



Agenda Item Introduction

Committee	POLICY AND SCRUTINY COMMITTEE FOR NEIGHBOURHOODS AND REGENERATION
Date	6 JULY 2023
Topic	ISLAND ROADS ANNUAL SURVEY

BACKGROUND

The Island Roads Survey is carried out at the beginning of each year, and is designed to seek residents' feedback about the range of highway services provided by Island Roads

The survey asks residents to score the performance of different services such as highway maintenance, road and pavement resurfacing, winter services, street cleansing and lighting, verge and grass cutting.

Feedback from the survey is used to help identify services that are working well, as well as areas where improvements need to be made.

FOCUS FOR SCRUTINY

- Do the surveys prove successful?
- What are the biggest challenges faced with the surveys?
- What happens with the data after the surveys have been completed?
- How are the results of the survey fed back to the public?
- Who monitors the service improvement plan?
- How do the Isle of Wight Council and Island Roads work together to achieve service improvements?

APPROACH

Report and presentation to be received.

DOCUMENTS ATTACHED

Island Roads Scrutiny Report

Island Roads Customer Survey Presentation

Island Roads Performance Statistics March 2023 – May 2023

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