐	☐	☐	☐	☐

	1 (not important)	2	3	4	5 (very important)	Don't know
... unsurfaced rural tracks and lanes	☐	☐	☐	☐	☐	☐
... fencing and pedestrian railings	☐	☐	☐	☐	☐	☐
... road markings (e.g. white lines)	☐	☐	☐	☐	☐	☐
... vehicle activated signs (e.g. for speed limits/ bends)	☐	☐	☐	☐	☐	☐
... traffic calming features (e.g. speed bumps)	☐	☐	☐	☐	☐	☐
... shrubs and flower beds	☐	☐	☐	☐	☐	☐
... winter roads (e.g. road gritting)	☐	☐	☐	☐	☐	☐
... other environmental work (e.g. treating weeds/ looking after trees)	☐	☐	☐	☐	☐	☐
... Rights of Way network*	☐	☐	☐	☐	☐	☐

*(Rights of Way are routes open to the public - such as 'bridleways' and footpaths - which are often in the countryside but can also be found in towns)

Q4 How satisfied or dissatisfied are you with the condition of the following in Leicestershire? Please tick one option per row

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Pavements	☐	☐	☐	☐	☐	☐
Cycle routes/lanes	☐	☐	☐	☐	☐	☐
Roads	☐	☐	☐	☐	☐	☐
Street lights	☐	☐	☐	☐	☐	☐
Grass verges	☐	☐	☐	☐	☐	☐
Roadside drains, gullies and culverts	☐	☐	☐	☐	☐	☐
Road markings (e.g. white lines)	☐	☐	☐	☐	☐	☐
Road signs	☐	☐	☐	☐	☐	☐
Shrubs and flower beds	☐	☐	☐	☐	☐	☐
Winter roads (e.g. free from ice and snow)	☐	☐	☐	☐	☐	☐
Other environmental work (e.g. treating weeds/ looking after trees)	☐	☐	☐	☐	☐	☐
Other street-scape items (e.g. bollards, railings, laybys, traffic lights, drain covers)	☐	☐	☐	☐	☐	☐
Rights of Way network*	☐	☐	☐	☐	☐	☐

*(Rights of Way are routes open to the public - such as 'bridleways' and footpaths - which are often in the countryside but can also be found in towns)

Highway Maintenance Strategy - Public consultation survey results

Q5 How satisfied or dissatisfied are you with the way Leicestershire County Council...? Please tick one option per row

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Deals with potholes and damaged roads	☐	☐	☐	☐	☐	☐
Deals with damaged pavements and footpaths	☐	☐	☐	☐	☐	☐
Enforces the cutting back of overgrown hedges/trees obstructing roads and pavements or hiding road signs	☐	☐	☐	☐	☐	☐
Deals with flooding on roads and pavements	☐	☐	☐	☐	☐	☐
Deals with mud on the road	☐	☐	☐	☐	☐	☐
Deals with the repair of unfit street lights	☐	☐	☐	☐	☐	☐
Deals with knocked over/ damaged bollards, railing and signs	☐	☐	☐	☐	☐	☐
Undertakes cold weather gritting (salting) and snow clearance	☐	☐	☐	☐	☐	☐
Undertakes grass cutting	☐	☐	☐	☐	☐	☐
Deals with overgrown public Rights of Way*	☐	☐	☐	☐	☐	☐

*(Rights of Way are routes open to the public - such as 'bridleways' and footpaths - which are often in the countryside but can also be found in towns)

Q6 Have you contacted Leicestershire County Council to report a highways-related problem/defect in the last 12 months? Please tick one option only

☐ Yes ☐ No

Note: Please only respond to Q7a and Q7b if you said 'Yes' to Q6.

Q7a If yes, has the problem/defect been resolved/repaired? Please tick one option only

☐ Yes ☐ No ☐ Don't know

Q7b How satisfied or dissatisfied were you with the following aspects of how your enquiry was handled? Please tick one option per row

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/ Not applicable
Communication	☐	☐	☐	☐	☐	☐
Speed of resolving the problem	☐	☐	☐	☐	☐	☐
Quality of the work carried out	☐	☐	☐	☐	☐	☐
Overall process and outcome	☐	☐	☐	☐	☐	☐

Our proposals

In the new Highway Maintenance Strategy we are proposing to:

1. Prioritise high risk repairs when responding to highway defects and focus resources on planned repairs and preventative maintenance
2. Reduce the number of items we look after directly and/or reduce how regularly we maintain these
3. Involve communities directly in maintaining the streetscape and road-side environment

Proposal 1: Prioritise high risk repairs when responding to highway defects and focus resources on planned repairs and preventative maintenance

We currently respond to highway defects based on criteria that only relate to the nature of the defect. We propose to change the way we prioritise and repair highway defects by taking more consideration of the location and use, and targeting our resources according to the likely risk.

We will continue to treat the same number of defects overall. Assessing the risk and isolating only those that really are critical will mean we could reduce the number of high cost, low quality, rapid repairs. Responding to medium and lower risk defects in a longer timescale will allow us to programme works better and provide more first time permanent repairs at a higher standard and reduced cost.

We currently allocate resources towards sections of the network according to road classification (i.e. A roads, B roads) and their assessed condition. In future, we are proposing to use a variety of characteristics to better prioritise spending across the network according to the condition and priority. This would mean we can better differentiate between how we maintain certain types of road, i.e. urban estate roads, urban main roads and narrow rural minor roads with low traffic volume.

Highway Maintenance Strategy - Public consultation survey results

Q8 To what extent do you agree or disagree with the proposal to deal with medium and low risk defects as part of longer term planned maintenance programmes, with the aim of dealing with higher risk defects more effectively? Please tick one option only

Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
☐	☐	☐	☐	☐	☐

Why do you say this?

Q9 To what extent do you agree or disagree with the following criteria for deciding how our schedule of planned highways maintenance is prioritised? Please tick one option per row

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
Amount of use/wear received	☐	☐	☐	☐	☐	☐
Risk to safety if not regularly maintained	☐	☐	☐	☐	☐	☐
Impact on users if not regularly maintained	☐	☐	☐	☐	☐	☐
Cost of ad hoc repairs if not regularly maintained	☐	☐	☐	☐	☐	☐

Is there anything else we should consider?

