NHT News Update   December 2015

DfT acknowledges progress of the NHT Network

Giving the key note address on behalf of DfT at the NHT Conference in Westminster on 22nd October, in place of Andrew Jones MP who was unable to attend due to parliamentary business, Fiammetta Gordon, Deputy Director Local Transport, Department for Transport said:

"…….Thanks to services such as the NHT, local authorities are visibly accountable to their electorate. This is important as it helps the public to understand the issues better and respond positively when things are done well….

……I would like to acknowledge the work on Customer, Quality and Cost that the NHT started with support from the Highways Maintenance Efficiency Programme (HMEP for short). Referred to as CQC, this work seeks to provide a better understanding of the links between these 3 dimensions of transport services. ……..I know this is a challenging initiative, but the insight it will provide will be extremely valuable to authorities participating…."

Steve Gooding, Director of the RAC Foundation, during his response to Fiammetta Gordon, provided some statistics on claims from the public for damage caused to their vehicles by potholes, which shows a year on year positive trend.

Vehicle damage claims per billion vehicle miles travelled
2014/15
- 0.00 - 58.10
- 58.10 - 114.55
- 114.55 - 177.57
- 177.57 - 270.00
- 270.00 - 666.67
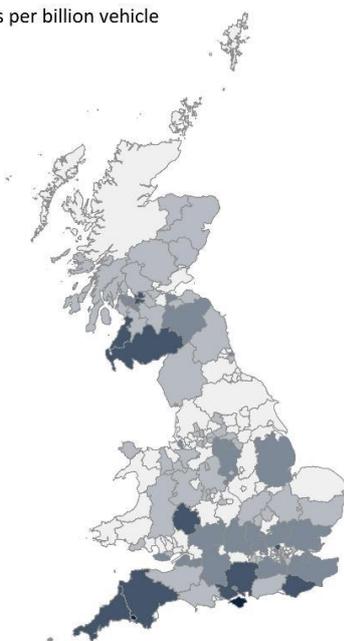
Almost 29,000 drivers made claim against councils across Great Britain for damage caused to their vehicles by potholes in the last financial year

one claim every 18 minutes day and night, 365 days a year

the total value of successful claims was £2 million.

This compares with the previous financial year when drivers made 48,945 claims; one every 11 minutes

… so the trend is in the right direction.

Steve went on to talk about making use of best practice and innovation, making the case for additional funding, the adoption of lateral thinking, more collaboration and last, but by no means least, improving communication with the public.

'Communicate, Communicate, Communicate' was the recurring message of the day.

A full transcript of Fiammetta Gordon's speech and other presentations given at the NHT Conference as well as feedback from the afternoon breakout sessions that covered:

- CQC - trying to understand what makes one authority more efficient than another
- Self-assessment
- HMEP Connect & Share and Collaborative Working, are all available to download from the NHT Network Library

http://www.nhtnetwork.org/document-library/document-main/

# What might be affecting Public Perception in your area?

Following a request for all Authorities participating in the 2015 Public Satisfaction to complete a short survey to gather contextual information to help interpret why public satisfaction scores were changing from last year to this, over 80% have returned a completed questionnaire.

All Authorities participating in the first phase of the 2015 survey should, by now, have received an individual Authority report showing the effect of changes they reported, when completing the contextual questionnaire, on their 2015 NHT Survey results. An example extract of the reporting provided is shown below.
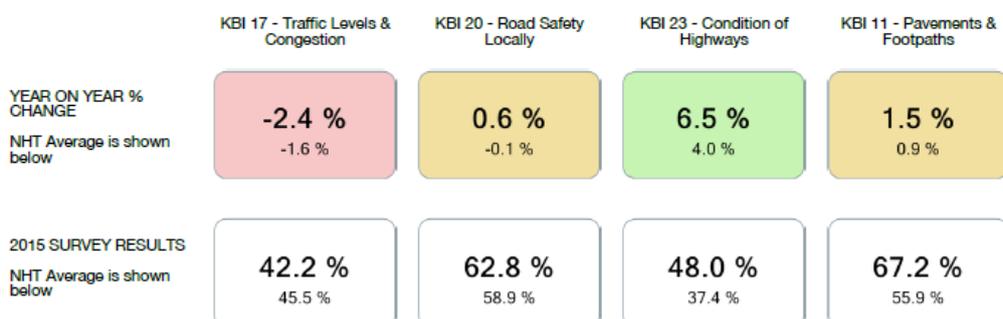

Any authority that has not yet completed the questionnaire will have received a report with red crosses in place of the blue arrows shown above. If that is the case for your authority and you would like to return the data now we will be pleased to provide you with an updated report.

A Summary Dashboard report can be run from the Survey Results pages of the NHT Network web site. This report shows the % of responses for each section of the questionnaire:

- Changes in expenditure by service area
- Changes in communication strategy
- Changes in challenges faced by authorities
- Changes in conditions facing authorities
- Changes in Street Lighting strategy
- Which types of Road Maintenance delivery model used

