

Highways Winter Maintenance 2017/18: Summary report

This report was created on Tuesday 29 May 2018 at 10:45.

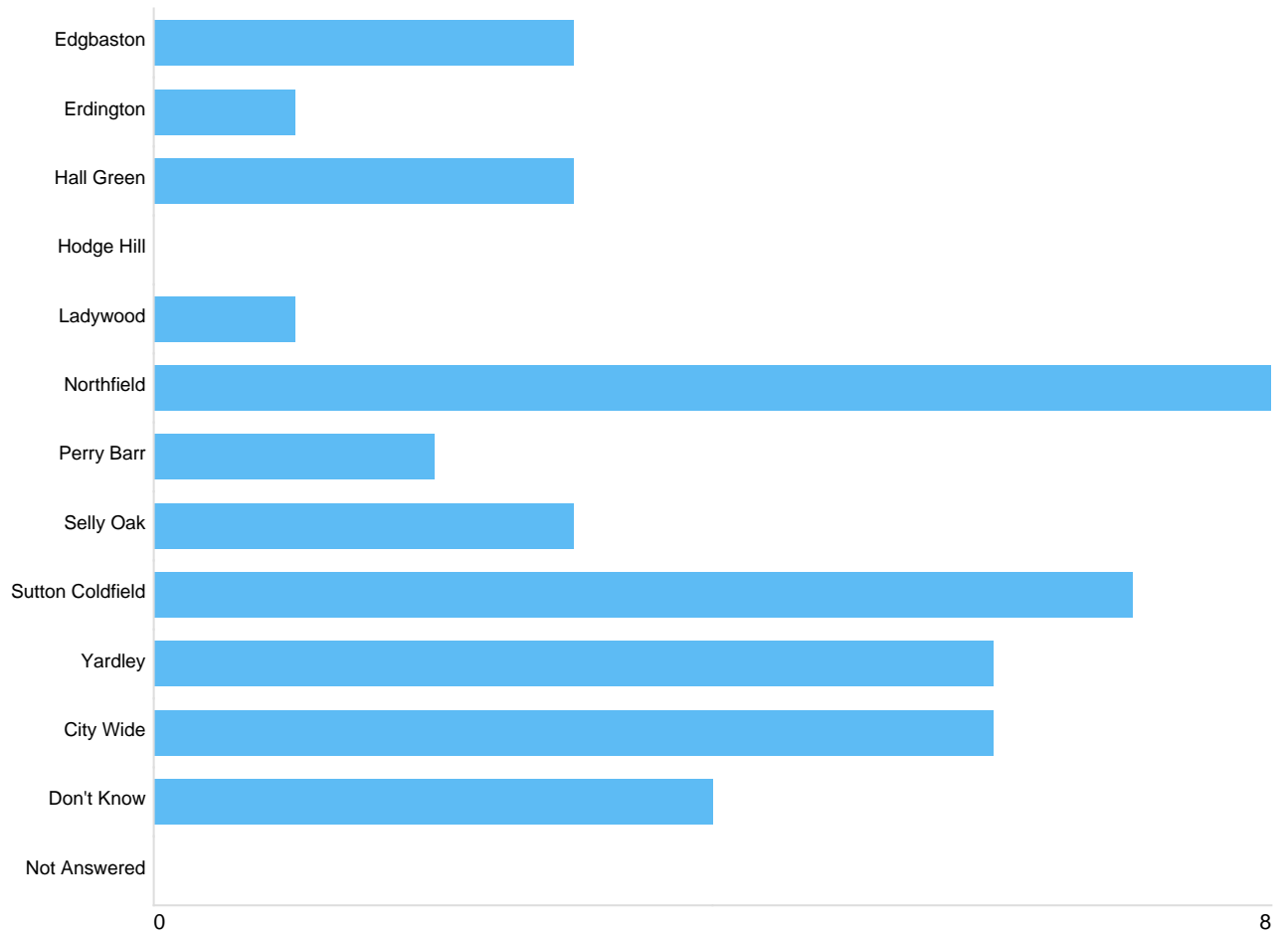
The consultation ran from 26/04/2018 to 25/05/2018.

