

## 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.

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### 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
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### 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?**
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### 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?**

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#### **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?**

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## 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?**

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## 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?**

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**Section 7: General Feedback**

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

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

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**38. Which improvements would make the greatest difference?**

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**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?**

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**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?**

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

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

Very satisfied  Satisfied  Neutral  Dissatisfied  Very dissatisfied