

**Kent County Council  
Parish and Town Council Survey 2003**

The second Annual Review of Kent Highways' service to Parish and Town Councils:  
Appendix B – The Questionnaire



Help us to improve the **HIGHWAY SERVICE** in your Parish

**Questionnaire for Parish/Town Councils**



We want to improve our service to your Parish and are keen to get your views on how we can achieve this. By giving us 5 minutes of your time and filling in this short questionnaire you will help us to continue with the good things we are doing and improve other things. If you would like to talk to us about this questionnaire you will find details at the end.

**Our Parish/Town Council is:**

*please write the name of your Parish or Town Council in the box above*

**Question 1: When you contact us how satisfied are you with...**

<i>(please tick the relevant boxes)</i>		Very Satisfied	Fairly Satisfied	neither Satisfied nor Dissatisfied	Fairly Dissatisfied	Very Dissatisfied
1.1	<b>the speed of response you get from:</b> your District or Borough Council Highway Unit?					
1.2	Kent County Council?					
1.3	<b>the quality of the response you get from:</b> your District or Borough Council Highway Unit?					
1.4	Kent County Council?					

**Question 2: How satisfied are you that we give you sufficient information about....**

<i>(please tick the relevant boxes)</i>		Very Satisfied	Fairly Satisfied	neither Satisfied nor Dissatisfied	Fairly Dissatisfied	Very Dissatisfied
2.1	our policies on highway maintenance?					
2.2	which roads are salted in the winter?					
2.3	when we will be inspecting the roads in your Parish?					
2.4	our policies on road safety and speed management					
2.5	information about public transport in your Parish					
Is there any other information you would like?						

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**Question 3: Thinking about roadworks, how satisfied are you with the following...**

<i>(please tick the relevant boxes)</i>		Very Satisfied	Fairly Satisfied	neither Satisfied nor Dissatisfied	Fairly Dissatisfied	Very Dissatisfied
3.1	the information we provide to you about <b>OUR</b> roadworks in your Parish?					
3.2	how quickly <b>OUR</b> roadworks are carried out?					
3.3	the quality of <b>OUR</b> finished works?					
3.4	the information you get from <b>STATUTORY UNDERTAKERS</b> (gas, water etc) about <b>THEIR</b> roadworks					
3.5	the quality of trenches /holes completed by <b>STATUTORY UNDERTAKERS</b> (gas, water etc)					
3.6	that you know who is digging up the roads in your Parish and why					

**Question 4: Do you think that the highway service in your Parish has improved, stayed the same or got worse over the last 12 months?**

<i>(please tick the relevant box)</i>		Got Better	Stayed the Same	Got Worse
4.1	Over the last 12 months do you think that the highway service in your Parish has.....			
Why do you think this is?				

**Question 5: How satisfied are you with the following in your Parish...**

<i>(please tick the relevant boxes)</i>		Very Satisfied	Fairly Satisfied	neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
5.1	The state of the streetlights? (those maintained by KCC)					
5.2	The state of the roads?					
5.3	The state of the pavements?					
5.4	The state of the grass verges?					
5.5	The state of the road signs?					
5.6	The state of the road markings?					
5.7	The cleanliness of road drains?					
5.8	The winter service? (i.e. road salting, salt bins, snow ploughing etc)					
5.9	Our delivery of on-street parking enforcement and on-street parking management schemes					

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Our response to your concerns about the following traffic management issues:					
5.10	Speed Limits / Management				
5.11	Crash & Casualty Sites/Problems				
5.12	Cycling facilities				
5.13	Walking facilities				
5.14	HGV / Lorry movements				

**Question 6: What is the TOP PRIORITY highway issue in your Parish at the moment?**

Please feel free to write any other comments about the highway service we provide to your Parish in the box below

**Thank you very much for taking time to complete this questionnaire. Please put it in the FREEPOST envelope provided and post it back to us. If you could send it back in the next THREE weeks it would be much appreciated**

Contact David Thomas by telephone on 01622 221036 or email on david.thomas@kent.gov.uk if you want to discuss the content or background to this questionnaire.

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Please try our new website [www.kent.gov.uk/highways](http://www.kent.gov.uk/highways) where you will find useful information about the Highway and Transport Service provided by Kent County Council in partnership with District Councils, Babsie, Ringway and Colas.