



Highway Services

Post Contract Customer Satisfaction Surveys

Delivering excellence in the built environment



January 2008

Urban Vision Partnership Ltd
Highway Services – Post Contract Customer Satisfaction Surveys January
2008

1.0 Background

Customer satisfaction surveys were distributed to the residents of the following locations after footway and/or carriageway works had been carried out:

Location	No. of responses
Hilton Lane	34
Glynrene Drive	1
Pendlebury Road	20
Hawthorn Avenue	6
Merlin Drive	3
Poplar Road	12
Ackworth Road	3
Radcliffe Park Crescent	3
Balmoral Road	5
Dagmar Street	1
Enville Road	13
Fir Street	31
Light Oaks Road (carriageways)	35
Deacons Drive	10
Cavendish Road (Footways)	27
Cavendish Road (Carriageways)	22
TOTAL	236

Residents were asked to rate their satisfaction with each scheme. This was assessed using a series of statements relating to various aspects of the works carried out: from the perceived necessity of the works to health and safety standards. The statements are the same as those asked in the previous survey conducted in 2006. The statements are listed below:

Statement A	The footways in your area were in need of improvements prior to the recent work.
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Statement B	The general appearance of the streets in your area has been enhanced as a result of the footway improvements.
Statement C	The improvements have made the footways safer to use for all highway users including; wheelchair users, people who use prams, partially sighted people etc.
Statement D	The works have improved your perception of the highway maintenance service in Salford.
Statement E	The works have improved the quality of your local environment.
Statement F	The disruption caused by the work on the footways was kept to a minimum.
Statement G	The operatives working on the footways were helpful and friendly at all times.
Statement H	The working areas were adequately protected to ensure the safety of pedestrians and residents.

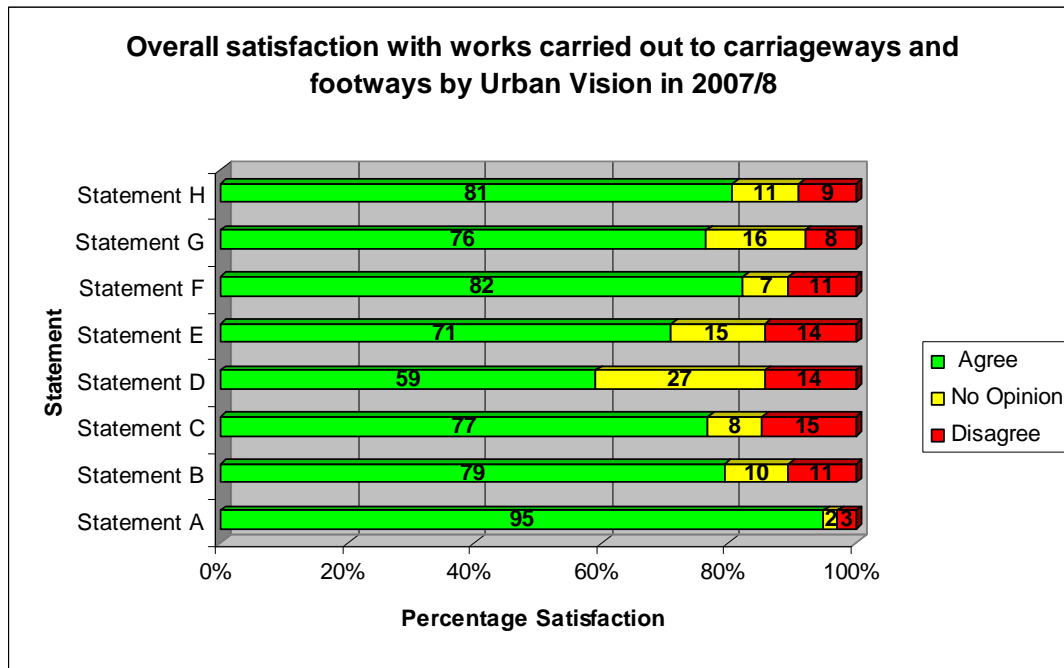
The respondents were asked to rate their opinion from 3 choices: agree/ no opinion/ disagree. The previous survey asked respondents to rate their opinion from a range of 7 options: Strongly agree/ agree quite a lot/ agree just a little/ no opinion/ disagree just a little/ disagree quite a lot and strongly disagree. It was felt that this high number of options was confusing for respondents and did not provide clarity and validity of results.

2.0 Analysis of Results.

The survey results were collated and analysed using Microsoft Excel. An analysis was conducted on a project by project basis as well as overall to gain an insight into customer satisfaction on projects completed during 2007/8.

2.1 Overall Satisfaction.

Graph 1.0 illustrates the percentage satisfaction collated from all 236 responses.



Graph 1.0

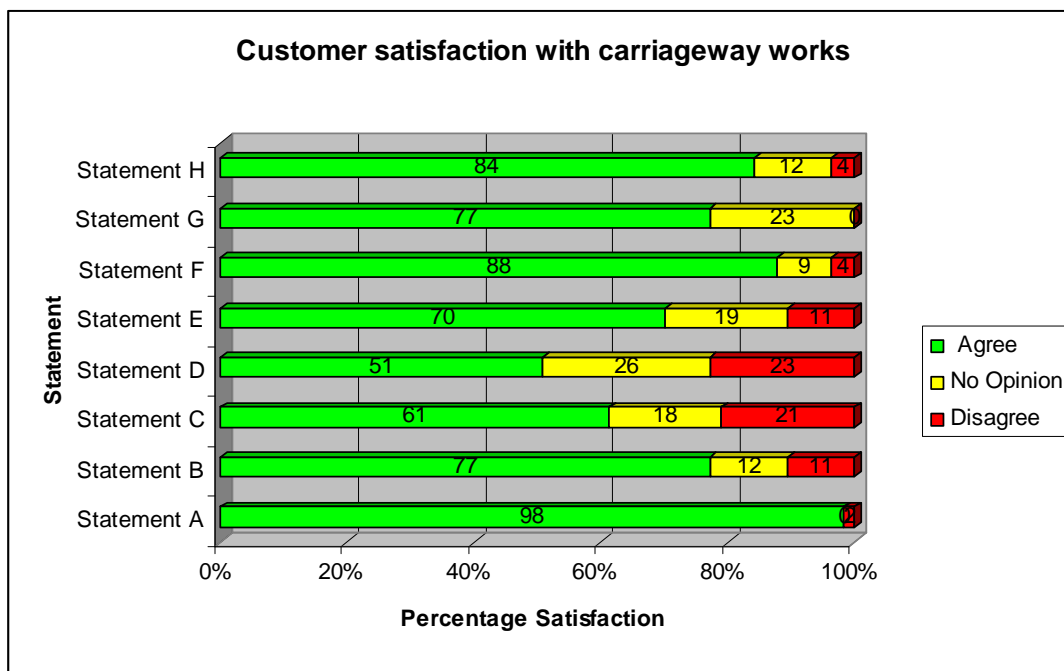
Graph 1.0 illustrates that:

- 95% of respondents felt the footways/ roads were in need of improvement prior to the works;
- 79% felt that the general appearance of the area had been enhanced as a result of the improvements;
- 77% felt that the footways/ roads had been made safer for all users as a result of the works;
- 59% felt that the works had improved their perception of the Highways Improvement service in Salford;
- 71% felt that the works had improved the quality of their local environment
- 82% felt that disruption caused by the work on footways/roads was kept to a minimum;
- 76% felt that the operatives working on the footways were friendly and helpful at all times;
- 81% felt that the working areas were adequately protected to ensure the safety of pedestrians and residents.

Graphs 2.0 and 3.0 illustrate satisfaction regarding footways and carriageway works overall.