Q10 On a scale of 1 to 5, how would you rate the importance of the following criteria for deciding the priority in which we respond to highway defects? Where 1 = 'Not important' and 5 = 'Very important'. Please tick one option per row

	1 (not important)	2	3	4	5 (very important)	Don't know
Likelihood of causing damage to vehicles	☐	☐	☐	☐	☐	☐
Likelihood of causing a risk to safety	☐	☐	☐	☐	☐	☐
Anticipated rate of deterioration of the defect	☐	☐	☐	☐	☐	☐
History of defects on the carriageway/pavement	☐	☐	☐	☐	☐	☐
Aesthetics/appearance/ visual impact	☐	☐	☐	☐	☐	☐
Nuisance (e.g. clattering manhole covers)	☐	☐	☐	☐	☐	☐
The amount the road/pavement is used	☐	☐	☐	☐	☐	☐
Status/classification of road (e.g. A road, B road, C road) regardless of amount of use	☐	☐	☐	☐	☐	☐
Whether or not a temporary repair would be cost effective	☐	☐	☐	☐	☐	☐
Proximity to key services (e.g. schools, hospitals, main shopping areas)	☐	☐	☐	☐	☐	☐
Significance for economic activities (e.g. for businesses, employment, commercial areas)	☐	☐	☐	☐	☐	☐

Is there anything else we should consider?

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Q11 Taking into account the fact that the county council has to make choices about where to use limited resources, on a scale of 1 to 5, how important do you think it is for us to prioritise our resources on the following types of road/footway when planning routine maintenance or responding to defects? Where 1 = 'Not important' and 5 = 'Very important'. Please tick one option per row

	1 (not important)	2	3	4	5 (very important)	Don't know
Urban roads - high use	☐	☐	☐	☐	☐	☐
Urban roads - average use	☐	☐	☐	☐	☐	☐
Urban roads - low use	☐	☐	☐	☐	☐	☐
Housing estate roads	☐	☐	☐	☐	☐	☐
Rural roads - high use	☐	☐	☐	☐	☐	☐
Rural roads - average use	☐	☐	☐	☐	☐	☐
Rural roads - low use	☐	☐	☐	☐	☐	☐
Town centre/ shopping area pavements	☐	☐	☐	☐	☐	☐
Housing estate pavements	☐	☐	☐	☐	☐	☐
Other urban pavements	☐	☐	☐	☐	☐	☐
Village pavements	☐	☐	☐	☐	☐	☐
Rural pavements between villages	☐	☐	☐	☐	☐	☐
Cycleways	☐	☐	☐	☐	☐	☐
Rights of Way network*	☐	☐	☐	☐	☐	☐

*(Rights of Way are routes open to the public - such as 'bridleways' and footpaths - which are often in the countryside but can also be found in towns)

Proposal 2: Reduce the number of items we look after directly and/or reduce how regularly we maintain these

We maintain many items on the highways network and the roadside. We are proposing to reduce costs by reducing, sharing or ending the maintenance of some of these items.

The council could potentially reduce or remove the number of items that we look after to cut ongoing maintenance costs: Examples might be to remove rather than replace old, broken or damaged items such as street lights, bollards, fencing etc. or to stop reconstructing pavements or cycle lanes that are not in a good condition.

Q12 To what extent do you agree or disagree with the proposal to 'reduce the number of items we look after directly and/or reduce how regularly we maintain these'? Please tick one option only

Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
☐	☐	☐	☐	☐	☐

Why do you say this?

Highway Maintenance Strategy - Public consultation survey results

Q13 Subject to an assessment of risk, which of the following items do you think we could reduce in number? Please tick one option per row

	A great deal	To some extent	Not very much	Not at all	Don't know
Street lights	☐	☐	☐	☐	☐
Traffic lights	☐	☐	☐	☐	☐
Bollards	☐	☐	☐	☐	☐
Road signs	☐	☐	☐	☐	☐
Rural laybys	☐	☐	☐	☐	☐
Fencing and pedestrian railings	☐	☐	☐	☐	☐
Road markings (e.g. white lines)	☐	☐	☐	☐	☐
Vehicle activated signs	☐	☐	☐	☐	☐
Traffic calming features (e.g. speed bumps)	☐	☐	☐	☐	☐
Shrub and flower beds	☐	☐	☐	☐	☐

Are there any other items you think we should consider reducing in number?

The council could potentially look at reducing the coverage of some services, for example grass cutting or winter gritting (e.g. miles of verge/road serviced). In towns and villages this could mean leaving some areas of wider grass verge left uncut (where there is no risk to safety) or grass verges between villages only being cut for visibility at junctions and on bends. For winter gritting a reduction in coverage could mean reducing the length of lower priority roads that are treated ahead of frost.

Q14 Subject to an assessment of risk, which of the following services do you think we could reduce in coverage (e.g. miles of verge/road serviced)? Please tick one option per row

	A great deal	To some extent	Not very much	Not at all	Don't know
Grass cutting in towns and villages	☐	☐	☐	☐	☐
Grass cutting between villages (rural verges)	☐	☐	☐	☐	☐
Winter gritting (lower priority roads)	☐	☐	☐	☐	☐

Q15 Subject to an assessment of risk, which of the following items/services do you think we could consider reducing the frequency of maintenance? Tick all applicable

☐ Pavements	☐ Footbridges and subways
☐ Cycle routes/lanes	☐ Rural laybys
☐ Roads	☐ Unsurfaced rural tracks and lanes
☐ Street lights	☐ Fencing and pedestrian railings
☐ Traffic lights	☐ Road markings (e.g. white lines)
☐ Bollards	☐ Vehicle activated signs (e.g. for speed limits/bends)
☐ Road signs	☐ Traffic calming features (e.g. speed bumps)
☐ Grass cutting in towns and villages	☐ Shrub and flower beds
☐ Grass cutting between villages (rural verges)	☐ Other environmental work (e.g. treating weeds, looking after trees we are responsible for)
☐ Roadside drains, gullies and culverts	☐ Public Rights of Way*

*(Rights of Way are routes open to the public - such as 'bridleways' and footpaths - which are often in the countryside but can also be found in towns)

The council could potentially look at devolving or sharing certain responsibilities for highway maintenance to Parish and Town Councils.

We could work closer with Parish Councils and community groups to help them to deliver some services that we will have to reduce, for example cleaning traffic signs, painting fencing and cutting vegetation.

