



Town & Parish Council Engagement Survey Results

February 2016

Devon Highways

Key Performance Indicator - Improving customer satisfaction

5.1 Member & Local Officer Engagement

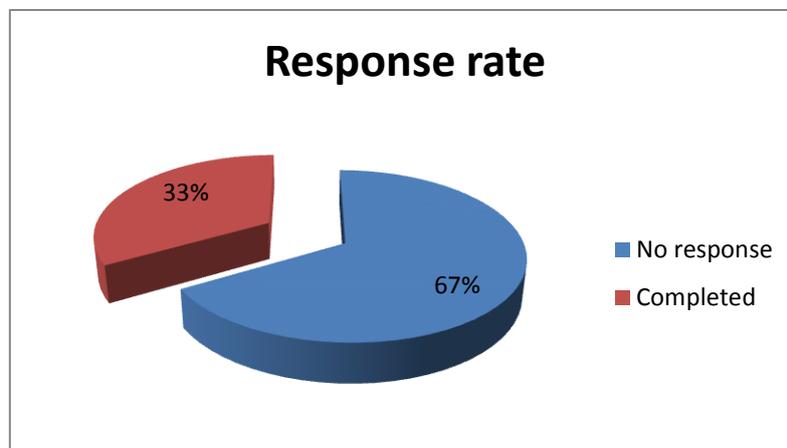
On the 9 December 2015 a measuring engagement web survey was made available on the Devon Highways webpage for Town and Parish Councils. An email was sent to all Town and Parish Councils (those that are detailed on the contact info on the source) and all County Councillors. A deadline for completion was provided; 13 January 2016.

A further, reminder email was sent on the 6 January 2016.

The email was sent to 402 parish / town council contacts and all members (62) using the member circulation list on outlook.

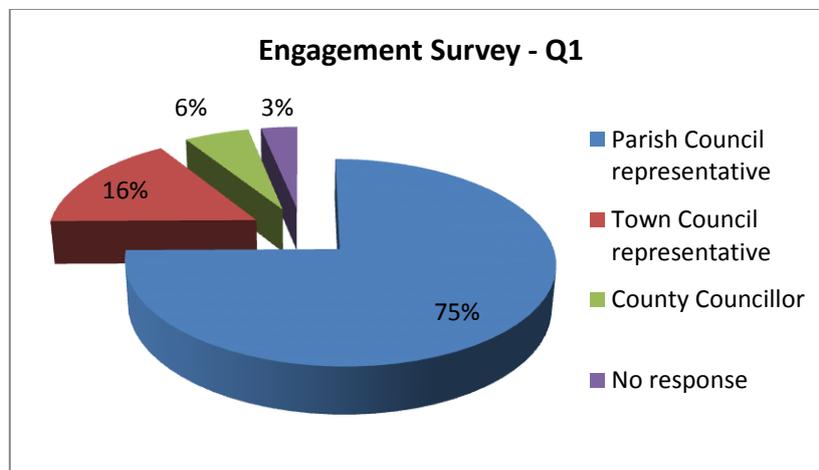
The results were analysed on the 19 January 2016.

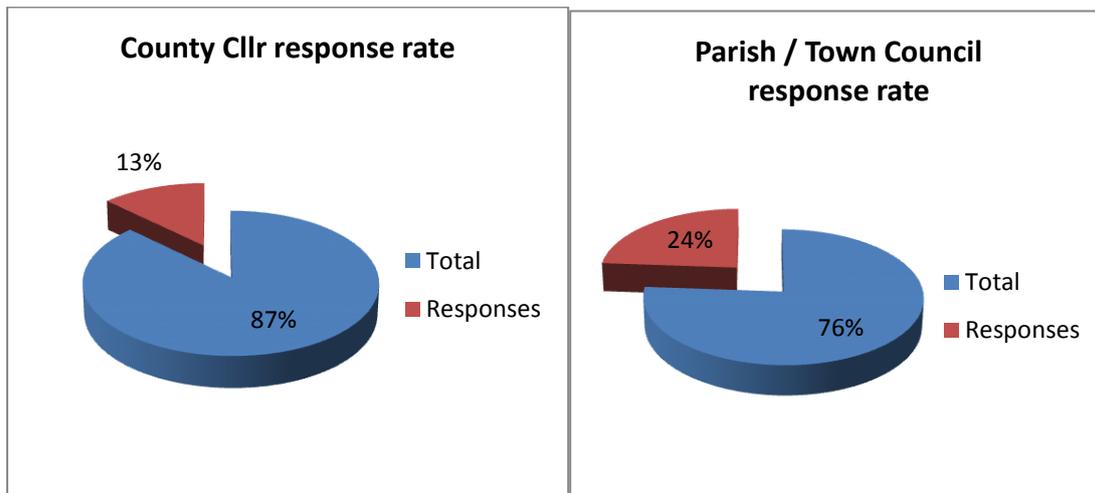
A total of 155 responses were received;



1. Are you a County Councillor or a Parish/Town Council representative?

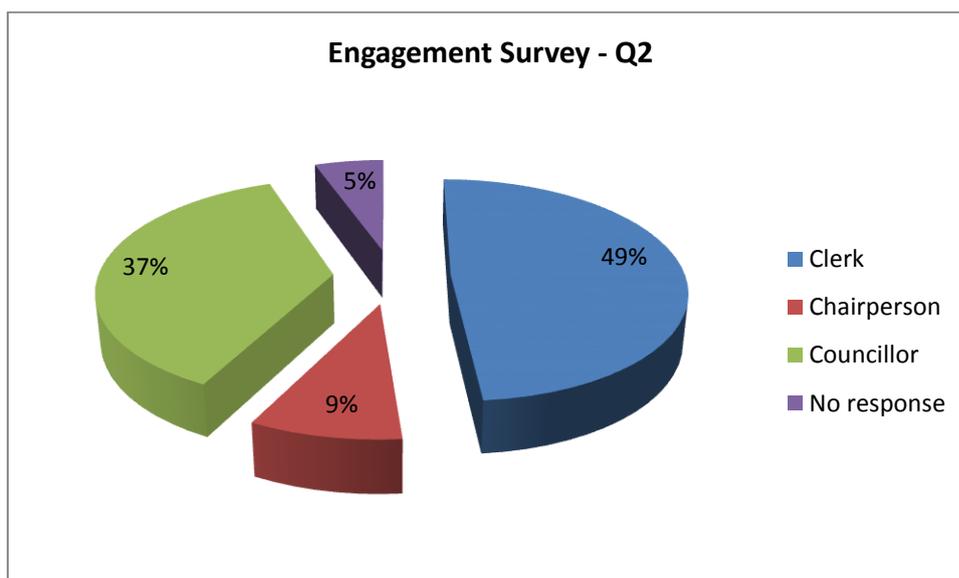
Parish Council Representatives	116
Town Council Representatives	25
County Councillors	9
Blanks	5
Total	155





2. If you are a parish / town council representative, what is your position?

Clerk	71
Chairperson	13
Councillor	54
No response	8



3. Which parish / town council / division do you represent?

Parish / Towns (unique)	126 (24% response)
Electoral divisions	7
Unknown Parish / Town / Electoral	9

10 Parish / Towns Councils sent in 2 responses (Yarcombe, Stockland, Rattery, Mortehoe, Okehampton, Dolton, Clyst Hydon, Chivelstone, Bere Ferrers and Ashburton)

Bere Ferrers, Mortehoe and Stockland's Parish Clerk completed the questionnaire twice. The results have remained in the analysis.

