

Highway Maintenance Strategy

From A-roads to Zebras...

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

Stakeholder consultation survey results



December 2016

Strategic Business Intelligence Team
Leicestershire County Council

Highway Maintenance Strategy - Stakeholder consultation survey results

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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 stakeholders (including parish and town councils, and groups and organisations who may be interested in working with the council to take care of the county's roads, streetscape and roadside environment) on the proposed Highway Maintenance Strategy. The consultation involved a survey.

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. The consultation closed on the 25 September 2016 (a three month fieldwork window).

A separate consultation was also held with the public. The findings of the public 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
- Consultation promoted at the Leicestershire Equalities Challenge Group, and the Leicester & Leicestershire Transport Advisors Group
- Additional information document circulated to all Parish Councils
- Leicestershire County Council and Leicestershire & Rutland Association of Local Councils Annual Parishes Liaison Event
- Consultation workshop for Parish and Town Councils, and other interested organisations

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.

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.

Analysis of open-ended comments

The survey contained 13 open-ended questions. Just over 240 comments were left by stakeholders 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 2.

Response rate and stakeholder profile

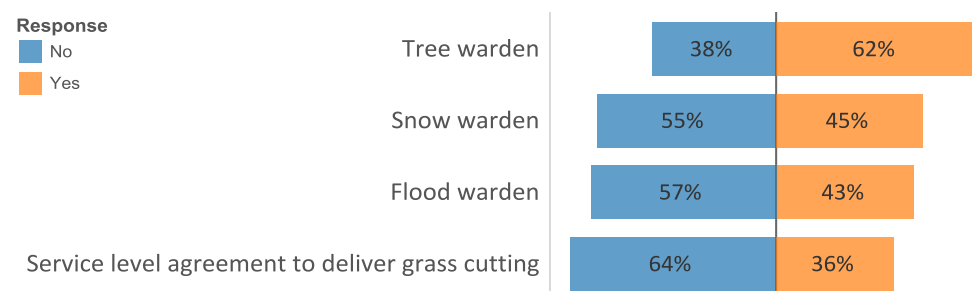
During the three month consultation window, 30 stakeholders responded to the survey. The stakeholder organisations who responded to the consultation are listed in Table 1.

Stakeholders were asked whether their council or area currently had a number of local responsibilities for highways services (Chart 1).

Table 1 - Stakeholder organisations that responded to consultation

Anstey Parish Council	Hinckley Business Improvement District
Arnesby Parish Council	Hoton Parish Council
Ashby de la Zouch Town Council	Measham Parish Council
Barrow upon Soar Parish Council	Medbourne Parish Council
Bitteswell Parish Council	National Farmers Union
Bower	Newtown Linford Parish Council
Burbage Parish Council	Queniborough Parish Council
Burton on the Wolds, Cotes and Prestwold Parish Council	Sheepy Parish Council
Charnwood Borough Council	Sileby Parish Council
Clawson Hose & Harby Parish Council	Thurmaston Parish Council
Claybrooke Magna Parish Council	Thurnby and Bushby Parish Council
Fleckney Parish Council	Walton on the Wolds Parish Council
Foxton Parish Council	Witherley Parish Council
Glen Parva Parish Council	

Chart 1 - Local highways responsibilities



Base = 23

Chapter 2: Leicestershire's highways

Using Leicestershire's highways

Stakeholders were asked several questions about what they think about current conditions and service standards of Leicestershire's highways.

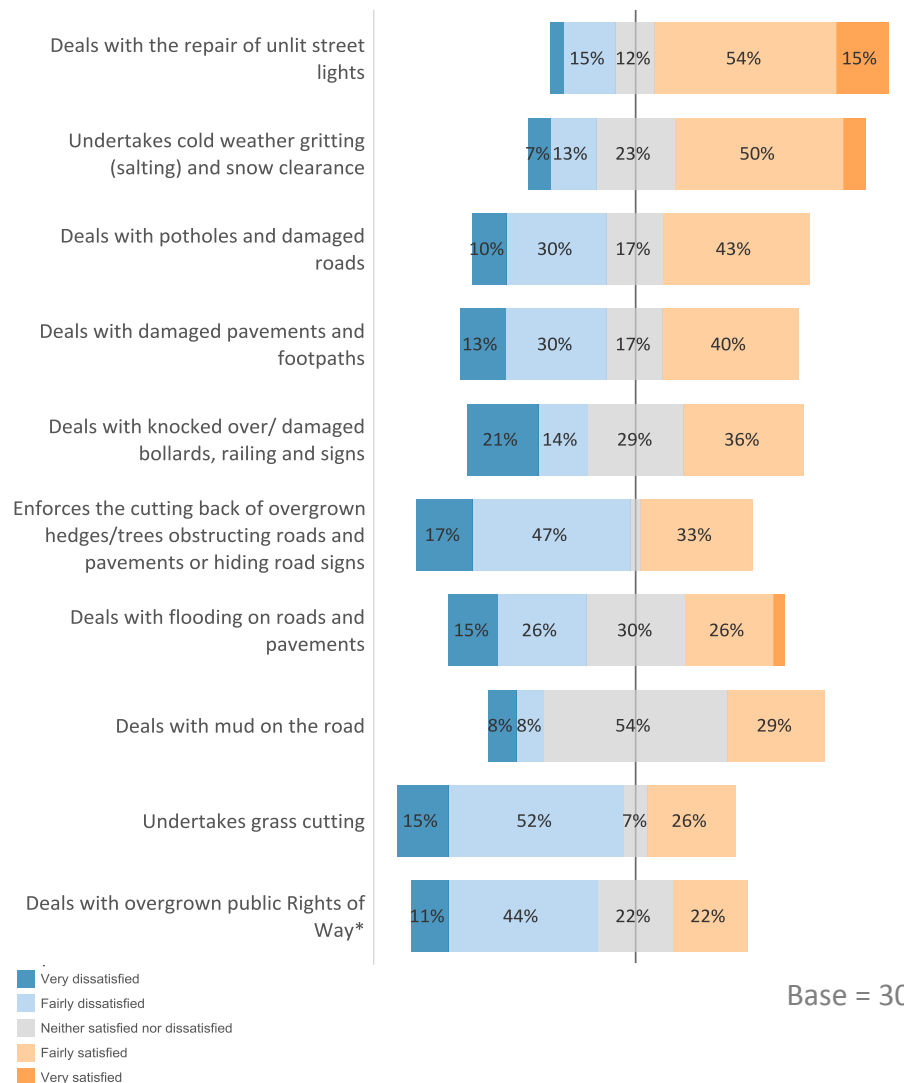
Satisfaction with highways repairs and maintenance (Q3)

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

Chart 2 shows the majority of stakeholders were 'Fairly satisfied' or 'Very satisfied' with way Leicestershire County Council 'Deals with the repair of unlit street lights' (69%) and 'Undertakes cold weather gritting (salting) and snow clearance' (57%).

In contrast, the majority of stakeholders were 'Fairly dissatisfied' or 'Very dissatisfied' with the way the council 'Undertakes grass cutting' (67%), 'Enforces the cutting back of overgrown hedges/trees obstructing roads and pavements or hiding road signs' (64%), and 'Deals with overgrown public Rights of Way' (55%).

Chart 2 - Satisfaction with highways repairs and maintenance

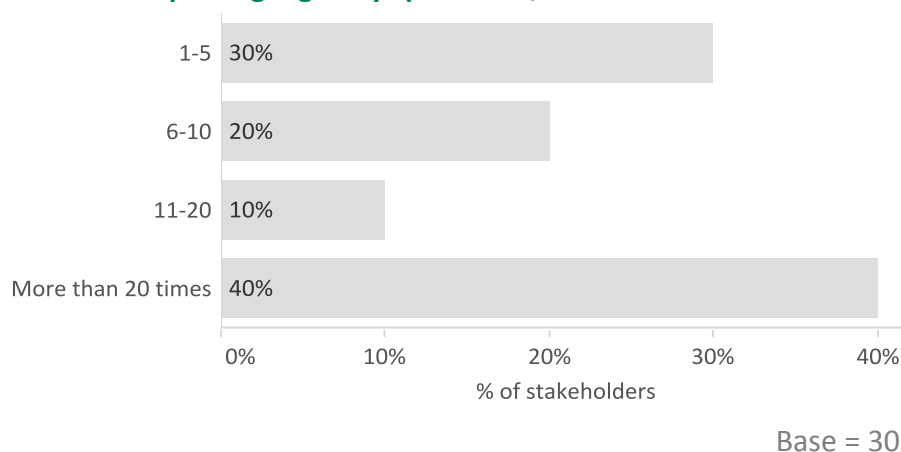


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Reporting highways problems/defects (Q4)

Stakeholders were asked how many times they had contacted Leicestershire County Council to report a highways-related problem/defect in the last 12 months. Chart 3 shows 40% said they had reported a problem/defect more than 20 times in the last 12 months.

Chart 3 - Reporting highways problems/defects

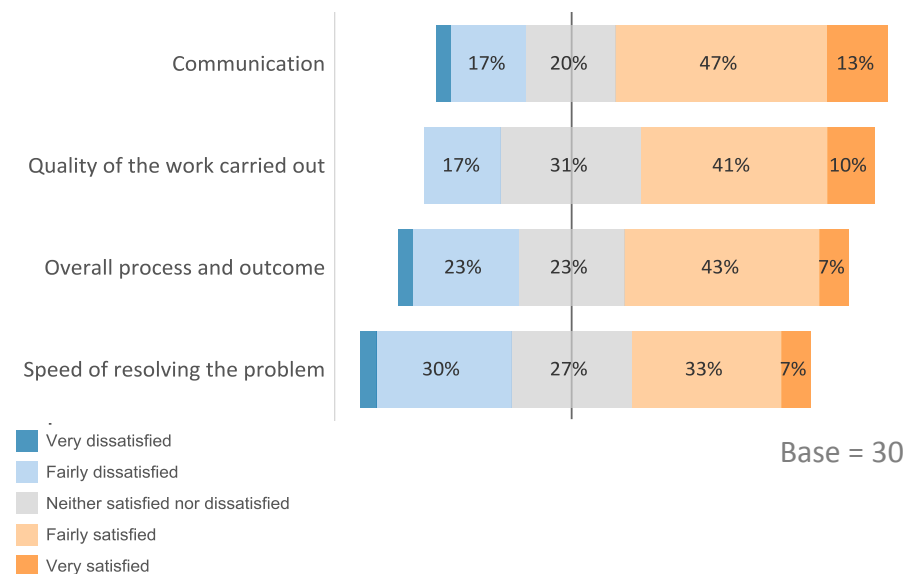


Stakeholders were then asked how satisfied or dissatisfied they were with a range of aspects of how their enquiry was handled.

Chart 4 shows stakeholders were most satisfied with the communication, as 60% said they were 'Fairly satisfied' or 'Very satisfied'.

There were also higher proportions of satisfied stakeholders than dissatisfied stakeholders for each of the three other aspects of how their enquiry was handled. However a notable 33% were dissatisfied with the speed in which the problem was resolved.

Chart 4 - Aspects of enquiry handling



Chapter 3: Our proposals

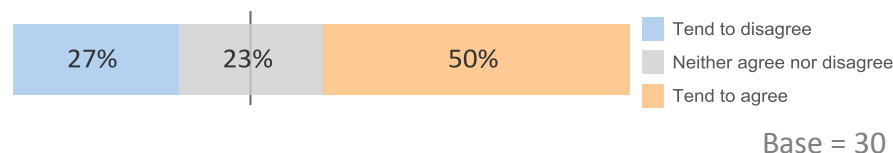
Stakeholders were presented with the council's three proposals, and asked a number of questions about each.

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. Stakeholders were asked to what extent they agreed or disagreed with this proposal.

Chart 5 shows 50% said they tended to agree, whereas 27% tended to disagree.

Chart 5 - Proposal 1 - Prioritise high risk repairs



Stakeholders were then asked to provide some comments to explain their response.

Of the 25 stakeholders who provided comments, eight voiced concerns about the risk-based approach outlined by the proposal, suggesting delaying the repair of low-to-medium priority defects could risk unwanted consequences. Other concerns included; the

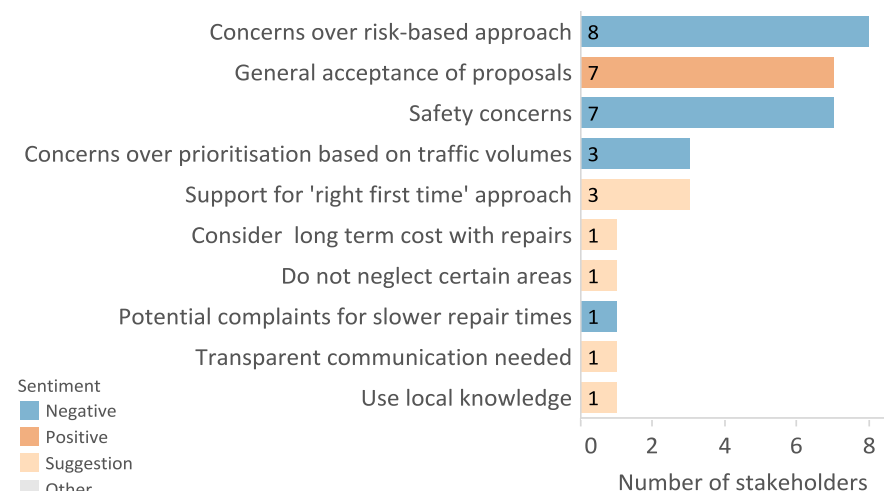
impact of a reduced service upon safety, and the use of traffic volume to assess priority.