Q16 For which of the following items/services do you think we could share or devolve maintenance by working with Parish Councils, communities and residents? Tick all applicable

☐ Pavements	☐ Footbridges and subways
☐ Cycle routes/lanes	☐ Rural laybys
☐ Roads	☐ Unsurfaced rural tracks and lanes
☐ Street lights	☐ Fencing and pedestrian railings
☐ Traffic lights	☐ Road markings (e.g. white lines)
☐ Bollards	☐ Vehicle activated signs (e.g. for speed limits/bends)
☐ Road signs	☐ Traffic calming features (e.g. speed bumps)
☐ Grass cutting in towns and villages	☐ Shrub and flower beds
☐ Grass cutting between villages (rural verges)	☐ Winter gritting
☐ Dealing with overhanging trees and hedges	☐ Other environmental work (e.g. treating weeds)
☐ Roadside drains, gullies and culverts	☐ Public Rights of Way*

*(Rights of Way are routes open to the public - such as 'bridleways' and footpaths - which are often in the countryside but can also be found in towns)

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Q17 Is there anything else you think we should consider to reduce the number of items we look after and/or the amount of maintenance work we do?

Proposal 3: Involve communities directly in maintaining the streetscape and road-side environment

We already have various collaborative schemes in place with Parish and Town Councils and local communities. We think there are opportunities to build further on this and involve communities directly in maintaining the streetscape and roadside environment. Joint working arrangement, such as Lengthsman or Highway Warden schemes, can help reduce costs whilst resulting in a service that is more tailored to the needs and aspirations of local communities.

We can also see mutual benefits in better collaboration and communication between local communities and our highway maintenance service i.e. in planning road maintenance works and responding to defects.

Q18 To what extent do you agree or disagree with the proposal to 'involve communities directly in maintaining the highway'? Please tick one option only

Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
☐	☐	☐	☐	☐	☐

Why do you say this?

Highway Maintenance Strategy - Public consultation survey results

Q19 To what extent do you agree or disagree with the idea of the following groups taking a greater role in maintaining roads, pavements and the roadside environment, where they are able to?
Please tick one option per row

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
Individuals	☐	☐	☐	☐	☐	☐
Communities and community groups	☐	☐	☐	☐	☐	☐
Parish/town councils	☐	☐	☐	☐	☐	☐

Do you have any suggestions/ideas about the ways in which these groups could get involved?

Q20 The council is considering whether to increase its charges to cover more of the cost of providing some items requested by the public, e.g. for outside their properties, such as, new dropped kerbs for driveways, bollards, and white line H-bar entrance markings. To what extent do you agree or disagree with the principle of the council seeking full cost recovery for such work? Please tick one option only

Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
☐	☐	☐	☐	☐	☐

Why do you say this?

Other ideas or comments

Q21 Considering the maintenance of roads, pavements, verges and street furniture etc., is there anything else you think the council should consider to help make the required savings?

Q22 Do you have any other comments?

Highway Maintenance Strategy - Public consultation survey results

About you

Leicestershire County Council is committed to ensuring that its services, policies and practices are free from discrimination and prejudice and that they meet the needs of all sections of the community.

We would therefore be grateful if you would answer the questions below. You are under no obligation to provide the information requested, but it would help us greatly if you did.

Q23 Are you male or female? Please tick one option only

- ☐ Male
☐ Female

Q24 Gender Identity: A person has an internal, deeply held sense of their own gender. For trans people, their own sense of who they are does not match the sex that society assigns to them when they are born.

Is your gender identity the same as the gender you were assigned at birth? Please tick one option only

- ☐ Yes
☐ No

Q25 What was your age on your last birthday? (Please enter your age in numbers not words)

Q26 What is your full postcode? This will tell us how far people are travelling to use our services. It will not identify your house.

Q27 Are you a parent or a carer of a young person aged 17 or under? Please tick one option only

- ☐ Yes
☐ No

If yes, what are the ages of the children in your care? Please tick all applicable

- ☐ 0-4
☐ 5-10
☐ 11-15
☐ 16-17

Q28 Are you a carer of a person aged 18 or over? Please tick one option only

- ☐ Yes
☐ No

Q29 Do you have a long-standing illness, disability or infirmity? Please tick one option only

- ☐ Yes
☐ No

Q30 What is your ethnic group? Please tick one option only

- ☐ White
☐ Mixed
☐ Asian or Asian British
☐ Black or Black British
☐ Other ethnic group

Q31 What is your religion? Please tick one option only

- ☐ No religion
☐ Christian (all denominations)
☐ Buddhist
☐ Hindu
☐ Jewish
☐ Muslim
☐ Sikh
☐ Any other religion

Q32 Are you an employee of Leicestershire County Council? Please tick one option only

- ☐ Yes
☐ No

Q33 Many people face discrimination because of their sexual orientation and for this reason we have decided to ask this monitoring question. You do not have to answer it, but we would be grateful if you could tick the box next to the category which describes your sexual orientation. Please tick one option only

- ☐ Bi-sexual
☐ Gay
☐ Heterosexual / straight
☐ Lesbian
☐ Other

Thank you for your assistance. Your views are important to us. When the consultation closes in September 2016, we will report the results back to the council's cabinet in Autumn 2016.

Please return your completed survey **by midnight on 25th September 2016** to: Highways Strategy Consultation, Leicestershire County Council, Have Your Say, FREEPOST NAT 18685, Leicester, LE3 8XR

Data Protection: Personal data supplied on this form will be held on computer and will be used in accordance with the Data Protection Act 1998. The information you provide will be used for statistical analysis, management, planning and the provision of services by the county council and its partners. Leicestershire County Council will not share any information collected from the 'About you' section of this survey with its partners. The information will be held in accordance with the council's records management and retention policy. Information which is not in the 'About you' section of the questionnaire may be subject to disclosure under the Freedom of Information Act 2000

