



Appendix 2

														Regular Items			
	Date Established	Frequency mtgs/yr	HCC Members (No)	DC Members (No)	HCC Members not on JMP (No)	Open to Public?	Police invited?	Police allowed to participate?	Papers sent to all local HCC Members?	Papers sent to all DC Members	Chair DC/HCC?	Vice Chair DC/HCC?	Chair Alternating?	Charter PIs?	IWP Progress?	Petitions Update?	Update on discretionary schemes
Broxbourne	2003	4	4	4	2	n	n	y	y	DC	DC	HCC	y	y	y	n	y
East Herts	1999	4	6	6	4	y	n	n	y	DC	DC	HCC	y	y	y	y	y
North Herts	Mar-99	4	8	8	1	y	n	y	y	n	DC	HCC	y	y	y	y	y
Stevenage	Dec-02	4	6	6	0	y	n	y	y	n	DC	HCC	y	y	y	y	y
Watford	Nov-02	4	6	6	0	y	n	y	y	n	Rotating HCC DC		y	y	y	y	y
Dacorum	Jun-03	4	6	6	4	y	n	y	y	n	cc	dc	y	y	y	n	y
Hertsmere	Dec-98	4	7	7	0	y	Some Times	y	y	n	DC	HCC	y	y	y	y	y
St Albans	Jul-01	4	6	6	4	y	y	y	n	n	CC	DC	y	y	y	y	y
Three Rivers	1996	3	6	5	0	n	n	y	y	n	n	n	n	n	y	n	y
Welwyn Hatfield	Aug-02	4	6	6	1	y	n	y	n	n	DC	CC	y	y	y	y	y

COMMUNICATIONS - MEMBERS' SURVEY

SECTION A

	Yes	No	Unsure			
Do you receive your works Bulletin every month?	40	4	2			
Receive them monthly but normally late						
Odd ones missing						
I am not aware of the months in which they should have been issued						
I do now - not at first						
Last one received was January						
Please provide your views on the following aspects of the bulletin (1-Poor, 3-Satisfactory, 5 - Excellent)	1	2	3	4	5	
Frequency	2		17	20	5	
Format	1		21	18	3	
Contents		3	21	16	3	
Front sheet briefings		3	16	19	3	
Ease of use	1	5	19	15	3	
Other	1		4	5	1	
Overall level of satisfaction (1-Poor, 3-Satisfactory, 5 - Excellent)		2	23	12	1	
Q4. What could be done to further improve the bulletin?						
Formatting - Different fonts						
Impossible to say						
Too Complex for any analysis.						
Could add cost of each scheme.						
Bulletin ok but the delay in getting the roadworks complete is the problem.						
Prefer to receive a hard copy but understand it is cheaper to send electronically.						
Its working - It just needs more time.						
On occasions emails have been very long.						
Improve Regularity						
Realistic Dates						
It needs to be kept constantly under review particularly the format. Improvement could be achieved by clearly setting out matters by area in easy understandable language.						
Better communication with parish councils on a routine basis with feedback. There is still along to go in improving the relationships with some parish councils.						
A monthly written report, update on the project work, Innovation success and problem areas						
Always valuable when talking bits through with constituents						
Any colour coding for quick reference to delayed or problem works.						
A clear sheet regarding changes from the previous month in IWP						
Start and Finish dates are not realistic.						
Contents not personalised enough. Updates on consultations and petitions in Divisions.						

SECTION B

Q1	Who is your nominated Contract Officer in the area office?/What telephone number do you use to contact them?					
Q2	How do you contact them? (1- Least used, 5 - Most used)	1	2	3	4	5
Phone		8	4	9	11	11
Email		2	2	5	6	27
Letter		19	8	5	1	1
Face to face		8	8	16	4	4
Q3	Please provide your views on the following aspects of the service that your local Contract Officer provides (1- Poor, 3 - Satisfactory, 5 - Excellent)	1	2	3	4	5
Ease of contact		1	3	7	18	16
Availability		1	4	16	15	10
Helpfulness			3	6	22	14
Quality of response		1	4	14	13	12
Keeping you informed		2	4	11	14	13
Speed of response to enquiries:						
Phone		2	3	9	12	7
Email		2	5	8	16	11
Letter		1	4	11	6	4
Other		1				
Q4	Overall level of satisfaction	1	4	10	15	7
Q5	What could be done to further improve the service from your local Contract Officer?					
	Enable him to get on with jobs that need doing.					
	Acknowledgement of emails.					
	Less pressure on staff					
	Works Well					
	Helpful to meet as a matter of course once every quarter.					
	New Permanent Officer					
	Quicker reaction to problems and contacts by email & phone					
	Send it electronically or make available on connect					
	Providing information pertinent to highways issues on a regular basis.					
	More on-going bulletins on 'work in hand' would be wonderful					
	Improved facility for phone contact or in person.					
	No response from emails at all and this needs to be resolved.					
	Training to instil the 'can do' ethos					
	No Response from emails					
	Copies of any letters to constituent in Welwyn Division, I can then better understand situations and support Hertfordshire Highways					
	I receive excellent service from the local contract officer					
	Bureaucracy slows down processes					

