

Warrington Borough Council

Customer Satisfaction Review 2017

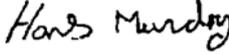


WARRINGTON
Borough Council



Revision Schedule

Document Title:	Customer Satisfaction Review 2017
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Revision	Name	Signature	Position	Date	Stage
Final01	Simon Duggan		Highway Maintenance Principal Engineer	January 2018	Prepared by
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	Jim Turton		Asset & Engineering Manager	January 2018	Checked & Reviewed
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	Councillor Hans Mundry		Executive board member for Highways, Transportation and Public Realm	March 2018	Approved

Revision	Name	Signature	Position	Date	Stage

Notes:	
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Contents

Revision Schedule	ii
1.0 Introduction	1
2.0 Levels of Service.....	1
3.0 Improved Access to Services.....	2
4.0 Monitoring Levels of Service Performance.....	2
5.0 Fit for Purpose Roads.....	2
6.0 Satisfaction Surveys	3
6.1 Local views	3
6.2 NHT Survey Report 2017.....	3
7.0 Actions	4

1.0 Introduction

The highway infrastructure asset is accessed on a daily basis by residents, businesses and visitors. As such we recognise the importance of engaging with the public to understand their levels of satisfaction and obtain their views on the condition of our highway infrastructure, service standards and levels of performance.

2.0 Levels of Service

Levels of service describe the quality of services provided by the asset for the benefit of the customers. They are composite indicators that reflect the social, economic and environmental goals of the community. Levels of service are therefore the manner by which the highway authority engages with the customer and are about reflecting the customer's interests in terms that can be measured and evaluated (*CSS Framework for Highway Asset Management*).

Ultimately, from a customer perspective Levels of Service are about defining the minimum service standards. It is then up to the local authority to measure and monitor its performance against the service standards in order to determine if the levels of service being provided match up with the customer expectations and are in line with both national and local goals and objectives.

Determining service standards must involve an assessment of available funding as well as community need and desires. It is not beneficial to customers to set expectations of high levels of service delivery if funding pressures result in a lower level of service being delivered. In addition, in setting and determining service levels a local authority must also consider its obligations as the Highway Authority and not set service delivery standards below nationally expected codes of practice or endanger road users. Measuring risk and liability as well as the application of national standards at a local level must all be taken into consideration when determining a set of agreed minimal standards.

Drawing on our key corporate objectives to promote the wellbeing of the citizens and communities of Warrington, and enable people to live their lives well, we have set out our high level aims for levels of service for the highway asset in the Highway Infrastructure Asset Management Policy as follows:

- Safe and serviceable for people to use
- Connected - enabling access to and from communities for people, goods and services.
- Healthy - supporting and promoting active and healthy lifestyles
- Prosperous - contributing to wider economic growth
- Resilient - making effective and efficient use of our local resources promoting sustainable communities
- Sustainable - Is maintained appropriately to retain its value and condition into the future and contributes to wider environmental management.

3.0 Improved Access to Services

The Customer Services and Media and Communications teams have transformed public access to our services through technology to enable residents to digitally access self-service information and to empower them to make enquiries and report issues.

Additionally, many of our service policies, standards and annual programmes are now accessible directly by the public via the Councils website: www.warrington.gov.uk.

4.0 Monitoring Levels of Service Performance

How these levels of service translate to how we operate our highways service is critical to understanding the impact for users of the network. The table below gives an example of how some basic service provisions for carriageway assets relate to how they help us deliver our levels of service.

Level of service		Safe	Connected	Healthy	Prosperous	Resilient	Sustainable
Carriageway	Inspect highways at set frequencies and prioritise repairs to safety defects in accordance with the Highway Safety Inspection Policy.	✓	✓		✓	✓	
	Respond within 2 hours to any occurrence or incident that poses a threat to life or renders the highway unusable or unsafe.	✓	✓	✓	✓	✓	
	Carriageway Using road condition data develop and deliver an annual programme of carriageway structural maintenance repairs including resurfacing, patching and surface dressing to maintain roads within available budgets.	✓	✓		✓		✓

5.0 Fit for Purpose Roads

Warrington has a wide variety of roads and footways, from high volume dual carriageways in congested urban environments to single lane rural roads connecting small farms or villages. It is not possible to maintain every road to a high standard, the backlog of deterioration and limited funding available simply make this impossible. The travelling public should expect to find a condition which is safe and consistent with the type and location of that particular road or footway.