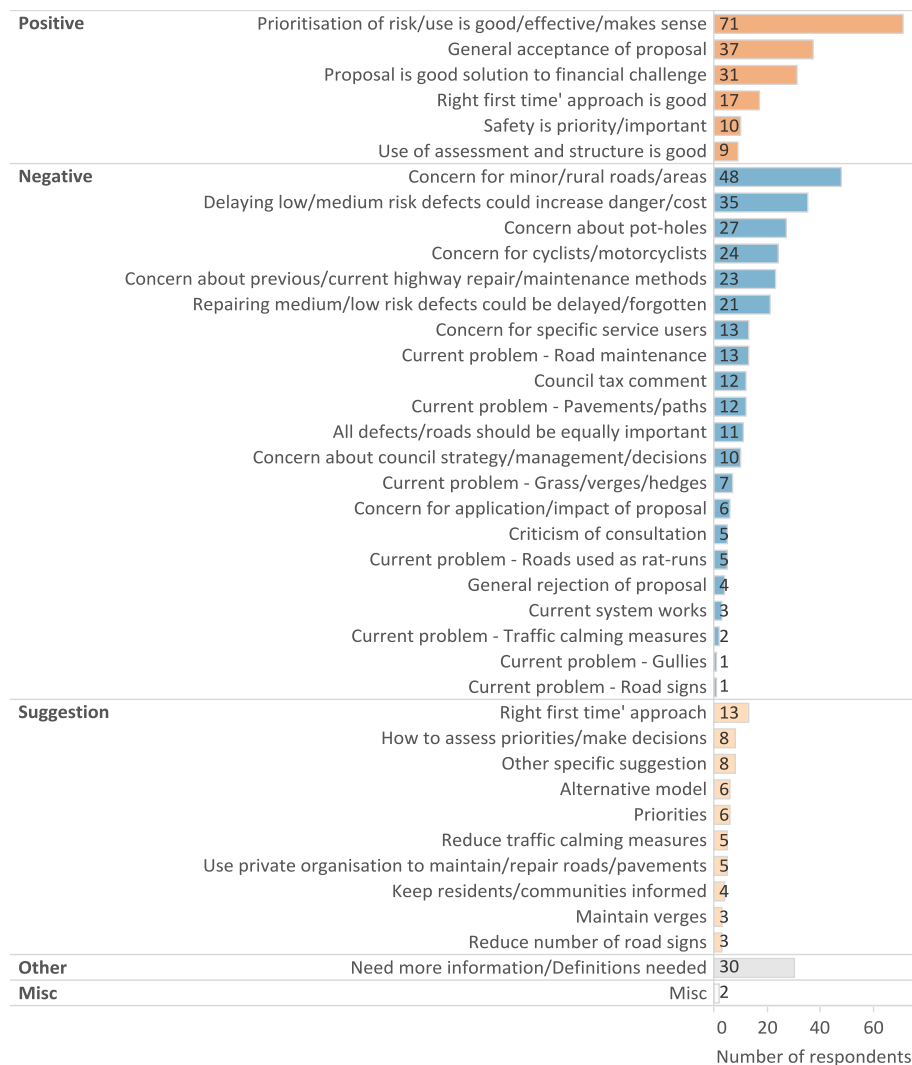
Appendix 2 - Demographic profile of respondents

		Number of respondents	% of respondents
Gender	Male	227	53.4%
	Female	198	46.6%
Gender identity	Yes	401	99.8%
	No	1	0.2%
Age	Under 15	2	0.5%
	15-24	7	1.7%
	25-34	35	8.7%
	35-44	69	17.2%
	45-54	106	26.4%
	55-64	92	22.9%
	65-74	81	20.2%
	75-84	8	2.0%
Disability	85 or above	1	0.2%
Disability	Yes	77	18.5%
	No	340	81.5%
Ethnicity	Asian or Asian British	6	1.5%
	Mixed	4	1.0%
	Other ethnic group	8	2.0%
	White	387	95.6%
Religion	Any other religion	7	1.7%
	Christian (all denominations)	237	59.1%
	Hindu	1	0.2%
	Muslim	5	1.2%
	No religion	151	37.7%
Sexual orientation	Bi-sexual	4	1.2%
	Gay	9	2.7%
	Heterosexual / straight	317	93.5%
	Lesbian	2	0.6%
	Other	7	2.1%
LCC employee	Yes	80	19.1%
	No	338	80.9%

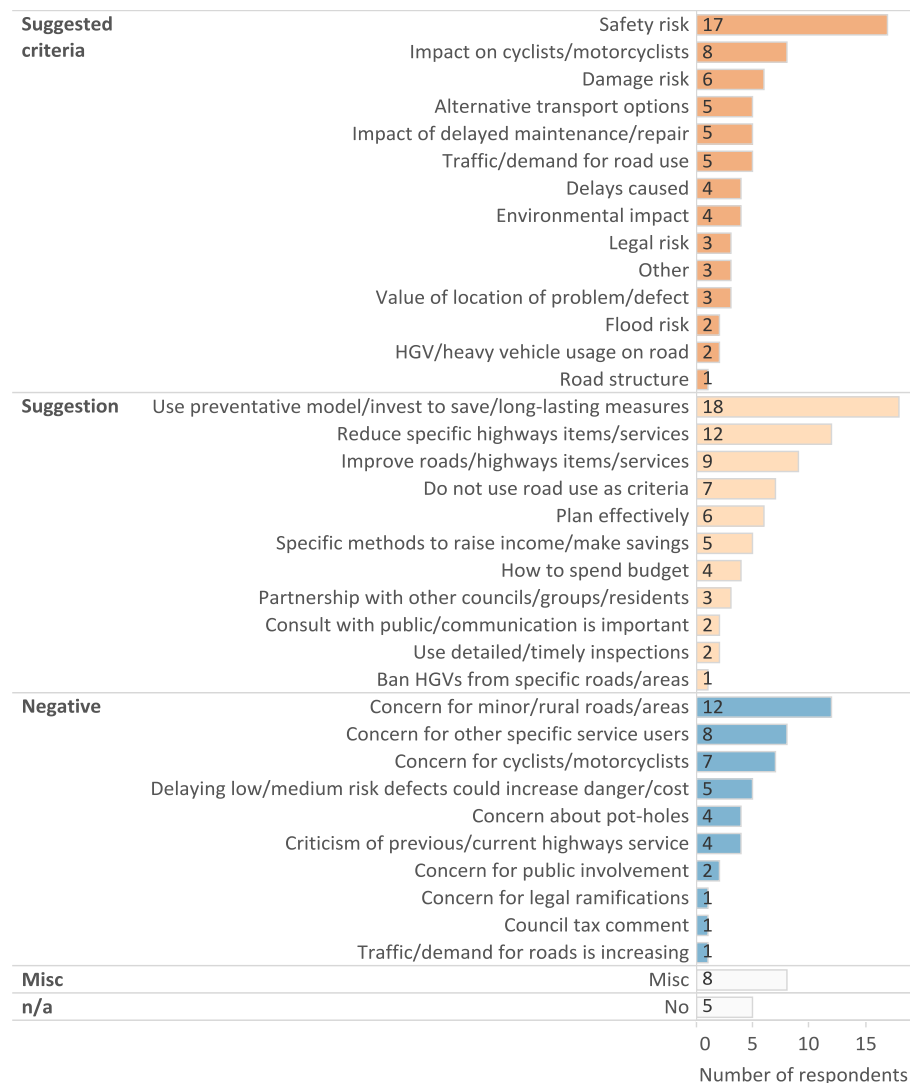
		Number of respondents	% of respondents
Parent/carers	Yes	105	24.8%
	No	319	75.2%
Parent/carers of	0-4	23	5.1%
	5-10	33	7.3%
	11-15	48	10.6%
	16-17	25	5.5%
Carer	Yes	42	10.0%
	No	377	90.0%
Location	Blaby	34	8.8%
	Charnwood	104	26.9%
	Harborough	48	12.4%
	Hinckley and Bosworth	96	24.8%
	Leicester	16	4.1%
	Melton	25	6.5%
	North West Leicestershire	49	12.7%
	Oadby and Wigston	12	3.1%
	Rutland	3	0.8%
IMD county decile	1 (most deprived)	25	6.8%
	2	25	6.8%
	3	30	8.2%
	4	30	8.2%
	5	32	8.7%
	6	38	10.3%
	7	51	13.9%
	8	37	10.1%
	9	52	14.1%
	10 (least deprived)	48	13.0%
RUC 2011	Rural hamlets and isolated dwellings	17	4.4%
	Rural town and fringe	65	16.8%
	Rural village	67	17.3%
	Urban city and town	238	61.5%