- 1) Update on issues that are raised before chasing it.
- 2) Put the public first and include ideas they raise.
- 3) Work in partnership with District Councils, user and interest groups to deploy available budgets.

SECTION C

	Yes	No	Unsure	
Q1. Do you receive sufficient information to understand how Hertfordshire Highways is working?				
	40	4	2	

If No, Please comment

No - other than reports to JMP
Not sure what the question means - the answer is partially
Only received performance data and the website is out of date.
Could benefit by presentations from senior officers on policy and how the department works
I have not attended any County Hall briefings - my own fault
The working of this organisation is so complex
YES - the recent open day helped considerably.

	Yes	No	
Q2. Does the Joint Member Panel (JMP) keep you advised of issues in your area?			
	39	7	

If No, Please comment

No sufficient information on time. Agenda to be sent to all local members
No 1) Section 106 agreements 2) Bus Strategy 3) Transportation Plan 4) Road Safety Issues
There are a lot of papers/items at meetings that are of little relevance.
I advise the JMP of issues in my area.
Only by reading the agenda of JMP meetings

	Yes	No	
Q3. Does the JMP provide you with the opportunity to ask questions?			
	43	3	

	Yes	No	Unsure	
Q4. Do you receive a sufficient response to your questions from the JMP?				
	33	7	1	

If No, Please comment

Does not always have officers present who can answer questions.
Do not receive from JMP, prefer to get info from officers.
Too much referring back.
Questions at meetings only.
Matters raised are not acted upon.
Response is often a report back to the next meeting which means losing 3 months.
Ongoing problems with rat running in residential areas, broken paving, substantial damage to verges and poor road surfaces.
Those not on (JMP) do not appear part of process.

	Yes	No	Unsure	
Q5. There are currently quarterly briefings, seminars, Scrutiny, Transport and Joint Member Panels. Do you feel that this is sufficient?				
	40	2	3	

If No, Please comment																																
Hertfordshire Highways has a long way to go until it ticks																																
A simpler route to information could be beneficial																																
Please include Transport 'Public' Forums																																
Not aware of all these events.																																
Herts Highways should draw in District/Borough Councillors fully.																																
Some reps do not take it seriously, better attendance needed.																																
Q6. Do you feel that Hertfordshire Highways is appropriately engaged with Local Parish and Community Councils?																																
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Town Council Yes through Ware Transportation Forum. Parish Councils less so but the link is there.																																
We have regular meetings but it seems to take forever for something to happen.																																
More information to local councils/parish councils																																
No attendance at meetings from officers, though requested to do so.																																
There are some problems with contact with District Councils.																																
They try but often have insufficient time to provide sufficient time.																																
Three Rivers DC have Area Forums. The people would like a rep to be more involved.																																
Reactive not Proactive																																
A problem identifying responsibilities and communication between parties to move matters forward																																
Some parish councils are very demanding and expect regular contact. Some maintenance problems are promised and often not delivered.																																
Parish Councillors do not seem to understand how easy it is to report even without on-line																																
I have no knowledge of these groups																																
A quarterly attendance at D.C meetings would enable discussion which could be beneficial to both PC's and HH staff																																
Engagement with parishes is patchy and left to parishes to initiate																																
Good engagement in Hitchin but I am not aware of others.																																
Don't have chair in my area (Broxbourne).																																
Occasional meetings on specific items would seem best and response to members questions																																
Q7. Please score 1-10 on the overall effectiveness of Hertfordshire Highways to communicate with Members																																
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