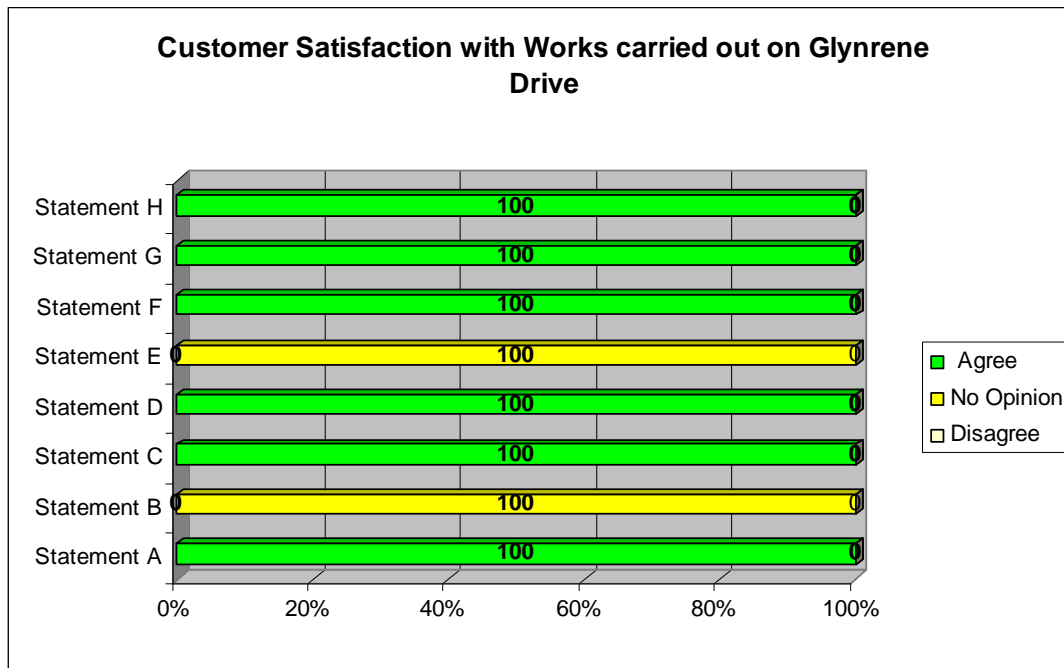
Graph 2.0



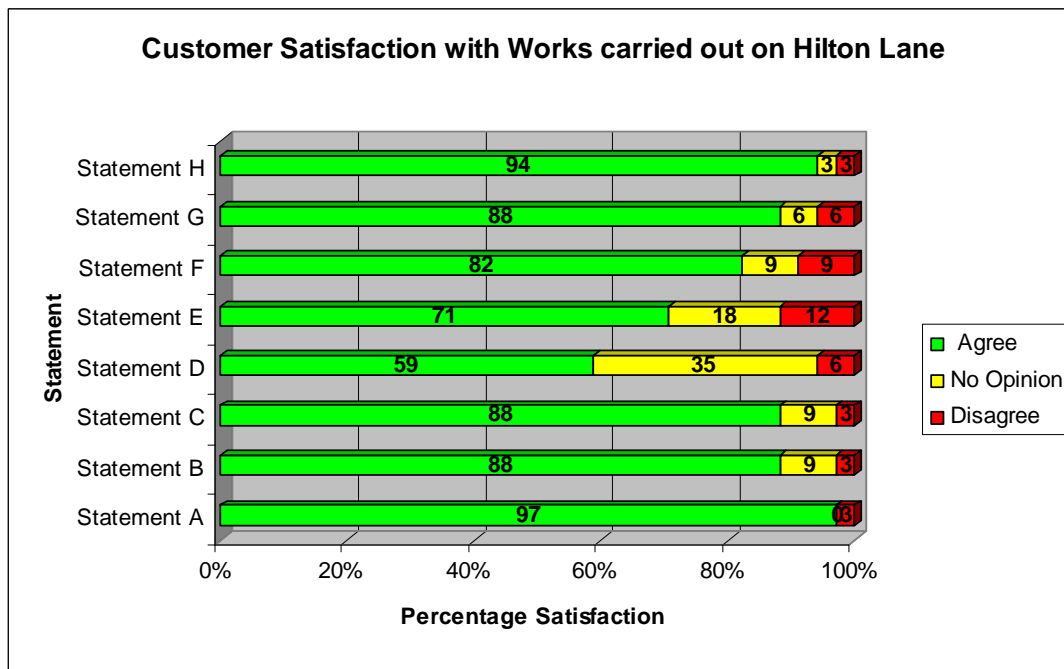
Graph 3.0

2.2 Customer Satisfaction: Footways Works

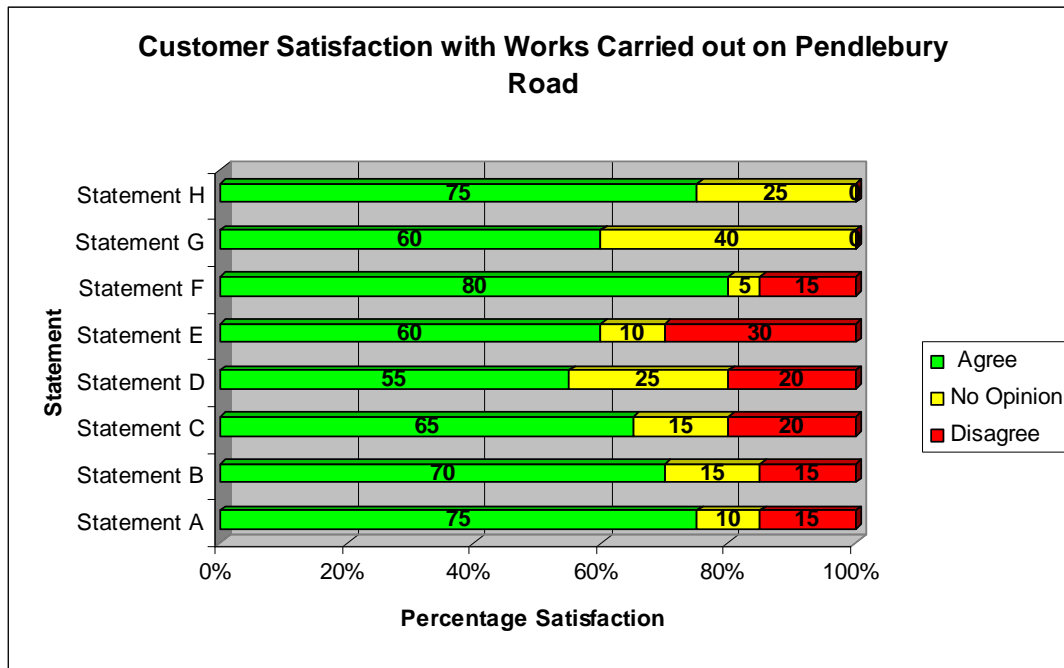
Graphs 4.0 to 16.0 show the percentage satisfaction for each individual footways works undertaken.