Appendix 3 - All open comment themes

Q8a: Proposal 1 - by sentiment

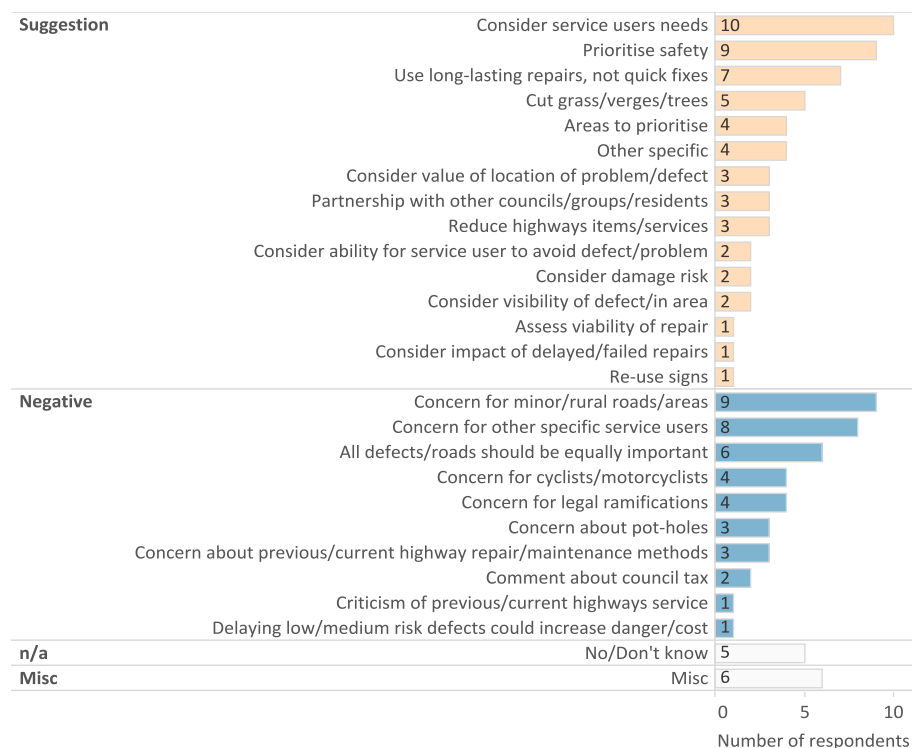


Q9e: Other criteria to consider for prioritising schedule - by sentiment

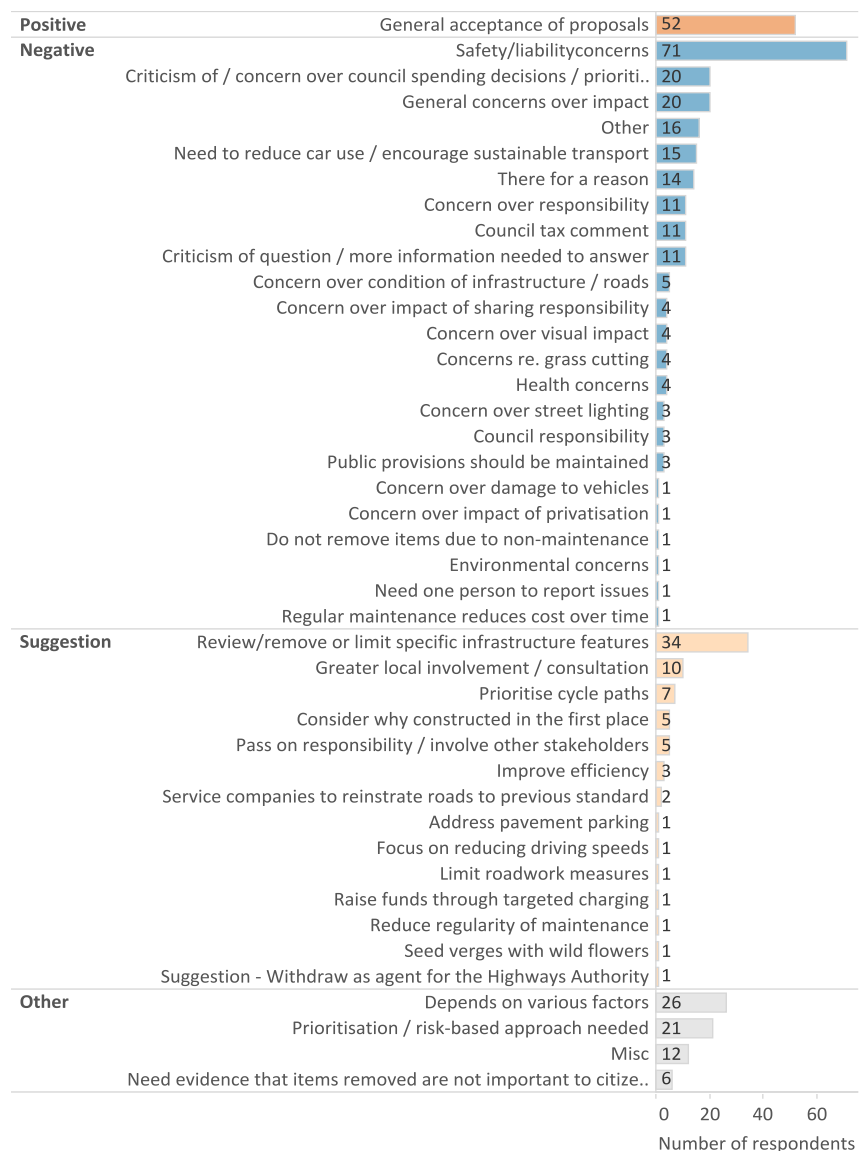


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Q10l: Other criteria to consider for deciding priority - by sentiment

