



National Highways & Transport Network

NHT News Update

October 2016

CONFERENCE SPOTLIGHT ON NHT SURVEY

The NHT Public Satisfaction Survey has become the national standard for measuring the Public's satisfaction with roads and transport locally. It is a significant source of valuable data, amassed over nine years, and used by many organisations and research establishments, apart from the many Local Authorities that regularly take part and utilise the data for transport planning, comparing results and sharing good practice. The survey is recognised by the DfT and referred to in the Self-Assessment questionnaire. And it is for these reasons that it is so important to ensure that the survey moves with the times, stays relevant to today's needs, is delivered in a manner that ensures results can be benchmarked, provides a sample size that endeavours to guarantee a reliable response, and stays within the constraints of ever tightening budgets.

With the survey approaching its 10th anniversary in 2017, it is time for a major review and we intend to start the process by devoting the afternoon discussion session to the survey at the NHT Conference on Tuesday 22nd November. Ben Marshall and his team from Ipsos MORI will be leading the session which will comprise a review of the relevance of the survey questions, with an opportunity for delegates to have their say on the future length, style, means of delivery and content of the questionnaire.

Delegates will be able to give their view, on various proposals that will, in part, emanate from the round table discussion sessions, via a Meetoo App, which can be downloaded from the App Store to smartphones, tablets or laptops in advance of the conference.

Points to consider

- The survey questionnaire was designed for practitioners by practitioners; every question was voted for, but that was ten years ago.
- The content of questionnaire is reviewed annually by the NHT Steering Group (which is made up of practitioners from every region), and takes account of feedback from an annual survey sent to all participants asking for any suggestions. Changes are made every year but have been limited to date to ensure continuity of data and allow comparisons over time.
- Postal surveys were selected originally as they were more pragmatic/affordable than the alternatives e.g. face to face or telephone surveys. We have introduced facilities for the public to make their response on-line, but this represents a small percentage of total responses at present (7% of the total this year, but this was double the previous year).

- The Survey is based upon a random sample of residential addresses in each local authority area, drawn by Ipsos MORI, rather than responses from a self-selecting sample of disgruntled residents volunteering their views. The response rates are sufficiently high for them to be deemed representative.
- The KBI and BI results are calculated using weighted data. The weighting scheme, which was designed by Ipsos MORI, compensates for the different levels of response by different subgroups of the population. For example, it is well known that older members of the public are more likely to respond to Postal surveys; the weighting scheme makes adjustment for this.

Have your say

Whilst there are still some places left at the conference we realise that not everyone involved with the survey can attend but we would really like to hear your opinions about whether you think the survey should change, please send any comments you have to Jennie Simons email: jennie.simons@measure2improve.com. To book a conference place please click [here](#)

NHT PUBLIC SATISFACTION SURVEY 2016

Response rates have gone up across the board

Every authority that was in the survey last year will notice that their response rates have improved quite significantly with the average response rate rising from 21.25% last year to 24.40% this year. Double the number of people completed the survey on-line and that is an area where m2i is looking to make more improvements for the 2017 survey.

More detail about the breakdown of results, the best performers and biggest improvers, the KBI satisfaction levels for 2015 including the 'High', 'Low', 'Average' and 'Spread' of performance for each KBI and year on year change in the average performance, trend, from 2015 will all be published in the Executive Summary, available at the NHT Conference and sent to all participating authorities soon after.

Theme Reporting

This year new reports have been developed bringing together all of the questions relating to each specific theme: Walking & Cycling, Road Safety, Accessibility, Public Transport, Tackling Congestion and Highway Maintenance & Enforcement



The reports provide a complete picture of your Authority's results for each of the above Themes. Each report is divided into three sections: Overall Theme Results, KPI (Key Benchmark Indicator) Results and BI (Benchmark Indicator) Results.

The reports show:

- This year's results
- How your Authority ranks against all other authorities in this year's survey
- How your results have changed from last year (where applicable) using trend arrows 'up', 'down' or 'no change'.

