

parish clerk

From: [REDACTED]
Sent: 14 December 2023 16:04
To: Undisclosed recipients:
Subject: Highways and Streetlighting Contracts - Stakeholder surveys

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DISTRICTS & PARISHES: Can I please ask that you share this email with your respective Councillors?

Good Afternoon,

I am the Performance and Assurance Manager in the Highways Contracts and Commissioning team.

As part of our regular reviews of our contract performance I would like to ask for your input as a valuable stakeholder in the services delivered for Cambridgeshire County Council.

I am currently seeking feedback on our Highway Services contract delivered by Milestone under the "Cambridgeshire Highways" name, and on our Street Lighting PFI, delivered by Balfour Beatty Living Places.

These two contracts represent a great deal of the visible investment made by Highways and Transportation in our highway network, and as such it is important to understand the perception of these services.

There are two separate surveys for the suppliers linked below, and could I please ask that your responses reflect your views on the specific services delivered by the suppliers in question.

Highways Stakeholder Survey - <https://forms.office.com/e/H98RpH5NGG>

Streetlighting Stakeholder Survey - <https://forms.office.com/e/v4mbk4fMgT>

Each survey should take no more than 5 minutes to complete.

Your feedback is much appreciated and will help to ensure that opportunities to develop these services in the future are better understood.

The survey will run until close of business on 28th February.

I can advise that any data provided is at your discretion. Any data provided will not be used for any purpose other than assessment of this survey.

Kindest Regards,

[REDACTED]
Performance and Assurance Manager
Highways Contracts and Commissioning

A: New Shire Hall, Emery Crescent, Alconbury Weald, Huntingdon, PE28 4YE



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Cambridgeshire Highways – Stakeholder Survey

Background

This section will facilitate a better understanding of how views might vary across the county and allow us to follow up on comments where appropriate

1. Unless you wish to remain anonymous please provide a contact email

2. In which district is the area you represent situated *

3. Which area do you represent

Looking back

This section allows us to understand how we have performed over the past year relative to previous years. Please note that the survey relates only to the work undertaken by Cambridgeshire Highway and not other providers working in the highway such as Anglian Water, Openreach etc. This also excludes street lighting which is a separate contract.

4. Please select an option to show how strongly you agree/disagree with the following statements in relation to general maintenance of the highways network and highway improvement schemes in your local area

Strongly
Agree

Agree

Neutral

Disagree

Strongly
Disagree

Our work is organised and carried out in a safe manner

Our staff ensure there is minimal disruption and inconvenience during works

Cambridgeshire Highways – Stakeholder Survey

The level of tidiness during our works is satisfactory

The quality of completed work is satisfactory

The timescale for delivery of our work is satisfactory

Our staff act professionally and courteously towards members of the public

Our works contribute to a safer environment for the travelling public

Completed works achieve their stated outcome

You have a positive overall experience of the highway service in your area

5. If you have any additional comments you would like to make regarding general maintenance of the highways network or Local Highways Improvement schemes, please include them in the box below

Enter your answer

Looking forward

This section is designed to understand your priorities within your area and your views on where you would like to see Cambridgeshire Highways prioritise activity in the coming year

6. The Highway Service needs to deliver a number of maintenance activities with limited budgets. How would you prioritise the below activities to drive the outcomes you seek from the Highways Service in the year ahead *

1 Signage

2 Footways

3 Cycleways

4 Local Highway Improvement Schemes

5 Grass cutting and vegetation

6 Resurfacing

7 Potholes

8 Road Markings

9 Gullies and Drainage

7. In addition to the above activities are there any other Highway Service related activities you would seek to prioritise

Enter your answer

8. What one change would you make to the Highways Service that would deliver the greatest benefit for your area and residents

Enter your answer

Future Challenges

Our stakeholders represent a diverse range of knowledge and experience and we are keen to hear your thoughts on some of the challenges facing the service

9. Social value is defined as "wider financial and non-financial impacts of projects and programmes including the wellbeing of individuals and communities, social capital and the environment".

The council has recently released guidance on social value in procurement, however we have the opportunity to leverage existing relationships and contracts to begin to drive social value through our operations.

With this in mind, do you have thoughts or ideas on the types of social value initiatives you would like to see the Highway Service pursue?

Enter your answer

10. Reducing Carbon through construction has received a great deal of focus over past years and will continue to be a significant priority for the highway service.

What changes to our service could you see making an impact to the carbon footprint of our operations now or in future years?

Enter your answer

Streetlighting – stakeholder survey

Looking back

This section allows us to understand how we have performed over the past year relative to previous years. Please note that the survey relates only to the work undertaken by Balfour Beatty through the street lighting contract and not other providers working in the highway such as Anglian Water, Openreach etc. This also excludes Cambridgeshire Highways which is a separate contract.

4. Please select an option to show how strongly you agree/disagree with the following statements in relation to Streetlighting maintenance in your local area

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Our work is organised and carried out in a safe manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our staff ensure there is minimal disruption and inconvenience during works	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The level of tidiness during our works is satisfactory	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The quality of completed work is satisfactory	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The timescale for delivery of our work is satisfactory	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our staff act professionally and courteously towards members of the public	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our works contribute to a safer environment for the travelling public	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Streetlighting – stakeholder survey

Completed works achieve their stated outcome

You have a positive overall experience of the Streetlighting service in your area

5. If you have any additional comments you would like to make regarding general maintenance of the Streetlighting asset, please include them in the box below

Enter your answer

Future Challenges

Our stakeholders represent a diverse range of knowledge and experience and we are keen to hear your thoughts on some of the challenges facing the service

6. Social value is defined as "wider financial and non-financial impacts of projects and programmes including the wellbeing of individuals and communities, social capital and the environment".

The council has recently released guidance on social value in procurement, however we have the opportunity to leverage existing relationships and contracts to begin to drive social value through our operations.

With this in mind, do you have thoughts or ideas on the types of social value initiatives you would like to see the Streetlighting contract pursue?

Enter your answer

7. Reducing Carbon through construction has received a great deal of focus over past years and will continue to be a significant priority for Streetlighting.

What changes to our service could you see making an impact to the carbon footprint of our operations now or in future years?

Enter your answer