"Delaying repairs to incorporate them in Planned Maintenance programmes may backfire as the defect may get worse due to traffic or weather thus costing more money to repair"

Positive feedback was also provided; seven stakeholders voiced their general acceptance of the proposals, and three suggested the 'right first time' approach to be the correct model.

"A proper first time repair is a more effective way of dealing with the problem to ensure a firmer surface and less disruption to traffic."

Chart 6 - Proposal 1 - Open comments - Top 10



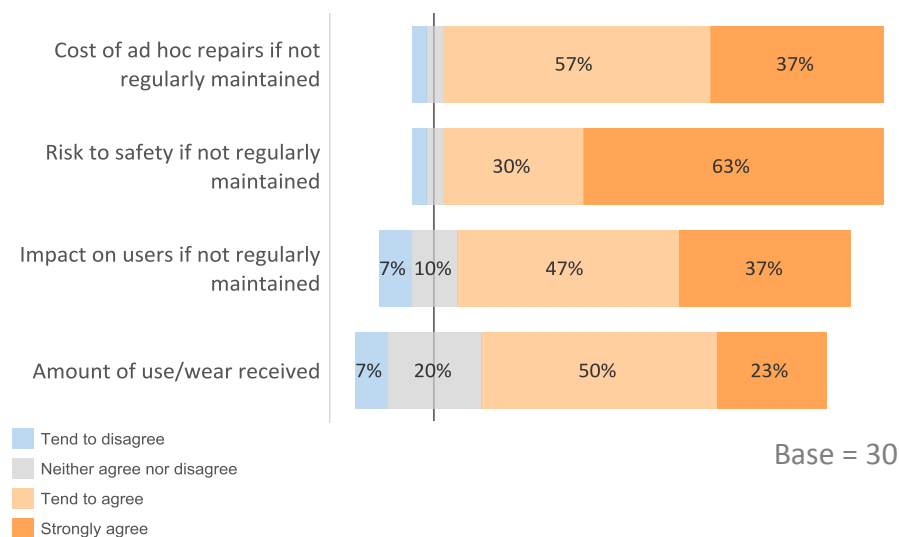
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Criteria for prioritising schedule of planned highways maintenance (Q6)

Stakeholders 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 7 shows stakeholders agreed the most with the criteria of 'Cost of ad hoc repairs if not regularly maintained', with 94% saying they 'Tend to agree' or 'Strongly agree'. This was followed by 'risk to safety if not regularly maintained' (93%). The majority of stakeholders also agreed with the two other proposed criteria.

Chart 7 - Criteria for prioritising schedule of planned highways maintenance



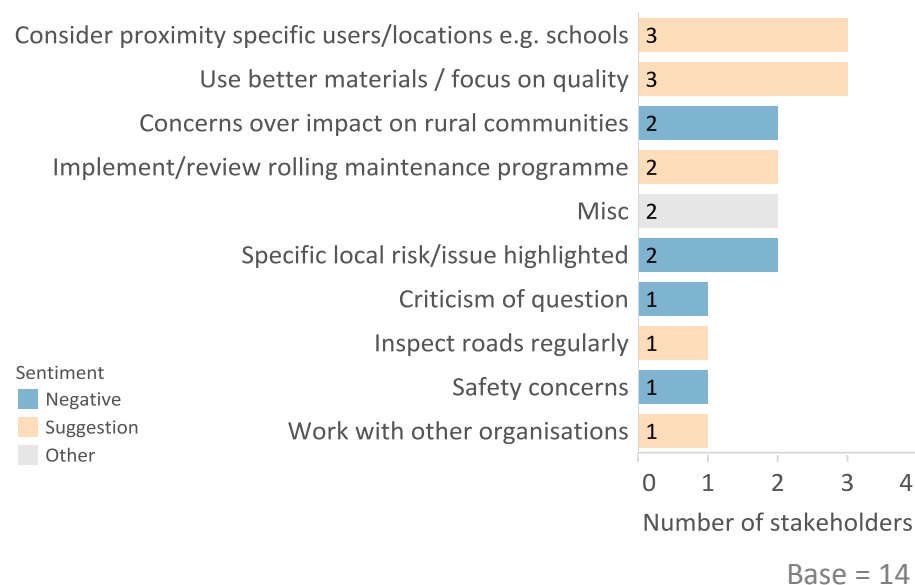
Stakeholders were then asked if there is anything else the council should consider. The suggestions made included; consider the proximity of specific service users or locations such as schools or care homes, focus on the quality of repairs and maintenance to ensure work has a longer lifespan, and consider implementing a fixed frequency maintenance review programme.

"The proximity to schools and elderly persons homes"

"Examine lifespan projections for all significant elements of this work to obtain the best cost/longevity balance and this should include the ease or otherwise of carrying out a repair"

"There needs to be a four year rolling programme to provide maintenance to all roads"

Chart 8 - Other criteria to consider for prioritising schedule - Open comments



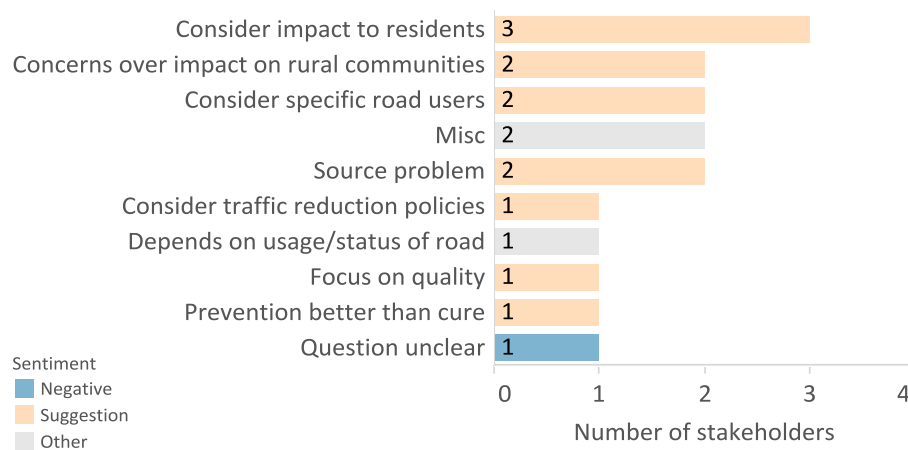
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Criteria for deciding the priority of highway defects (Q7)

Stakeholders were asked, on a scale of 1 to 5, how important, if at all, they considered each of the criteria for deciding the priority in which the council responds to highway defects (where 1 is not important, and 5 is very important).

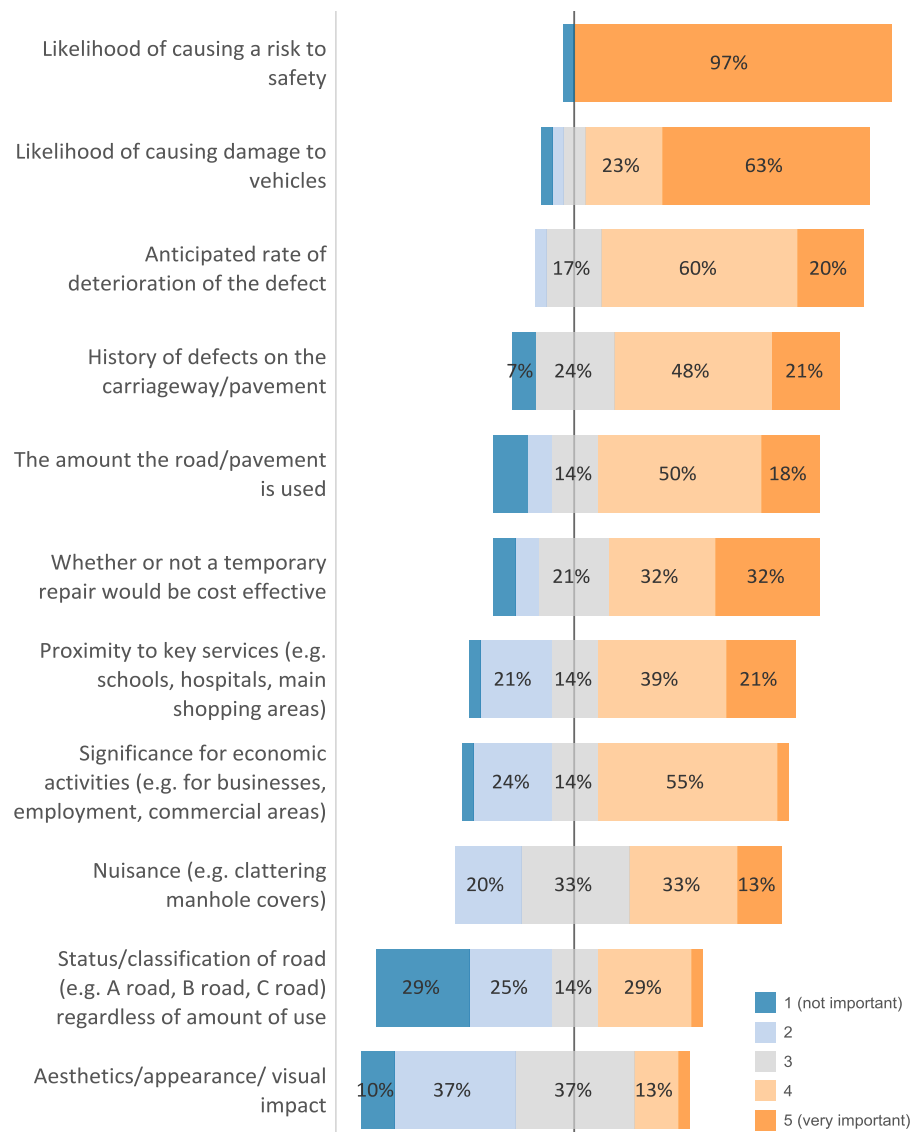
Chart 9 shows stakeholders rated the 'Likelihood of causing a risk to safety' to be the most important criteria, with 97% rating this as '5'. The 'Status/classification of road (e.g. A road, B road, C road) regardless of amount of use' was the only criteria in which the majority of respondents felt to be less important, with 54% rating it '1' or '2'. Stakeholders were then asked if there is anything else the council should consider. Responses are summarised in Chart 10.

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



Base = 10

Chart 9 - Criteria for deciding the priority of highway defects



Base = 30

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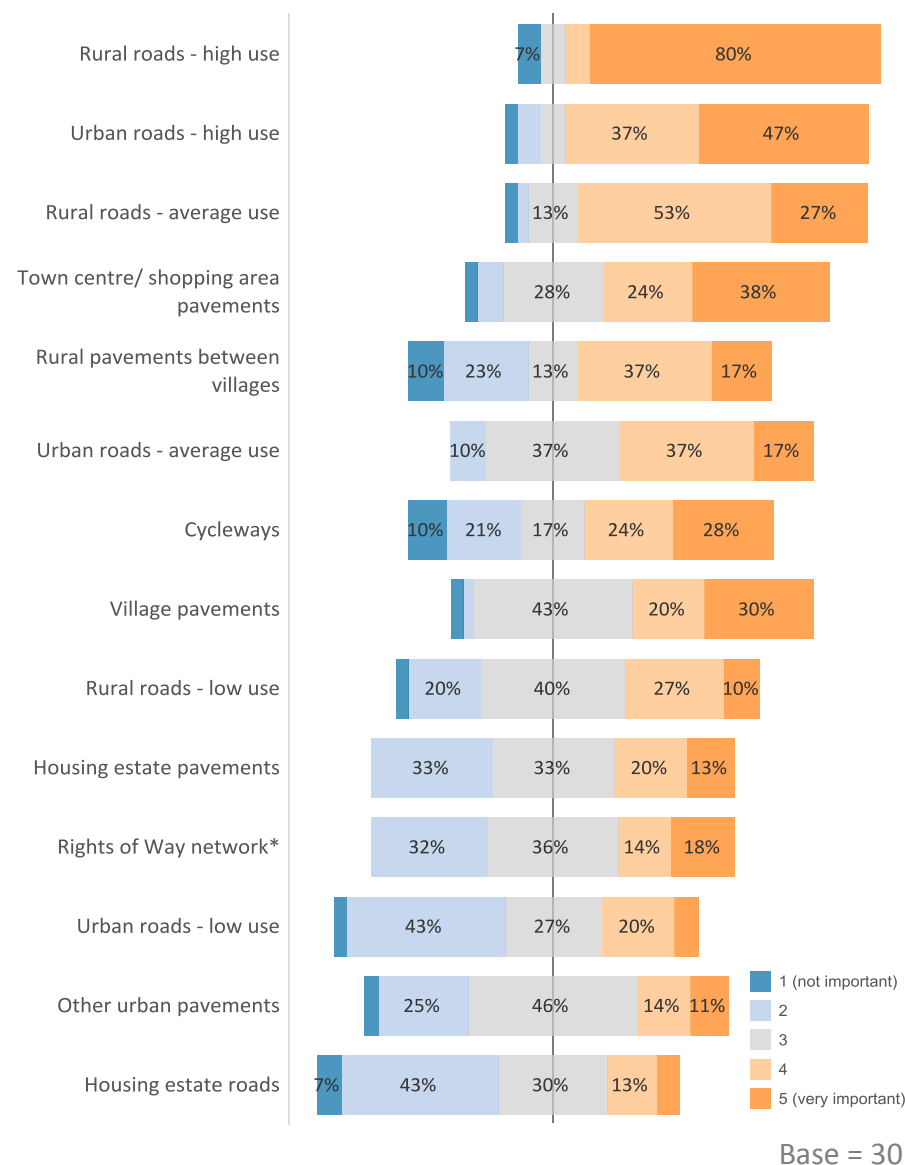
Prioritising resources on different types of road/footway (Q8)

