

Appendix 2 - Parish Survey Results

What is most important about the work Statutory Undertakers carry out? - Stat Undertakers - Advanced notice of works	What is most important about the work Statutory Undertakers carry out? - Stat Undertakers - Traffic management and diversion routes	What is most important about the work Statutory Undertakers carry out? - Stat Undertakers - Works being completed as soon as possible to minimise disruption	What is most important about the work Statutory Undertakers carry out? - Stat Undertakers - Reinstatement and clear-up of works	What has been your council's experience of work carried out by Statutory Undertakers in your area? Rating	What has been your council's experience of work carried out by Statutory Undertakers in your area? - Example	What are the top 3 improvements your council would like to see with work carried out by Statutory Undertakers? - 1)	What are the top 3 improvements your council would like to see with work carried out by Statutory Undertakers? - 2)	What are the top 3 improvements your council would like to see with work carried out by Statutory Undertakers? - 3)
Traffic management and diversion routes	Reinstatement and clear-up of works	Advanced notice of works	Works being completed as soon as possible to minimise disruption	Acceptable	Pavements left in an awful state in some areas after fiber was installed	Better repairs to pavements after work has been completed	Some notice that works are going to take place	
-	-	-	-	Acceptable	I receive no notification of such issues except as a member of the public if our utilities are concerned. There are currently few works planned in the village, no chance of fibre broadband, no mains gas so few companies digging up the road.			
Advanced notice of works	Works being completed as soon as possible to minimise disruption	Traffic management and diversion routes	Reinstatement and clear-up of works	Acceptable	Leave the road in a poor state afterwards.	Checks carried out after works are completed to make sure that they are up to standard.	Checking that road diversions/closures are doable – not sending HGVs up/down tracks that are specifically designated as unsuitable.	That they have to return to make good afterwards - there seems to be no snagging post works.
Traffic management and diversion routes	Reinstatement and clear-up of works	Advanced notice of works	Works being completed as soon as possible to minimise disruption	Acceptable		Impossible to give an order for four questions above as all are equally important and vital to ensure residents / road users are kept up to date and inconvenienced as little as possible.	More co-ordination needed between the utility works so that the same areas are not dug up and resurfaced repeatedly	
Reinstatement and clear-up of works	Traffic management and diversion routes	Advanced notice of works	Works being completed as soon as possible to minimise disruption	Good	It is disappointing when some Statutory Undertakers do not liaise with each other resulting in the road being dug up in the same location more than once in a couple of months period.	Communication	Reliability	Expediency
Advanced notice of works	Works being completed as soon as possible to minimise disruption	Reinstatement and clear-up of works	Traffic management and diversion routes	Inadequate Not Answered Not Answered	Every single bit of local services works carried out in the last 10 years in this area has had a serious problem. No adverse experience of this.	Do the job properly so you actually fix the issue.	Don't break other services while you're there.	Tell us when you plan to do it and actually stick to the published schedule.
-	-	-	-	-				
-	-	-	-	-				
Reinstatement and clear-up of works	Traffic management and diversion routes	Advanced notice of works	Works being completed as soon as possible to minimise disruption	Poor	Mains water leak took ages to get a response - and then the problem was not remedied.	Prompt response	Adequate solution of problem	Clearing of damage made by leaks
Advanced notice of works	-	-	-	Poor		Repair the road to a high standard		
Advanced notice of works	Reinstatement and clear-up of works	Traffic management and diversion routes	Works being completed as soon as possible to minimise disruption	Poor	These pop up with no notice at all. Diversions are senseless.	Coordinate actions	Give us more notice	This survey is too long
Reinstatement and clear-up of works	Works being completed as soon as possible to minimise disruption	Advanced notice of works	Traffic management and diversion routes	Poor				
Traffic management and diversion routes	Reinstatement and clear-up of works	Works being completed as soon as possible to minimise disruption	Advanced notice of works	Poor	Signs are often put up by one company and then another company does the works. The road closures and traffic lights are left working event though the works have been completed.	Not to close roads going to the same area. This means that there is no alternative but to be stuck in horrendous traffic.	To complete works asap and remove the traffic signage when the job is complete.	
-	-	-	-	Very poor	Flooding which Anglian Water just ignores.	right 1st time	Deal with our concerns	
Works being completed as soon as possible to minimise disruption	Advanced notice of works	Reinstatement and clear-up of works	Traffic management and diversion routes	Very poor	Attempting to close a no through road, with no legal diversion route available. Bucks Council had approved an illegal diversion route!! Whilst individual workmen are very helpful, the damage and mess left behind is unacceptable. This applies to Thames Water as well as to Gigaclear, where verges which should be used by pedestrians have been 'trashed' and unusable. Promises to repair this damage have not yet been met.	Letters to householders before any work takes place to explain what is happening and giving contact details for any complaints that may arise.	Only legal diversions to be put forward by Bucks Council and statutory undertakers.	Work to be carried out in a timely manner and any damage to be reinstated before the statutory undertaker is allowed to leave the site.