Contents

Question 1: Please indicate which District you noticed a problem.	2
District	2
Question 2: Was this near to where you live or when you were travelling?	3
Transportation	3
Question 3: How well informed do you feel about winter gritting services provided by the City Council?	3
Information	3
Question 4: If you requested a response about the service was this satisfactory in terms of quality and timeliness?	4
Correspondence - How satisfied were you with the time frame that you received the response in?	4
Correspondence - How satisfied were you with the response?	4
Question 5: How did you contact us to request a winter maintenance service?	5
Point of contact	5
Question 6: How satisfied were you with the service provided by our Contact Centre?	6
contact centre satisfaction	6
Question 7: How satisfied were you with the information our web pages?	6
Web information	6
Question 8: How satisfied were you with the online reporting forms?	7
Online Forms	7
Question 9: Were you aware of the information we provide on gritting routes and grit bin locations on our web site?	7
Grit bins and gritting routes	7
Question 10: Overall how satisfied were you with the Winter Maintenance service across Birmingham?	8
Service Satisfaction - Gritting of main roads.	8
Service Satisfaction - Availability of Grit in Grit Bins.	8
Service Satisfaction - Grit Bin locations.	9
Question 11: Please let us know how we can improve the service.	9
Service improvement	9

Question 1: Please indicate which District you noticed a problem.

District



Option	Total	Percent
Edgbaston	3	6.82%
Erdington	1	2.27%
Hall Green	3	6.82%
Hodge Hill	0	0%
Ladywood	1	2.27%
Northfield	8	18.18%
Perry Barr	2	4.55%
Selly Oak	3	6.82%
Sutton Coldfield	7	15.91%
Yardley	6	13.64%
City Wide	6	13.64%
Don't Know	4	9.09%
Not Answered	0	0%

Question 2: Was this near to where you live or when you were travelling?

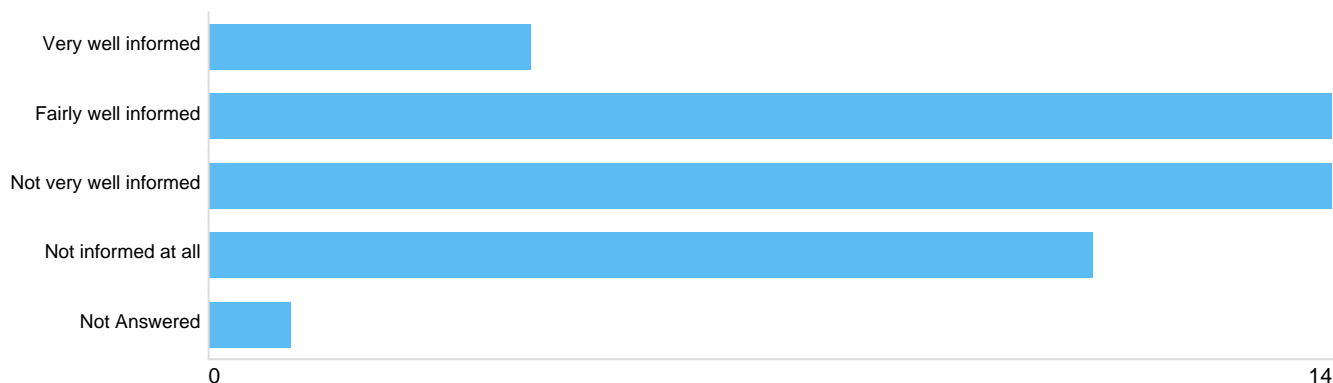
Transportation



Option	Total	Percent
Near to where I live.	39	88.64%
When I was travelling.	5	11.36%
Not Answered	0	0%

Question 3: How well informed do you feel about winter gritting services provided by the City Council?