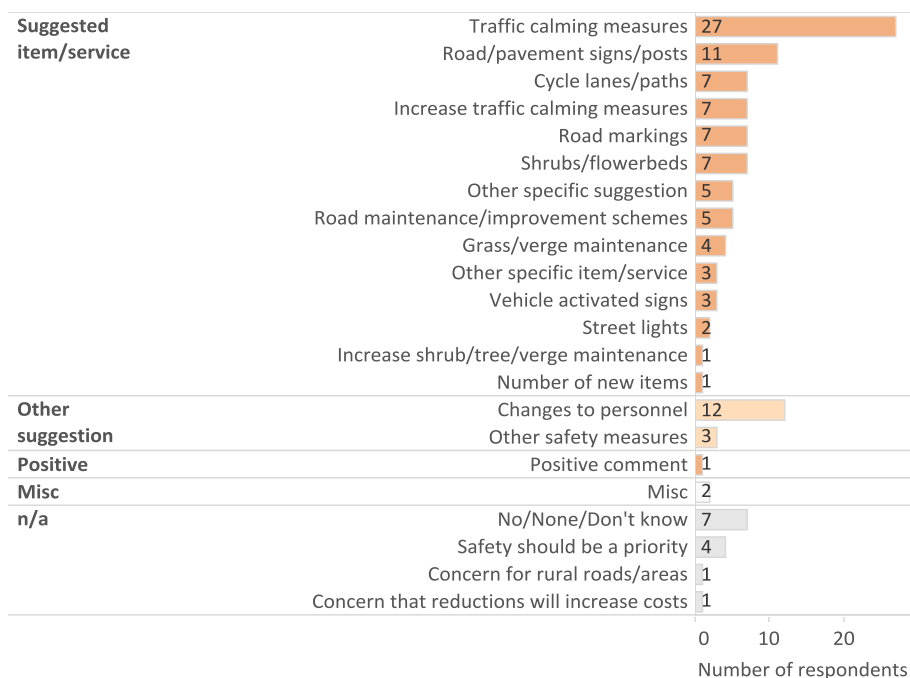


Q12a: Proposal 2 - by sentiment

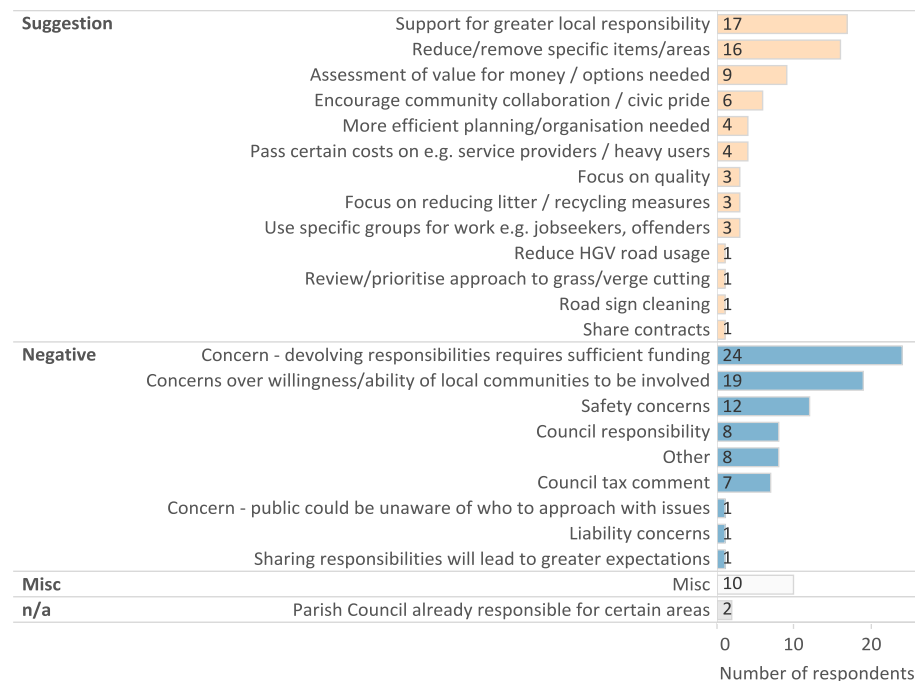


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Q13k: Other items that could be reduced - by sentiment