Advanced notice of works	Traffic management and diversion routes	Reinstatement and clear-up of works	Works being completed as soon as possible to minimise disruption	Very poor	UKPN used sub-contractors for work. These sub-contractors had no respect for the area they were working on and caused untold damage to the ecological site they were working through. It was then down to the PC to get involved to make them come back and put right. Bucks did not want to know!	A respect for the environment and residents where they are working.	Getting the work done quickly with little disruption i.e. not having road closures and barriers up when no-one is working for days on end	Top quality workmanship leaving the site as it was found or even better
Traffic management and diversion routes	Reinstatement and clear-up of works	Advanced notice of works	Works being completed as soon as possible to minimise disruption	Acceptable		Impossible to give an order for four questions above as all are equally important and vital to ensure residents / road users are kept up to date and inconvenienced as little as possible.	More co-ordination needed between the utility works so that the same areas are not dug up and resurfaced repeatedly	
Reinstatement and clear-up of works	Works being completed as soon as possible to minimise disruption	Advanced notice of works	Traffic management and diversion routes	Very good	Burst pipes on Marsworth Road have been managed well			
Traffic management and diversion routes	Works being completed as soon as possible to minimise disruption	Advanced notice of works	Reinstatement and clear-up of works	Good		Re surfacing works	road markings/line painting	Gully repairs and clearing on an annual bases
Reinstatement and clear-up of works	Works being completed as soon as possible to minimise disruption	Advanced notice of works	Traffic management and diversion routes	Poor	Road surface has in places been backfilled and repaired inadequately. In a couple of situations resulting in road failure soon after.	Thorough making good once their work is complete	Clear away everything - cones, barriers, diversions signs etc	Follow up to check the work / repair has held good
Works being completed as soon as possible to minimise disruption	Advanced notice of works	Traffic management and diversion routes	Reinstatement and clear-up of works	Acceptable	Same leak occurs regularly	Mains leaks		
Traffic management and diversion routes	Works being completed as soon as possible to minimise disruption	Advanced notice of works	Reinstatement and clear-up of works	Acceptable	Often have to return to repair same problems again.	Ensure traffic lights are only in operation when work is in progress or whilst it is settling (with a sign indicating this).	Advise Parish Clerks of Emergency repairs.	Carry out works outside of normal working hours to avoid further disruption on the roads.
Traffic management and diversion routes	-	Advanced notice of works	-	Acceptable				

Works being completed as soon as possible to minimise disruption	Advanced notice of works	Traffic management and diversion routes	Reinstatement and clear-up of works	Poor	It feels constant, uncoordinated and overly lengthy. Then when you get HS2 works layered on top of this it just feels too much. Every journey you make locally you currently add 15 minutes because you know there are going to be delays	Co-ordinated works plans that group works on the same stretch together	A wider impact of the works explored. For example - if there are works are on a main route in/out of Aylesbury make sure works on other main routes in/out of Aylesbury are delayed until the original works finish. Again this must link with HS2 works	Speed of works - it seems a bit of a cliché but there are many times you go past closures and restrictions in which no work is being carried out.
Reinstatement and clear-up of works	Advanced notice of works	Traffic management and diversion routes	Works being completed as soon as possible to minimise disruption	Very poor	the cabling work has been a disaster and caused massive disruption for so many residents	make sure the agreements with them are water tight	monitor the works being carried out	ensure the quality of the work
Advanced notice of works	Reinstatement and clear-up of works	Traffic management and diversion routes	Works being completed as soon as possible to minimise disruption	Very poor	Gigaset and Thames Water have given little or no notice of road works during the last year.	Adequate notice given.	Better quality reinstatement.	
Advanced notice of works	Traffic management and diversion routes	Works being completed as soon as possible to minimise disruption	Reinstatement and clear-up of works	Poor	Again all the categories above should be of equal ranking. The residents do see the work of the undertakers and when the restriction are in pace and no work going on it causes frustration. The more so when traffic light management is in pace and not working properly.	Adequate prior notice and road signage that actually works.	Effective workers who are clearly focussed on completing their work	
Reinstatement and clear-up of works	Traffic management and diversion routes	Advanced notice of works	Works being completed as soon as possible to minimise disruption	Good	Water leaks are quite common in our area and whilst not always timely, the quality of work has been good.	Quicker response and quicker execution.		
Advanced notice of works	Works being completed as soon as possible to minimise disruption	Traffic management and diversion routes	Reinstatement and clear-up of works	Acceptable	Leave the road in a poor state afterwards, and breaks up often.	Checks carried out after works are completed to make sure that they are up to standard.	Checking that road diversions/closures are doable – not sending HGVs up/down tracks that are specifically designated unsuitable.	That they have to return to make good afterwards - there seems to be no snagging post works.