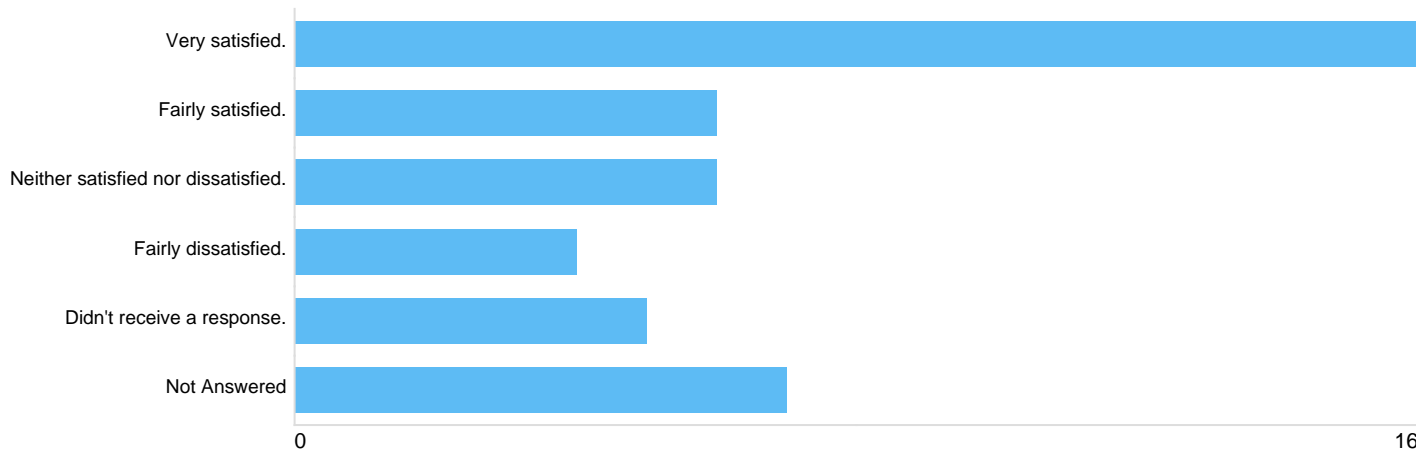
Information



Option	Total	Percent
Very well informed	4	9.09%
Fairly well informed	14	31.82%
Not very well informed	14	31.82%
Not informed at all	11	25.00%
Not Answered	1	2.27%

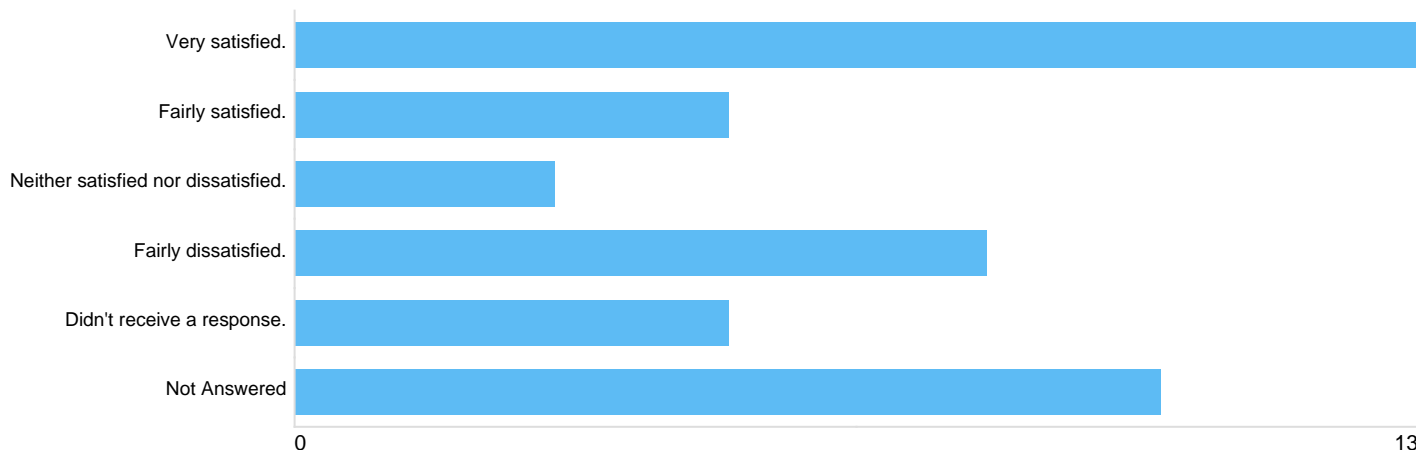
Question 4: If you requested a response about the service was this satisfactory in terms of quality and timeliness?