The parish chairperson and councillor completed on behalf of Chivelstone Parish Council and Clyst Hydon.

The parish clerk and councillor completed for Dolton.

Two results were received from Newton St Cyres Parish Council. One did not have the representative information provided. The second entry was completed by a Councillor.

Two Councillors and the Parish Clerk completed the questionnaire on behalf of Okehampton Town Council.

Three Parish Councillors responded on behalf of Hartland Parish Council and Membury Parish Council.

Two Councillors completed the questionnaire for Rattery PC.

Four Dartington Parish Councillor's completed the questionnaire.

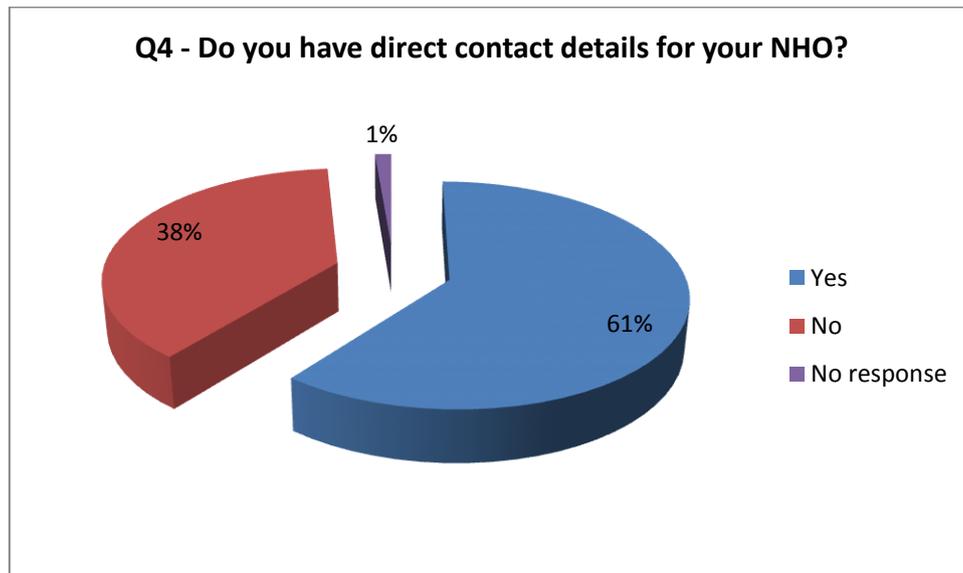
Action: 2016/17 - request that the clerk or chairperson complete the questionnaire

Action: 2016/17 - request one questionnaire return per parish / town council

Action: 2016/17 - publicise the engagement questionnaire using additional communication channels (connect me, DALC, etc)

4. Do you have direct contact details for your Neighbourhood Highway Officer?

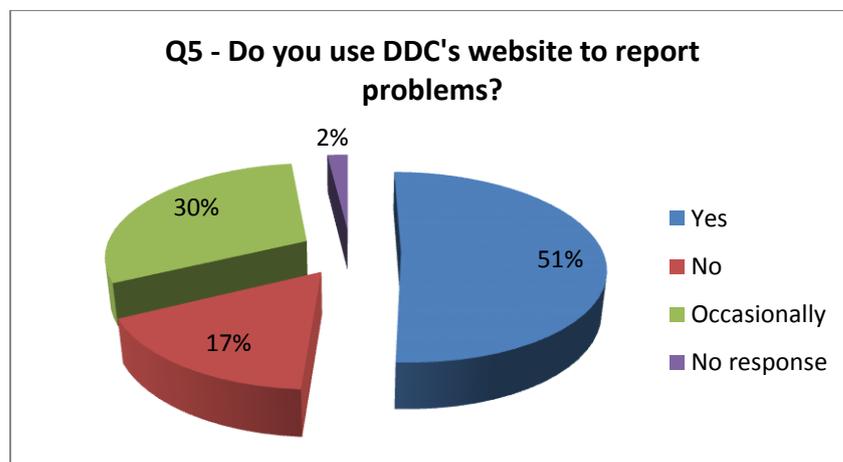
	Yes	No	No response	Total
Do you have direct contact details for your Neighbourhood Highway Officer?	94	59	2	155



Action: NHO contact details to be available on the Parish / Town Council webpage

5. Do you use Devon County Council's website to report problems?

	Yes	No	Occasionally	No response	Total
Do you use Devon County Council's website to report problems?	79	26	47	3	155



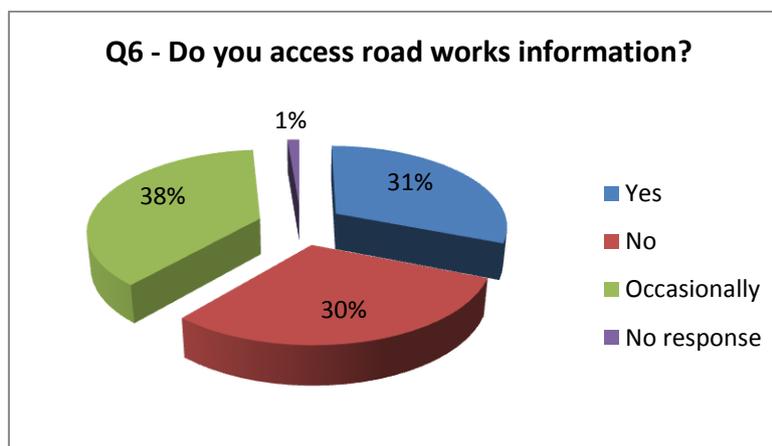
Comments

- Prefer other contact method – email x 5
- Prefer other contact method – telephone x 3
- Was not aware of this facility x 14
- Problems with connectivity
- Other
 - o No reason to have used it yet
 - o Report to Clerk at PC meetings
 - o Wanted to report drain problems and it was not easy to use

Action: Devon Highways to promote “report it” webpage to encourage issues to be reported directly by PC/TC