Simply put, a motorist would expect the condition of a Principal Class A road carrying high volumes of traffic at speed to be in a high standard of repair without safety defects or significant depressions in the running lane; whereas the motorist using an unclassified road in a very rural environment should not be surprised to find a road surface that may have minor potholes, depressions or other deterioration. Likewise, there is an expectation within the Highway Code that motorists drive at a speed appropriate to the type of road and the conditions.

This concept is captured by establishing a hierarchy of road types. Establishing a network hierarchy is key to providing a consistent maintenance strategy and crucial to asset management in creating

levels of service. A road's hierarchy must reflect the needs, priorities and actual use of the road as determined by its functionality and importance.

6.0 Satisfaction Surveys

6.1 Local views

It is extremely important that local views are considered as part of the democratic process. Therefore, the Asset Management Strategy and its performance are informed by:

- Councillors' and communities' engagement.
- The National Highways and Transportation Public Satisfaction Survey (NHT).
- Any other highways-related public (satisfaction) survey.
- Specific consultations with relevant stakeholders.

6.2 NHT Survey Report 2017

The Council value being part of the NHT Survey and have found the resulting information extremely useful. The Council has participated in this survey for a number of years.

The NHT surveys are key to ensuring the Council delivers high value services that local residents demand. Using the results we gauge and assess performance in those areas that Warrington residents see as most important.

Analysis of customer feedback data is used to measure and benchmark our performance and used to develop and improve services from 'lessons learnt'.

In 2017 with regards to highway maintenance, the lowest NHT satisfaction scores (% satisfied) for Warrington Borough Council related to:

- HMBI 01 - Condition of road surfaces (44 (equal to 2016 result))
- HMBI 07 - Speed of repair to damaged roads/pavements (34 (equal to 2016 result))
- HMBI 08 - Quality of repairs to damaged road/pavements (42 (better than 2016 result))
- HMBI 13 - Dealing with potholes and damaged roads (39 (equal to 2016 result))
- HMBI 19 – Cut back overgrown hedges (41 (worse than 2016 result))

Based on the survey results it shows that although public satisfaction has been maintained or improved on 4 of these 5 results, improvements need to be prioritised to achieve desired standards.

The table below shows how the Customer Satisfaction in Warrington relates to the National Averages.

National Highway Maintenance Benchmark Indicator (HBMI) Results

Question	Highest	Average	Lowest	WBC
HMBI 01-Condition of road surfaces	61	39	19	44
HMBI 02-Cleanliness of roads	66	58	47	58
HMBI 03-Condition of road markings	68	57	46	55
HMBI 04-Condition and cleanliness of road signs	69	59	48	59
HMBI 05-Provision of street Lighting	73	66	52	66
HMBI 06-Speed of repair to street lights	68	60	49	61
HMBI 07-Speed of repair to damaged roads/pavements	50	32	18	34
HMBI 08-Quality of repair to damaged roads/Pavement	56	38	24	42
HMBI 09-Maintenance of highway verges/trees/shrub	64	52	38	51
HMBI 10-Weed killing on pavements and roads	64	50	36	50
HMBI 11-Provision of Drains	65	56	47	57
HMBI 12-Keeping drains clear and working	63	53	43	53
HMBI 13- Deals with Potholes and damaged roads	54	37	22	39
HMBI 14-Deals with obstructions on pavements	55	44	36	45
HMBI 15-Keeps roads clear of obstructions	64	58	52	60
HMBI 17-Undertakes cold weather gritting	68	61	51	64
HMBI 18-Provides information on Gritting	56	45	37	46
HMBI 19-Cuts back overgrown hedges	59	46	34	41
HMBI 20-Deals with mud on the road	60	51	40	53
HMBI 22 Deals with flooding on roads and pavements	57	48	40	49

Although it is clear that locally the public is least satisfied with the speed at which repairs are made, the quality of those repairs and the cutting of overgrown hedges, the comparison to the national average indicates:

- that for 17 out of the 20 questions Warrington is performing equal to or better than the national average (and local satisfaction is not the lowest for any question),
- that for HMBI 03-Condition of road markings, HMBI 09-Maintenance of highway verges/trees/shrub, & HMBI 19-Cuts back overgrown hedges is below the national average and additional work is required in these areas in particular to improve the public satisfaction. With the exception of HMBI 03 & 019 public satisfaction is equal to or better than neighbouring authorities in all the questions.

7.0 Actions

Based on the results of the 2017 NHT survey (locally, regionally & nationally) improvement in the following areas should be considered:

- Condition of road surfaces
- Condition of road markings

- Speed of repair to damaged roads/pavements
- Quality of repair to damaged roads/Pavement
- Maintenance of highway verges/trees/shrub
- Deals with Potholes and damaged roads
- Cuts back overgrown hedges