Correspondence - How satisfied were you with the time frame that you received the response in?



Option	Total	Percent
Very satisfied.	16	36.36%
Fairly satisfied.	6	13.64%
Neither satisfied nor dissatisfied.	6	13.64%
Fairly dissatisfied.	4	9.09%
Didn't receive a response.	5	11.36%
Not Answered	7	15.91%

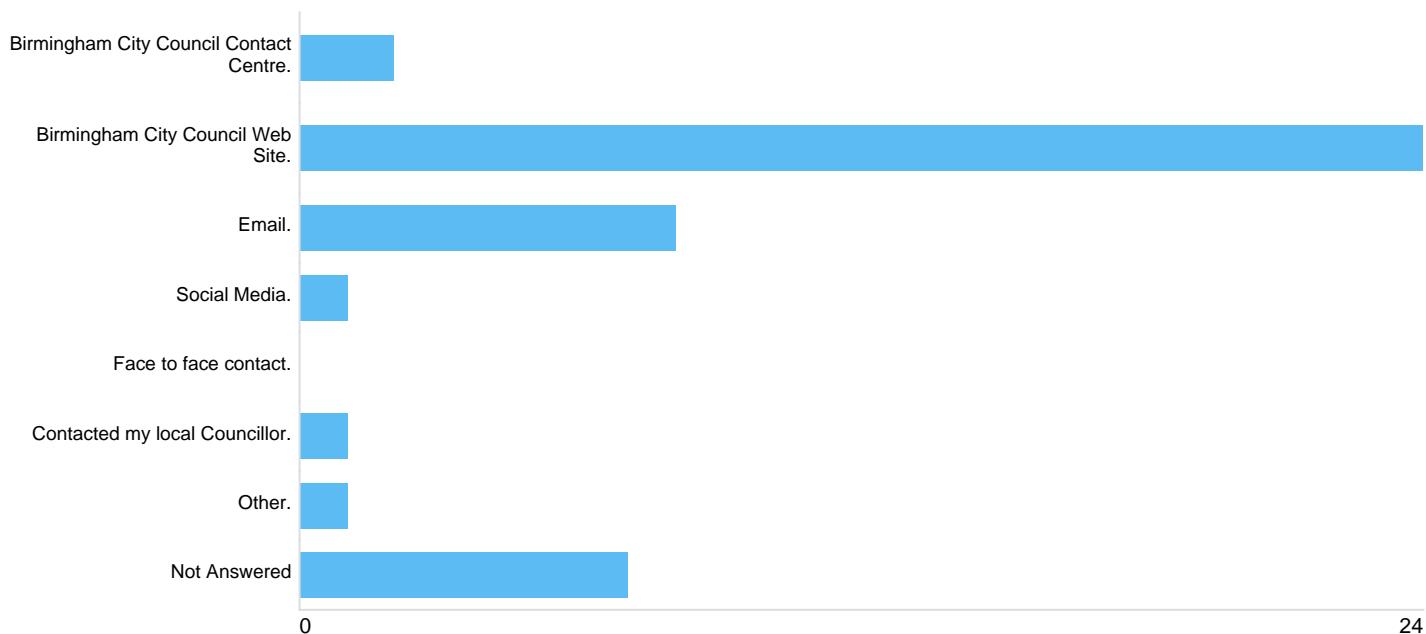
Correspondence - How satisfied were you with the response?



Option	Total	Percent
Very satisfied.	13	29.55%
Fairly satisfied.	5	11.36%
Neither satisfied nor dissatisfied.	3	6.82%
Fairly dissatisfied.	8	18.18%
Didn't receive a response.	5	11.36%
Not Answered	10	22.73%

Question 5: How did you contact us to request a winter maintenance service?