6. Do you access road works information?

	Yes	No	Occasionally	No response	Total
Do you access road works information?	48	47	58	2	155



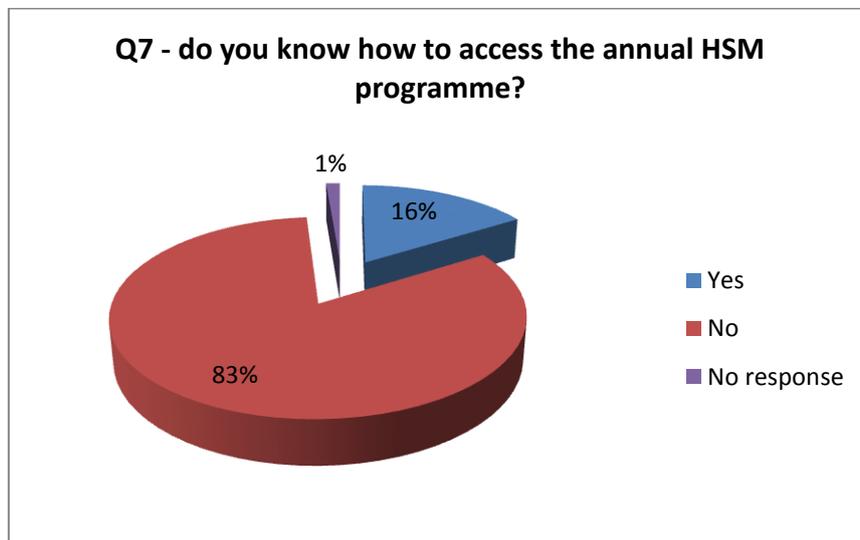
Comments

- Problems with connectivity x 2
- System is not easy to use x 2
- Was not aware of this facility x 34
- Other x 8
 - o No need
 - o Use Highways Agency website for roadworks
 - o Get information sent out
 - o Because we should be notified directly from the council. We are volunteer councillors and are not going to monitor the council website 24/7
 - o Time pressure. Other councillors more active in relating to highways, reporting, etc
 - o Usually request that our clerk follows up highway issues
 - o Often, we are informed in advance of an issue by our clerk
 - o Information is normally emailed to us when any works are going to take place in terms of road closures / works

Action: Promote roadworks.org and the sign up facility for specified location

7. Do you know how to access the annual Highway Structural Maintenance (HSM) programme?

	Yes	No	Occasionally	No response	Total
Do you know how to access the annual Highway Structural Maintenance (HSM) programme?	25	128	0	2	155

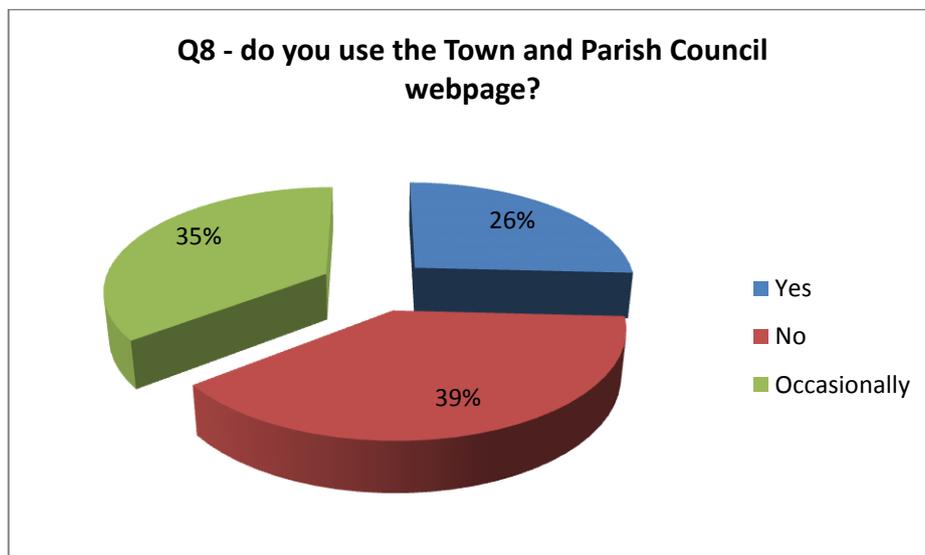


Action: Asset Management to ensure programme information, inc Lengthsman, is accurate and available for publication on the webpage

Action: Promotion of the availability of programme information to be carried out when available and accurate

8. Do you use the Town and Parish Council webpage?

	Yes	No	Occasionally	No response	Total
Do you use the Town and Parish Council webpage?	40	60	55		155



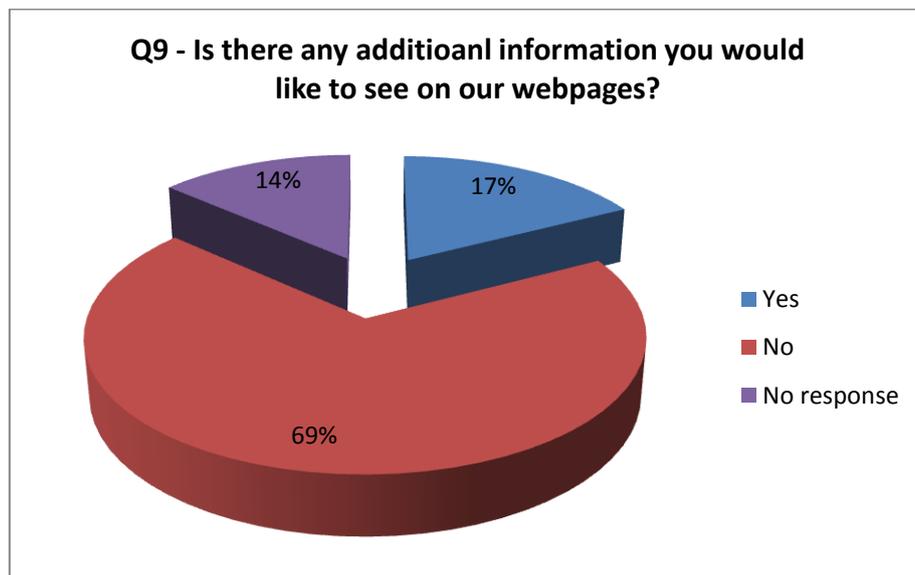
Comments

- Easier to email details x 9
- Problems with connectivity x 3
- Was not aware of this facility x 39
- Other x 9
 - o Not in town or parish
 - o Not thought to try it yet
 - o Pressure of time
 - o Not my area of responsibility and would forward concerns to the clerk
 - o I am new to this post so still finding my way but didn't know that there was such a facility
 - o No time to look at the webpage
 - o Not had the need to

Action: TC/PC webpage to be developed and maintained by HST. Webpage to be publicised.