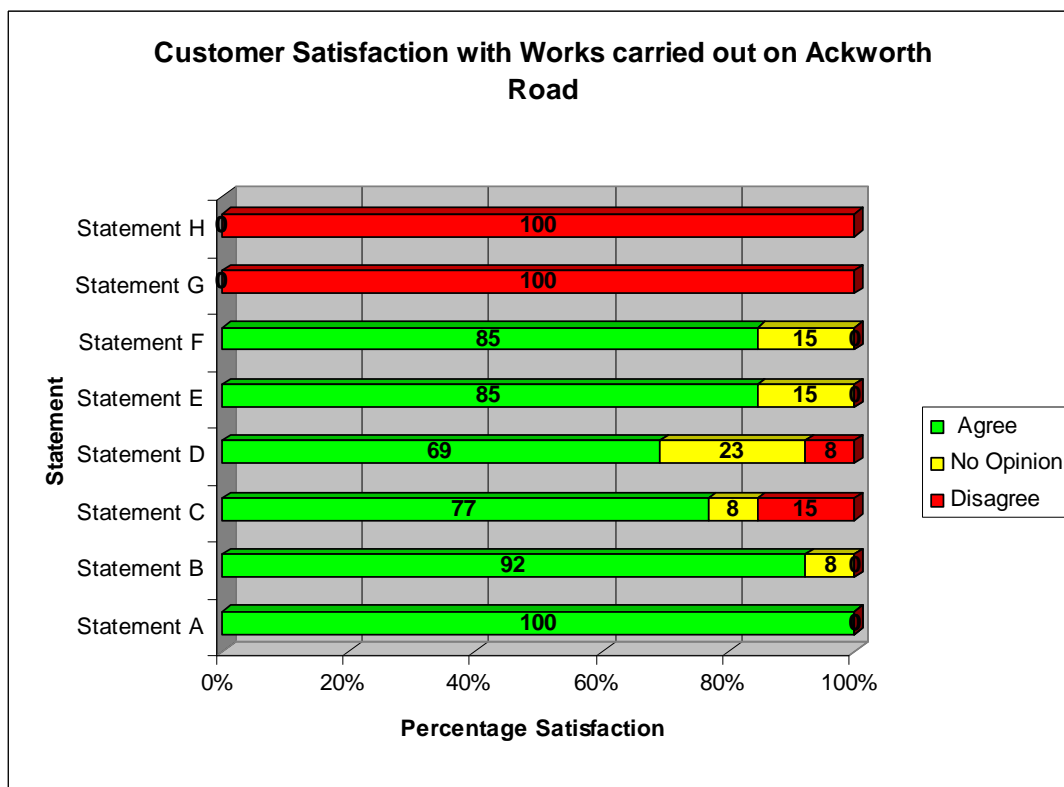
Graph 4.0



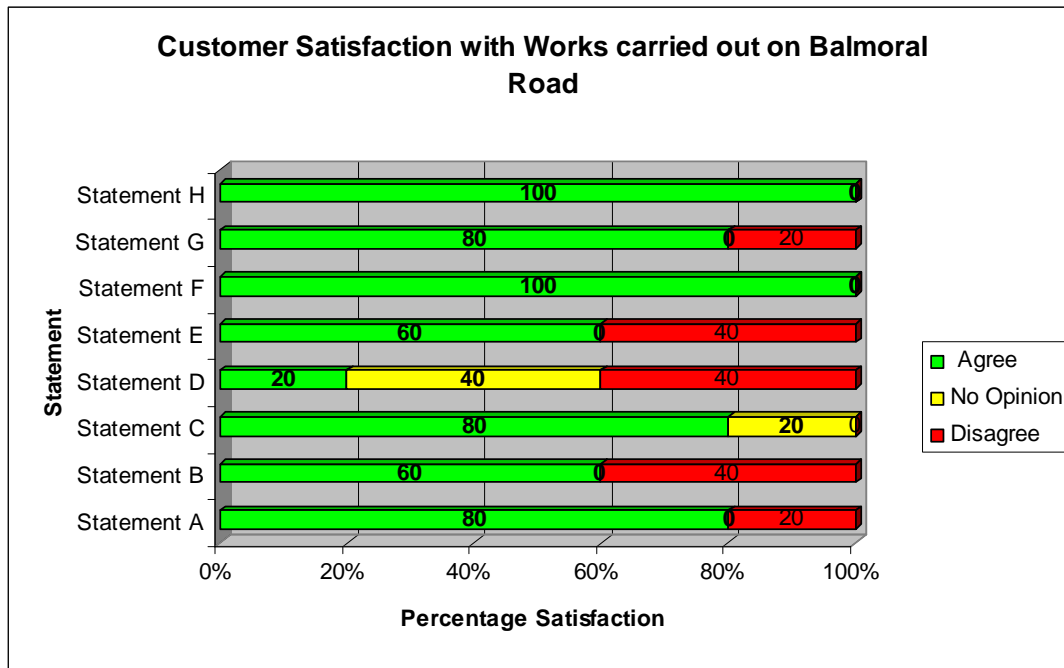
Graph 5.0



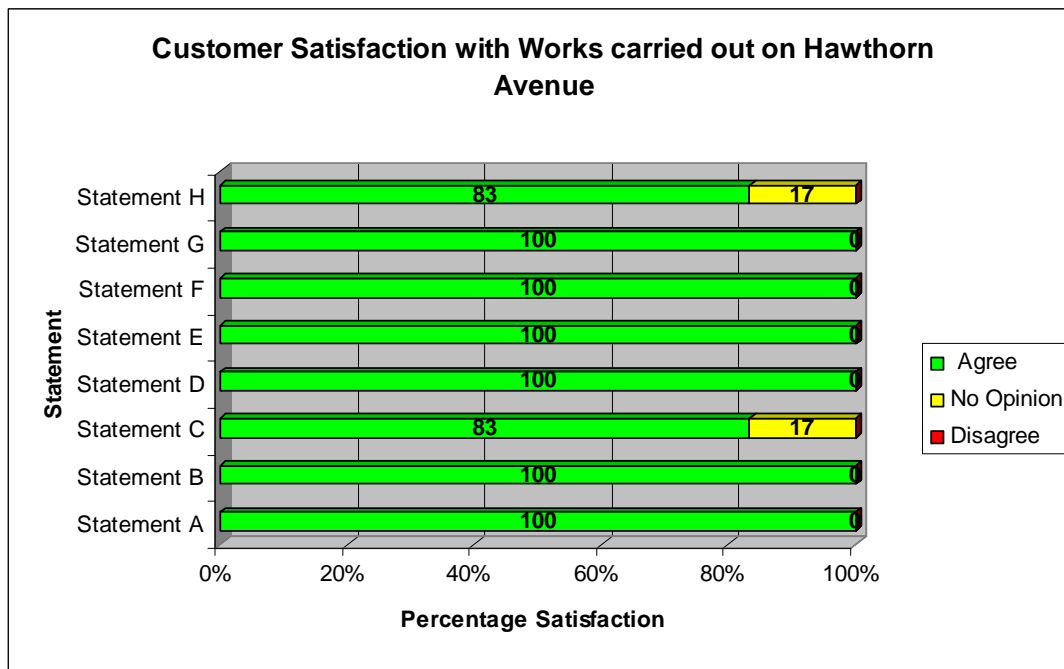
Graph 6.0



Graph 7.0



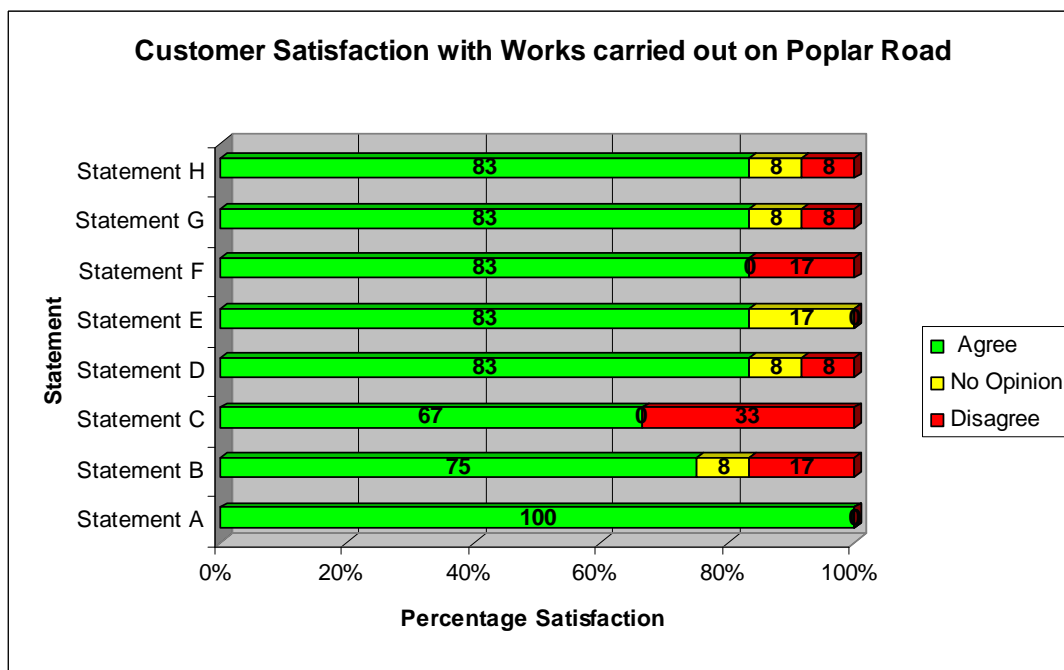
Graph 8.0



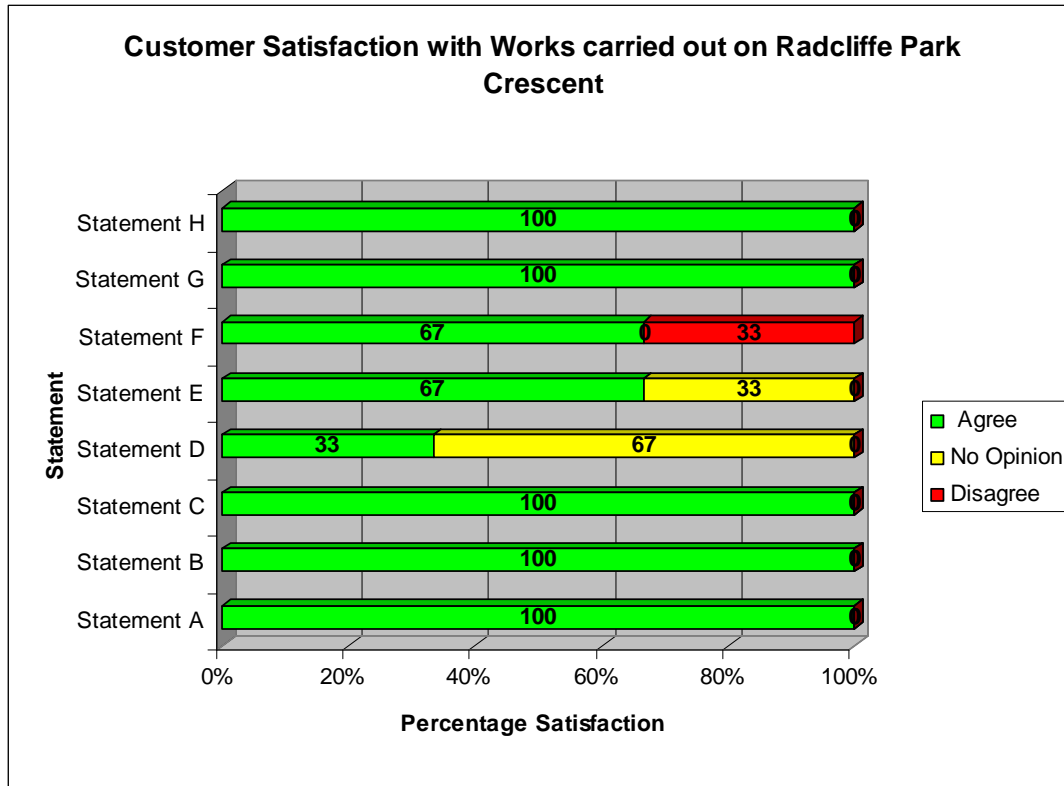
Graph 9.0



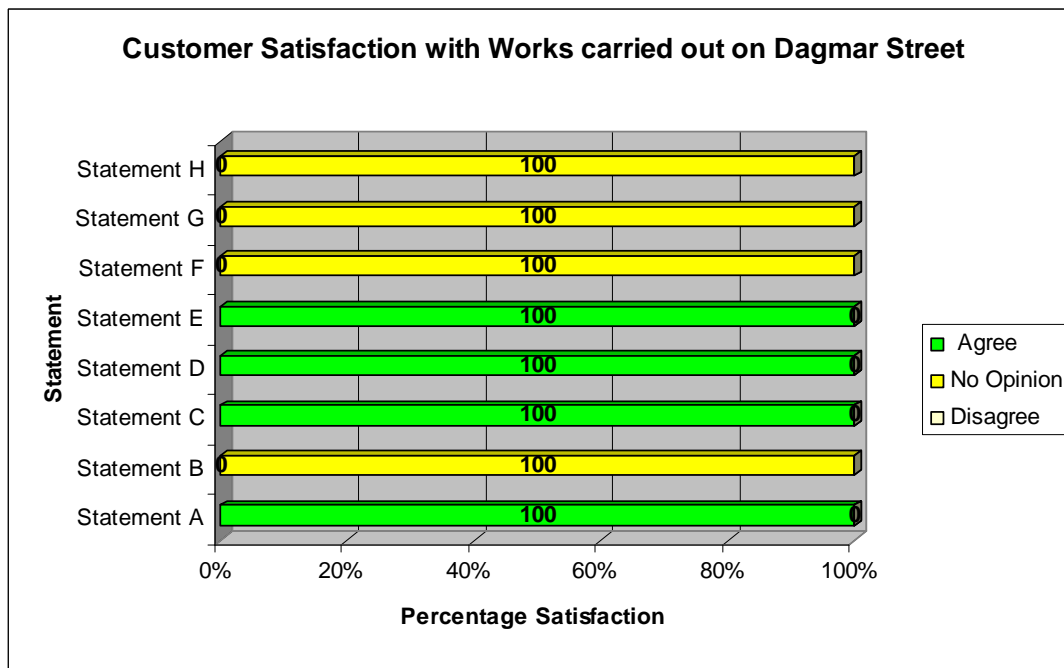
Graph 10.0



Graph 11.0



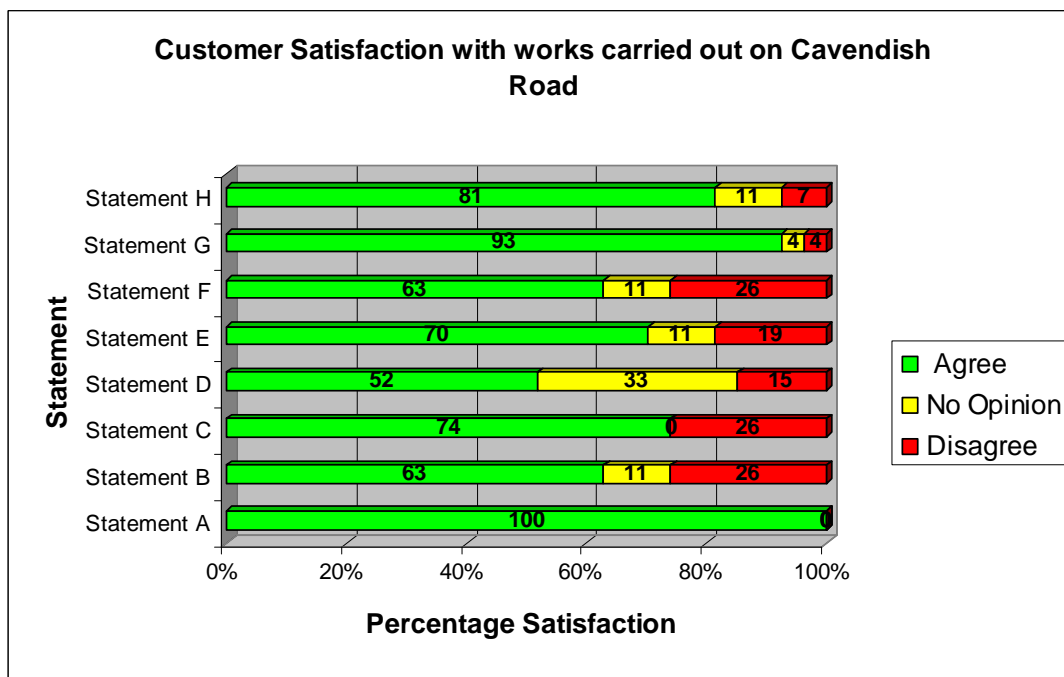
Graph12.0



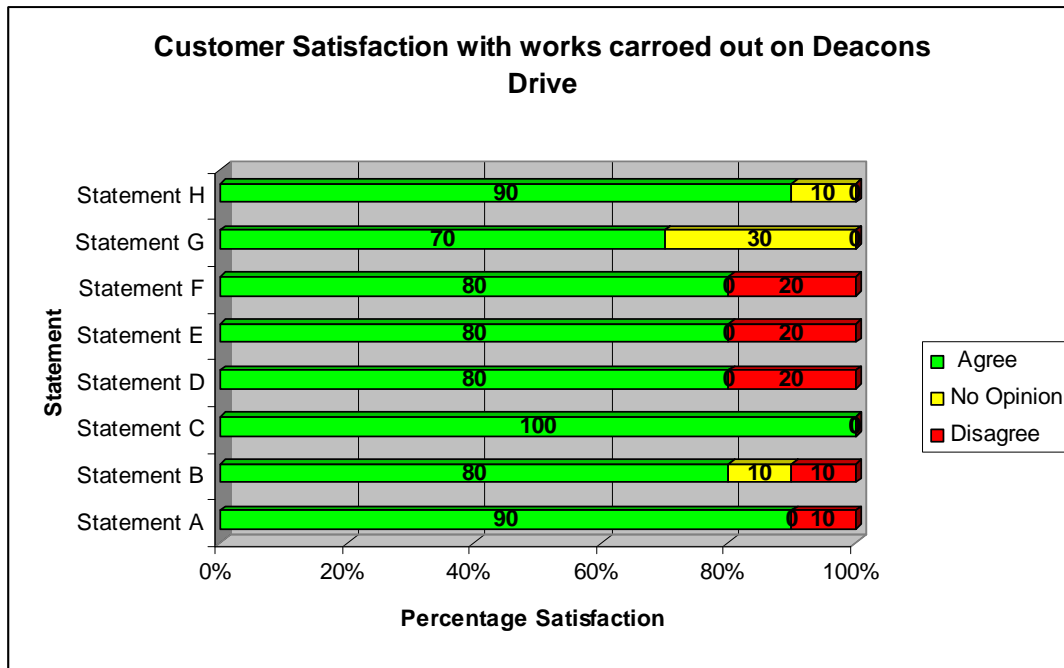
Graph 13.0



Graph 14.0



Graph 15.0



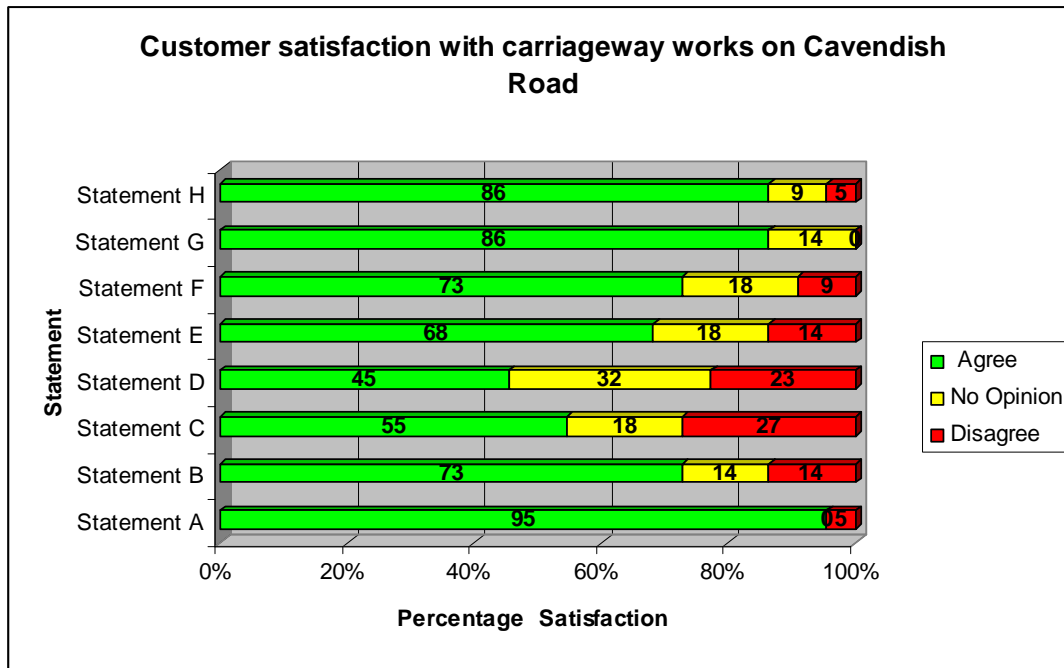
Graph 16.0



Graph 17.0

2.3 Customer Satisfaction: Carriageway Works

Graphs 18.0 to 20.0 show the percentage satisfaction for each individual carriageway works undertaken.



Graph 18.0



Graph 20.0

3.0 Analysis of Comments

The comments provided by residents for each project are listed in full in Appendix 1. All comments that are viewed as a complaint or request for work have been logged on the relevant systems and dealt with accordingly.

The comments represent the views and opinions of individuals only, however, common topics and concerns can be analysed to give an insight into residents priorities and to highlight areas that Highway Services can look to focus on.

3.1 Compliments

The following compliments indicate a high level of customer satisfaction for the works carried out by highways services. The compliments are from residents on a range of projects.

Comment	Author
I was very impressed with the efficiency of your service and appreciate the work you carried out. Many Thanks.	Mr S Jones 136 Hilton Lane M28 OTD
I am very impressed with how clean Hilton Lane has become and the new pavements are a great improvement.	Theresa Oakes 1A Hilton Lane M28 OSD
Poplar Road is 100% better thank you.	Mrs M Hollingworth M28 7EQ
Excellent work	Roy Newton 38 Ackworth Road M27 9TR
Overall I was very pleased with the work done, the speed, the efficiency and friendliness of the workmen was excellent.	Anonymous
I would like to say that the work done on our road has been a great improvement and is a lot safer for walking for young and old people alike and is a great help for people in wheelchairs and prams. We had very good heavy blue gates fitted a few years ago i would wish that the same was done round the garden to finish the job off, Thank you all. i would like to say thanks to all the staff.	Mary Gill 53 Balmoral Road m27 8gf