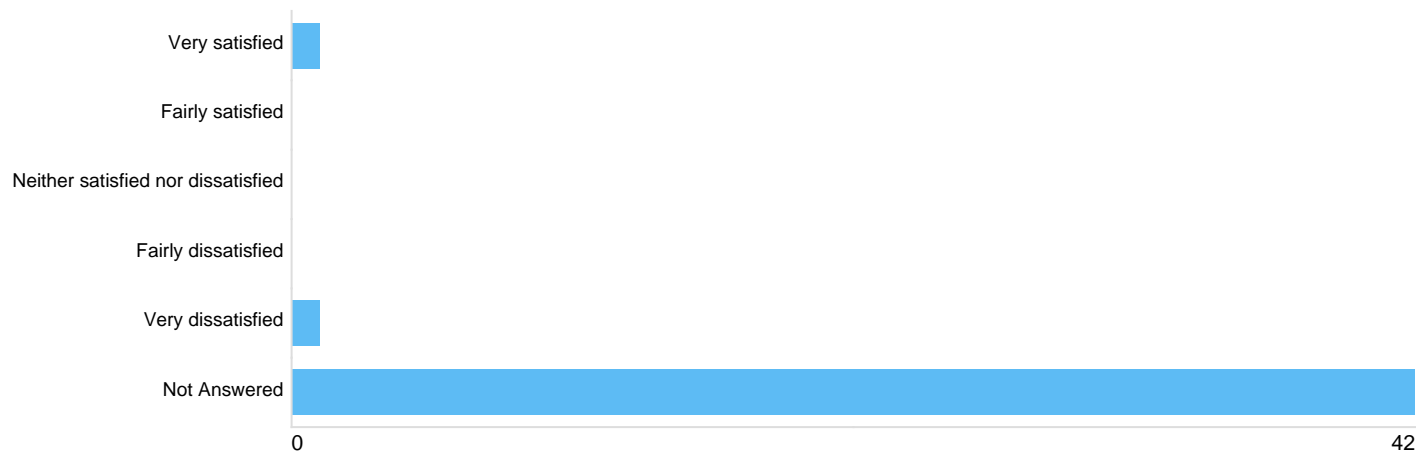
Point of contact



Option	Total	Percent
Birmingham City Council Contact Centre.	2	4.55%
Birmingham City Council Web Site.	24	54.55%
Email.	8	18.18%
Social Media.	1	2.27%
Face to face contact.	0	0%
Contacted my local Councillor.	1	2.27%
Other.	1	2.27%
Not Answered	7	15.91%

Question 6: How satisfied were you with the service provided by our Contact Centre?

