

Town & Parish Council Survey – Final Draft

This survey seeks your feedback on how Suffolk Highways can improve communication, support, and delivery for your council. Your responses will help shape future improvements across the county.

Section 1: About Your Council

1. **Council Name:** _____
 2. **Type of Council:**
 - Town
 - Parish
 - Parish meetings
 3. **How would you describe the size and character of your parish? (For Parish Councils only):**
 - Large Medium Small
 - Rural Urban Mixed
 4. **How often do you interact with Suffolk Highways?**
 - Weekly Monthly Occasionally Rarely
-

Section 2: Access & Communication

5. **How easy is it to contact Suffolk Highways when needed?**
 - Very easy Easy Difficult Very difficult
 6. **Do you feel your council is treated differently from members of the public when reporting issues?**
 - Yes No Sometimes
 7. **How satisfied are you with the clarity and tone of responses you receive?**
 - Very satisfied Satisfied Neutral Dissatisfied Very dissatisfied
 8. **Would a dedicated council portal or phone line improve your experience?**
 - Yes No Unsure
 9. **What would make communication easier for your council?**
-
-

Section 3: Local Safety & Speed Management

10. **Are you aware of the Council's Speed Limit Policy?**
 - Yes No

- 11. If 'Yes' to Q10, is the policy easy to understand when considering whether a local issue qualifies for a speed limit change?**
 Yes No
- 12. How confident are you that speed limit policies are applied consistently across Suffolk?**
 Very confident Confident Not confident Unsure
- 13. Do you feel your concerns about speeding and unsafe junctions are addressed?**
 Yes No Sometimes Not applicable
- 14. If a speed-limit request is refused, do you receive clear feedback?**
 Yes No Sometimes
- 15. Would you support a speed-limit review panel for local proposals?**
 Yes No Unsure
- 16. What improvements would you like to see in speed management?**
-
-

Section 4: Community Self-Help Scheme

- 17. Are you aware of the Community Self-Help Scheme?**
 Yes No
- 18. If 'Yes' to Q17, which activities does your council undertake?**
 Grass cutting Tree pruning Weed clearance
 Footway siding Gully cleaning Sign cleaning
 Painting street furniture
- 19. If 'Yes' to Q17, which of the following initiatives supported by the Community Self-Help Scheme are you aware of (select all that apply)**
 Buying services from a contractor
 Using trained volunteers
 Using community volunteers
 Buying additional services from Suffolk Highways
- 20. Would your council be interested in starting or expanding its use of the scheme?**
 Yes No Unsure
- 21. What type of support would help most?**
 Training Funding Equipment Other:

- 22. What changes would you like to see in the Self-Help scheme?**
-

Section 5: Digital Tools & Reporting

23. How effective is the Suffolk County Council online reporting tool for your needs?

- Very effective Effective Neutral Ineffective

24. Do you receive enough updates on reported issues?

- Yes No Sometimes

25. Would you use a council-specific reporting interface if available?

- Yes No Unsure

26. How do you prefer to report issues?

- Digital tools Direct human contact Both equally

27. Are you aware of the following resources? (select all that apply)

- The Suffolk Highways website for service information
 Quick Guides outlining available services
 Social media channels (e.g., Facebook, X)
 one.network for real-time information on roadworks

28. What challenges do you face using the reporting tool?

Section 6: Community Liaison Engineers (CLEs)

29. Are you aware of our Community Liaison Engineers? If 'No', skip to Q36. If 'Yes', proceed with Q30-36

- Yes No

30. Do you know how to contact them?

- Yes No

31. Are you aware of the advice and support they can provide?

- Yes No

32. How valuable do you find their role?

- Very valuable Valuable Neutral Not valuable

33. How often does your council have direct contact with a CLE?

- Regularly Occasionally Rarely Never

34. Would more regular meetings improve communication?

- Yes No Unsure

35. Any feedback on the CLE service?

Section 7: General Feedback

36. What are the top three things Suffolk Highways does well?

37. What are the three biggest challenges your council faces with highways?

38. Which improvements would make the greatest difference?

39. Have you attended any Suffolk Highways forums hosted by Suffolk Association of Local Councils (SALC)?

Yes No

40. If 'Yes' to Q39, which forums did you attend?

Grass & Weeds Community Self-Help Roadworks
 Winter Drainage

41. If 'No' to Q39, what prevented you from attending?

42. If 'Yes' to Q 39, did you find the forums useful?

Yes No Partly

43. If 'Yes' to Q39, what could we do to improve our forums?

44. Please list your top three highways topics you would like to hear more about

45. Overall, how satisfied are you with the support and communication provided?

Very satisfied Satisfied Neutral Dissatisfied Very dissatisfied