In addition, you will also be able to see the top three performing authorities: Overall, In your Peer Group and In your Region

Walking & Cycling Theme Reporting
Overall Theme Results



This year's results

Your Responses



947

How your result this year compares with others



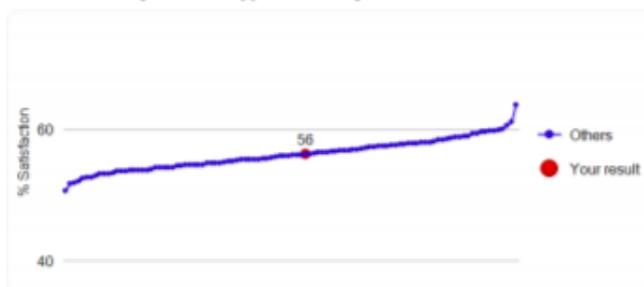
Ranking against others

Your Ranking



50 of 106

Where your result appears in this year's distribution of results



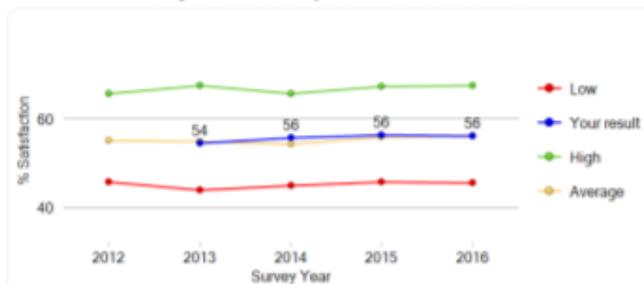
Comparing results over time

Latest Trend



0%

How your results compare with others over time



Best performers

Top 3

	Result	Rank
Bracknell Forest	64	1
Milton Keynes	61	2
Borough of Poole	61	3

Scottish Unitary Top 3

	Result	Rank
West Lothian Council	60	1
Dumfries and Galloway	56	2
Aberdeenshire Council	56	3

Scotland Top 3

	Result	Rank
West Lothian Council	60	1
Dumfries and Galloway	56	2
Aberdeenshire Council	56	3

Amongst other things, the reports also show your ranking and trend and results over time for the relevant KBIs (example below) and similar tabular results for all the relative BIs:

Ranking and trend

Question	2016 Results	Ranking	2016 v 2015
KBI 11 - Pavements & Footpaths	60	23	1
KBI 12 - Pavements & Footpaths (aspects)	60	33	0
KBI 13 - Cycle routes and facilities	57	17	3
KBI 14 - Cycle routes and facilities (aspects)	58	16	1
KBI 15 - Rights of Way	62	3	0
KBI 16 - Rights of Way (aspects)	57	29	0

Results over time

Question	2012	2013	2014	2015	2016
KBI 11 - Pavements & Footpaths	58	60	54	59	60
KBI 12 - Pavements & Footpaths (aspects)	57	57	54	60	60
KBI 13 - Cycle routes and facilities	52	51	53	54	57
KBI 14 - Cycle routes and facilities (aspects)	53	53	51	58	58
KBI 15 - Rights of Way	61	61	59	62	62
KBI 16 - Rights of Way (aspects)	55	56	52	56	57

STOP PRESS

In the first 24 hours since the survey results went live on the NHT Network web site at 10 am on 24 October, **7193 reports** had been run.

NHT Survey Contextual Data

A Contextual Data questionnaire has been circulated to all authorities participating in the Public Satisfaction Survey this year. The answers to the questions posed help to put the survey data in context and enable more accurate comparisons with other councils. The questionnaire has so far been returned by two thirds of this year's participating Councils.

The purpose of the questionnaire is to get a feel for how things may have changed in your authority year on year, we are not looking for precise answers just a 'gut' feel. However, the information is important to enable a greater understanding of why satisfaction has changed and to help interpret the survey results. In order to make fair comparisons it is essential that every Authority in the survey completes the form. So, if you haven't yet completed the questionnaire please download a copy [here](#) and return it to info@nhtnetwork.com by no later than **30 October 2016**, to allow us to carry out this analysis in time for the NHT Conference on 22 November.