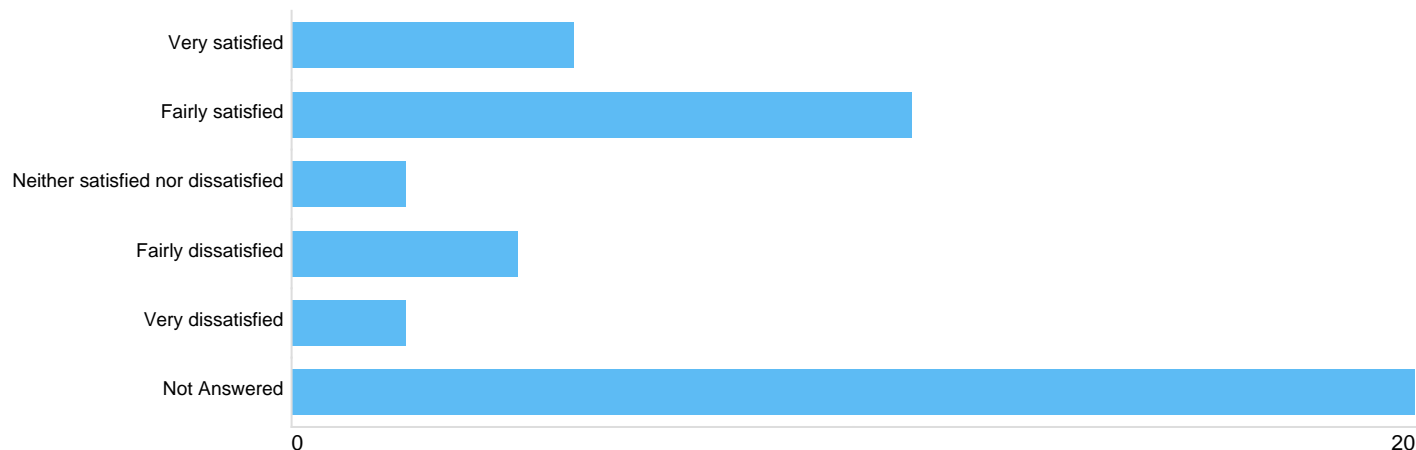
contact centre satisfaction



Option	Total	Percent
Very satisfied	1	2.27%
Fairly satisfied	0	0%
Neither satisfied nor dissatisfied	0	0%
Fairly dissatisfied	0	0%
Very dissatisfied	1	2.27%
Not Answered	42	95.45%

Question 7: How satisfied were you with the information our web pages?

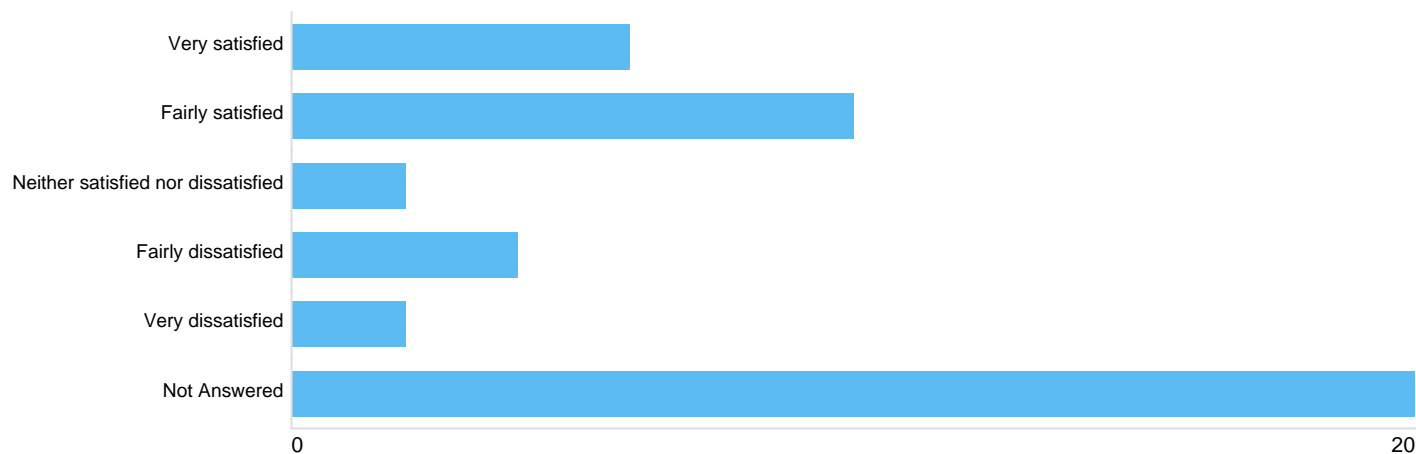
Web information



Option	Total	Percent
Very satisfied	5	11.36%
Fairly satisfied	11	25.00%
Neither satisfied nor dissatisfied	2	4.55%
Fairly dissatisfied	4	9.09%
Very dissatisfied	2	4.55%
Not Answered	20	45.45%

Question 8: How satisfied were you with the online reporting forms?

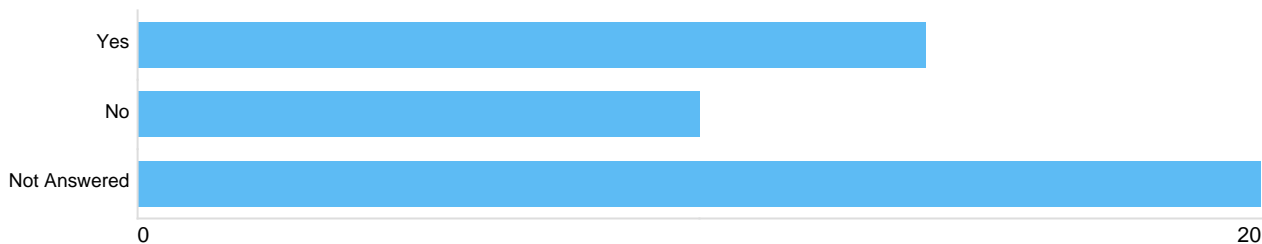
Online Forms



Option	Total	Percent
Very satisfied	6	13.64%
Fairly satisfied	10	22.73%
Neither satisfied nor dissatisfied	2	4.55%
Fairly dissatisfied	4	9.09%
Very dissatisfied	2	4.55%
Not Answered	20	45.45%

Question 9: Were you aware of the information we provide on gritting routes and grit bin locations on our web site?