As a disabled person the lowered curbs are very necessary for me to get around on my mobility scooter. I thank you for the improvement. The workmen who came to do the holes were extremely helpful polite and	Anonymous

cheerful.	
Workmen cleaned and tidied street	Anonymous
Road surface is excellent. Speed bumps- very smooth better than those on Ellesmere Road Lets hope no one digs it up again: how can we protect it?	R Willis 68 Cavendish Road
Friendly helpful operatives. The tarmac is this- not as slippery as the paving stones. Now can we protect it from cars parking on it?	
First class job and good standard of finish to the roadway and footpath surface.	J F Smethurst 59 Cavendish Road
Work carried out was done in a proper manner. Well done clean without any fuss. Yes the work has made the area look much better	B Brady 14 Deacons Drive
Many Thanks	Julie Daly 119 Light Oaks Road M6 8WL
The road had been in a terrible state for a long time before the work was carried out. The surface was broken up and resulted in cars being damaged by stones which were all over the road. Fortunately it has all been repaired now and I am very pleased with the result. Lets hope it doesn't happen again in a few years time.	Mrs S Rainford 136 Light Oaks Road M6 8WL
The resurfacing of the road has made vast improvements to the appearance of the street and in protecting our cars etc.	Maria Mooney 133 Light Oaks Road M6 8SL
A very good job done if any work has to be done on the footpaths in future make sure the contractors replace the surface as it is.(not let to degrade into an eyesore and a danger)	Anonymous
Your workforce has always been good and helpful on any job done in the road. The road is 100% better.	Anonymous
When work has been done all workers stuck at it. Helpful cheerful stuck at it! Congratulations	Mrs J Grundy 4 Light Oaks Road M6 8NQ
The workmen were extremely pleasant!	Nicola O'Neill 10 Deacons Drive
The operatives were very helpful as the works went across driveways/ access etc.	Anonymous
All work was done with a minimum of disruption.	Mr Stuart Hartley 121 Fir Street
Your on site operatives did the job well. If you could now get the go ahead to do the roads that would be good!	S Lindley, 19 Fir St

It is important to note that a number of these compliments relate directly to the performance and professional attitude of the operatives.