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

Chart 11 shows stakeholders considered 'Rural roads with high use' to be the most important type of road/footway, with 87% rating this as '4' or '5'. The other types of road/footway in which 50% or more of stakeholders felt were important included; 'Urban roads with high use' (84%), 'Rural roads with average use' (80%), 'Town centre/ shopping area pavements' (62%), 'Rural pavements between villages' (54%), 'Urban roads with average use' (54%), 'Cycleways' (52%), and 'Village pavements' (50%).

In contrast, 'Housing estate roads' was considered the least important, with 50% rating it as '1' or '2'.

Chart 11 - Prioritising resources on different types of road/footway

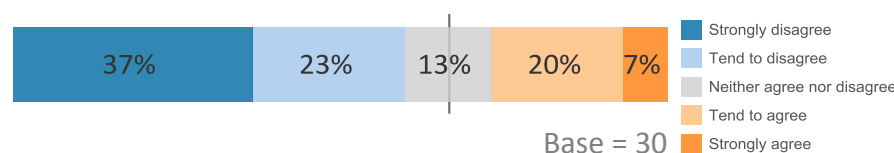


Proposal 2 - Reduce number of items

Proposal 2 was to reduce the number of items the council looks after directly and/or reduce how regularly they are maintained. Stakeholders were asked to what extent they agreed or disagreed with this proposal.

Chart 12 shows 27% said they agreed, whereas 50% disagreed.

Chart 12 - Proposal 2 - Reduce number of items



Stakeholders were then asked to provide some comments to explain their response.

Of the 24 stakeholders who provided comments, nine felt concerned about what implications the reduction of the number of items the council looks after directly, and/or the reduction of how regularly they are maintained would have upon public safety. Similarly, four stakeholders felt such items had a reason for being installed, and that these reasons should not be overlooked.

"If the council stop being responsible for any of these essential services, they are bound to deteriorate, which will have serious safety implications."

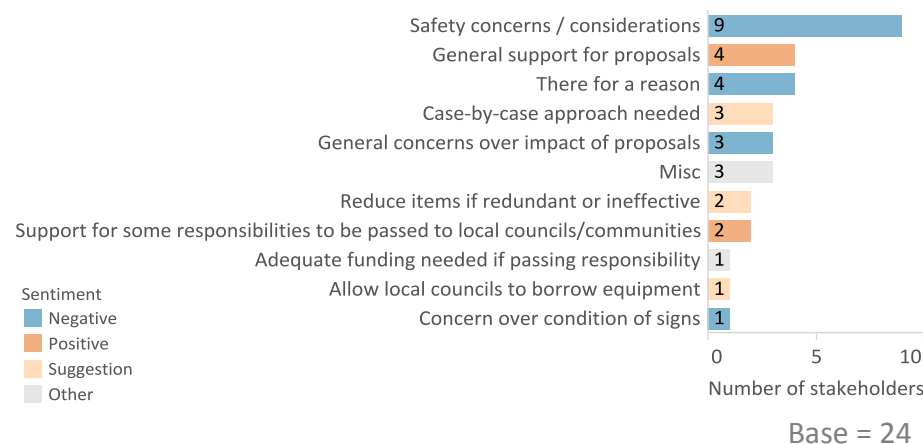
"Generally, street lights, bollards, fencing, pavements, cycle lanes etc. are all there for good reasons"

In contrast, other stakeholders provided some positive feedback; four voiced their general support for the proposal, and two felt some responsibilities for highways maintenance could be devolved to local councils or communities. One stakeholder suggested such groups could be allowed to borrow the necessary equipment to carry out such responsibilities. In another suggestion, two stakeholders felt items could be reduced if ineffective or redundant.

"Many road and speed signs are already in poor condition or filthy - why not lend Parish Councils the kit to clean them with?"

"Do not simply replace lampposts (for instance) because they are part of a planned programme. Only do so if they need replacing"

Chart 13 - Proposal 2 - Open comments - Top 10



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Reducing number of specific highways items (Q10)

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

Chart 14 shows shrubs and flower beds to be the item stakeholders most felt could be reduced, with 69% saying 'To some extent' or 'A great deal', followed by traffic calming measures (52%). In contrast, 50% or more of stakeholders felt the following items could be reduced 'not very much' or 'not at all'; road markings (80%), fencing and pedestrian railings (66%), street lights (59%), rural laybys (58%), traffic lights (57%), vehicle activated signs (56%), bollards (52%), and road signs (50%). Stakeholders were then asked if there is any other items the council should consider reducing in number. These are listed in Chart 15.

Chart 15 - Other items that could be reduced - Open comments - Top 10

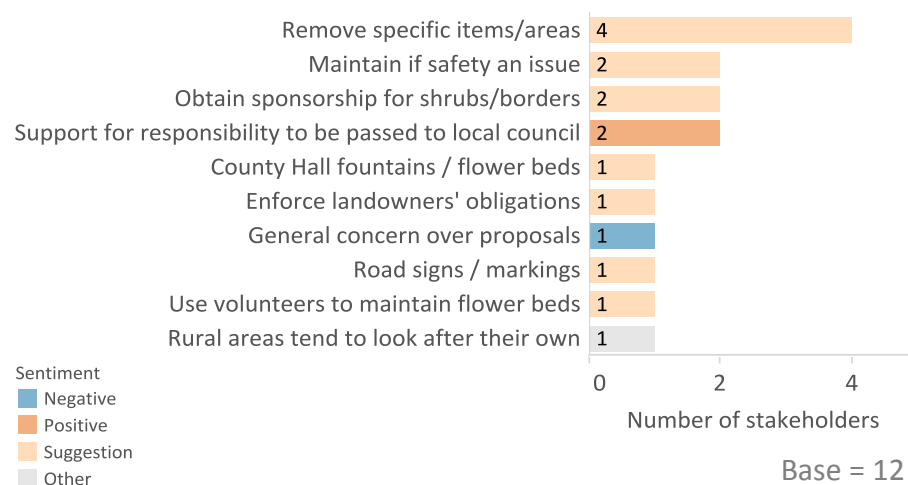
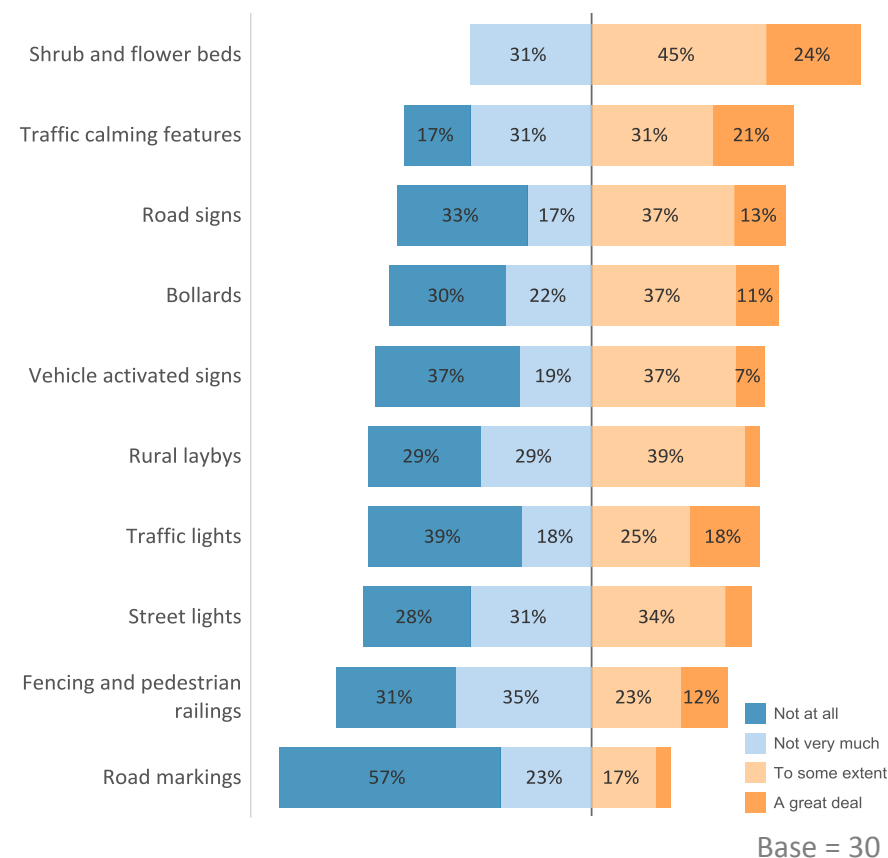


Chart 14 - Reducing number of specific highways items



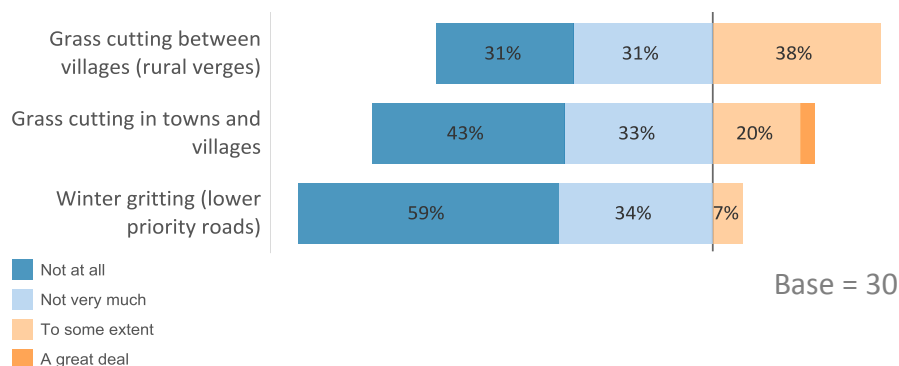
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Reducing coverage of highways services (Q11)

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

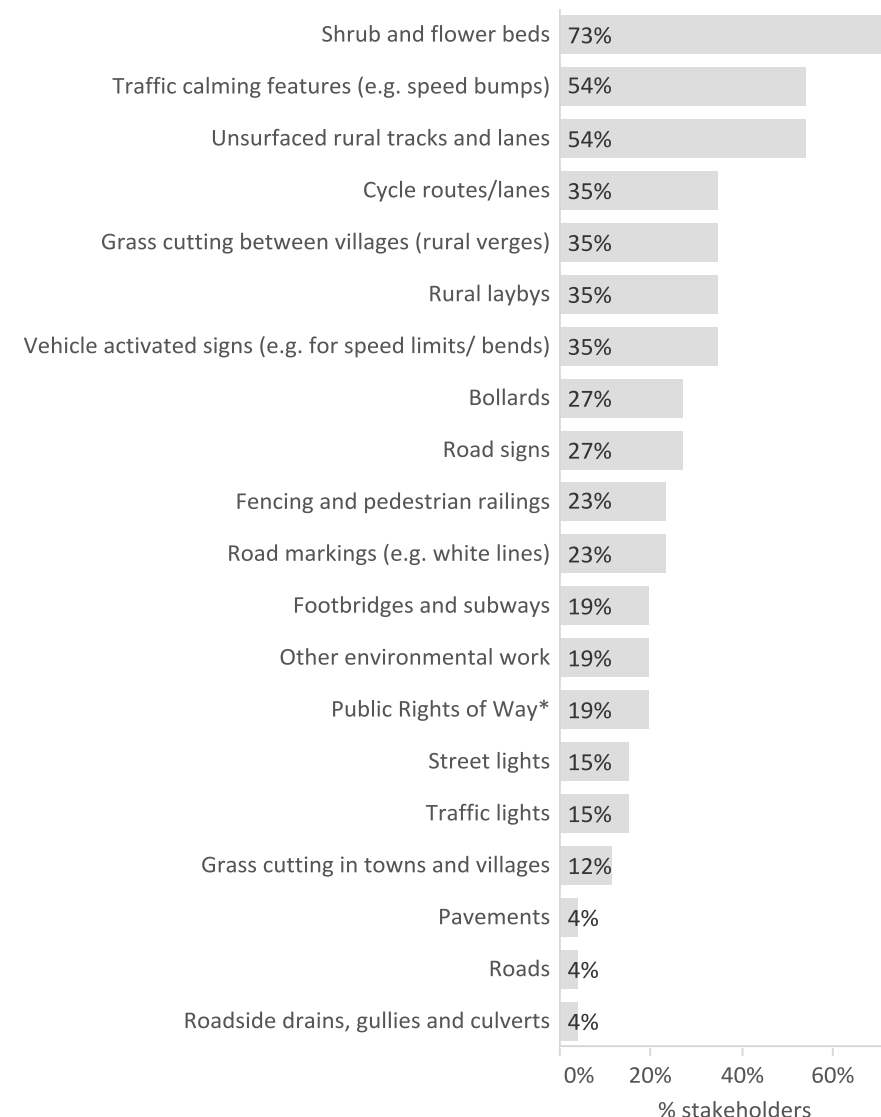
Chart 16 shows 'Grass cutting between villages (rural verges)' to be the service stakeholders most felt could be reduced in coverage, with 38% saying 'To some extent'. However the majority of stakeholders felt the maintenance coverage of the three services could be reduced 'not very much' or 'not at all'.

