



**Highways  
Feedback  
Survey:  
Question and  
Answer Report**



# Your experience with the Highways Service

## 1: Have you contacted Cumbria County Council's Highways service in the last 4 years?

### Engaged

There were 1137 responses to this part of the question.

Option	Total	Percent
Yes	634	55.76%
No	503	44.24%

## 2: Focusing on your most recent interaction, why did you contact the Highways service?

### Report type

There were 634 responses to this part of the question.

Option	Total	Percent
Reported a problem on the road network	572	90.2%
Applied for a blue badge	15	2.3%
Applied for a permit	10	1.5%
Made an enquiry	37	5.8%

## 3: How did you contact the Highways service?

### Contact type

There were 634 responses to this part of the question.

Option	Total	Percent
On the telephone via the Highways Hotline	106	16.7%
Using the Cumbria County Council Website	447	70.5%
Other (This could be through a member of staff or your local MP. If selected, please state in the box below)	81	12.7%

## 4: Thinking of your experience, how satisfied were you with the following:

### Satisfaction - The ways you could access the service or necessary contact information

There were 634 responses to this part of the question.

Option	Total	Percent
Very Satisfied	128	20.2%
Satisfied	325	51.3%
Dissatisfied	112	17.7%
Very Dissatisfied	69	10.9%

### Satisfaction - The quality of Highways information and resources that were available to you

There were 634 responses to this part of the question.

Option	Total	Percent
Very Satisfied	83	13.1%
Satisfied	340	53.6%
Dissatisfied	150	23.7%
Very Dissatisfied	61	9.6%

**Satisfaction - The service you used to submit your application, enquiry or report**

There were 634 responses to this part of the question.

Option	Total	Percent
Very Satisfied	114	18%
Satisfied	351	55.4%
Dissatisfied	116	18.3%
Very Dissatisfied	53	8.4%

**Satisfaction - The updates you received regarding your application, enquiry or report**

There were 634 responses to this part of the question.

Option	Total	Percent
Very Satisfied	60	9.5%
Satisfied	196	30.9%
Dissatisfied	200	31.5%
Very Dissatisfied	178	28.1%

**5: If you answered dissatisfied or very dissatisfied for any of the above questions, please provide us with some feedback on how we can improve.**

**Unsatisfied Information**

There were 393 responses to this part of the question.

**6: Overall, how satisfied were you with the service provided by Cumbria Highways? 1 being very dissatisfied and 10 being very satisfied.**

**NPS Score**

There were 634 responses to this part of the question.

Option	Total	Percent
1	115	18.1%
2	53	8.4%
3	62	9.8%
4	44	6.9%
5	76	12.0%
6	43	6.8%
7	81	12.8%
8	78	12.3%
9	35	5.5%
10	47	7.4%

**7: Please provide any further comments on how you feel we could have improved your experience**

**Further Improvements**

There were 370 responses to this part of the question.

## Communication Preferences

### 8: What would be your preferred communication method for receiving updates regarding a Highways enquiry or report you have made?

There were 1137 responses to this part of the question.

Option	Total	Percent
Text Message	228	20.05%
Email	973	85.58%
Telephone	65	5.72%
Post	51	4.49%
Not Answered	0	0.00%

### 9: If you were to report a problem on the Highways, how frequently would you like to receive updates?

#### Frequency

There were 1137 responses to this part of the question.

Option	Total	Percent
I would not like to receive any further communication - I just want to report the problem to Cumbria County Council (0 notifications)	32	2.81%
I would only like to hear the outcome of my report - when the problem has either been repaired or if no further action has been taken and the reason why (1 notification)	369	32.45%
I would like to know when the problem has been assessed, when the problem is going to be repaired and when work on the problem is complete (3 notification)	559	49.16%
I would like to receive notification at every step of the way (up to 6 notifications)	177	15.57%
Not Answered	0	0.00%

### 10: Every customer that submits an application for a badge or permit, enquiry or problem on the roads receives an initial acknowledgement message. How quickly do you expect to receive additional updates on your query or problem report?

#### Response Time

There were 1137 responses to this part of the question.

Option	Total	Percent
48hrs-72hrs	402	35.36%
3-5 working days	354	31.13%
5-10 working days	138	12.14%
Up to 14 working days	62	5.45%
The time frame does not matter as long as my report is handled correctly	181	15.92%
Not Answered	0	0.00%

### 11: Would you use a log in account service to track report updates, permit or badge applications at your own leisure?

#### Account Opt In

There were 1137 responses to this part of the question.

Option	Total	Percent
Yes	721	63.41%
No	416	36.59%
Not Answered	0	0.00%

### 12: Would you like to sign up to receive live updates via email or text message regarding information on road closures and works that are going on in your local area?

#### Live Updates Opt In

There were 1137 responses to this part of the question.

Option	Total	Percent
Yes	848	74.58%
No	289	25.42%
Not Answered	0	0.00%

**13: What3Words is a location tool that uses a grid of the world made up of squares 3 metres by 3 metres. Each square has been given an address composed of three words. To find out your what3words location, you must have downloaded the what3words app or have internet access to visit their website.**

**Knowing that what3words is Cumbria Fire and Rescue Service's preferred location tool when responding to an incident due to its accuracy, would you be interested in using this to report a Highways problem to ensure our team could find it?**

#### Use of W3W

There were 1137 responses to this part of the question.

Option	Total	Percent
Yes	764	67.19%
No	373	32.81%
Not Answered	0	0.00%

### 14: When communicating an address over the phone, would you prefer to...

#### W3W Preference

There were 1137 responses to this part of the question.

Option	Total	Percent
Use what3words - stating 3 short words	203	17.85%
Provide a standard address of first line, town and postcode	544	47.85%
I have no preference	390	34.30%
Not Answered	0	0.00%

## About You

### 15: What gender do you identify as?

There were 1137 responses to this part of the question.

Option	Total	Percent
Male	574	50.48%
Female	517	45.47%
Non-Binary	1	0.09%
A gender not listed here	1	0.09%
Prefer not to say	44	3.87%
Not Answered	0	0.00%

### 16: What is your age?

#### Age

There were 1137 responses to this part of the question.

Option	Total	Percent
18-24	22	1.93%
25-34	76	6.68%
35-44	115	10.11%
45-54	214	18.82%
55-64	321	28.23%
65+	341	29.99%
Prefer not to say	48	4.22%

### 17: Which Cumbrian district do you live in?

#### Location

There were 1137 responses to this part of the question.

Option	Total	Percent
Barrow	61	5.36%
South Lakes	387	34.04%
Allerdale	243	21.37%
Copeland	153	13.46%
Carlisle	149	13.10%
Eden	144	12.66%

### 18: What is your email address?

#### Insert your email address

There were 654 responses to this part of the question.