

Annex 2 – National Highways and Transport (NHT) Survey Results 2009-2015 (Highway Maintenance Theme)

Percentage of residents satisfied with service provision over the last 7 years (rounded to nearest whole percentage point)

	2009	2010	2011	2012	2013	2014	2015 ¹	2015 Herts CC ²	2015 Counties Average	SCC 2015 ranking (29 counties) ³
Top level subjects:										
Condition of highways	29%	25%	26%	26%	24%	24%	32%	33%	35%	18 th
Highway Maintenance	44%	45%	45%	45%	47%	46%	53%	52%	53%	15 th
Street lighting	59%	63%	66%	68%	67%	69%	67%	52%	64%	11 th
Highway Enforcement	47%	49%	51%	49%	49%	48%	50%	50%	50%	5 th
Component service aspects:										
Condition of road surfaces	31%	25%	23%	25%	21%	21%	36%	38%	37%	18 th
Cleanliness of roads	53%	53%	56%	57%	55%	55%	62%	60%	60%	7 th
Condition of road markings	53%	52%	52%	55%	54%	57%	61%	56%	58%	2 nd
Condition and cleanliness of road signs	55%	54%	54%	55%	55%	55%	59%	56%	58%	13 th
Speed of repair to streetlights	51%	54%	60%	59%	60%	60%	62%	55%	61%	12 th
Speed of repair to damaged roads/pavements	23%	22%	19%	21%	17%	17%	27%	30%	29%	18 th
Quality of repair to damaged roads/pavements	-	-	27%	29%	26%	25%	36%	35%	36%	14 th
Maintenance of highway verges/ trees/shrubs	41%	44%	46%	44%	44%	42%	52%	53%	52%	15 th
Weed killing on pavements and roads	43%	47%	50%	47%	47%	46%	52%	53%	51%	11 th
Keeping drains clear and working	43%	43%	47%	43%	46%	42%	49%	50%	52%	22 nd
Deals with potholes and damaged roads	-	-	-	26%	22%	24%	34%	34%	35%	16 th
Deals with obstructions on pavements	46%	47%	49%	42%	42%	42%	45%	46%	44%	9 th
Keeps roads clear of obstructions	53%	57%	58%	55%	57%	58%	60%	60%	59%	7 th
Deals with illegally parked cars	42%	44%	49%	45%	46%	47%	46%	47%	44%	3 rd
Undertakes cold weather gritting	44%	36%	35%	46%	52%	54%	58%	57%	60%	19 th
Cuts back overgrown hedges	41%	42%	44%	43%	42%	41%	46%	46%	45%	11 th
Deals with mud on the roads	48%	50%	53%	53%	51%	53%	55%	55%	50%	2 nd
Deals with abandoned cars	50%	51%	53%	57%	56%	56%	55%	53%	55%	11 th
Provision of street lighting	-	-	-	-	64%	65%	68%	56%	65%	9 th
Provision of drains	-	-	-	-	51%	46%	54%	54%	55%	17 th
Provides information on gritting	-	-	-	-	41%	42%	42%	44%	46%	24 th
Deals with flooding on roads and pavements	-	-	-	-	-	41%	45%	46%	48%	27 th

¹ Bold denotes improvement from last year

² Hertfordshire CC regarded as a close comparator

³ Higher ranking is better.

Annex 3 - Surrey Residents Survey (SRS) Results from Quarter 1 2013/14 to Quarter 2 in 2015/16

Resident satisfaction with service provision.

	Qtr 1 2013/14	Qtr 2 2013/14	Qtr 3 2013/14	Qtr 4 2013/14	Qtr 1 2014/15	Qtr 2 2014/15	Qtr 3 2014/15	Qtr 4 2014/15	Qtr 1 2015/16	Qtr 2 2015/16
Road Maintenance	23%	32%	30%	21%	24%	30%	36%	31%	29%	35%
Pavement Maintenance	47%	49%	48%	47%	48%	50%	50%	47%	47%	57%

The SRS is a telephone survey of 1650 residents across Surrey every quarter. The sample design ensures survey results are broadly representative of the views of all Surrey residents in terms of age, gender and ethnicity

There are two satisfaction questions included for Highways & Transport concerning road and pavement maintenance. The data shows that residents are consistently happier with the maintenance of pavements than roads.

There has been a comparative year on year increase with satisfaction since 2013/14, for roads this could reflect the volume of works that have taken place in the last two years including Operation Horizon.

The quarterly variations follow a seasonal trend with quarters 3 and 4 reflecting the winter months where there is a greater likelihood of drainage, flooding and pothole issues.