Chart 16 - Reducing coverage of highways services



Stakeholders were then asked for which items/services could have the frequency of maintenance reduced. Chart 17 shows the highest proportion of respondents (73%) selected shrub and flower beds as an item that could have the frequency of maintenance reduced.

Chart 17 - Reducing frequency of maintaining highways services (multiple choice)



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Sharing/devolving highways items/services (Q13)

Stakeholders were asked for which highways items/services could have the maintenance shared or devolved by working with Parish Councils, communities and residents. Chart 18 shows the highest proportion of stakeholders (78%) selected shrub and flower beds as an item that could be shared or devolved.

Stakeholders 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. Eight stakeholders raised concerns about the financial viability of the proposal, querying whether local councils would have the budget for such responsibilities, and the impact it may have on tax payers.

"Any reduction in County services will tend to shift the burden onto the Parish Council which has neither the capacity nor the budget to take on more services"

Chart 19 - Other considerations for reducing items looked after/ maintenance - Open comments

Base = 18

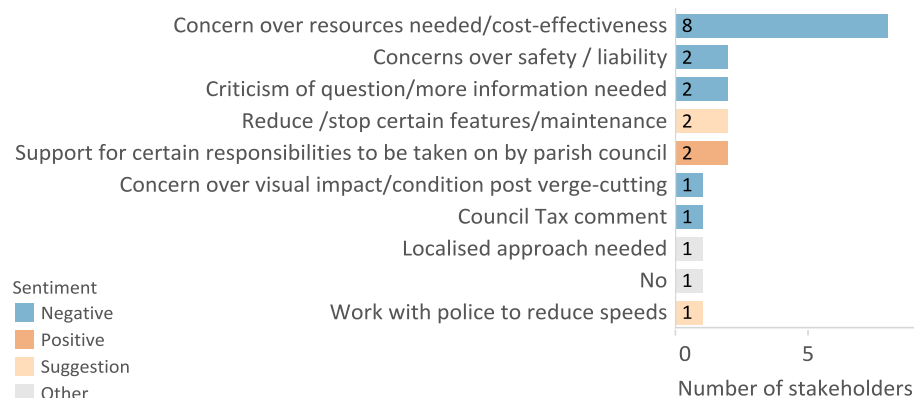
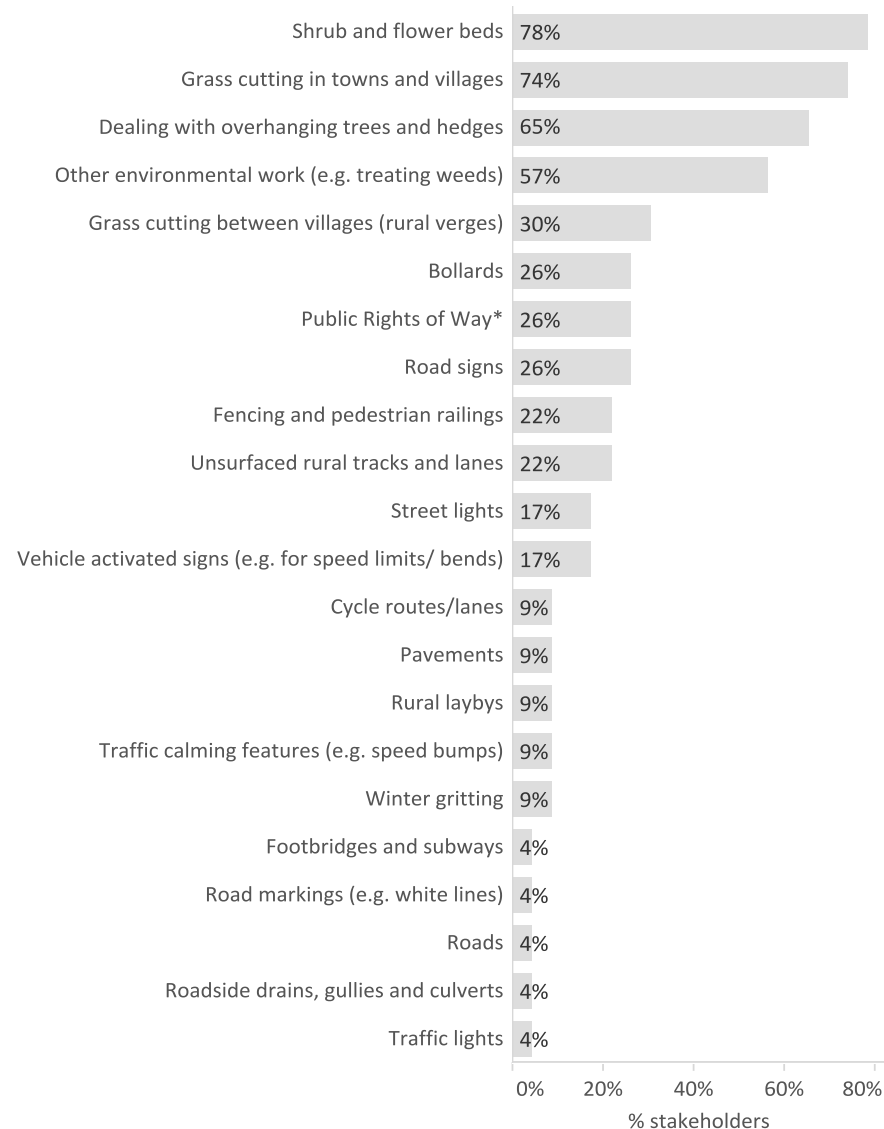


Chart 18 - Sharing/devolving highways items/services (multiple choice)



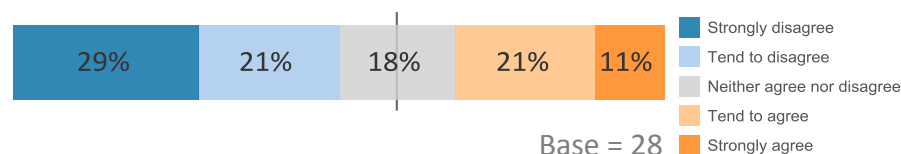
Base = 23

Proposal 3 - Involve communities

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

Chart 20 shows 32% said they agreed, whereas 50% disagreed.

Chart 20 - Proposal 3 - Involve communities



Stakeholders were then asked to provide some comments to explain their response.

Of the 26 stakeholders that provided comment, ten felt communities or other potential partner organisations may not have the skills, equipment or capacity to take responsibility for highways maintenance. Similarly, eight felt the costs and risks of taking such responsibility were too high for communities or other organisations. Other concerns included; querying which organisation would have an oversight of highways maintenance across the county, whether devolution of responsibilities to different groups may result in variation in quality of highways across the county, and the ability to rely on volunteers in the community.

"Local councils have neither funds nor expertise nor admin support"

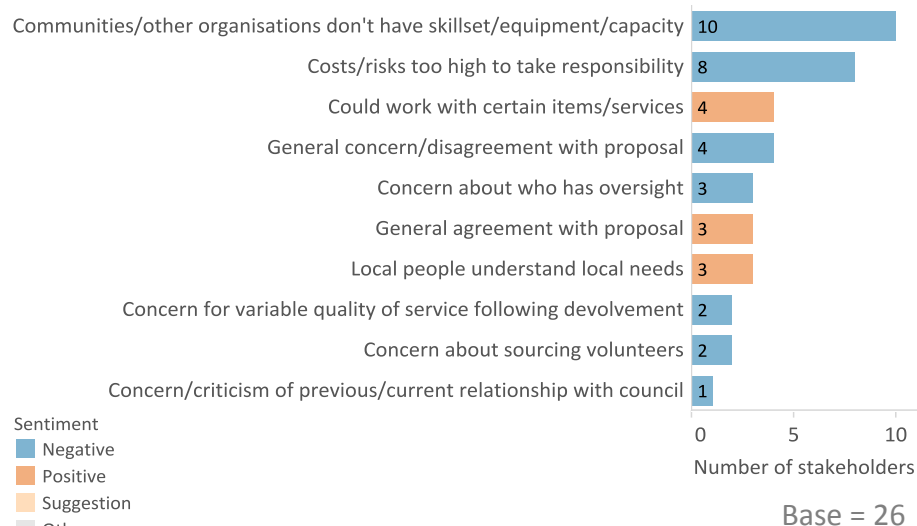
"For small parish councils it creates a significant legal responsibility and liability"

Some stakeholders provided positive feedback; four felt communities could be directly involved in the maintenance of certain items or services, and three agreed with the proposal as they felt local people would understand local need.

"Can see possibilities in relation to non essential peripheral matters"

"They are the people on the ground, on site, who know the area"

Chart 21 - Proposal 3 - Open comments - Top 10



Sentiment
 Negative
 Positive
 Suggestion
 Other

Working in collaboration with the county council (Q16)

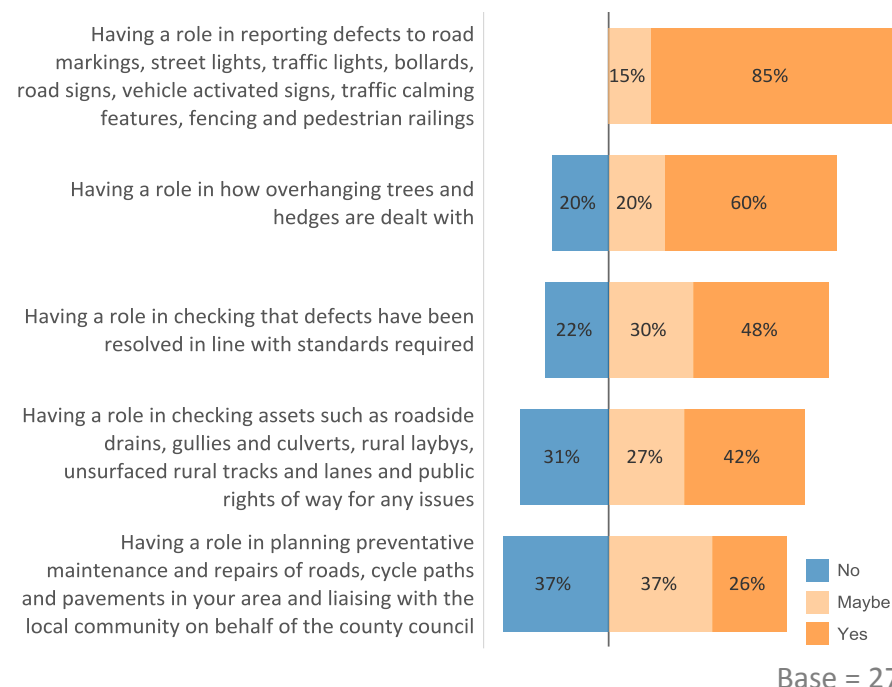
Stakeholders were asked whether their organisation would be interested in collaborating with the county council in a number of different ways.

Chart 22 shows all stakeholders said their organisation could be interested in having a role in reporting defects to road markings, street lights, traffic lights, bollards, road signs, vehicle activated signs, traffic calming features, fencing and pedestrian railings.

The majority of stakeholders (60%) also said their organisation would be interested in having a role in how overhanging trees and hedges are dealt with.

Additionally, only a minority of stakeholders said their organisation would not be interested in the other three roles.