3.2 Kerb Height

Kerb heights were mentioned as a concern in comments from several different projects. It is therefore recommended that Highways Services looks into this issue to ensure that work carried out is fit for purpose and is accessible to all members of the community.

Comment	Author
The curb height at the end of Hilton Lane is ridiculous: cars cannot pull onto the curb safely to park unless the 'ramp' for wheelchairs is free. Double parking as a result of this is dangerous, buses and cars cannot get through if there is a line of traffic waiting at the lights.	Theresa Oakes 1A Hilton Lane M28 OSD
The kerbs are too high! And tarmac is high maintenance- false economy.	Paul Howcroft 40 Ackworth Road M27 9TR
I think the kerbs are too high on the roads	L Henderson 61 Ackworth Road M27 9TR
Although improvements were needed to Ackworth road pavement areas there is one concern. The kerb edgings on the council side of the cul-de-sac are too high. The edging stones are probably too high for people crossing this section of road who have difficulty in walking across and stepping up quickly if a vehicle is driving up this section.	Mr and Mrs Ball 44 Ackworth Road M27 9TR
Please note that some lowered curbs are still too high causing pain and discomfort for disabled people. Some lowered curbs don't correspond with others and therefore you have to go out of your way to find suitable passing places. Some areas are a no-go area due to these problems. Disruption was worth waiting for but please note big holes were left behind and then filled in at a later date but poorly.	Anonymous

3.3 Traffic Calming Measures

Several comments expressed concern regarding the traffic calming measures in the area. These concerns ranged from the condition of existing measures to the need for calming measures in the area. The number and range of comments on this subject shows that this is an important issue for residents.

Comment	Author
The condition of the road and speed bumps needs serious attention once the school works have been completed. This is due in part to the huge contractor vehicles.	Mrs C. Barr 133 Hilton Lane Worsley M28 OTB
Speed bumps on Hilton Lane can they be removed please as vans and buses can still speed over them. The speed bumps are in a bad state of repair. Thank you for taking your time to read this comment.	Mr I Davenport 58 Hilton Lane M28 0RZ
The biggest problem is the complete degradation of the traffic calming measures. The raised areas in the road are crumbling and serve no purpose	Mary Tate 53 Hilton Lane M28

in calming traffic- as vehicles race towards each other from opposite directions in a bid to reach the centre platform. This system has no effect on slowing traffic,	OSY
Road Humps need urgent attention where the road sweeper keeps cutting them away on the edges	Mr J Hoston 117 Hilton Lane M28 0TB
There should be 2 posts at every ramp on every corner to stop lorries and other vehicles driving over them. They won't last long before they are broken and crumbling because of constant abuse. There should be yellow lines down both sides of the road with residents parking only and every resident with one numbered house ticket as there is only room outside each property. We would also benefit by having speed bumps and road narrowing on Townsend Road to stop lorries taking shortcuts by missing Station Road lights and motorbikes racing up and down Pendlebury Road.	Mr K Wood (Former Chairman of the Residents Committee) 223 Pendlebury Road
Since the road surface was improved it has become more of a race track than before, with some cars going far too fast in what is a residential area. Therefore I should like to see some sort of speed restriction e.g. sleeping policemen in the road between Bolton Road and Swinton Hall Road.	J E Derbyshire 213 Pendlebury Road M27 4BB
The road is now so good it is used as a racetrack which makes it very dangerous. Speed cameras would perhaps slow them down.	B Parkinson 241 Pendlebury Road M27 6FF
Although I think road humps are a good idea I do not think they are high enough as they appear not to slow traffic down	Mrs P G Wallwork 45 Cavendish Road

3.4 Other Concerns

The other comments mainly related to various different aspects of Highway Maintenance including some areas that the Highways service does not control. The issues most frequently raised in the comments by residents are as follows:

- Parking Issues: Residents raised difficulties in parking and the effects of local businesses on the volume of parking. There were also concerns raised with parking on pavements preventing adequate access to footways for residents.
- Health and Safety was an issue for residents. A major concern appeared to be the slippiness of tarmac during wet or cold weather.
- Appearance/litter was identified as an issue for residents: this especially concerned walkways and alleyways that had not been resurfaced. The appearance and maintenance of grass verges and vegetation on road sides was also raised as an issue.
- The condition of roads was of concern to residents: it was noted that resurfacing footways often highlighted the condition of the roads and number of potholes. The conditions of roads and pavements in the surrounded area

- Customer service was also important to residents: many paid compliments to the Highways teams. Some issues were raised, however, with regards to minor damage to property and disposal of waste materials and access to properties during works.
- Quality of finish appeared to be important to residents: there were concerns raised with the finish of works especially around grass verges, trees and residents properties.

4.0 Conclusion

The results of this year's survey were very positive and encouraging. The operatives who worked on these projects deserve a particular mention for the positive comments received concerning their attitude and the quality of customer service. Urban Vision recognises that highways works of all kinds can cause disruption and inconvenience to residents and the professional and friendly attitude of the operatives has undoubtedly helped to achieve high levels of satisfaction.

The issues raised by residents are being examined and analysed further to establish what Urban Vision can do to provide a high quality highways service. The comments of all residents have been taken into account. From the results of the survey, the main area for concern regarded the perception of the highways service. Only 59% of respondents felt that the work carried out improved their perception of the highway maintenance service in Salford.

The survey will be carried out annually to monitor and improve performance. Finally, Urban Vision would like to thank all respondents for taking the time to complete the survey.

Appendix 1: Resident's Comments

1.0 Hilton Lane

The condition of the road and speed bumps needs serious attention once the school works have been completed. This is due in part to the huge contractor vehicles. Mrs C. Barr 133 Hilton Lane Worsley M28 OTB

While disruption was kept to a minimum as much as reasonably possible it would have been useful for the operatives to knock and advise when they are about to dig/ expose gaping holes at the front of our drive way to ensure we encountered no delays if we needed to go out in the car. I did not see this to any of my neighbours either and at times there were no operatives to be seen which could have led to it being impossible to use our cars. Hermione Ainsworth 127 Hilton Lane M28 OTB

It was difficult to get up and down my drive at times. One day my husband was stuck in his car in the gravel and could not get out- a passing police car had to pull him out (it was late at night and the operatives had gone. This caused some damage to my husband's car. P. Osbourne 81 Hilton Lane M28 OSZ

Speed bumps on Hilton Lane can they be removed please as vans and buses can still speed over them. The speed bumps are in a bad state of repair. Thank you for taking your time to read this comment. Mr I Davenport 58 Hilton Lane M28 ORZ

Footpath work was well overdue. We have lived here almost 30 years and this is the first time it has been done. Because we all feel that we live in a forgotten area, the next urgent job (it has been urgent for a long time) would be to do something about the pigeons nesting under the bridge on Hilton Lane. The problem could be solved once and for all by netting the bridge.

People still parking on the pavements. ANON

I was very impressed with the efficiency of your service and appreciate the work you carried out. Many Thanks
Mr S Jones 136 Hilton Lane M28 OTD

I am very impressed with how clean Hilton Lane has become and the new pavements are a great improvement. However the kerb height at the end of Hilton Lane is ridiculous: cars cannot pull onto the kerb safely to park unless the 'ramp' for wheelchairs is free. Double parking as a result of this is dangerous, buses and cars cannot get through if there is a line of traffic waiting at the lights. Theresa Oakes 1A Hilton Lane M28 OSD

There is currently a large ongoing school building project being carried out in our area involving heavy construction traffic. These large vehicles do park on the footpaths at times. There is also a lot of mud and dust generated from the site so it is difficult at present to fully appreciate all of the improvements. The biggest problem is the complete degradation of the traffic calming measures. The raised areas in the road are crumbling and serve no purpose in calming traffic- as vehicles race towards each other from opposite directions in a bid to reach the centre platform. This system has no effect on slowing traffic, Mary Tate 53 Hilton Lane M28 OSY

The smooth surface of the tarmac could create a problem during the winter months when icing up could make the surface treacherous especially due to Hilton Lane being an inclined road. Road Humps need urgent attention where the road sweeper keeps cutting them away on the edges
Mr J Hoston 117 Hilton Lane M28 OTB

The footpath improvements in Hilton Lane were in my opinion unnecessary as the paving stones were even and not loose in the area. Attention needs to be paid to the roadway and footpaths round the entrance to Tesco's off Manchester road they are a disgrace. Keith Ingram 107 Hilton Lane M28 OSZ

The operatives dumped some of their rubbish at the side of the house, I had to report it several times before it was cleared away ANON

Due to mechanical diggers removing the old paving on the footways outside my property the garden walls have been disturbed and the result is loose brickwork and the pointing has fallen out. This is a costly job to have repaired I have always maintained my property including garden walls so I do not know if you are going to put this right for the safety of pedestrians and residents Mrs D Birkhead 25 Hilton Lane M

The following people provided their addresses but no comment:

Mr David Morrell 93 Hilton Lane Worsley M28 OSZ

Mr T. A. Watkins 77 Hilton Lane M28 OSZ

Forbes 6 Hilton Lane M28 OSS

Mr Ian Willcock 66 Hilton Lane M28 ORZ

G Howard 55 Hilton Lane M28 OSX

Mrs Linda Robinson 7 Hilton Lane M28 OSD

Mrs M Davies 95 Hilton lane M28 OSZ

Mr S Gorton 141 Hilton Lane M28 OTB

2.0 Poplar Road

The only problem I have found with the footpaths being improved that all weeds have started to grow through the tarmac and this can only get worse in the summer months J. James 43 Poplar Road M28 7SQ