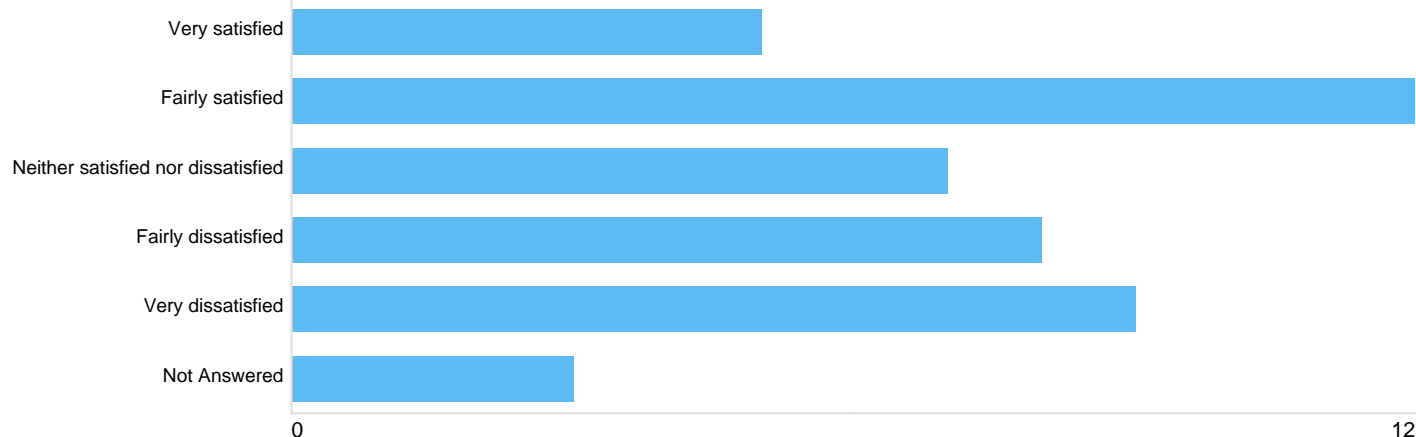
Grit bins and gritting routes



Option	Total	Percent
Yes	14	31.82%
No	10	22.73%
Not Answered	20	45.45%

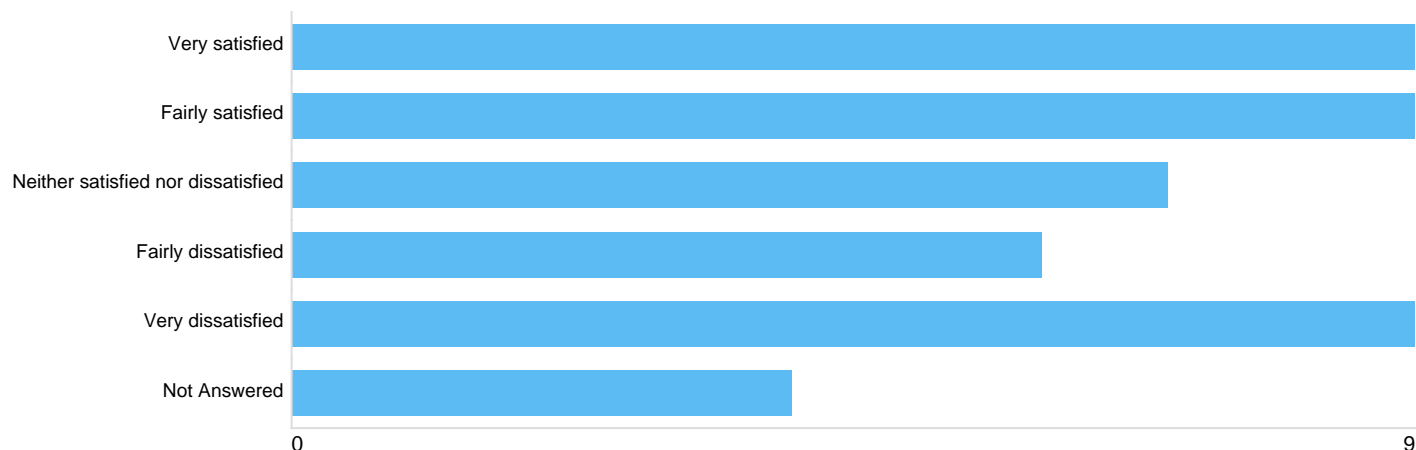
Question 10: Overall how satisfied were you with the Winter Maintenance service across Birmingham?