Chart 22 - Working in collaboration with the county council



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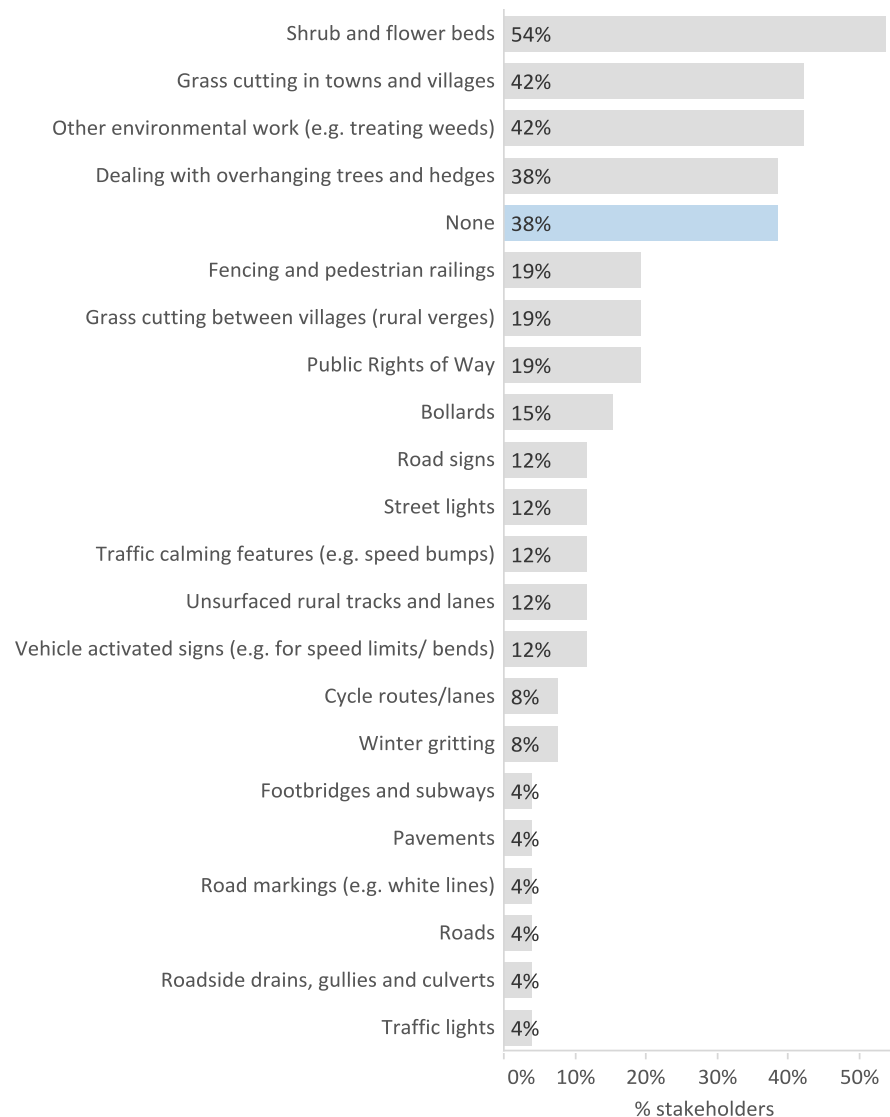
Taking over the maintenance of certain highways items (Q17)

Stakeholders were asked which, if any, highways items/services might their organisation be interested in looking after/delivering directly (instead of the county council).

Chart 23 shows 54% of stakeholders selected shrub and flower beds as an item that their organisation might be interested in looking after directly (instead of the county council).

In contrast, 38% said they would not be interested in looking after/delivering any of the listed highways items/services directly (instead of the county council).

Chart 23 - Taking over the maintenance of certain highways items (multiple choice)



Base = 26

December 2016

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Delivering maintenance on behalf of county council (Q18)

Stakeholders were asked which, if any, highways items/services might their organisation be interested in looking after/delivering on behalf of the county council as part of a service level agreement.

Chart 24 shows 50% of stakeholders selected shrub and flower beds as an item that their organisation might be interested in looking after on behalf of the county council.

When asked if there were any other opportunities for their organisation to work with the county council to maintain and improve roads, pavements and verges, six said yes on the condition that criteria can be met, and others suggested particular items for which their organisation could take responsibility.

Chart 25 - Other opportunities to work with Leicestershire County Council - Open comments

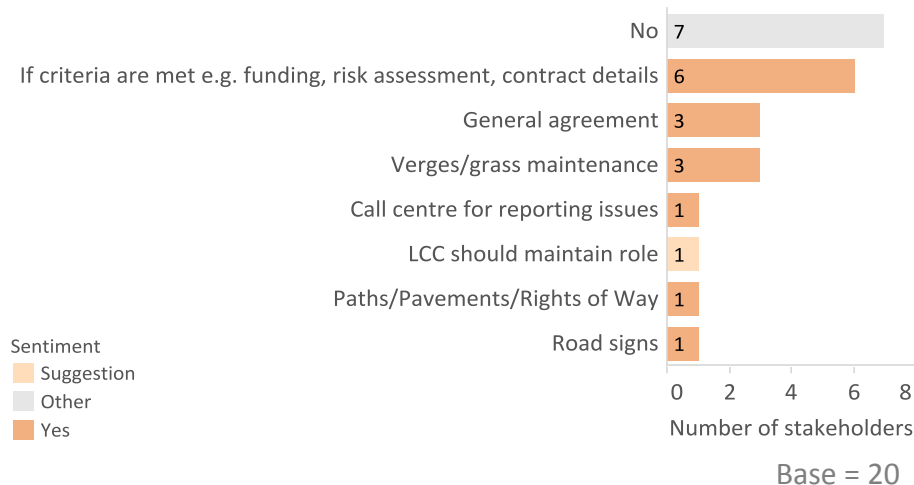
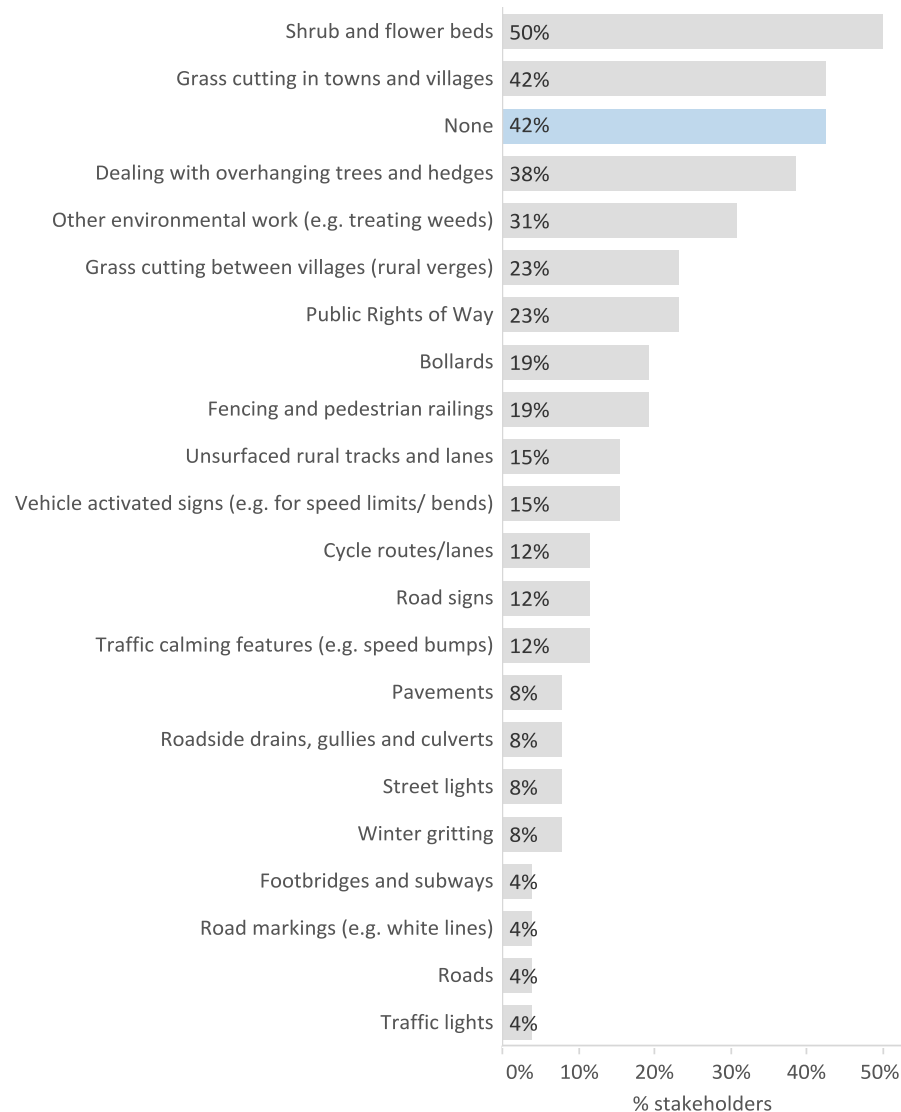


Chart 24 - Delivering maintenance on behalf of county council (multiple choice)



Highway Maintenance Strategy - Stakeholder consultation survey results

Stakeholders were then asked how the council could best support their organisation in taking a role in maintaining and improving roads, pavements and verges.

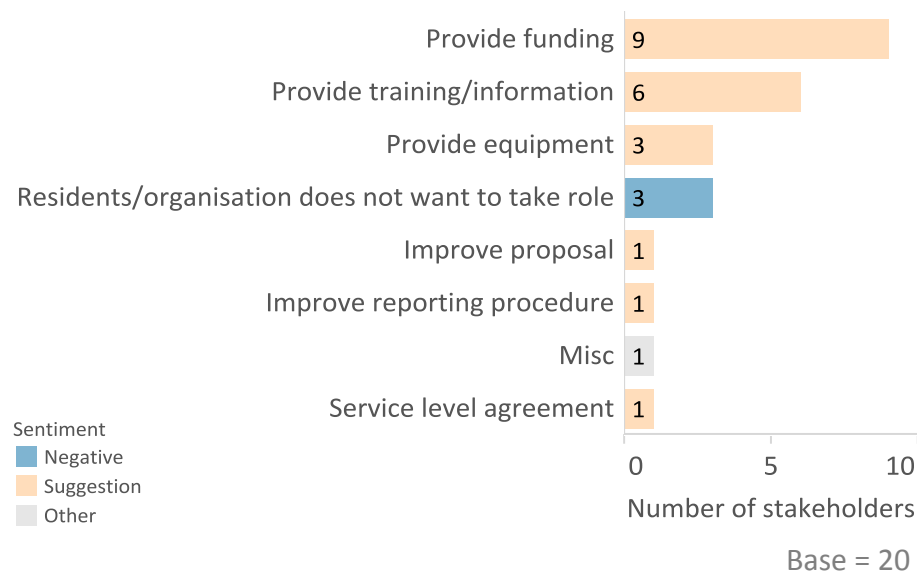
Of the 20 stakeholders that provided comment, nine suggested funding needed to be provided to make the proposal viable, six suggested training or information to be given by the county council, and three said equipment should be supplied.

"Financial support which covers the full cost of providing the service"

"Providing information on major and minor works to the highway"

"Give us the tools and let us get on with it"

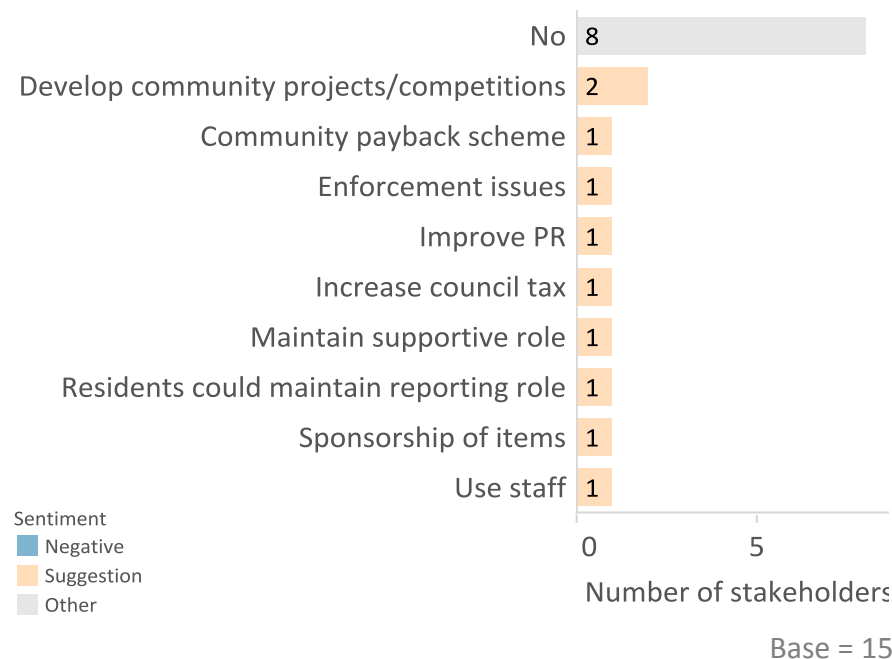
Chart 26 - How to support organisations to maintain highways - Open comments



Stakeholders were asked whether they had any suggestions/ideas about the ways in which other community groups and individuals could get involved in maintaining and improving roads, pavements and verges.