Whilst the grass verges and footpaths were in a poor state of repair considerable expense by the authority could have been made by retaining the kerb stones as in my opinion these did not need replacing. The removal of the grass verges and the tar macadam could have been completed up to the edge of the original kerbs. Ian Steele 37 Poplar Road M28 7EQ

The workmen put tarmac over our water main stop tap. We reported it to them and they promised to come back but never have. Stephanie Heaps 47 Poplar Road M28 7EQ

If car owners parked accordingly I would agree that the paths are safer but some tenants think the path has been done for them to park entirely off road in centre of pavement so sometimes we have to walk in the road to get round. Also we realise grass verges were getting out of hand with the number. Mrs D Evans 10 Poplar Road M28 7EQ

Poplar Road is 100% better thank you. Mrs M Hollingworth M28 7EQ

The reason I have disagreed with Q3 is some neighbours think the paths have been done for their benefit the way they park people have to walk in the road to get past some cars. I know there are many more cars since we moved in 1931 it just takes common sense to park properly. Mrs Pilkington 28 Poplar Road M28 7EQ

3.0 Ackworth Road

Excellent work Roy Newton 38 Ackworth Road M27 9TR

Perhaps the programme could be extended to the roads in the area as they are full of pot-holes and have a very bad effect on vehicles and cost a fortune to repair. Mr S J Kite 71 Ackworth Road M27 9TR

The kerbs are too high! And tarmac is high maintenance- false economy. Paul Howcroft 40 Ackworth Road M27 9TR

I think the kerbs are too high on the roads L Henderson 61 Ackworth Road M27 9TR

When the footpath improvement was going on stone flags were on the path by the electricity sub station were removed and a rough course of concrete was laid but was never finished off. There is a path that is widely used and should be finished off properly. It was in better condition before the flags were removed. Mr Joseph Brammer 60 Ackworth Road M27 9TR

Although improvements were needed to Ackworth road pavement areas there is one concern. The kerb edgings on the council side of the cul-de-sac are too high. The edging stones are probably too high for people crossing this section of road who have difficulty in walking across and stepping up quickly if a vehicle is driving up this section. Mr and Mrs Ball 44 Ackworth Road M27 9TR

I think tarmac is very slippery when frosted so is more dangerous
L Jones 52 Ackworth Road M27 9TR

Very pleased with the footpaths however the through ways are a disgrace in terms of litter and uncleared leaves which are a serious hazard underfoot. Both throughways are often full with discarded chip papers and crisp packets. The wet leaves make walking very dangerous. Poor lighting is another serious concern that needs urgent review. Anthony Walsh 63 Ackworth Road M27 9TR

Path leading down to Caldor Drive to Cromwell Road is a disgrace and flags uneven a lot of older people use this path. It needs sorting out. A Wilkinson 55 Ackworth Road M27 9TR

The following people provided their addresses but no comment:
S L Zoll 33 Ackworth Road M27 9TG
Harry Tonge 58 Ackworth Road M27 9TR
L Carrol 26 Ackworth Road M27 9TG

4.0 Hawthorn Avenue

When the leaves start to fall making it very slippery and dangerous underfoot men used to come round at one time sweeping them up. Otherwise- a good job. Thank you. Mrs B Bohannon-Murphy 12 Hawthorn Avenue M28 7EF

We live in Hawthorn Avenue adjacent to Walkden High School- people bringing pupils to and from the school by car often park on the newly repaired pavements. In time this will damage the surface of the paths. We think that something should be done about this.
Mr P. Kempster 8 Hawthorn Avenue M28 7EF

Better late than never

We had a problem outside our gate on completion of the works. I contacted you and am pleased to say it was dealt with efficiently and entirely to our satisfaction. Well Done. Pauline Dyke 14 hawthorn Ave M28 7EF

Workmen cleaned and tidied street

I understand that it is difficult to keep areas safe during works. I live to the side of Walkden High School and found that the barriers meant for safety were a mere source of amusement for the pupils at the school. On more than one occasion I had to go out and stand the barriers back up.

I'm not sure however that anything could be done to stop the pupils doing this. Overall I was very pleased with the work done, the speed, the efficiency and friendliness of the workmen was excellent. Anonymous

5.0 Pendlebury Road

There should be 2 posts at every ramp on every corner to stop lorries and other vehicles driving over them. They won't last long before they are broken and crumbling because of constant abuse. There should be yellow lines down both sides of the road with residents parking only and every resident with one numbered house ticket as there is only room outside each property. We would also benefit by having speed bumps and road narrowing on Townsend Road to stop lorries taking shortcuts by missing Station Road lights and motorbikes racing up and down Pendlebury Road. Mr K Wood (Former Chairman of the Residents Committee) 223 Pendlebury Road

The road is taken over by Minerva House as their car park causing trouble for residents who cannot get near their houses till almost 6 p.m. Charles Vincent Taylor 89 Pendlebury Road

Since the road surface was improved it has become more of a race track than before, with some cars going far too fast in what is a residential area. Therefore I should like to see some sort of speed restriction eg sleeping policemen in the road between Bolton Road and Swinton Hall Road. J E Derbyshire 213 pendlebury Road M27 4BB

As a disabled person the lowered curbs are very necessary for me to get around on my mobility scooter. I thank you for the improvement, Please note that some lowered curbs are still too high causing pain and discomfort for disabled people. Some lowered curbs don't correspond with others and therefore you have to go out of your way to find suitable passing places. Some areas are a no-go area due to these problems. Disruption was worth waiting for but please note big holes were left behind and then filled in at a later date but poorly. The workmen who came to do the holes were extremely helpful polite and cheerful. ANON

The footpaths have not been touched on Pendlebury Road. The new parking system has only been operational for a few weeks- parking tickets only recently. Not noticed any difference in front of my door as there are too few parking spaces for the number of resident cars- businesses on Chorley Road fill up spaces as neighbours leave. C. Gray 24 Pendlebury Road M27 4AR

The road is now so good it is used as a racetrack which makes it very dangerous. Speed cameras would perhaps slow them down. B Parkinson 241 Pendlebury Road M27 6FF

Footpaths not clean and the side of the road bottles and paper all over the place-why? Too many cars park in street to do cleaning F J Smith 19 Pendlebury Road

The permit parking scheme now in place at one end of Pendlebury road should I feel be extended to encompass all of Pendlebury Road. This may stop the good work you have carried out being spoilt by the numerous vehicles that park on the pavements throughout the day making access to properties most difficult. L Goddard 197 Pendlebury Road M27 6LL

The road surface has improved greatly as there were a lot of holes along the road. The council now needs to tackle the problem of people from Minerva House and other businesses in Swinton parking on the road. They park near the post in driveways making entering and exiting the driveway very difficult. The number of obscenities and dirty looks you get when trying to drive into your own driveway can be counted on two hands each week. its ok putting parking restrictions around the precinct but it has just sent people further out. Pendlebury Road is a busy road and their parking does not help access.

Mrs Caroline Pickford 191 Pendlebury Road M27 6LL

We are an end house at the corner of Wardley St and the road between us at 44 & 46 does not have any parking notices so now we are full of parked cars all day. We don't mind neighbours parking and people when they bring their children to St Mary's school but they can't even find a parking space now. I have a garage opening on to the street and they park in front of it. I haven't got a car at the moment but hope to get another and as the road narrows in front of my house I will have nowhere to park.

Alan Sharples 44 Pendlebury Road M27 4AR

As a result when Pendlebury Road was repaired early on this year I was unable to enter the road I had to deliver stock to my shop plus carry a baby and bags. Not being able to gain access to my shop for the day and losing a days business. I did try and complain about the situation and I am still waiting for a reply.

Jackie Woodruff 1 Pendlebury Road M27 4AG

The following people provided their addresses but no comment:

Mr Bushell Mr Bent 58 Pendlebury Road M27 4AR

E Brown 16 Pendlebury Road M27 4AR

D Kennedy 59 Pendlebury Road M27 4A6

6.0 Radcliffe Park Crescent

The pavements look very nice and level now it's just a pity the grass verges spoil it as they are full of stones and weeds and haven't been cut since the work was carried out. One of our neighbours sorted outside her house by digging it over and putting grass seed down but my husband and I don't see why we should have this extra expense when we pay our council tax for this. But we are happy with your work.

Mr and Mrs Hull 8 Radcliffe park Crescent M6 7WQ

The pavement outside 16 Radcliffe Park Crescent is ok but for the puddle that collects by the gateway which I pointed out to your men and they said it was because of the tree roots. I disagree because I had a 3ft hole dug out because of a burst water main the reason for the bump was because it was not dug out correctly after the tarmac was lifted. There was no bump there on the old pavement and the water flowed down the slope. The grass verge was no longer only soil. have reseeded it myself to get it back to normal. We do need this road repairing or surfacing badly as many very big trucks or ambulances make their way to the two old peoples homes. Also the grids need to be cleaned out because i have a very big pond outside my house on rainy days. We have such a lot of leaves from the trees that they are blocked with them and soil. Been cleaned out once but not good enough. Mrs H M Trow 16 Radcliffe Park Crescent M6 7WQ

The following person provided their address but no comment:

P Rhodes 2 Radcliffe park Crescent M6 7WQ

7.0 Merlin Drive

A few years ago car parking and gates were installed at each house in Balmoral Road. The odd numbered side pavement was ripped up and relaid from one end to the other. They even numbered side was patched up here and there. Why was it not done at that time? We were also promised traffic calming measures. This was on the plans when the car drives and gates were fitted, I later found out the funding was exhausted.

Mr A Lowe 26 Balmoral Road M27 8QH

In some parts the footways have not been done for wheelchairs. I think they should be done all over the estate.