9. Is there any additional information you would like to see on our webpages?

	Yes	No	No response	Total
Is there any additional information you would like to see on our webpages?	27	107	21	155



Comments

- Better feedback to reported problems, ie potholes, reported trees
- Crazy question. How can I say I'd like to see more information or not when I've already answered that I don't know what's on the website? Who makes up these stupid questions?
- Details of planned work and continuous updates
- Details of road / potholes due for repair in my parish
- Feedback/progress report/update on defects reported but not yet resolved especially serious ones
- Full details for Teignmouth council as per tdc website
- I find it difficult to find what I am looking for on the website. Structural maintenance programme and Town and Parish pages above being examples. A dedicated Councillors section with easily accessible data from an introduction page will be really helpful.
- If you are unaware of what information is available then it is a difficult question to answer!
- lengthsman grass cuts, info has not been available since the launch yet it has a page!
- Links from maps to vehicle number and congestion data where available
- More comprehensive, try and convince us you actually care and will fix issues quickly
- Perhaps a few more options when reporting issues, could there be a miscellaneous option for odd reports
- Plans for the future
- Relevant names of officers/councillors who we can contact with our problems.
- Sent to the parish council who can then notify the affected parishioners
- The opportunity to report issues that aren't covered by current tick boxes
- There is a lot of information to absorb. Filtering through what DCC does not do is difficult. A page of what you do not do would help out
- To have contact details of all Officers and their relevant position and area of work covered
- Traffic Orders and advance closure notices
- up to date information and liaising with other utilities to ensure you finish jobs on time and not competing
- Upcoming events (none shown), information/case studies from towns and parishes showing how they have responded to the Tough Choices agenda
- We have reference numbers for reports of potholes etc, but no way of checking on progress without revisiting the site of the pothole
- When roads are going to be resurfaced or repaired!!!
- Why are decisions taken that are not in the interest of residents

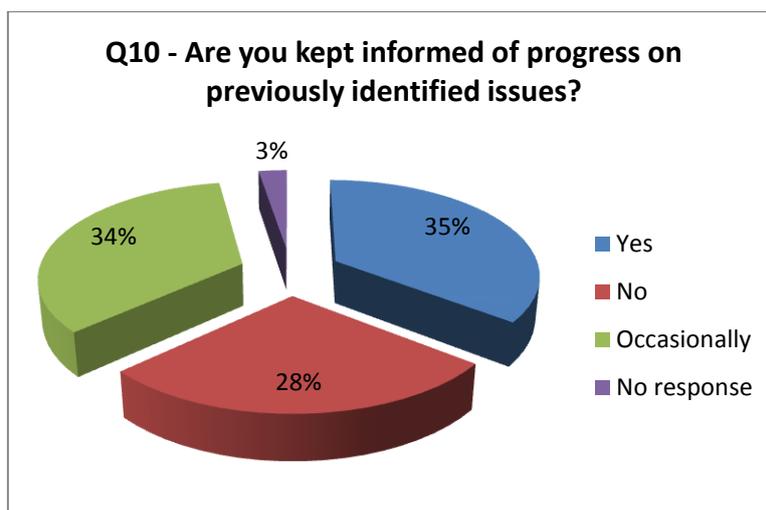
Action: CSS functionality to be developed to provide update reports to previously reported issues

Action: Online information to be developed to show the action taken with previously reported faults (currently they disappear)

Action: Programme information to be available (see action in Q7)

10. Are you kept informed of previously identified issues?

	Yes	No	Occasionally	No response	Total
Are you kept informed of progress on previously identified issues?	55	43	53	4	155



Comments

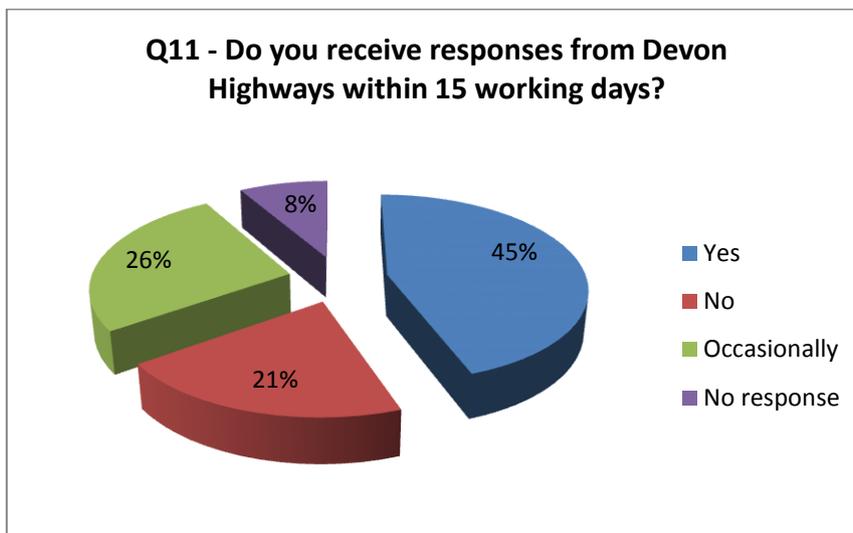
- As I have NEVER seen your web pages how can I say what I think???
- For example Turks Head roundabout information was not communicated
- It would be extremely helpful to know progress of previously reported issues; only some items can be checked via website. Some reported longer ago, e.g. during 2013 but still outstanding, cannot be checked. A system enabling checking on all items would be useful - saving time/trouble for all involved.
- It would be nice to know if the reported problem can be rectified or not and an estimated time to deal with the problem
- Items that we asked to be looked at are always postponed or told there's no money
- No we received very little, if any feedback
- Only automatic response to emails, then no contact.
- Only by checking on the website---so yes if you refer to that!
- Only if I call and ask for a response
- Recently reported a road issue 18/11/15 W15846611. Was sent an email to say that it had been reported and someone would be out to fix it. Now its 9/12/15 and issue is still not fixed. Apparently the road has been dug around but the collapsed drain which is the issue that needs to be dug up and replaced has not been. So job was not done and also was not informed that someone had been out and attempted to fix an issue.
- Since the re-structure and we lost Bob King his replacement Stephen has not been answering emails.
- Staff seem unable to answer emails
- The only feed back that ever comes back is from the lighting people - it is a continual complaint that there has never been any feedback from on line reports of potholes, flooded drains etc - it also would be good to have a Neighbourhood Highway Engineer in Teignbridge South