Advanced notice of works	Works being completed as soon as possible to minimise disruption	Traffic management and diversion routes	Reinstatement and clear-up of works	Good		Information shared with Parish Council		
Advanced notice of works	Works being completed as soon as possible to minimise disruption	Traffic management and diversion routes	Reinstatement and clear-up of works	Very poor	Traffic chaos due to the length of time it takes i.e. one company puts up the lights at least a day before work starts, then another crew comes along and digs the hole then another crew come along and carry out the repair and then another crew fills the hole and then another crew repairs the road surface and yet another crew eventually removes the traffic lights. Too many times when one set of roadworks is within a half mile of another set and we have complete grid lock.	Better co-ordination between Bucks Council and Service providers.	Too many times a surface is repaired and then another service provider comes along and digs that up.	Shorten the time for the process - see above.
Advanced notice of works	Traffic management and diversion routes	Works being completed as soon as possible to minimise disruption	Reinstatement and clear-up of works	Poor	Traffic management issues and diversion of school busses with insufficient notice.	Cleaning up afterwards - removal of signs, cones etc. putting right any damage e.g. to verges.	Quality of the work	Improved traffic management
Advanced notice of works	Reinstatement and clear-up of works	Works being completed as soon as possible to minimise disruption	Traffic management and diversion routes	Very poor	Reinstatements have not been not completed properly. Lack of timely notice particularly with Broadband on smaller roads within our villages, works going past their schedules times and traffic lights being in place when there are no works happening.	more communication with parishes and keeping us informed.	Better reinstatements	Not putting traffic lights in place until work is actually ready to start.
Advanced notice of works	Traffic management and diversion routes	Works being completed as soon as possible to minimise disruption	Reinstatement and clear-up of works	Good	Generally OK with minimum of disruption.	Currently ongoing with improvements to School Hill, Charndon.	New footpath	Repairs to Main Street, Charndon
Reinstatement and clear-up of works	Traffic management and diversion routes	Advanced notice of works	Works being completed as soon as possible to minimise disruption	Acceptable	We've had a huge volume of works in recent years, with town-wide fibre installation, gas main replacement, water main installation, and installation of services for major housing developments (plus EWR of course). Some have been excellent, providing information proactively and consulting us on timing. Others haven't engaged at all. Inevitably there have been conflicts between works and we've found ourselves more involved than we'd like.	Traffic management. The A413 is very susceptible to tailbacks. Works require active traffic management during peak hours, and the use of multi-way lights to cover minor side roads needs to be avoided. These issues are not always addressed by statutory undertakers.	Communication. The reason for road closures is not always communicated to the public, causing irritation when the cause is not obvious.	Timing. Avoiding peak hours and events wherever possible is very helpful to the community. Avoiding conflicts with other works is obviously helpful too.
Traffic management and diversion routes	Works being completed as soon as possible to minimise disruption	Advanced notice of works	Reinstatement and clear-up of works	Poor	They've dug up the wrong side of the road. They don't respond to requests in a timely manner. It is mainly electricity providers we have issues with. Anglian Water are efficient and quick to sort out issues. We've not had any Gas problems.	Clearing away traffic management as soon as the work is completed and not just leaving it in place.		
Advanced notice of works	Traffic management and diversion routes	Works being completed as soon as possible to minimise disruption	Reinstatement and clear-up of works	Very good	Our only recent example has been the undergrounding of electricity supply in the Chess Valley (managed by Ipsum). Advance notice of work was good and we worked with them to do some other works (dealing with overhanging trees) when the road was closed. However, the traffic management and signage was poor - we know the traffic flows and short-cuts in our parish - why not discuss and agree a plan with us beforehand?	Traffic management as outlined above.	Reinstatement of the road surface TO THE SAME STANDARD AS IT WAS AT THE START OF WORKS. Too often a once excellent road surface is left to the same standard as a Bucks CC patch repair.	
Reinstatement and clear-up of works	Works being completed as soon as possible to minimise disruption	Advanced notice of works	Traffic management and diversion routes	Good				
Advanced notice of works	Traffic management and diversion routes	Reinstatement and clear-up of works	Works being completed as soon as possible to minimise disruption	Poor	Recent works in Bockmer End were not notified to the PC to enable them to inform residents, instead only a notice was put up when works started. As there are only two main ways into this hamlet, it meant people were concerned that they could get easy access and cancelled appointments.	Notification with sufficient time for residents to make alternative arrangements but accept that if it is emergency work that needs immediate action, then this is not possible	To co-ordinate works by Statutory Undertakers so that the same areas are not dug up as soon as one programme is completed for another to begin	Reinstatements completed to a better grade than present to ensure a relatively even highway surface
Advanced notice of works	Works being completed as soon as possible to minimise disruption	Traffic management and diversion routes	Reinstatement and clear-up of works	Poor	Water works seem to happen often, and the work done does not appear to correct the problems, so they have to come back again and again.			