O W Hiam 59 Balmoral Road M27 8GF

I would like to say that the work done on our road has been a great improvement and is a lot safer for walking for young and old people alike and is a great help for people in wheelchairs and prams. We had very good heavy blue gates fitted a few years ago i would wish that the same was done round the garden to finish the job off, Thank you all. i would like to say thanks to all the staff
Mary Gill 53 Balmoral Road m27 8gf

The following person provided their address but no comment:
J Kilmartin 6 Balmoral M27 8QH

8.0 Dagmar Street

The works to Dagmar Street are an improvement to the street. I am however a little disappointed that the work did not extend to the alley at the side of my house which is council owned. As a main thorough-fare from Walkden precinct, Dagmar St becomes quite littered with Mcdonalds Kentucky cartons beer cans etc which mainly are thrown down this alley together with Tesco trolleys being regularly parked there. The alley is overgrown and an eyesore i regularly tidy up the rubbish putting it in my wheelie bin on collection days. As a council tax payer of 20 years at this address it would be nice to see the job finished and this alley tidied up and perhaps tarmaced stoned or gated like other alleys in the area.

A G Wilson 27 Dagmar St M28 32U

9.0 Enville Road

10.0

I agree the pavements have improved but now we need the road to be improved and cleared of pot holes

Mrs V Walsh 40 Enville Road M6 7JU

The footpath in Enville road is a big improvement. The road surface is still full of potholes. When the footpaths were done they re-tarmaced about a foot of the road around the edge of the new pavements

Cheryl Dale 82 Enville Road M6 7JU

I disagree on one point the footpaths are indeed 100% but the roadway shows up a good job, or a good job done shows how bad the roads are.

J C Ginder 20 Enville Road M6 7JU

The pavements are on a slope and it is very difficult for people to walk on. Also people with prams and children sometimes have to walk on the road as do most people. As this problem has been brought up with councillors many times before the work was carried out I would have assumed it had been dealt with and brought to your attention.

W Allmark 17 Enville Road M6 7JX

I am still disappointed with the camber on many parts of the pavement. More effort should have been made to ensure a level surface. But I suppose it is too late now and we'll have to wait another forty years before you try again by which time I think I will probably be dead. William Watkins 15 Enville Road M6 7JX

Gates for driveway and brick wall to stop children running into the road.

T Cassidy 54 Enville Road M6 7JU

The following people provided their addresses but no comment:

Mr J Heason 38 Enville Road M6 7 J0

Thomas Moore 37 Enville Road M6 7JX

Mrs Norma Liddle 41 Enville Road M6 7jx

10.0 Fir Street

The footpaths in Cadishead could be improved between New Moss Road and Pool St. They are in need of repair and improvements.

Mr R Cavanagh 10 Fir St

Very pleased with the work that was done because they retarmaced the road outside our house which needed repair

R Gardiner 116 Fir Street

The only thing wrong was when the workman left the yobs and kids kept moving the cones into gardens and the signs blocking off roads that was often some cars had to turn away. The workmen were very nice.

Mr M Parris 211 Fir St

Me and my friend fell down a dug up kerb- no barrier present. Anonymous

Whilst I commend the improvements to the footways on Fir St as regards appearance etc there is only one small comment that is the formation of pools of water during wet weather due to there being no fall towards the gutters to allow water to drain off the footways. Regarding the highways i would like to see more full width speed humps on the top end of Fir St we are constantly getting vehicles speeding along the straight road the present cushions have no effect with cars straddling these and motorcycles running between them.

There were times when I couldn't get to my front gate. I also had no notice to the improvements happening. I moved into my property Jan 07 so I appreciate that the previous tenant might have had notice but as a nurse working nights I could have changed my shifts. Also i understand the need for improvement but provisions for parking weren't considered. As I couldn't park outside my house i had to park on another street and I was sometimes met with annoyance from other residence because i was parked outside their houses. Amanda Dor 135 Fir St

There is an issue with the new pavements which I have reported that on icy days if it has rained and then frozen over night or throughout the day the paths are very dangerous due to the fact they become very slippery. We have had a number of people that have fallen on our street due to this. I have invested in a large tub of grit which i spread on the path outside my house to protect people from slipping. i would also like to voice my concerns regarding the new pavements being applied at lights (red one with raised lumps) these are a real hazard to people with delta frame, some other mobility aids. i work for Age Concern aftercare team in A/E and have had a number of elderly people in hospital with falling from them as the wheels get stuck in them which leads to fall. Mrs C Hoby 154 Fir St

I'm very happy with the works to Cavendsh Road but the whole area of Ellesmere park is in need of urgent repair especially the potholes and damaged speed humps on Ellesmere Road. When are these issues going to be addressed? They have been in poor condition for over 2 years! when is our council tax going to be used to make them safe?

I have noticed that everyone has a drop kerb in front of their property except mine and I am disabled. Have a driveway to my property but there wasn't a drop kerb installed. Why wasn't there a drop kerb installed and is there going to be one installed at a later date? it also makes it difficult to get in my drive with the road hump being on the corner of Devon Road.

Ms Donna Collins 27 Fir Street

The footways have been completed but when are the roads going to be don they are in a bad state of repairs. The part of Fir Street where I live is in a good condition but the remaining roads around the glaze and victory estate are terrible especially the Lancaster Road where you have completed the footways programme.

Malcolm Preston 172 Fir Street

All work was done with a minimum of disruption. Mr Stuart Hartley 121 Fir Street

Statement 3 is not applicable as pavements are still impassable with a pushchair due to parked cars. The operatives were very helpful as the works went across driveways/ access etc.

Repairs to gate posts they damaged have not been addressed.

The paths are fine: it's the roads that really need sorting out. There are massive holes in most of the side roads in Cadishead. I have a decent car and by driving over them time and time again its slowly damaging my car. Lorraine Gillham 133 Fir Street

There is a lot of overgrown hedges leaning out onto the footpaths and this spoils the look of the footpaths.

Mr and Mrs J Chamberlain 165 Fir Street

The work carried out on the footpaths is satisfactory but it has highlighted the disgraceful state of the roads in Cadishead. In the Fir Street/ Lord St area where road calming measures were taken some years ago, the speed humps are crumbling and becoming dangerous and where the level of the road was raised at Junctions. The rainwater gathers because the grids were not resited. In places the water can completely cover the road. The condition of Liverpool Road is a disgrace because a lot of the surface is sinking and manhole covers are insecure. i recently saw a car go through a large pool of water at the junction of moss lane soak about 12 school children coming home.

A McGovern 48 Fir St

I agree the general appearance of Fir St has been greatly improved. However the entrance to the park at the side of my house remains an eye sore. Is there anything that can be done to rectify this? I have brought this to the attention of Urban Vision many times via email, letter and phone and have been told you will not do anything about it. When the work on the footways was being done it would have been logical to tarmac this land at the same time. This land did once belong to 171 Fir Street before it was needed as access to the park now vehicles use it. The land is a complete mud bath and covered in rubbish: not really in keeping with an 'Urban Vision' is it? Frances Timmins 171 Fir Street

Thank you for your letter. Unfortunately I am unable to express an opinion on any of the items listed as I cannot walk and therefore do not know the current state of them.

Mrs I Hampson, 90 Fir Street

it would be nice if you would concentrate on the roads now. They are in real need of repair with all the potholes in Irlam and Cadishead

Kristin Weiland 75 Fir St

Your on site operatives did the job well. If you could now get the go ahead to do the roads that would be good!

S Lindley, 19 Fir St

The following people provided their addresses but no comment:

Gordon Ashton 180 Fir St

R Castle 57 Fir St

Mrs M Misell 179 Fir St

Mrs Beryl Mellon 149a Fir St

Mrs P Pollitt 144 Fir Street

11.0 Light Oaks Road

Many Thanks Julie Daly 119 Light Oaks Road M6 8WL

The road had been in a terrible state for a long time before the work was carried out. The surface was broken up and resulted in cars being damaged by stones which were all over the road. Fortunately it has all been repaired now and I am very pleased with the result. Lets hope it doesn't happen again in a few years time. Mrs S Rainford 136 Light Oaks Road M6 8WL

Pavements a bit dangerous but not tarmac replacement thank you. Trees got a bit damaged.
Philip London 80 Light Oaks Road

When work has been done all workers stuck at it. Helpful cheerful stuck at it! Congratulations
Mrs J Grundy 4 Light Oaks Road M6 8NQ

The roads have been finished now the pavements should be sorted and the back entry which is a disgrace
D Andrew 60 Light Oaks Road

Your workforce has always been good and helpful on any job done in the road. The road is 100% better. Anonymous

No opinion because we did not live here then but remember how bad the road was.

Speed ramps would be a god send people use Light Oaks Road as a cut through road and some of the speeds are crazy often in excess of 60 MPH
John Curran 109 Light Oaks Road

Urgent works are required to both the footpaths to improve safety and works to the landscaping
Mark Hilton Foster 62 Light Oaks Road

Pavements need renewing they are very bad
E Mann 3 Light Oaks Road

it took too long getting work required approved. Greater care needs to be taken around grids More attention required on finishing off up to kerb and driveways. Highway maintenance in Salford in general is too slow needs more urgency in getting potholes and roads improved. work should be like Canada for example carried out to a finish- working around the clock on large resurfacing under floodlights to limit disruption to daytime traffic
Antony Bland 9 Light Oaks Road

Would you please now tarmac the pavements on Light Oaks road as the flags are very dangerous I see people tripping or falling over all the time. This would save money in the long term and you could sell the paving stones that you take up. I hope you will take notice of what I have said. i am a pensioner but parents and school children use this road all the time and I have spoken to some of them and they think its about time it was done to make it safe to use. Please get rid of the grass verges but leave the trees as the dogs and cats use the verges as a toilet and that would save money as well. Anonymous

At points on the pavements it is still uneven. This can cause one to trip up. I would be grateful if a check on all paving stones could be carried out. Thank you.
J R Hill 92 Light Oaks Road M6 8WP

I assume the recent works undertaken were on the drainage: reported as an issue by residents, during heavy rainfalls where the whole road, pathways and gardens up to the doorstep are flooded at 2a and 2b Light Oaks Road. I understand that this has yet to be completed and further work carried out. Not had explanation as to work carried out so far and what needs to be done.
L Jordan 2a Light Oaks Road M6 8NQ

The resurfacing of the road has made vast improvements to the appearance of the street and in protecting our cars etc. There has however been no provision for protecting the safety of pedestrians i.e, speed ramps. Cars travel in excess of 50 miles per hour due to it being an access road. There is particular concern as there is a school at the end of the road.