- Trying to find out what is happening sometimes is like banging your head against a brick wall.
- Very unhappy with the lack of response to our concerns re Highways, specifically traffic hazards on Exeter Rd.
- Why do you not?
- Zero feedback
- Appreciate the Highways Officer is very busy. Cllr Hosking provides updates.
- Feedback on a reported issue would be appreciated.
- I would like to receive updates regularly on previously identified issues, to avoid 'chasing up'.
- I would prefer items to be more targeted to my council area when updating so that I do not need to trawl through lots of irrelevant material
- If I report to our Neighbourhood Highway Officer I usually receive a prompt response to issues reported. If reported via the DCC website we never receive a progress report.
- It is usually necessary to chase for updates rather than receive them automatically.
- Mostly yes but have had one particular issue which has been very difficult to keep track of.
- Only, if we talk directly to our Neighbourhood Highway Officer
- Our locum clerk sends regular info from Devon Highways through as does our Cllr Polly Colthorpe
- Road Closures could they be sent by email not by post.
- The yes no on anything else is hard to answer without considering what I look at and what is needed at certain times.
- Was poor due to changing officers, but improving lately.
- We sometimes glean information especially if it has relevance to Bickleigh and the surrounding roads
- Excellent liaison with Neighbourhood Highway Officer
- My Neighbourhood officer is very prompt in responding to enquiries
- Only through Town Clerk
- Receive an automated response through the website
- Receive an excellent service from Lisa Edmonds
- Sometimes have to chase.
- The Clerk deals with this
- Through Nick Colton
- through pc meetings
- via Clerk
- We receive an excellent service from our Neighbourhood Officer
- Would be useful to know when Lengthsmen are due to visit.

Action: as above Q9

11. Do you receive a response from Devon Highways within 15 working days?

	Yes	No	Occasionally	No response	Total
Do you receive responses from Devon Highways within 15 working days?	69	32	41	13	155



Comments

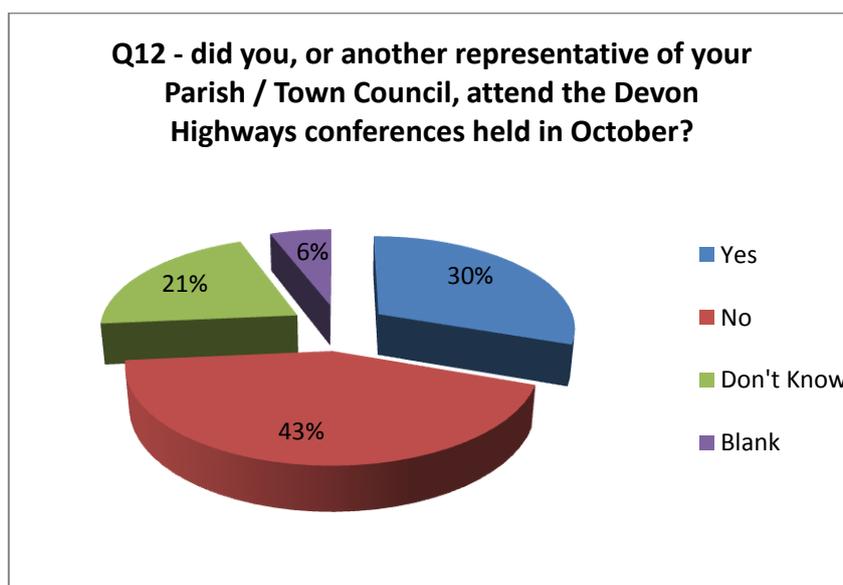
- Apart from automatic generated reply, very very rarely get update on progress, in fact often have to report problems more than once.
- I have asked about this mythical website but no one knows anything about it
- I have no feedback on this
- I have written to the Portfolio Holder; The Leader and the Head of Highways on at least three occasions in the past 6 months and received no acknowledgement or response to this date.
- I very rarely get responses
- Lucky to receive a response ever.
- Never
- Only tried once regarding Planning application and simply could not credibly accept the advice.
- Personally I've never contacted Devon Highways
- Please do not assume that everyone what a "captcha" is. I had to contact DCC for an explanation
- Reported a problem on website about 6 weeks ago and haven't heard anything
- Reported obstruction on Highway still waiting for action to be taken or progress report. Wrote to DCC July 2013 regarding traffic congestion still waiting for data from the March 2014 traffic survey. Braunton Parish Council agreed to take on the cutting of County grass verges in Braunton and Knowle still waiting for terms of agreement from DCC bearing in mind cutting is due to start March 2016. Reported inadequate signage on Exeter Road and as result HGVs are access Sings Lane no action has been carried out by DCC and I have not received a progress report.
- Responses would be very helpful.
- Excellent liaison with Neighbourhood Highway Officer
- acknowledgement of report only
- Acknowledgment usually. Further response, rarely if ever
- Getting better.
- Not really sure - haven't monitored it that closely.
- Not sure of time scales
- Not sure what you mean, I get an immediate confirmation by email once a report has been submitted on-line but nothing other than that. I usually phone the Officer if things are outstanding.
- Our Neighbourhood Officer has been away but I have been able to deal with another officer and have had a good response to queries, but it took a while to be given contact details for someone else in the team.
- Response time should be sooner, within 5 working days.
- Still awaiting a writing response of what is going to happen and when
- We get the information through our chairman when he has it from highways.
- Since the re-structure and we lost Bob King his replacement Stephen has not been answering emails.
- From our local officer yes but not from reporting on website.
- In most cases.

- Mainly yes but sometimes not at all
- Only automatic computer generated response.
- Recently I have only reported potholes.
- Sometimes I have to chase but mostly very good
- USUALLY
- Can't remember
- I do not know.
- Not sure
- Not sure

Action: See Q10 action

12. Did you, or another representative of your Parish / Town Council, attend the Devon Highways conferences held in October?

	Yes	No	Don't Know	Blank
Did you, or another representative of your Parish/Town Council, attend the Devon Highways Parish and Town Council conferences held in October 2015?	47	67	32	9



If answered no please detail why;