Advanced notice of works	Works being completed as soon as possible to minimise disruption	Traffic management and diversion routes	Reinstatement and clear-up of works	Acceptable		Checks carried out after works are completed to make sure that they are up to standard,	Checking that road diversions/closures are doable – not sending HGVs up/down tracks that are specifically designated not suitable.	That they have to return to make good afterwards - there seems to be no snagging post works.
Traffic management and diversion routes	Works being completed as soon as possible to minimise disruption	Reinstatement and clear-up of works	Advanced notice of works	Acceptable	Mixed. Gigaclear were excellent and actually left some footways better than they were to start with. Thames Water are hopeless, slow to respond and don't resolve issues first time. They have used our village green as a car park.	Timely repairs	Satisfactory reinstatement of the highway, especially in the conservation area	Advanced notice
Traffic management and diversion routes	Advanced notice of works	Works being completed as soon as possible to minimise disruption	Reinstatement and clear-up of works	Inadequate	Recent work in a local village closing a major road with no warning, with poor signage and diversions not appropriate to HGVs caused major problems to residents. Same for recent work in our village. No warnings at all.			
Advanced notice of works	Traffic management and diversion routes	Works being completed as soon as possible to minimise disruption	Reinstatement and clear-up of works	Acceptable	Some are good but often leave signs.	Timely and quick work. Often the road is boarded up and streetlights put in and no one is seen working.	They have recently been signing roads and the signs have blocked half of the carriageway often two roads too early - can signage be nearer the road being closed	Can someone scout to collect old signs that are left on the carriageway
Traffic management and diversion routes	Works being completed as soon as possible to minimise disruption	Advanced notice of works	Reinstatement and clear-up of works	Poor	As we have had three fibre companies digging up the roads in the parish on separate occasions...it would have been less disruptive for residents and businesses if these could have been co-ordinated.	Effective signage.	Co-ordination with other statutory undertakers	Proper re-instatement after completed works.
Advanced notice of works	Works being completed as soon as possible to minimise disruption	Traffic management and diversion routes	Reinstatement and clear-up of works	Acceptable	Diversion routes cause all sorts of problems as they are not always clear.	Clear diversion routes	We have a road closure in the village permanently and this causes problems as there is already signage for this and it then gets confused with other road closure signs	For signs not to be put in the middle of the road or when put at a junction ensure that there is a clear view of the junction. There placement sometimes is dangerous as it is obstructing drivers views
Advanced notice of works	Traffic management and diversion routes	Reinstatement and clear-up of works	Works being completed as soon as possible to minimise disruption	Good	Affinity waters responded quickly to a major water leak on Elm Road, the communication with residents was good. Broadband works seems to present a particular challenge, companies don't check who owns the land and sometimes arrive unannounced.	Check the traffic management system is working properly and not put up days before, and left in place for days after work is complete.	Ensure work is a priority, so the road isn't closed for longer than needed. Don't close all the roads into a village at the same time.	Please don't divert traffic down single track roads eg Pauls Hill, which causes major traffic problems. Although we raise it, often, it can get forgotten.
Reinstatement and clear-up of works	Traffic management and diversion routes	Advanced notice of works	Works being completed as soon as possible to minimise disruption	Poor	Thames Water leaving temporary traffic lights up when not required and not correctly monitoring lights on busy roads when required to do so	Working longer shifts when emergency repairs are required!	Proper monitoring of traffic management. Not the guy sitting in his truck playing Candy crush while horrendous queues build up that he hasn't noticed!	Notice of repairs due being sent to Parish Councils
Reinstatement and clear-up of works	Traffic management and diversion routes	Advanced notice of works	Works being completed as soon as possible to minimise disruption	Acceptable		If the work can be grouped together by the statutory undertakers so roads have to be closed and dug up only once rather than several times.		
Traffic management and diversion routes	Works being completed as soon as possible to minimise disruption	Reinstatement and clear-up of works	Advanced notice of works	Poor	Cable firms in particular have been poor locally – but it depends on the specific crew or provider. Some statutory undertakers have left a lot of mess and not others. Gas and electric crew currently working on Page Hill to deal with emergency repairs are very helpful. Four-way traffic lights badly planned on the A421 during Silverstone weekend; this caused traffic chaos and long delays as traffic had been diverted from the closed A43.	Multiple crews working at the same time (and same trenches) in the same area where possible.	To be kept informed about planned and completed inspections following work undertaken by contractors.	Improved signage.