Service Satisfaction - Gritting of main roads.



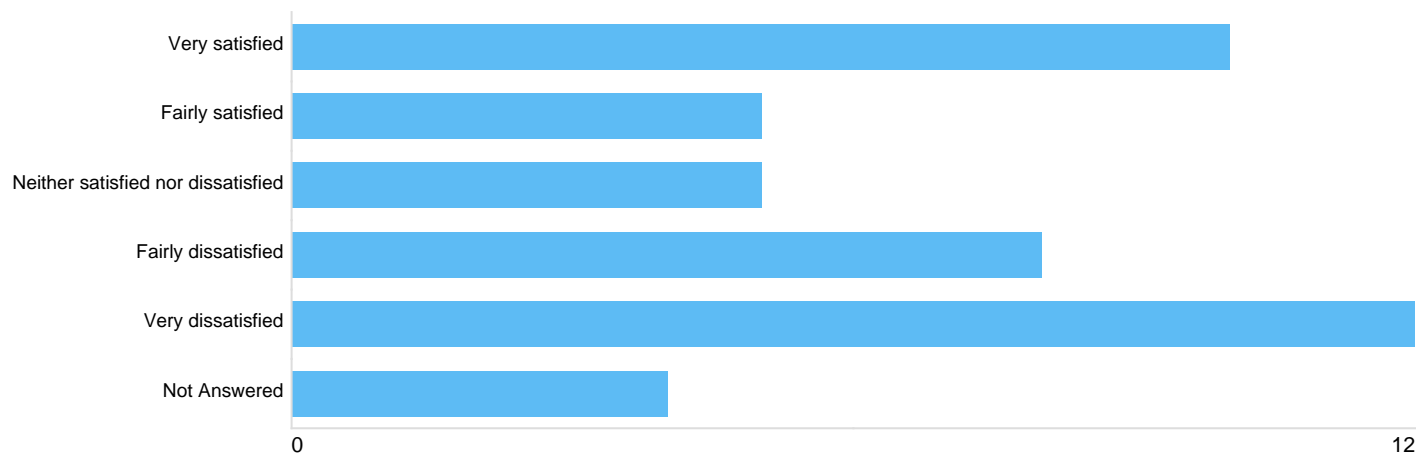
Option	Total	Percent
Very satisfied	5	11.36%
Fairly satisfied	12	27.27%
Neither satisfied nor dissatisfied	7	15.91%
Fairly dissatisfied	8	18.18%
Very dissatisfied	9	20.45%
Not Answered	3	6.82%

Service Satisfaction - Availability of Grit in Grit Bins.



Option	Total	Percent
Very satisfied	9	20.45%
Fairly satisfied	9	20.45%
Neither satisfied nor dissatisfied	7	15.91%
Fairly dissatisfied	6	13.64%
Very dissatisfied	9	20.45%
Not Answered	4	9.09%

Service Satisfaction - Grit Bin locations.



Option	Total	Percent
Very satisfied	10	22.73%
Fairly satisfied	5	11.36%
Neither satisfied nor dissatisfied	5	11.36%
Fairly dissatisfied	8	18.18%
Very dissatisfied	12	27.27%
Not Answered	4	9.09%

Question 11: Please let us know how we can improve the service.

Service improvement

There were 33 responses to this part of the question.