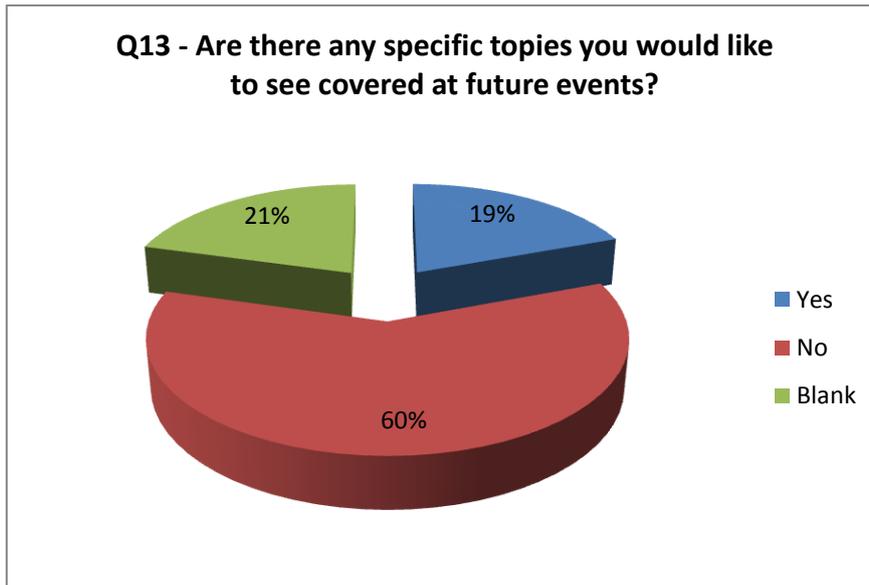
- Date was not convenient x 30
- Did not feel it was relevant x 9
- Too far away x 11
- Other x 17
 - o Was ill
 - o No councillor could attend
 - o Work commitments prevented attendance.
 - o Short of time.
 - o Personal reasons x 2
 - o Answered above
 - o Combined reasons - too far away and lack of interest by Bow Parish Council
 - o I was not personally informed of the event and so was unaware of it.
 - o I was not aware of it.
 - o I didn't realise that there was such a meeting
 - o Sorry just missed it

- time and other priorities

Action: Revise format of conferences to increase attendance, ie smaller, local meetings led by NHT

13. Are there any specific topics you would like to see covered at future events?

	Yes	No	Blank
Are there any specific topics would you like to see covered at future events?	30	93	32



Comments

- Accountability to residents including safety policies for pedestrian and motorised road users.
- Alleviating the bottleneck that is Bitton Park Road, Teignmouth
- Chapter 8 Training
- closing the loop: report - action - confirmation
- Collaborative working between towns/parishes, external funding sources for Towns/Parishes engaged in highway services, news on DCC's future service direction/possible service reductions
- Constructive engagement with Town and Parish Councils on use of DCC experience and know-how can be applied more directly to town and parish highways issues, rather than through volunteer schemes such as Road Warden (which may be suitable for some parishes but likely less so for towns).
- Detail on impact of cuts in service to parish council budgets (before rather than after the event)
- Flooding, pot holes, verges, roundabouts
- Gully clearing and drain maintenance issues
- Highways maintenance including drains and gullies. Off-street parking
- How DCC can become proactive with infrastructure provision
- How road works are identified and prioritised
- Local member, Town & Parish Council & Community involvement in setting Highways S106 priorities
- Managing blocked drains
- Plans for infrastructure (highways) in Okehampton
- Plans to catch up on highway maintenance
- Possibly, but there is always an option to send in suggestions before the event.
- Potholes, Signage and drainage

- Pothole repair and maintenance - an important ongoing concern
- Repairs to highways
- Restricting access to narrow lanes by oversized vehicles that block access for other users when stuck and the damage they cause as well as some agricultural vehicles to the minor roads
- Road signs
- The Council do not want the A303/30 dualled through the Blackdown Hills and want to see less publicity being given to this idea from DCC and a few PC's
- The link between old roads, planned new roads, developments etc is very confusing. It must be even worse for the Public
- The problems in town and rural parishes are very different, the meeting needs to be split.
- Training and self help options
- Transparency and cooperation with town council.
- We would want a better venue (less remote) closer to the southern part of the county, eg Newton Abbot or even Exeter area. Giving a demonstration of road patching work with equipment that wouldn't be available to community groups wasn't overly helpful. Our delegates learned little of much help except that the County want Parishes to do all the work in future!

Action: Ensure PC/TC are aware that Highways are not responsible for Planning issues. Provide necessary contact details for Development Management

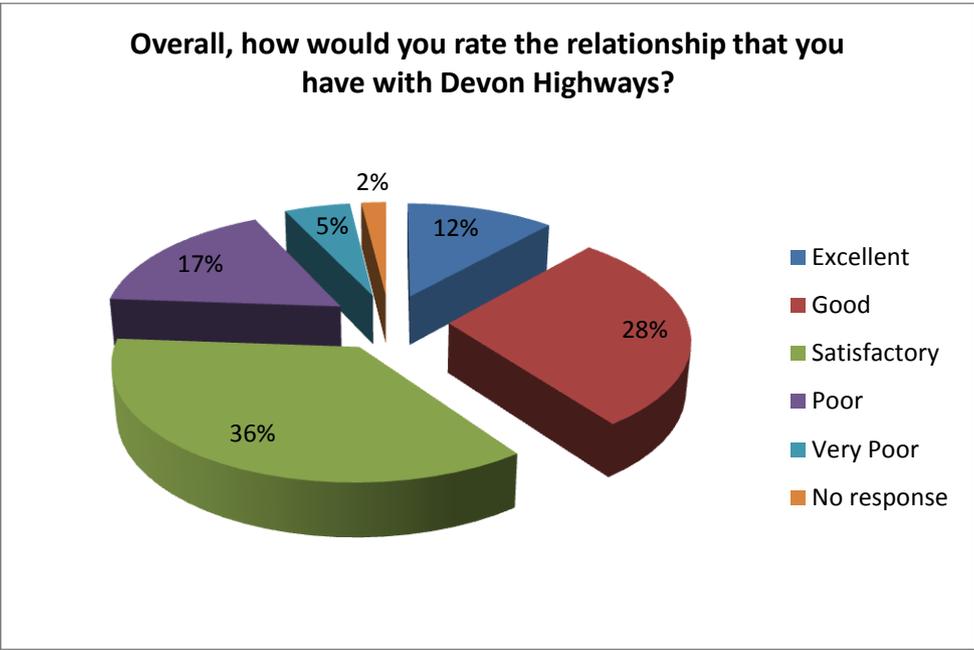
Action: Ensure the purpose/objective of future events is clear (ie maintenance)

Action: Invite representatives from Development Management to future events

Action: Continue to invite topics for discussion from PC/TC's for future events

14. Overall, how would you rate the relationship that you have with Devon Highways?

	Excellent	Good	Satisfactory	Poor	Very Poor	No response
Overall, how would you rate the relationship that you have with Devon Highways?	18	44	56	26	8	3