Of the 15 stakeholders that provided comment, eight said they did not have any suggestions or ideas. Suggestions included; developing community projects, improving public relations, the council maintaining a supportive role, allowing highways items to be sponsored, and allowing residents to maintain a more involved role in reporting defects to the council.

Chart 27 - How communities could get involved - Open comments - Top 10



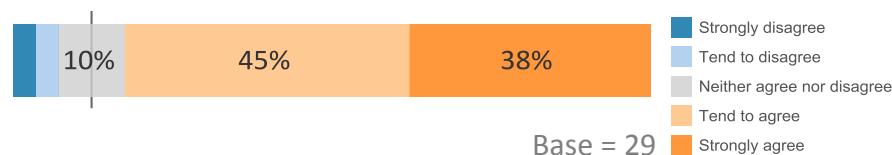
Highway Maintenance Strategy - Stakeholder consultation survey results

Full cost recovery (Q22)

Stakeholders 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 28 shows 83% of stakeholders agreed, and 6% said they disagreed.

Chart 28 - Full cost recovery



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

Of the 25 stakeholders that provided comment, 11 agreed with the proposal for the council to seek full cost recovery, citing that if the work only benefits individual residents or households, those that request such work should be charged. Similarly two stakeholders said that such work is not essential, therefore should not be subsidised.

"If it is solely for the benefit of a single property rather than highway users in general it is appropriate to make a charge"

"These are all extras so yes, full charge"

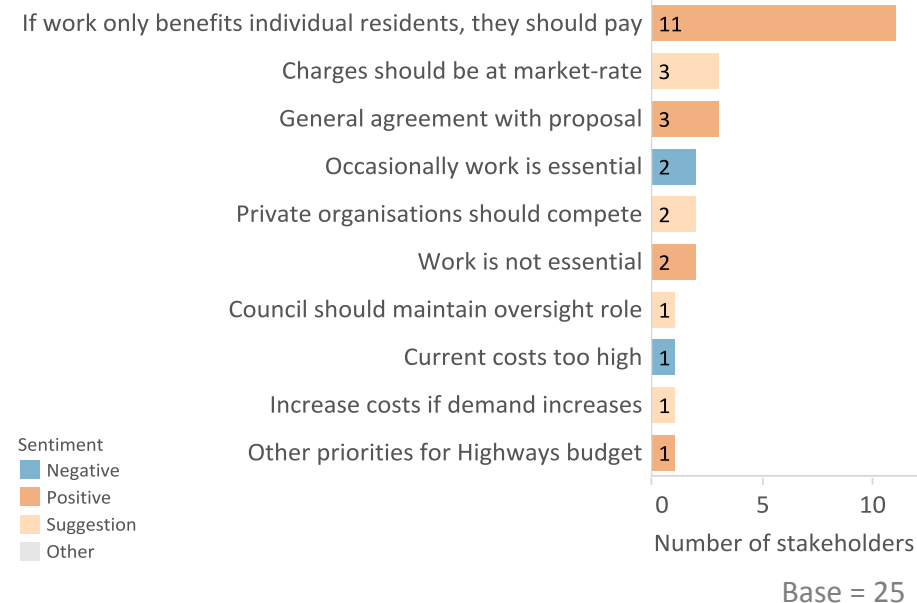
In contrast, two said that the work is occasionally essential and not necessarily due to the activity of nearest resident or household.

"If the site has deteriorated due to volume of traffic or footfall, it can hardly be the owners fault"

Stakeholders also made a number of suggestions; three said charges for such work should be at the market rate, and two felt private companies should be able to compete for such work.

"There should be a formal way for Joe public to have work done by their own contractor, so long as meets Highways requirements"

Chart 29 - Full cost recovery - Open comments - Top 10



Other ideas or comments

Making the required savings (Q23)

Stakeholders were asked if there was anything else the council should consider to help make the required savings.

Stakeholders made a number of suggestions; five said that the council should adopt a preventative model of highways maintenance, believing that higher initial investment would result in greater cost-effectiveness in the long-term, three suggested the number of road signs should be reduced, two made suggestions as to how the Highway Maintenance Strategy or operations could be improved, and two suggested the council should form partnerships with third party organisations.

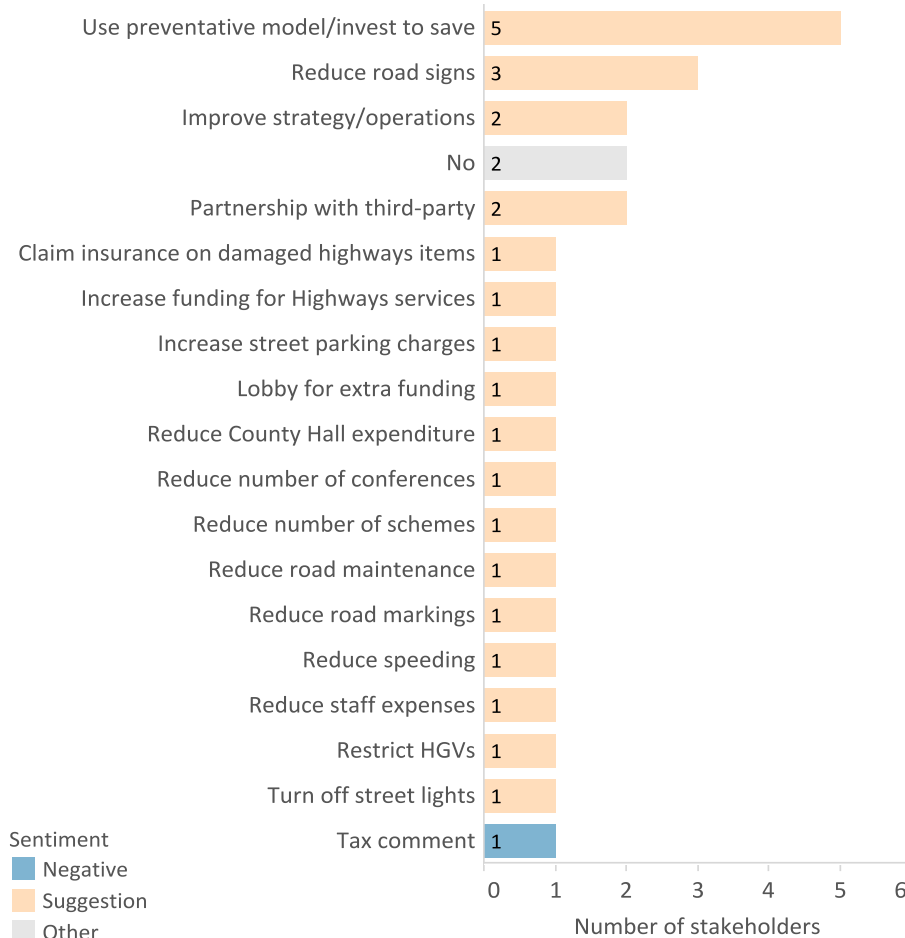
"In designing improvements ensure that low maintenance options are fully evaluated e.g. mini island at junction not traffic lights"

"Reduce unnecessary signage"

"Look at other councils' experience. For example Wandsworth Council keep their rates very low. How do they manage that?"

"It has been reported that external contractors can carry out highway maintenance far cheaper than the Council. All other things being equal either improve internal workforce efficiencies or outsource repairs to maximise benefits"

Chart 30 - Making required savings - Open comments



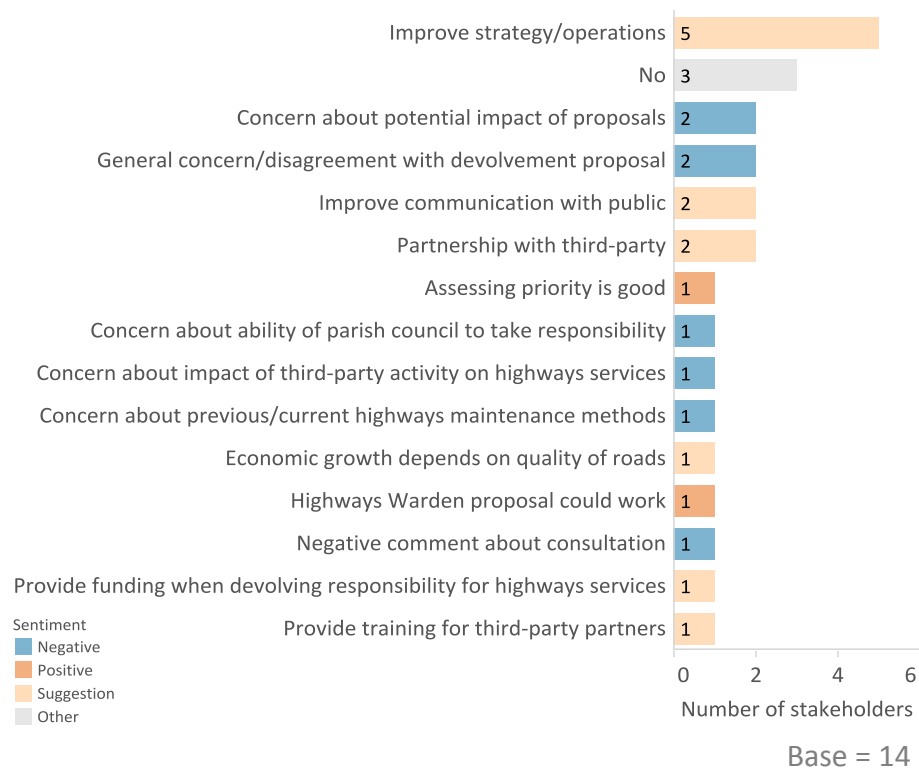
Base = 21

Highway Maintenance Strategy - Stakeholder consultation survey results

Other comments (Q24)

Stakeholders were asked if they had any other comments. These are summarised in Chart 31.

Chart 31 - Other comments - Open comments



Chapter 4: Other consultation responses

In addition to the responses to the survey, Leicestershire County Council also received feedback on the consultation from the following organisations: Braunstone Town Council, East Goscote Parish Council, Hinckley and Bosworth Borough Council, and Leicestershire County Council Liberal Democrat Group.

Regarding Proposal 1 (to prioritise high risk repairs), the organisations listed above provided a mixed view. Some viewed prioritisation as a necessary response to budgetary pressures, to focus “limited resources to where they’re needed most”, and that the proposal was acceptable as long as the same number of repairs were carried out each year. One organisation agreed with the principle of prioritisation, but felt the process of assessment should adapt to suit the weather of the time of year.

Others voiced concerns about the possible consequences of the proposal, querying whether certain areas could be neglected as a result of “not meeting the strict criteria” of being high risk, or whether the proposal could increase the risk of dangerous situations and liability issues as a result of unrepaired defects. Some organisations specified their concerns about the damaging effect of potholes, and that they should be a consideration when assessing risk. Whilst some saw the proposal as “more acceptable than alternatives”, others felt “more efficient and effective service

delivery models” could be considered.

Regarding Proposal 2 (to reduce the number of items), the organisations voiced concern. Certain highways items and services were considered vital, such as pedestrian barriers, gullies, road markings and winter gritting, and organisations disagreed with the prospect of their reduced maintenance. Alternative suggestions to the proposal included; changing the location of damaged highways items, and using preventative measures to make savings.

Regarding Proposal 3 (to involve communities), the organisations also commented on the proposed devolvement of responsibilities for highways maintenance to local councils or other groups. Several organisations provided positive feedback to the proposal, including; the willingness to consider taking responsibility for highways maintenance if provided adequate funding and equipment, and the potential for local councils to become more effective in gathering information on local highways issues, and reporting it to the county council. The concerns raised included; additional work and cost to local councils that could result from the proposals, the workload for District and Borough councils that do not have Parish councils, and the difficulty in sourcing volunteers to carry out such work in sparsely populated areas.

Appendix 1 - Questionnaire



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

This survey is for:

- Parish and Town Councils, and
- Groups/organisations who may be interested in working with us to take care of the county's roads, streetscape and roadside environment.

We'd like to understand your views on our 'current thinking' and your level of interest in working with us.

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 on www.leicestershire.gov.uk/highwaysconsultation.

Before completing this questionnaire, please read the consultation summary document and the document with additional information for parish & town councils and other interested organisations.

For ease of reference, you can download a pdf copy of this survey here: www.leicestershire.gov.uk/highwaysconsultation. Please complete the survey online if possible as to do so will save us money.