Maria Mooney 133 Light Oaks Road M6 8SL

The following people provided their addresses but no comment:

Mr Brady 142 Light Oak Road M6 8WL

Metcalf 46 Light Oaks Road M6 8NQ

Anthony Richardson 34 vLight Oaks Road M6 8NQ

c Donnalley 28 Light Oaks Road M6 8NQ

Sandra Ramsbottom 71 Light Oaks Road M6 8WP

Mr H Bohanna 75 Light Oaks Road

Mr S Booth 72 Light Oaks Road

12.0 Deacons Drive

When working progress was fine but there appeared to be many non working days between start and finish. Weeds are already starting to grow through the tarmac

a very good job done if any work has to be done on the footpaths in future make sure the contractors replace the surface as it is.(not let to degrade into an eyesore and a danger)

Work carried out was done in a proper manner. Well done clean without any fuss. Yes the work has made the area look much better

B Brady 14 Deacons Drive

I am sorry to be negative but your operatives damaged my garden wall whilst work was in progress and it took many months of email exchange before the damage was rectified to what I would describe as a very low standard. I was told my wall would be rebuilt but i'm afraid an unprofessional patching up was all that was done. i didn't contact you because i was relieved that my wall had been made safe.

Joan Potts 9 Deacons Drive

it would seem that Deacons Drive only got half the improvements than other roads as we didn't get our road tarmaced, only footpaths. We still have a large water leak which still has not been fixed properly outside no 10 and 9 which is causing a hazard and a mess even though it has been reported. The workmen were extremely pleasant!

Nicola O'Neill 10 Deacons Drive

The following people provided their addresses but no comment:

Mr and Mrs A Burns 1 Deacons Drive

C Bean 2 Deacons Drive

Mr K Timmins 24 Deacons Drive

13.0 Cavendish Road

I'm very happy with the works to Cavendish Road but the whole area of Ellesmere park is in need of urgent repair especially the potholes and damaged speed humps on Ellesmere Road. When are these issues going to be addressed? They have been in poor condition for over 2 years! when is our council tax going to be used to make them safe?

Footpath not accessible because of tree stumps

I disagreed with the minimum disruption as the contractors ripped rip my NTL cable and I had to become involved to get it repaired and I had loss of service for approximately 2 weeks which included the phone.

Dennis McCulloch 64 Cavendish Road

Cavendish Road is fine but Ellesmere Road especially around the traffic calming bumps is appalling: they and the road surface is breaking up in places.

S D Lindsay 33 Cave

Ellesmere road needs attention. What is the purpose of the red marking at the junction of Cavendish Road and Ellesmere Road?
W N Hammond 41 Cavendish Road

The footpaths are good but parked vehicles obstruct and restrict their use!

Quite a lot of the pavements have been made uneven by the weight of the street cleaning vehicle which from time to time sweeps Monton also delivery worries to the local shops.
Mr S Lumt

The condition of the footway on Monton Road from Cavendish road up to and in front of the shops is extremely poor including the private forecourts to the shops. Some side streets do not have dropped kerbs. When will this footway be improved? I am very concerned for my mother's safety and all the other residents of Otterburn House (sheltered housing).
Mrs S Bartlett on behalf of Mrs E Tonge Flat 18 Otterburn House

Need to apply this process to other parts of Ellesmere Road in particular the speed breaking bumps are angularly incorrect: too steep.
Dr M M Ahmad 55 Cavendish Road

Need to extend these improvements to the remaining areas of Ellesmere Park

First class job and good standard of finish to the roadway and footpath surface. J F Smethurst 59 Cavendish Road

Humps are too high on Monton Road.

Too slippery because of the materials used especially over winter when the surface was icy and not possible to walk on easily.

The finish near the grassed area in front of number 23 is poor around the trees, the tarmac is already chipping away. I would like some kind of brick or similar edging to prevent break up of surface
Pat Bowker 23 Cavendish Road

Road surface is excellent. Speed bumps- very smooth better than those on Ellesmere Road Lets hope no one digs it up again: how can we protect it?
R Willis 68 Cavendish Road

Friendly helpful operatives. The tarmac is this- not as slippery as the paving stones. Now can we protect it from cars parking on it?

Tarmac is unacceptable within the Ellesmere Park area. What do we pay our council tax for at such extortionate rates?!

The carriageway at the bottom of Cavendish Road is an utter disgrace it is so water logged it is almost impossible to walk to the bus stop without being showered with water. The road opposite is one mass of puddles and one has to walk through these puddles to get across Cavendish Road so as to avoid water logging there. All the road around this area is very water logged. mr D Larkin Flat 5 Otterbury House

The men were careless with little regard for the grass verges and the flower beds in the front garden leaving behind clumps of cement, small stones and gravel. There seemed to be no one supervising.
A Bussley 54 Cavendish Road

The use of bitmac instead of paving slabs cheapens the appearance of the area. The criteria for the use of bitmac only in conservation areas needs relaxing and paving slabs should still be used where appropriate. Also using bitmac on pavements and roads makes it difficult to differentiate between the two in poor weather conditions (particularly where the road suddenly narrows on Cavendish Road before the junction with Ellesmere Road a particular problem for visitors/ people not familiar with the area)

Robert Berry 72 Cavendish Road

The bend at the bottom of Cavendish leading onto Bradford Road seems to very slippery now and a number of cars have skidded when conditions are icy which never seemed to be a problem before the resurfacing. The operatives working on the roads were always very friendly and helpful and did their level best to keep disruption to a minimum, well done to them,

Robert Berry 72 Cavendish Road

The temporary road crossing were sometimes quite dangerous for the elderly. Dropped kerbs were sometimes missing or carelessly built causing trips. Barriers sometimes made the footway too narrow for users of wheeled walking aids. Many residents of Otterburn House were deterred from going out during the works. They also found it difficult to reach bus stops and cross the road. Mrs S Bartlett on behalf of Mrs E Tonge Flat 18 Otterburn House

Footpath extremely slippery when frosty- more than usual tarmac. On 22/12/2007 when we had bad frost I slipped twice and fell my husband slipped once but managed to stay on his feet (maybe the finish on the tarmac is too smooth)

S J Greenhalgh 53 Cavendish Road

Although I think road humps are a good idea I do not think they are high enough as they appear not to slow traffic down

Mrs P G Wallwork 45 Cavendish Road

The pavement in Monton Shopping itself and also the steps into the shops are very bad. I've only lived here 2 years and have to see a shopping trolley and the shopping is made worse by the bad pavements

Mrs A Wilkinson Otterburn House

Most of the time the vans were parked on the footpath obstructing our gate and I had to go on several occasions to ask the workmen to move so that my elderly tenants could get out of the complex

W Adegooye

Disappointed that the wider footpath reduced the width of my grass verge.

T Marsden 11 Cavendish Road Monton

My biggest complaint is about the grass verges. Equipment was left on mine (a corner position). The top soil was of poor quality and the seeding was not satisfactory; in season when mowing is necessary a smaller mower is required for narrow verges.

Marjorie Snow 13 Cavendish Road M30 9JZ

The problem now with Cavendish Road are the drains. Most of them are completely blocked and some are full of grass which is growing down there. When it rains the drains can't take it and produce huge puddles which wet pedestrians through each time traffic passes.

S Horridge 4 Cavendish Road M30 9JF

The corner of Cavendish and Monton Road is a disgrace. Everytime we try to go down Monton Road everyone has to run the gauntlet because the first grid has been blocked for years. Every car, bus, van etc drenches our wall and anyone passing.

S Lumt Flat 7 Otterburn House

The road surface was in desperate need of repair following extensive battering from HGVs serving the large development at the bottom of Cavendish Road on Bradford Road. The traffic

calming measures were not part of any consultation and serve only to slow traffic taht already observed the speed limit and does nothing to deter those drivers that show no respect for the safety of those living along the length of Cavendish Road- it has been a poorly thought out and ineffective scheme. How does Urban Vision monitor the effectiveness? Surely there must be some data from before the implementation of the scheme to compare with after? it has been an ineffective use of public money. I have heard that the scheme may have been discussed as part of the planning application for the development on Bradford Road. The consultation for that development however was not extended to residents of Cavendish Road as made clear in correspondence recieved from Salford City Council- it is not council policy! Again I do not consider the criteria selected on this questionnaire to be sufficiently encompassing of all parameters that should be a measure of success. It is yet another example of Salford City Council showing a complete lack of respect for their clients.

The area of Ellesmere Park has long been recognised by the local resident population and Salford City Council as an area of special character. That character is continually being eroded through inappropriate development and the replacement of the paving slabs on the footway by bitmac. The arguments for doing so presented by the council are inconsistent, contradictory, unsupported by evidence and misguided. Further, the grass verges remain damaged due to soil form excavation- rass will not grow through stones. Street signs in the pavement were not straightened at this opportunity, there still remains a stright edge left outside my premises, the cable to my property running through the grass verge was severed. the cut cable caused enormous delay and disruption on getting cable broadband. i alerted the council/ Urban Vision and recieved an email from Morrison, your preferred contractor who supplied details that were unobtainable. the grass verge now needs profiling as when the council workman drives the lawnmower over it scalps the turf leaving it unsightly and prone to weed infestation. what is apparent is this questionnaire has been designed to suit certain selected parameters that hope to portray Urban Vision as meeting their targets. i do not consider the selected criteria stretch sufficiently wide enough to provide a basis on which Salford City Council/ Urban Vision should set themselves up to be judged, There was no consultation with residents
N Moutrey 56 Cavendish Road

The following people provided their addresses but no comment:

Margaret Wain 42 Cavendish Road

S Steadley Bungalow 6 27 Cavendish Road
