

## Response ID ANON-HXNA-F187-N

Submitted to Essex Highways User Survey 2020  
Submitted on 2020-12-10 17:46:28

### Introduction

This survey comprises of 10 questions and also gives an opportunity to leave your views about the service. Thank you in advance for providing feedback on the service that Essex Highways provides.

Please state the district that you/your organisation represent

Maldon

If you are responding on behalf of the Parish/Town Council, please state your Parish:

Parish::  
Mundon

If you are responding on behalf of a organisation, please state the organisation name:

Organisation: :  
Mundon Parish Council

### Importance & Satisfaction

1 Essex Highways provides a number of services throughout the county. Please rank the top 5 services by how important you think they are. 1 = Highest Importance 5 = Lowest Importance \*Please note, you can only select 5 from the list below\*

Importance - A. Road surface condition in Essex (excluding A12, M25 and M11 which are maintained by Highways England and A130 which is maintained by County Route):

1

Importance - B. Condition of the footways in Essex:

Importance - C. Condition of white lines:

Importance - D. Condition of road signs:

Importance - E. Safety of the roads in Essex:

Importance - F. Keeping road drains clear and working:

4

Importance - G. Keeping roads clear of flooding:

Importance - H. Keeping roads clear of snow and ice (pre-cautionary salting of the roads):

3

Importance - I. Public Rights of Way condition (bridleways, footpaths, byways):

Importance - J. Condition of adopted cycle routes and associated facilities e.g cycle racks:

Importance - K. Having reliable street lighting (do not consider the hours of operation):

Importance - L. Keeping grass and vegetation cut along road verges:

5

Importance - M. Keeping traffic signals maintained:

Importance - N. Time it takes to complete roadworks:

2

2 While considering that some services were paused for a period due to Covid-19, please rank your level of satisfaction for the following areas by selecting the appropriate box.

A. Road surface condition in Essex (excluding A12, M25 and M11 which are maintained by Highways England and A130 which is maintained by County Route)

2. Partly Satisfied

B. Condition of the footways in Essex

3. Satisfied

C. Condition of white lines

3. Satisfied

D. Condition of road signs

3. Satisfied

E. Safety of the roads in Essex

3. Satisfied

F. Keeping road drains clear and working

2. Partly satisfied

G. Keeping roads clear of flooding

2. Partly satisfied

H. Keeping roads clear of snow and ice (pre-cautionary salting of the roads)

3. Satisfied

I. Public Rights of Way condition (bridleways, footpaths, byways)

3. Satisfied

J. Condition of adopted cycle routes and associated facilities e.g cycle racks

3. Satisfied

K. Having reliable street lighting (do not consider the hours of operation)

3. Satisfied

L. Keeping grass and vegetation cut along road verges

2. Partly satisfied

M. Keeping traffic signals maintained

3. Satisfied

N. Time it takes to complete roadworks

1 Not at all Satisfied

## Reporting an Issue

3A How many occasions have you reported a highways issue to us in the last 6 months?

4 or more

3B How many DIFFERENT highways issues have you reported to us in the last 6 months?

4 or more

3C How many times have you reported THE SAME issue(s) to us in the last 6 months?

2

4 If you have reported a highways issue to us in the last 6 months, how easy or difficult was it to report the issue to us, please take into account that some services were paused for a period due to Covid-19?

Fairly easy

5 Which of the following methods have you used to report the highways issues to us? (Please select all that apply)

Essex Highways Website

If other please specify :

#### Road Surface Condition

6A Road surface condition of your local roads (typically the town and village residential streets we live on)

1. Not at all satisfied

6B Road surface condition on main roads excluding A12, A13, A120, A127 and A130.

2. Partly satisfied

6C Road surface condition of major trunk roads A12, A13, A120, A127 and A130.

2. Partly Satisfied

#### Highways user's views

7 In order for us to gain valuable insight, please use the space below to provide feedback on the Essex Highway service.

Comments; :

The view of Mundon Parish Council is that too much money is wasted on poorly planned/executed Highways projects, especially those involving works around bridges, such as Mundon Wash, Hoe Mill, Finchingfield, Army & Navy and others.

It would appear budgets and timescales are often disregarded, with no apparent recourse to any party.

Impacts of extended works have huge implications on local people and businesses, yet there appears to be a lack of specific local consideration, as there is rarely communications with either the Parish Council and/or local businesses.

We would encourage all Highways projects to make contact with the relevant Parish Council, which can often provide relevant local knowledge to help alleviate negative impacts of works.