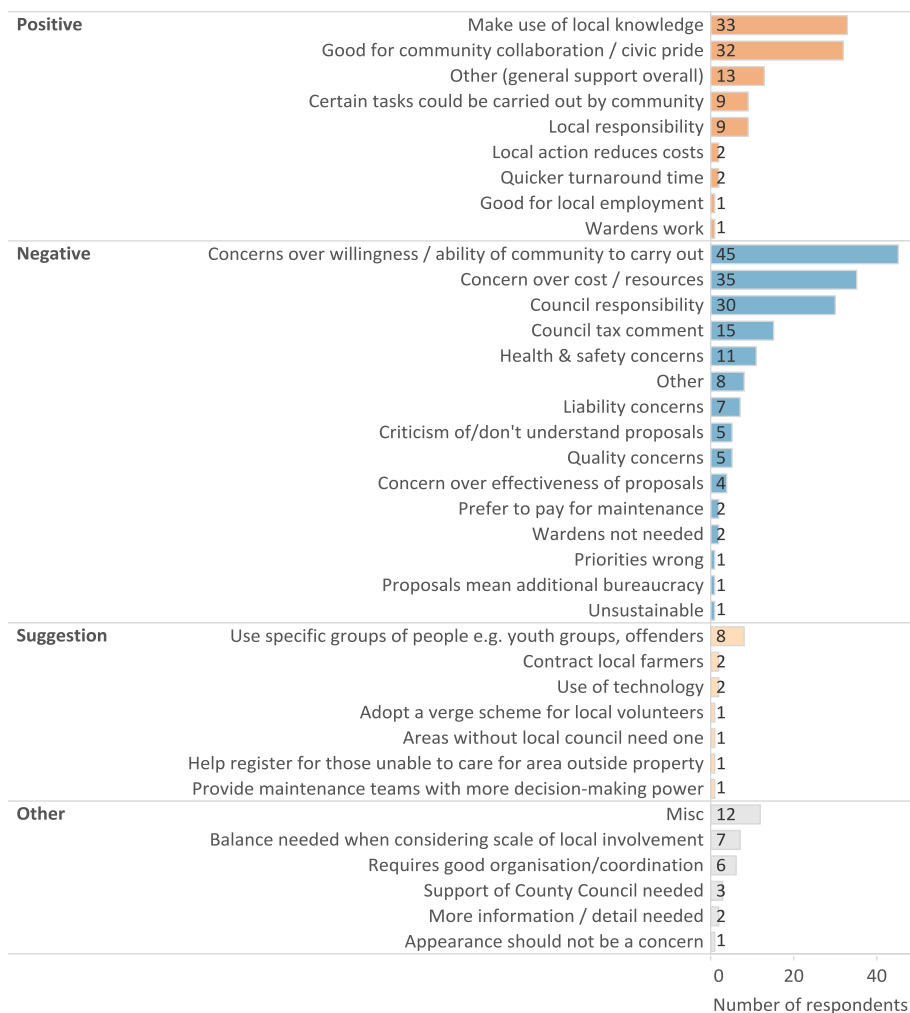


Q17: Other considerations for reducing items looked after/ maintenance - by sentiment

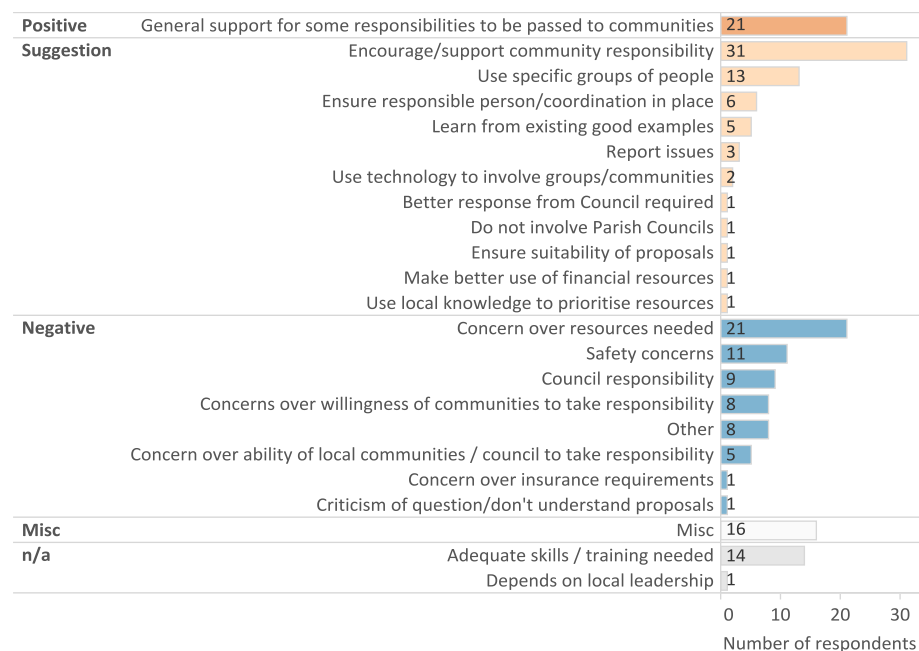


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Q18a: Proposal 3 - by sentiment