Comments

- Although faults are reported to Highways department complaints seem to fall on deaf ears as nothing gets repaired
- Always found our highway representatives extremely helpful and friendly. We have had a history of working cooperatively with the County Council
- Communications other than notification of road closures is non-existent. E.G grass cutting until 6 months after the service was ceased. Even when we responded to a proposed road closure within the consultation period we still did not receive any feedback as to what was decided as a consequence.
- Concerns on current highway maintenance
- DCC highways appear to pay very little attention to parish council views and local parishioner views when dealing with local issues.
- DCC not aware of the urgency of needs. Priorities have slipped five years and are slipping further.
- Every time I have given Highways a problem it seems to be somebody else's problem
- Excellent at local level only
- Getting better.
- Good relationship but owing to procedures and processes in place and lack of budget required actions are not always actioned in as timely a manner as required
- Having the opportunity to contact the highways officer on behalf of the Parish Council and be able to take back a response is invaluable.
- Highways can seem high handed and unapproachable
- Highways officers are excellent, Management is terrible.
- Highways should meet with Parish Councillors when decisions affecting residents are in discussion before making their decisions. Only this way can councillors be responsible to the electorate paying their wages.
- I am not well enough informed to answer this
- I get excellent assistance from our highways officers with ongoing maintenance and with safety issues and small-scale projects but there appear to be no opportunities for member or community influence in relation to long-term and strategic planning or in relation to Highways responses to major planning applications. I have flagged up this systemic problem on numerous occasions.
- I have emailed with problems but only occasionally get a response.
- I tend to either phone or email the Highways Officer who covers our area when there are issues or problems that need action.
- I wasn't aware that it was a relationship!
- It is difficult to get any straight answers from Devon Highways. Devon Highways decision process takes a long time and most things have to go ahead in the parish without approval from Highways such as maintenance to trees, grass verges, signage, clearing gullies and drains.

- It would be good if highways representatives came to parish council meetings
- Its not the relationship that is poor, rather the feedback and lack of any progress on outstanding issues
- Neighbourhood teams are as helpful as they can be within the resources you have. The service needs to focus more on proactive engagement of towns and parishes before decisions are made about service reductions. There is also a perception locally that the service is Exeter-focused, and whether or not this is the case the perception needs to be addressed.
- New person has started, Mr Allen whom has made an attempt to listen to us since his appointment. I hope our concerns are passed up the chain of command. Awaiting a response on some new issues.
- Nick Colton is very helpful
- Not enough information given, poor response to emails and phone calls.
- Offices should in my opinion consult Councillors on major development consultations. We provide the democratic link yet currently are lucky if we are notified prior to response on a consultation for a major development
- Our Area Officer is very knowledgeable and helpful.
- Our clerk often has to repeat requests for information
- Our Neighbourhood Highways officer has been off on sick leave for most of the time he has been in the post so we rarely have any dialogue and the team members covering for him do their best to answer queries for us
- Our Neighbourhood Highways Officer is always very helpful and responds quickly to queries.
- Responses to issues raised have sometimes been slow, even though we understand about resource limitations
- Roads are not monitored, potholes remain. Roads are in a terrible state and ditches not cleared
- Shame there isn't more finances available to meet the needs of all the Towns and Parishes, or possible more excuses that this one!
- Simple requests are dealt with speedily, but more complex questions are not addressed in the same way.
- Steve Leigh has always been understanding of Bampton's infrastructure needs.
- The service works well - within the depleted budget for Highways. If funds allowed, there are areas that the Parish would like to be improved - such as Lengthsmen
- There is a lot of support from Nick Boulton. It would be a huge improvement if there could be feed back from online reporting. I have pleaded with my parish clerks to use the reporting system but they will not because they never get a reply as to when the work will/has been completed
- There is an assumption that just because a website has ben established that it equates to satisfactory communication. More effort could be put into pushing information rather than the intended recipients having to pull it.
- We have a very good working relationship with our Neighbourhood Officer who also pays us regular visits.
- We have lost our direct contact with our local Highways Officer. We used to meet Highways Officer the day after the Parish Council meeting and go through parish issues and problems. It was a short, business like and very effective meeting. It needs reinstating.
- We meet quarterly with Nick Colton - this includes Parish Councillors and local residents
- We struggle to get answers or even an acknowledgement to our requests. Even if the answer is no, communication is very much appreciated so we can at least drop actions from our minutes or look at funding things ourselves.
- Wen we dealt with Bob King it was a good relationship, but it has deteriorated
- What relationship?
- When ever any issues are brought to light we are told there is no money available Same old same old story.
- Would like to see some improvements to country lanes.

Additional Comments

- A direct email address to use if the local highways engineer is unavailable due to illness/holidays etc.
- Action not words

- Alan Martin is Awesome!
- As a councillor and chair of Planning I should like to be invited to sit in on meetings where there is an impact on Totnes/Bridgetown. I would also welcome a more open and cooperative dialog in 2016. Thank you for this opportunity and please have a joyous Yule.
- Because we have a very responsive Neighbourhood Highways Officer, local issues are dealt with effectively, i.e. communications. However, above that level, strategic level, not only do we not know who to contact (the 2/3 excellent officers who used to be responsible for the area have retired) when we send requests for information or action for issues beyond the Neighbourhood Officer's remit we are totally ignored!
- Better understanding of problems in rural areas. Small villages seem to be continually overlooked. Pothole repairs do not last - patching is not substantial enough to last long.
- Can't comment on some as don't know enough details.
- Communications between highways and parish councils could be improved
- Cost of TRO/TPO should not be a reason to address an issue. I expect the council to be proactive in finding other solutions. eg. In Somerset we have seen unorthodox signs that advise against access for HGV where they may cause damage even though these may not be in the Highway code.
- Councillors currently have very little influence on road maintenance and capital projects design and delivery, yet Parishes hold us responsible for services and their delivery.
- DCC highways appear to pay very little attention to parish council views and local parishioner views when dealing with local issues. I'll cite 2 specific issues in Dartington: (1) Brimhay - despite a traffic assessment being requested by DCC highways to the developer and one not being completed, DCC highways still provided approval to a scheme which will increase traffic through a residential cul-de-sac which had not been originally designed to cope with such traffic levels - the original developer of the cul-de-sac being on record stating this as the case. DCC highways ignored such factual data and failed to follow up on the request for a traffic study before granting they had no objection. (2) another development in the village has seen the removal of a secure gate, at the entrance to/from a path way to the primary school - the gate replaced by a metal barrier which offers no protection or challenge to children running down the path from the primary school and in to the main A385 road. When challenged about what is an obvious road safety hazard, and provided with photographic evidence, DCC highways said that the barrier, despite its position, was in accordance to planning obligations. 2 instances where DCC highways has favoured developers and ignored local view, local data, and local evidence.
- Don't find the web site particularly easy to find such things as the HSM programme without using the search option. Too much historical out of date information comes up.
- During this time of cuts and changes in local government, it is to be hoped that Devon Highways will recognise the essential importance to the rural communities in Devon of good road maintenance - both for those who live there and for visitors. Increased usage by delivery vehicles and large farm vehicles needs factoring in to future strategy.
- Highways forward planning decisions, decisions relating to major projects and highways responses to planning applications handled by District Councils appear to be made by officers with little or no opportunity for members, MPs, district councils, town or parish councils or residents to influence these decisions. There should be opportunities for all these organisations and individuals to have a say in setting local priorities. If there are opportunities for influence then training (both legal and procedural) needs to be provided for all these organisations and individuals.
- Highways Superintendent (or whatever fancy latest title they have) is excellent and doing his very best in trying circumstances. Am very happy with Martin. It's the rest of DCC. Find it very frustrating not being able to get hold of people. Also when report something on webpage, report disappears but no visible action - no idea if anyone is doing anything about it. Likewise on phone system. Have had serious problems not taken seriously because your staff don't listen and/or are trying to downgrade jobs (as instructed). Very concerned that when jobs are instructed to contractors that there seems to be no checking (random checks would do) of whether the job has been done or not - and often it's not from my experience. Left with feeling