Please note: Your responses to the survey (including your comments) may be released to the general public in full under the Freedom of Information Act 2000.

Highway Maintenance Strategy - Stakeholder consultation survey results

About your organisation

Q1 What type of organisation do you represent? Please tick one option only

- ☐ Parish Council
☐ Town Council
☐ Parish Meeting
☐ Residents' Association
☐ Town Centre Partnership
☐ Other (please specify below)

Other (please specify)

Please provide your details.

Name:

Role:

Organisation name:

Q2 Does your council/area have any of the following?

	Yes	No	Don't know
Tree warden	☐	☐	☐
Snow warden	☐	☐	☐
Flood warden	☐	☐	☐
Service level agreement to deliver grass cutting	☐	☐	☐

Your views and experience of Leicestershire's highways

Please could you tell us what you think about current conditions and service standards.

Q3 Within your area, how satisfied or dissatisfied are you with the way Leicestershire County Council...?

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/ Not applicable
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 unlit 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)

Highway Maintenance Strategy - Stakeholder consultation survey results

Q4 How many times have you contacted Leicestershire County Council to report a highways-related problem/defect in the last 12 months?

- ☐ 0
☐ 1-5
☐ 6-10
☐ 11-20
☐ More than 20 times
☐ Don't know

Q4a Overall, how satisfied or dissatisfied were you with the following aspects of how your enquiries were handled?

	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

Highway Maintenance Strategy - Stakeholder consultation survey results

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.

Q5 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?

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

Why do you say this?

Q6 To what extent do you agree or disagree with the following criteria for deciding how our schedule of planned highways maintenance is prioritised?

	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?

Highway Maintenance Strategy - Stakeholder consultation survey results

Q7 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'

	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?

Q8 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'

	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)

Highway Maintenance Strategy - Stakeholder consultation survey results

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.

Q9 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'?

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

☐ ☐ ☐ ☐ ☐ ☐

Why do you say this?

Q10 Subject to an assessment of risk, which of the following items do you think we could reduce in number?

	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?

Highway Maintenance Strategy - Stakeholder consultation survey results

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.

Q11 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)?

	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)	☐	☐	☐	☐	☐

Q12 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 | ☐ Rural laybys |
| ☐ Cycle routes/lanes | ☐ Unsurfaced rural tracks and lanes |
| ☐ Roads | ☐ Fencing and pedestrian railings |
| ☐ Street lights | ☐ Road markings (e.g. white lines) |
| ☐ Traffic lights | ☐ Vehicle activated signs (e.g. for speed limits/bends) |
| ☐ Bollards | ☐ Traffic calming features (e.g. speed bumps) |
| ☐ Road signs | ☐ Shrub and flower beds |
| ☐ Grass cutting in towns and villages | ☐ Other environmental work (e.g. treating weeds, looking after trees we are responsible for) |
| ☐ Grass cutting between villages (rural verges) | ☐ Public Rights of Way* |
| ☐ Roadside drains, gullies and culverts | |
| ☐ Footbridges and subways | |

*(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.

Q13 In principle, for which of the following items/services do you think we could share or devolve maintenance by working with Parish/Town 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)

Q14 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?

Highway Maintenance Strategy - Stakeholder consultation survey results

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 arrangements, 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.

Q15 To what extent do you agree or disagree with the proposal to 'involve communities directly in maintaining the highway'?

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

Why do you say this?

Working in collaboration with the county council - acting as the county council's 'eyes and ears': Our proposals include using a different approach to planned maintenance and responding to critical defects of roads, drains, street lights, footways and pavements. This approach will work best where we can tap into good local intelligence. We could see an enhanced role here for community organisations in performing an 'eyes and ears' role, working in close collaboration with our highway maintenance staff.

Q16 Would your organisation be interested in collaborating with the county council in any of the following ways?

	Yes	No	Maybe	Don't know
Having a role in planning <u>preventative maintenance and repairs</u> of roads, cycle paths and pavements in your area and liaising with the local community on behalf of the county council	☐	☐	☐	☐
Having a role in <u>reporting defects</u> to road markings, street lights, traffic lights, bollards, road signs, vehicle activated signs, traffic calming features, fencing and pedestrian railings	☐	☐	☐	☐
Having a role in <u>checking that defects</u> have been resolved in line with standards required	☐	☐	☐	☐
Having a role in how <u>overhanging trees and hedges</u> are dealt with	☐	☐	☐	☐
Having a role in <u>checking assets</u> such as roadside drains, gullies and culverts, rural laybys, unsurfaced rural tracks and lanes and public rights of way for any issues	☐	☐	☐	☐

Highway Maintenance Strategy - Stakeholder consultation survey results

Taking over the maintenance of certain items: Our proposals include reducing the number of items that we take care of or reducing the coverage (miles of verge/road serviced) for certain services. These would be for items/services that are not essential to fulfil our statutory duties. However, they often do have an amenity value and as such are often valued by local communities. We would like to enable community organisations to take over the maintenance/repair/delivery of these items/services where they wish to do so.

Q17 Which, if any, of the following items/services might your organisation be interested in looking after/delivering directly (instead of the county council)? Tick all applicable

- | | |
|--|--|
| ☐ Pavements | ☐ Rural laybys |
| ☐ Cycle routes/lanes | ☐ Unsurfaced rural tracks and lanes |
| ☐ Roads | ☐ Fencing and pedestrian railings |
| ☐ Street lights | ☐ Road markings (e.g. white lines) |
| ☐ Traffic lights | ☐ Vehicle activated signs (e.g. for speed limits/bends) |
| ☐ Bollards | ☐ Traffic calming features (e.g. speed bumps) |
| ☐ Road signs | ☐ Shrub and flower beds |
| ☐ Grass cutting in towns and villages | ☐ Winter gritting |
| ☐ Grass cutting between villages (rural verges) | ☐ Other environmental work (e.g. treating weeds) |
| ☐ Dealing with overhanging trees and hedges | ☐ Public Rights of Way |
| ☐ Roadside drains, gullies and culverts | ☐ None |
| ☐ Footbridges and subways | |

Delivering the maintenance of certain items on the county council's behalf: Our proposals include reducing the frequency of maintaining certain items. These would be items that largely would pose a low risk to road safety. Again, these items are often valued by local communities for their amenity factor. We would like to enable community organisations to be able to maintain/repair/deliver these items/services on our behalf, where they wish to do so.

Q18 Which, if any, of the following items/services might your organisation be interested in looking after/delivering on behalf of the county council as part of a service level agreement? Tick all applicable

- | | |
|--|--|
| ☐ Pavements | ☐ Rural laybys |
| ☐ Cycle routes/lanes | ☐ Unsurfaced rural tracks and lanes |
| ☐ Roads | ☐ Fencing and pedestrian railings |
| ☐ Street lights | ☐ Road markings (e.g. white lines) |
| ☐ Traffic lights | ☐ Vehicle activated signs (e.g. for speed limits/bends) |
| ☐ Bollards | ☐ Traffic calming features (e.g. speed bumps) |
| ☐ Road signs | ☐ Shrub and flower beds |
| ☐ Grass cutting in towns and villages | ☐ Winter gritting |
| ☐ Grass cutting between villages (rural verges) | ☐ Other environmental work (e.g. treating weeds) |
| ☐ Dealing with overhanging trees and hedges | ☐ Public Rights of Way |
| ☐ Roadside drains, gullies and culverts | ☐ None |
| ☐ Footbridges and subways | |

Highway Maintenance Strategy - Stakeholder consultation survey results

Q19 Are there any other opportunities for your organisation to work with us to maintain and improve roads, pavements and verges?

Q20 How could we best support your organisation in taking a role in maintaining and improving roads, pavements and verges?

Q21 Do you have any suggestions/ideas about the ways in which other community groups and individuals could get involved in maintaining and improving roads, pavements and verges?

Q22 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?

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 - Stakeholder consultation survey results

Other ideas or comments

- Q23 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?

- Q24 Do you have any other comments?

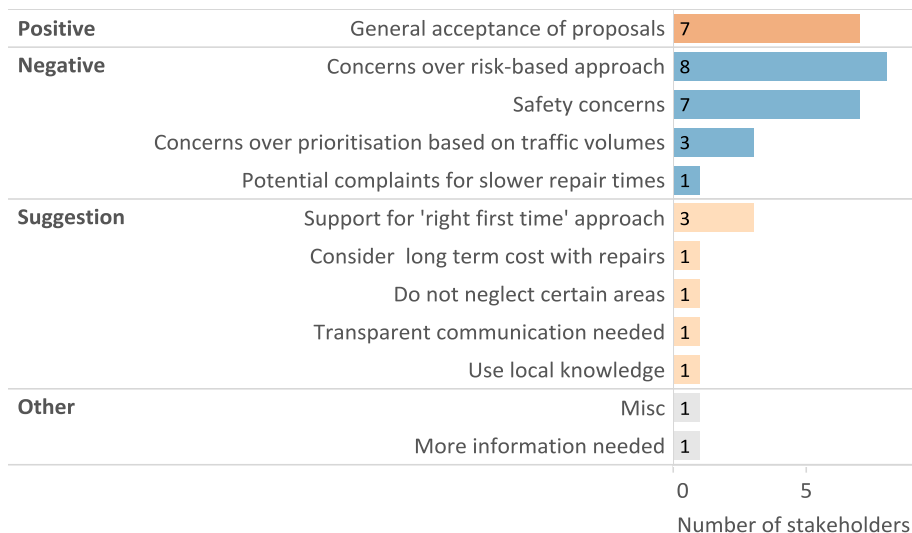
Please click the 'Submit' button below to send us your response. It may take a few seconds to send your response. **Please only click the button once.**

Thank you for your assistance. Your views are important to us. We will report the results back to the council's cabinet in December 2016.

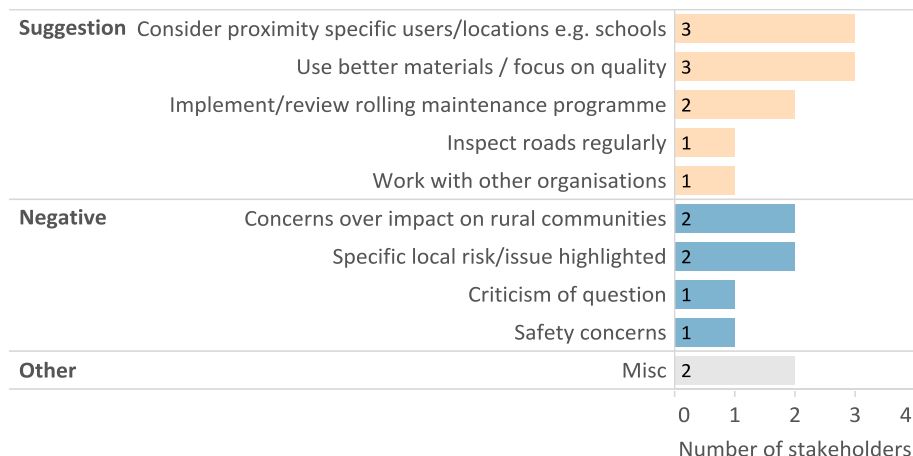
Data Protection: Personal data supplied on this form will be held on computer and will be used in accordance with the Data Protection Act 1998. The information you provide will be used for statistical analysis, management, planning and the provision of services by the county council and its partners. 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 - All open comment themes

Q5a: Proposal 1 - by sentiment

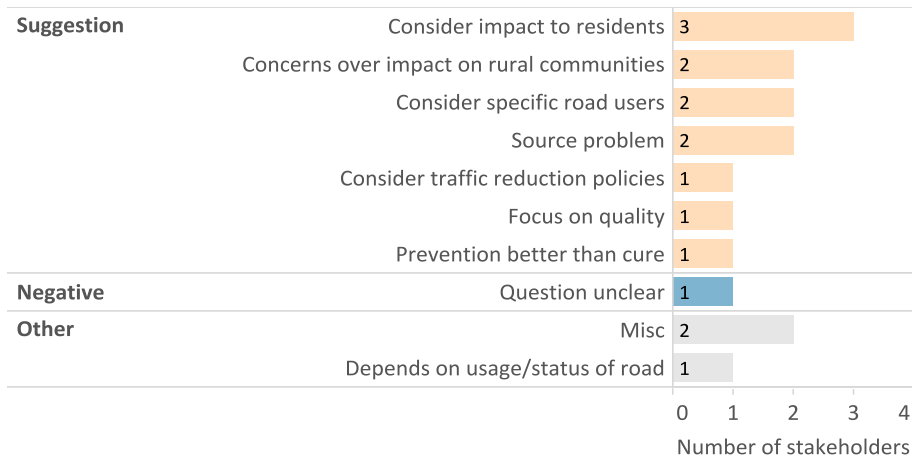


Q6e: Other criteria to consider for prioritising schedule - by sentiment

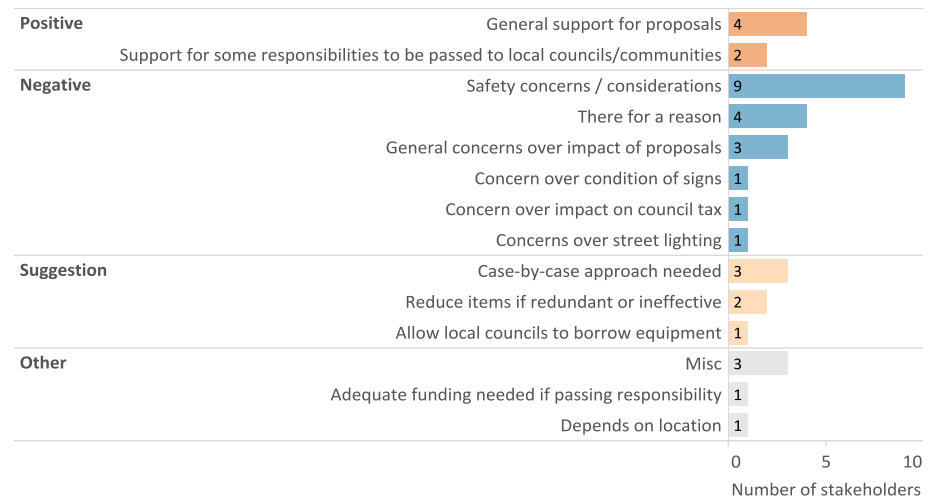


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Q7I: Other criteria to consider for deciding priority - by sentiment