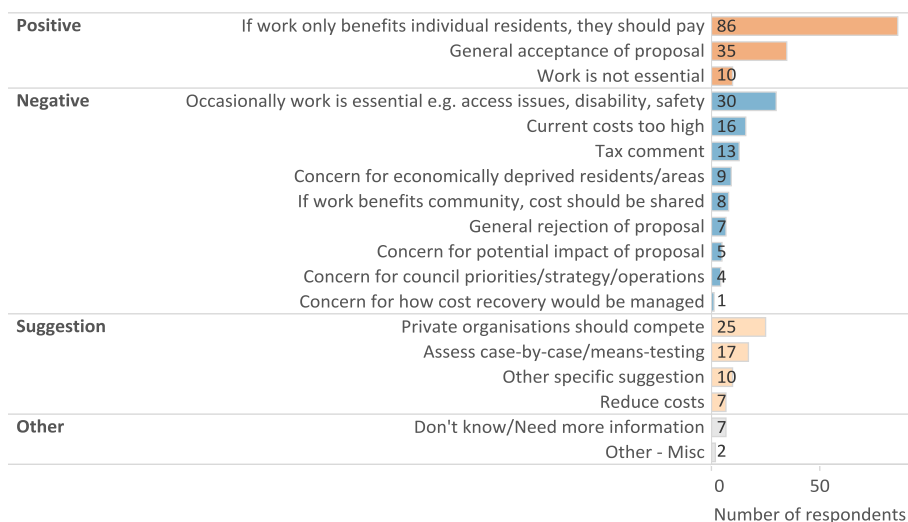


Q19d: Involvement of others - by sentiment

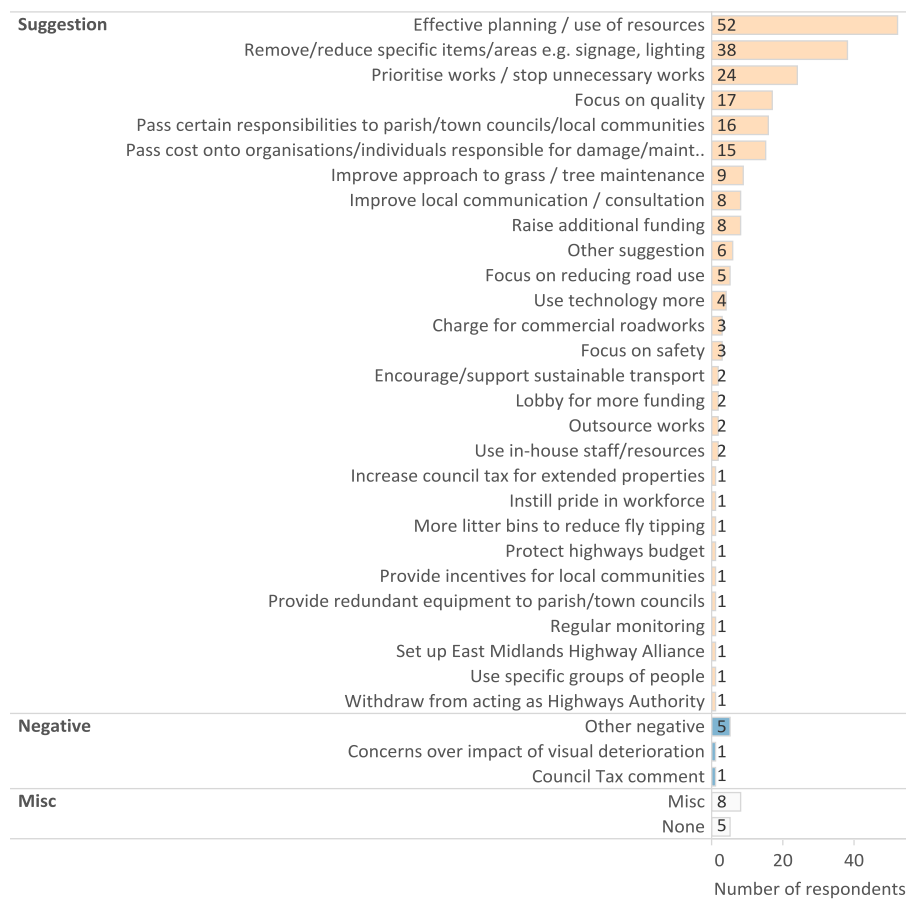


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Q20a: Full cost recovery - by sentiment

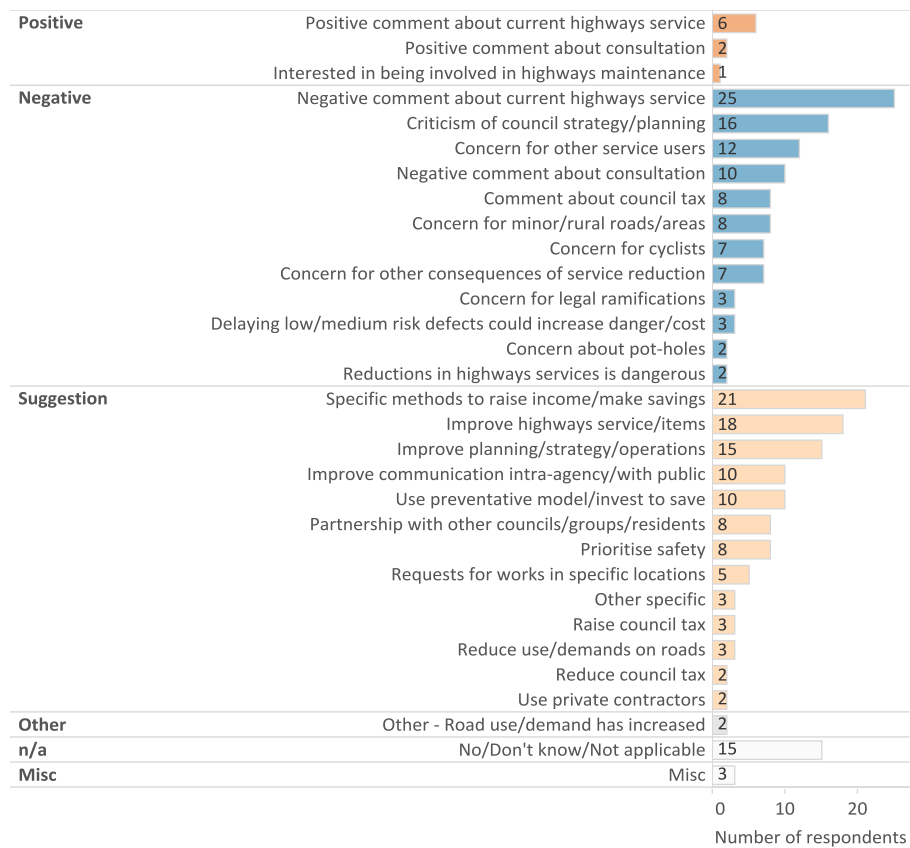


Q21: Making required savings - by sentiment



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Q22: Other comments - by sentiment



About the Strategic Business Intelligence Team

The team provides research and insight support to the council, working with both internal departments and partner organisations.

The team provides assistance with:

- Asset Mapping
- Benchmarking
- Business case development
- Community profiling
- Consultation
- Cost benefit analysis
- Journey mapping
- Data management
- Data cleaning/matching
- Data visualisation/ Tableau
- Engagement
- Ethnography
- Factor/cluster analysis
- Focus groups/workshops
- Forecasts/modelling
- Literature reviews
- GIS Mapping/ Mapinfo
- Needs analysis
- Profiling
- Questionnaire design
- Randomised control trials
- Segmentation
- Social Return on Investment/evaluations
- Statistical analysis/SPSS
- Surveys (all formats)/ SNAP
- Voting handsets
- Web analytics
- Web usability testing

Contact

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www.lsr-online.org

If you require information contained in this leaflet in another version e.g. large print, Braille, tape or alternative language please telephone: 0116 305 6803, Fax: 0116 305 7271 or Minicom: 0116 305 6160.

જો આપ આ માહિતી આપની ભાષામાં સમજવામાં થોડી મદદ ઇચ્છતાં હો તો 0116 305 6803 નંબર પર ફોન કરશો અને અમે આપને મદદ કરવા અવસ્થા કરીશું.

જેકર તુહાનું ઇસ જાણકારી નું સમજણ વિષે કુચ મદદ ચાહીદી હૈ તાં કિરપા કરકે 0116 305 6803 નંબર કે ફોન કરે અકે અસીં તુહાડી મદદ લઈ કિસે દા પૂર્ણ કર દવાંગે।

এই তথ্য নিজের ভাষায় বুঝার জন্য আপনার যদি কোন সাহায্যের প্রয়োজন হয়, তবে 0116 305 6803 এই নম্বরে ফোন করলে আমরা উপযুক্ত ব্যক্তির ব্যবস্থা করবো।

اگر آپ کو یہ معلومات سمجھنے میں کچھ مدد درکار ہے تو براہ مہربانی اس نمبر پر کال کریں 0116 305 6803 اور ہم آپ کی مدد کے لئے کسی کا انتظام کر دیں گے۔

假如閣下需要幫助，用你的語言去明白這些資訊，請致電 0116 305 6803，我們會安排有關人員為你提供幫助。

Jeżeli potrzebujesz pomocy w zrozumieniu tej informacji w Twoim języku, zadzwoń pod numer 0116 305 6803, a my Ci pomożemy.

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