- of a faceless DCC that isn't listening. This is particularly worrying when the problem is urgent/serious and there's no way of knowing what's happening.
- I did not personally attend the Highways seminar so I cannot comment on attempts to improve consultation
 - I know that budgets are a major factor but regular routine maintenance would seem to save more major expense later on when major problems arise. Pot holes and blocked drains are still the major source of comments from Parishioners and councillors.
 - I will be looking at the web page and maybe commenting later
 - It is good to see a more flexible attitude developing to involving local volunteers to achieve the best outcome in terms of minor maintenance, verge cutting etc.
 - It is not clear how our sector would feed into any emerging plans for road/footway improvements as we aren't consulted on such matters and are left to campaign after budgets have been set and there is no money allocated. There used to be meetings which were proper consultations rather than seeking views on the cuts to services which are made anyway regardless of comments submitted.
 - It is vital that Highways Committee are aware of the importance of drainage issues in rural areas. Blocked buddle holes etc mean additional water draining on to highway surface with consequent erosion issues. Not sufficient time given in rural area to these issues.
 - It takes a long time to gain change or improvements through the Highways channel.
 - It would be nice to know what you can and can't do especially potholes and drains. Some blocked drains have been reported many times but still not cleared.
 - It would be useful if the County could hold meaningful meetings with Town and Parish Councils and help them to carry out the work of the County Council within their communities. It has been our experience that we get so far with projects with the County and then communications stop. Perhaps it would be beneficial for each community to have an officer appointed (who has the power to make decisions) who could work with the local council and community and empower them to take over and provide valuable services locally.
 - Lisa Edmonds our Highways Officer is extremely helpful and knowledgeable and we would like to thank her for all she does for Dartmouth
 - Main problems are to do with resources (lack of) rather than highways dept itself.
 - Many thanks to our Highways Officer (Simon Pearson) and to the Lengthsmen that help our Parish
 - Neighbourhood officer reluctant to communicate or give contact details. Said he would inform us when replaced but hasn't. Very frustrated by poor communication and reluctance to work in partnership with PCC.
 - Nick Colton is extremely easy to approach and is very helpful
 - Officers such as Steve Tucker, Anne Hood and Lewis Ward are excellent. Overall management is terrible demonstrating poor communication.
 - Parish Lengthsmen - really is false economy not having them!
 - Please remember that town and parish councils cannot be treated as a single homogenous group. Councils vary hugely in size, resources, culture and priorities. Their approaches to highways matters will vary according to factors such as the level of District Council involvement, how rural the area, and their own history of involvement in the service. Local solutions will therefore vary widely and DCC needs to be flexible in accommodating these. The Road Wardens Scheme, for example, would not be the preferred approach in Barnstaple but we would gladly have engaged in developing an alternative that is more appropriate in urban areas.
 - Re. planning applications - Our experience is that Highways seem to work from a policy of supporting new developments and car use, rather than that of listening to parishioner's concerns re. congestion and safety.
 - Steve Dawe, our Neighbourhood Highways Officer is absolutely excellent and works tirelessly for our community. He is always happy to answer queries and very helpful when he does, often going out of his way to assist. We are very grateful to him!
 - Support for Parishes in the context of getting potholes and extremely poor road surfaces repaired
 - Systems need to be put in place for much better communications between highways and the parish
 - Thanks for all the hard work under very reduced finance.
 - The recent flooding events can be put down to a lack of simple local maintenance by Lengthsmen

- We all know there are lots of roads in Devon and a very small budget to maintain them but communication is vital once reporting a problem. Even if it's an acknowledgment that says it is not a priority but will be added to a list somewhere!
- We are a very remote parish and the condition of the roads in the area is quite poor. We are led to believe that unless potholes are of an extreme size they will not be repaired, I would like to know what the criteria is?
- We do not seem to be able to get DCC to understand how important to our residents are the little roads - they become A roads to us as without them we can get nowhere
- We have a number of outstanding issues that we have been trying to progress for a long time.
- What or WHERE can I find the town and parish council website??? No one will answer this question, WHY NOT?
- When you track a problem that has been reported, it would be helpful to know whether the work had actually been carried out and the date.
- Would appreciate regular update to report problems and answer to questions emailed.
- You need to try harder, much harder. The roads in our Parish are very badly maintained and most residents are sick and tired of it. Roads should not flood but they have here many times. We are very disappointed. You have no excuses. This is bad, bad management.

Action: Positive feedback to be sent to relevant officers

Action: Publicise our position in relation to the repair of safety defects

Action: Improve communication chain between Asset and Neighbourhood Team so that important messages are passed on

Overall KPI figure for 2015/16

Weightings have been given to each question on the survey as detailed;

Question	Response	Weighting	15500	Positive response (% of overall responses)
Do you have direct contact details for your Neighbourhood Highway Officer?	Y/N	Y = 20	1880	61%
Do you use Devon County Council's website to report problems?	Y/N/Occasionally	Y and O = 10	1260	81%
Do you access road works information?	Y/N/Occasionally	Y and O = 10	1060	68%
Do you know how to access the annual Highway Structural Maintenance (HSM) programme?	Y/N	Y = 5	125	16%
Do you use the Town & Parish Council webpage?	Y/N/Occasionally	Y and O = 5	475	61%

Are you kept informed of progress on previously identified issues?	Y/N/Occasionally	Y = 10	550	35%
Do you receive responses from Devon Highways within 15 working days	Y/N/Occasionally	Y = 10	690	45%
Did you, or another representative of your parish / town council, attend the Devon Highways Parish & Town Council conferences held in October 2015?	Y/N/Don't know	Y = 10	470	30%
Overall, how would you rate the relationship that you have with Devon Highways?	Excellent/Good/Satisfactory/Poor/Very Poor	E/G = 20	1240	40%
TOTAL			7750	
TOTAL PERCENTAGE FOR KPI			50%	