

Date:

Dear Councillor,

**Your invitation to take part:
Essex Highways Service Delivery Survey – September 2018**

Essex County Council fully complies with information legislation. If you would like the full details of how we use personal data, and the rights you have about its use, please go to www.essex.gov.uk/privacy or call 03457 430430.

This information will only be used for the purposes described here and will not be kept longer than is necessary to do so (electronic files up to 5 years). We will not share your personal details with another agency unless we have concerns that you or another individual is at risk of harm.

Last February we invited all Parish & Town Councils, and individual District, City and Borough Councillors and County Members within Essex County Council's area, plus a range of other private and public organisations, to offer their view on the priorities and satisfaction levels you currently associate with the specific services provided by Essex Highways. The results feed in to our planning cycle and help us to consider how we use our limited resources to meet current and future demands.

Thank you to all those who responded. Following our detailed analysis we have gained valuable insight into views of respondees across Essex and want to explore satisfaction in more detail, therefore this year there are additional questions on road classes (but in order to maintain continuity and to be able to obtain trends and comparison of data year on year, we are keeping the main body of the survey the same). Your views are extremely important to us.

In 2017/18:

- We have resurfaced 3,010,000m² of road, which is more than 12 laps of the M25.
- We have resurfaced 68.6 miles of footways.
- We have repaired approximately 40,000 faults on streetlights.
- Last winter we salted 225,834 miles of road, using 28,000 tonnes of salt.
- We cut approximately 1000 miles of vegetation on Public Rights of Way.

We would now like to invite you or your organisation to complete the latest survey, between Tuesday 9th October 2018 and Friday 7th December 2018.

Members/Councillors who are dual or triple-hatted should only respond once, in one chosen capacity. Therefore please select, at the start of the survey, in which capacity you will be completing it.

This survey is intended to obtain the view of each County Member, District Councillor, Parish or Town Council or third party organisation. As a result, please **only submit one return per individual County Member; or individual District/City/Borough Councillor or one collective view of your Parish or Town Council or other partner organisation.**

In all cases, please do not enter more than one return, as multiple responses will not be included in our analysis.

Please remember Essex Highways is not responsible for the M11/M25; A12; A120; and all roads in Thurrock and Southend Council areas, so please exclude consideration of these roads from your responses.

Please use the following link to complete the survey: [Complete Survey](#)

The deadline for this survey to be returned is <8 weeks from the start date>.

If you have any further questions about the survey process or the questionnaire itself then please contact us via email to: EssexHighways.UserSurveys@essexhighways.org

Thank you in advance for taking the time to complete the survey this time.

Yours sincerely,

Andrew Cook
Director of Highways and Transportation
Essex County Council