CQC EFFICIENCY NETWORK

The majority of CQC members have sent through their Cost Data returns and these are now being worked on by ITS at Leeds University in preparation for the release of the results on the 23 January, in advance of the CQC Efficiency Conference which is being held in London on 26th January 2017. Please see more details about the Conference in the Dates for Your Diary section of this Newsletter.

Members of the CQC Efficiency Network that have not yet returned their completed 'Why Data' questionnaires are asked to return them as soon as possible, to Sharon Andrews, as this information forms a very important part of understanding the CQC results.

To see which Authorities are members in your region please click [here](#).

If you would like more information on joining the Network, please contact Sharon Andrews: Sharon.andrews@measure2improve.com

Latest news from the Performance Management Framework Group

The PMF Group has established a [web site](#) which includes secure areas where information, documents and updates can be shared amongst members. Group members have now been issued with logons to access the secure areas of the site.

All Group members have provided copies of their existing Performance Management Frameworks and associated documentation. They have also provided examples of the performance reporting they offer to their various stakeholders. All this data has been loaded into a secure area in the PMF Group website.

In preparation for the last Group meeting on 23 September, members were asked to identify measures within their Frameworks they considered related to 'safe and well maintained highways'. These measures were collated together in a spreadsheet so that the Group could start work on identifying a common set of measures. This spreadsheet is available in the secure area of the website.

At the meeting, a start was made on establishing a set of common measures and a number of road maintenance indicators were agreed in principle. The Group decided to extend the exercise to look at 'customer' related measures and members were asked to provide a list of Customer measures from their Frameworks so that a similar collation exercise could be undertaken.

To move this work forward it was agreed to form a measurement sub-group, the Group's new chair, Jon Munslow from South Gloucestershire Council and representatives from Dorset County Council, Northumberland Council, Suffolk County Council and Surrey County Council volunteered and will meet for the first time on the 28th October in London. The sub-group will feedback their progress to the whole Group at the next scheduled meeting on the 2nd December 2016.

The other exercise that has been started by the Group is to review the performance reporting members provide to their various stakeholders. The majority of members have provided copies of their current performance reports and these have been loaded onto the Group website. A PowerPoint presentation was prepared for the Group meeting which showed examples of the different styles of reporting used and focused particularly on how performance measures were

being aggregated together to show overall performance and trends over time. This PowerPoint is available in the secure area of the site.

The Group plans to consult with DfT to ensure that the common set of measures selected are in line with DfT's vision for the sector. Talks have also taken place with the Highway Term Maintenance Association (HTMA) and it is hoped that an HTMA Task and Finish group will be formed to work with the PMF Group in the next few months.

There will be a further update and more information about the NHT Performance Management Framework provided during a presentation at the [NHT Conference](#) on Tuesday 22nd November

If you would like to be kept informed of the Group's progress, would like to contribute your Framework for review or would like to become involved, please contact Sharon Andrews Email: Sharon.andrews@measure2improve.com

Dates for your Diary

NHT Conference 2016

This year's conference will take place on Tuesday 22nd November 2016 at One Great George Street, Westminster, London commencing with registration and refreshments from 9.00 and finishing at 15:30.

The full agenda will be available shortly, but more information about the structure of the day is available [here](#)

To reserve a place please use our on-line booking form [here](#) or email: info@nhtnetwork.org for more information.

CQC Efficiency Conference 2017

The 2017 CQC Efficiency Conference will take place on Thursday 26th January 2017 at Broadway House, Tothill Street, Westminster, London, SW1H 9NQ. To reserve a place please use our on-line booking form [here](#) or email: info@nhtnetwork.org

Details of all NHT events can be found on the NHT Network web site www.nhtnetwork.org

For more information on any aspect of the NHT Network please contact:

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