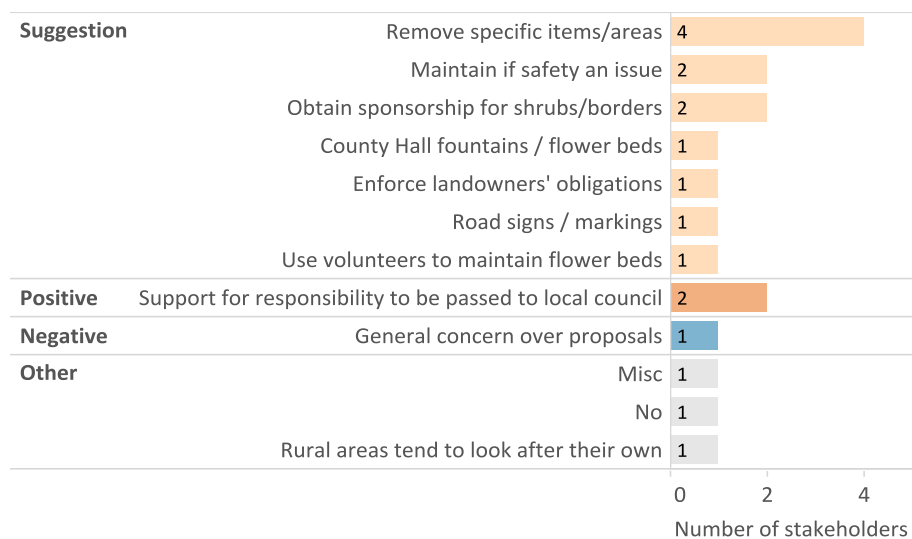


Q9a: Proposal 2 - by sentiment

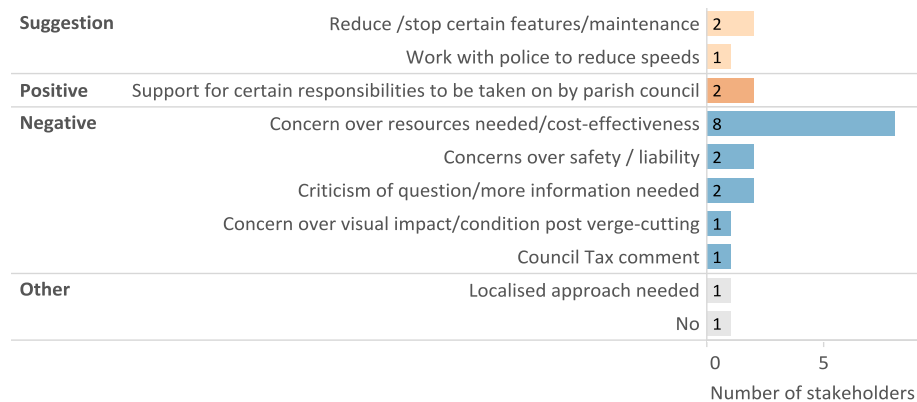


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Q10k: Other items that could be reduced - by sentiment

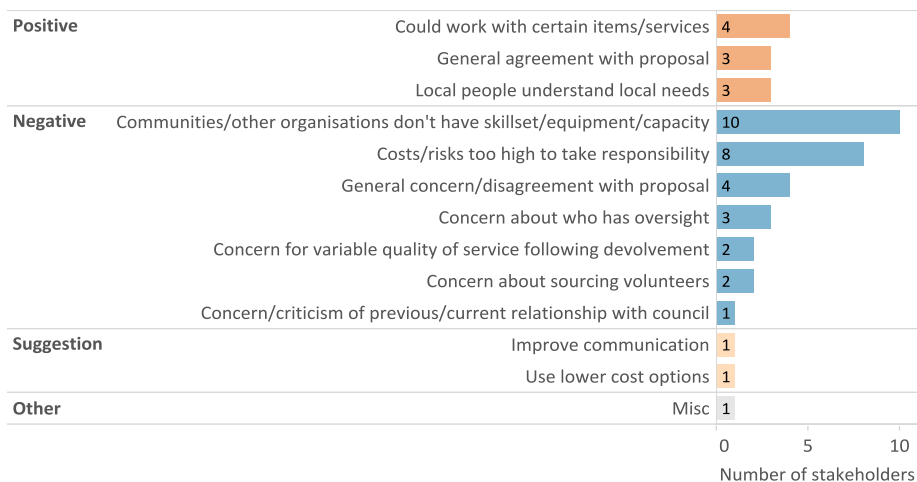


Q14: Other considerations for reducing items looked after/ maintenance - by sentiment

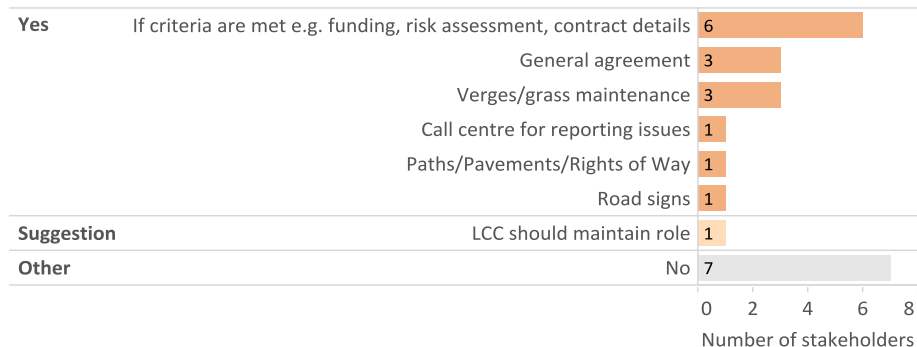


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Q15a: Proposal 3 - by sentiment



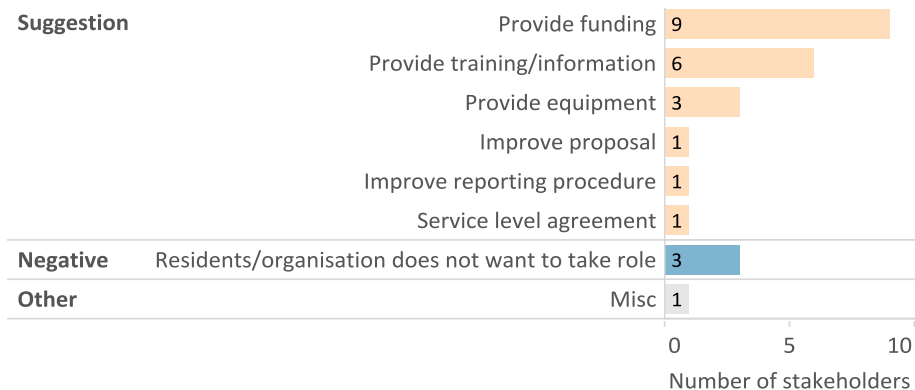
Q19: Other opportunities to work with Leicestershire County Council- by sentiment



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Q20: How to support organisations to maintain highways

- by sentiment

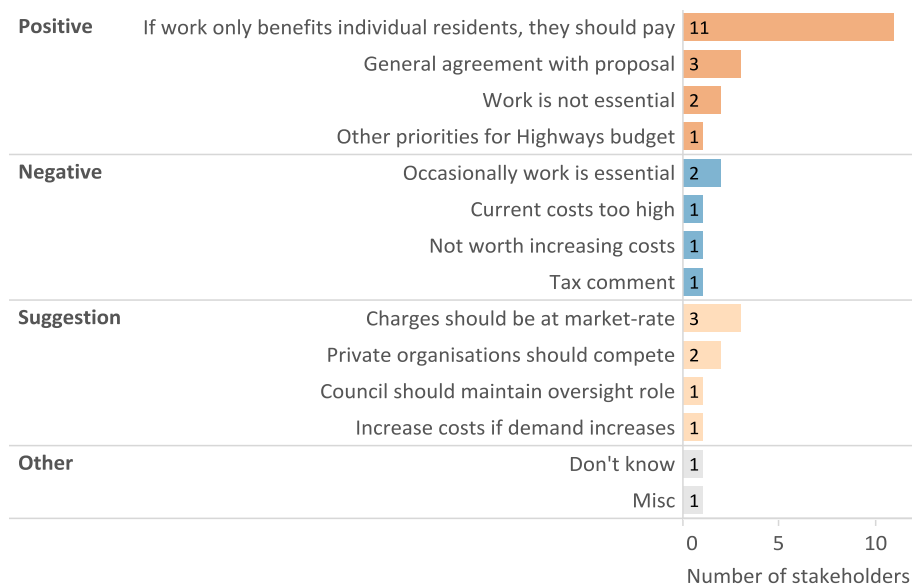


Q21: How communities could get involved - by sentiment

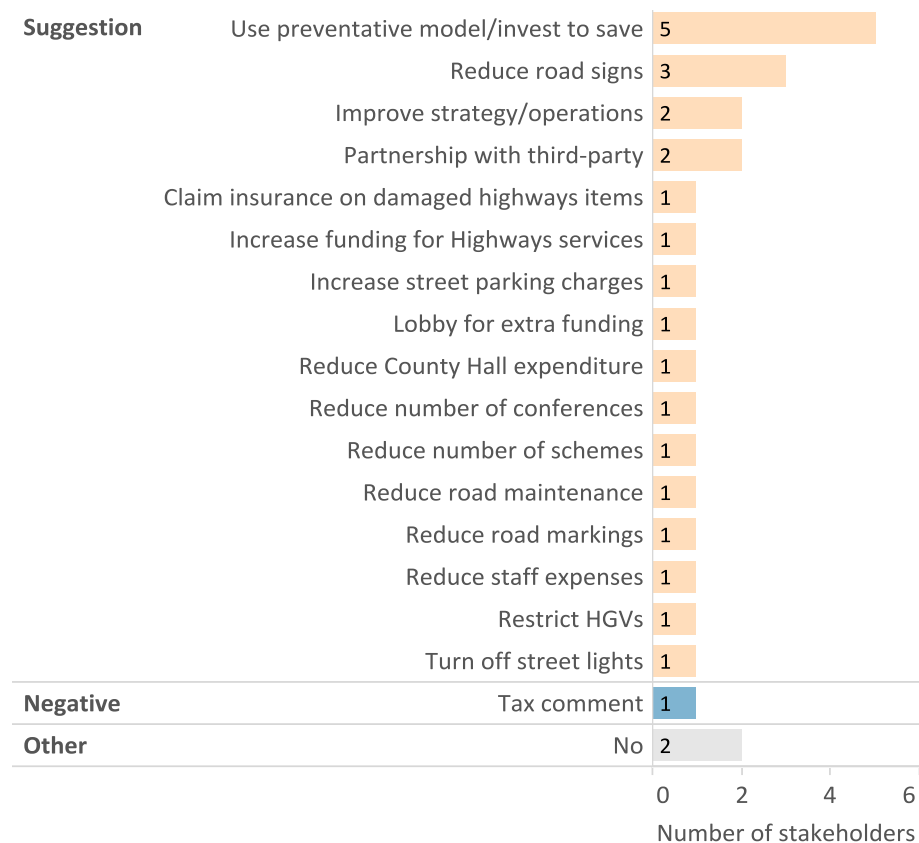


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Q22a: Full cost recovery- by sentiment



Q23: Making required savings - by sentiment



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Q24: 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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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 સમજાવે વિષ વૃક્ષ મદદ ચાહીદી હૈ તાં કિરપા કરવે 0116 305 6803 નંબર કે ફોન કરે અંતે 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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