

## APPENDIX A

### Winter Service Questions

- What do you think went well in December 2009 – February 2010?
- What do you think could have been done better?
- What improvements should be made for the future?
- Were any areas, that you consider to be priorities, neglected?
- Did your constituents raise any particular issues with you about ice and snow on the roads and pavements?
- IF YES: What were these?
- Did they refer to roads and pavements or just one of these?
- IF NO: Do you think that's because they were satisfied with the work of the authority

**The Winter Service policy statement sets out the means by which the Council carries out its duty and it is essential in aiding the safe movement of highway users, maintaining communications, reducing delays and enabling everyday life to continue. Kent Highway Service (KHS) delivers the winter service on Kent County Council maintained highways.**

- When you read the Winter Service Policy statement for 2009/10
- Did you find it useful?
- In what way?
- Was it written in an accessible way?
- YES: can you think of any examples
- NO: can you think of anything that stood out as being difficult to interpret
- Was there enough detail, or perhaps too much?
- What are the key things you're looking for from such a document?
- Do you have enough information on the way KHS treats roads?
- In what ways are elected members involved in the development of the priorities of the winter service?
- Is this sufficient?

- Are there other ways that elected members might be able to get involved, that are currently available?
- IF YES: What are these?
- IF NO: Why not?
- Is there anything in particular that you might like to see added to the Winter Service Policy?
- What is this?
- What benefit would it bring?
- Is there anything that should be removed?
- What is this?
- What benefit would it bring?