An example of the reports available from the dashboard is shown below

Changes in Expenditure by Service Area
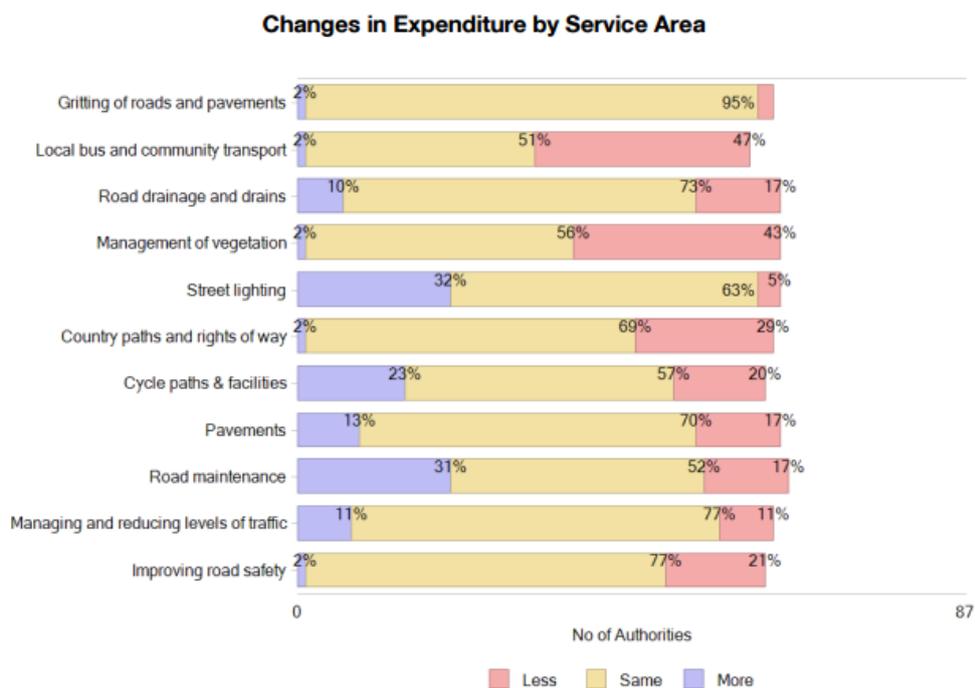
NHT Practice Library

There is a wealth of information being gathered from various sources that we want to try to capture and share. We see this information falling roughly into two categories:

Case studies are being developed using presentation material from Conferences, the 'Best Performers' in the NHT Public Satisfaction Survey, Regional events, CQC results and so on. We will develop these documents in conjunction with each authority or their contractor partner if appropriate.

Practice Notes

We are keen to capture as much information as possible about practice, innovations and new ideas. This information is likely to arise from the NHT Survey's 'Biggest Improvers', information provided by authorities that have completed the Contextual Data Questionnaire and, once the CQC analysis has been completed, we will also be looking at developing practice notes from this source as well. If anyone has material suitable for sharing in this way please contact us.

Case Studies will be added to the NHT Network Library and a news item will be published as each new Case Study is finalised. We will 'tweet' when new items are published, and will provide a summary of items that have been posted in the News section on a regular basis. Please follow @measure2improve on twitter and the hash tag #NHTSurvey.

Public Satisfaction Survey Reporting Options

A new suite of reports has been provided for this year's NHT Public Satisfaction Survey. This new set is intended to replace much of the reporting that was previously available, however all the old reports have been archived and can be run on request, please let us know if you are missing any of the previous reports.

One of the most important features of the NHT survey is the potential it provides for authorities to compare their public satisfaction results.

There are currently three levels of NHT Survey reporting available as follows:

- **Authority Specific Reports** – analysing the results of an individual authority and comparing their results with others over time
- **District Reporting** – analysing differences in public perception across a local authority area (this is only available to Authorities that commissioned a stratified sample)
- **Regional Reporting** – analysing differences in results between Authorities across a region

Details all of the reporting options available can be downloaded using the following link:

http://www.nhtnetwork.org/index.php/download_file/179/ (this is a pdf document 1.3MB)

Reports are available via the NHT Survey website at www.nhtnetwork.org/nhtsurvey.

Also available to download is a PowerPoint presentation '2015 Explanation of Indicators' that explains which BIs make up which KBIs and where some of the other questions fit in. This presentation can be downloaded using the following link
http://www.nhtnetwork.org/index.php/download_file/178/

Additional Information about the survey data

Just as a reminder there are a number of documents in the Library pages of the NHT Network web site that deal with topics such as:

- Statistical Reliability
- How the data is weighted
- How KBIs & BIs are calculated

The Frequently asked questions document is also a useful source of information for authorities.

CQC Efficiency Network

Member Update

We are pleased to report that 67 Authorities have joined the Network, this is a very encouraging number for the first year and we are hoping to build on this for future analysis.

Sub Groups

We currently have 3 sub-groups set up, they are/have been looking at:

Cost Data Definitions - (Staffordshire, South Gloucestershire, Bracknell Forest)

Members' Constitution & Reporting - (Derbyshire, Surrey, West Sussex, Eastern Highways Alliance, DfT)

Identifying Efficient Practice/Why Questions - (Oxfordshire, Eastern Highways Alliance, Kirklees/Yorkshire & Humberside)

(These are the Authorities/Alliances that the sub group members are representing)

Cost Data Analysis

The deadline for this information had been extended until the 30th October due to some Authorities joining late and some Authorities struggling to meet the original deadline.   Leeds University has now started the Analysis process, and is expecting to release the initial results by the end of the year. Unfortunately we are missing data from five Authorities that were unable to meet the extended deadline. We are hopeful that they will supply data so it can be included in the work that will be carried out in the New Year. If any other authorities would like to join CQC now and provide data that will also be included, please contact us for more information, or download a joining form by clicking the following link http://www.nhtnetwork.org/index.php/download_file/140/ (PDF Size 779 Kb)

Time Line

Activity	Date
Data Capture/Data Validation	July to End October 2015 (this was extended until 19th Nov, to accommodate Authorities that hadn't completed and returned the data)
Draft Reports/Results	End December 2015
Regional Meetings to Review Results	January to March 2016
Practice/Process Review	January to March 2016
Publish Results	March 2016
Efficiency Conference	April/May 2016 (tbc)

One-stop web site for the NHT Network
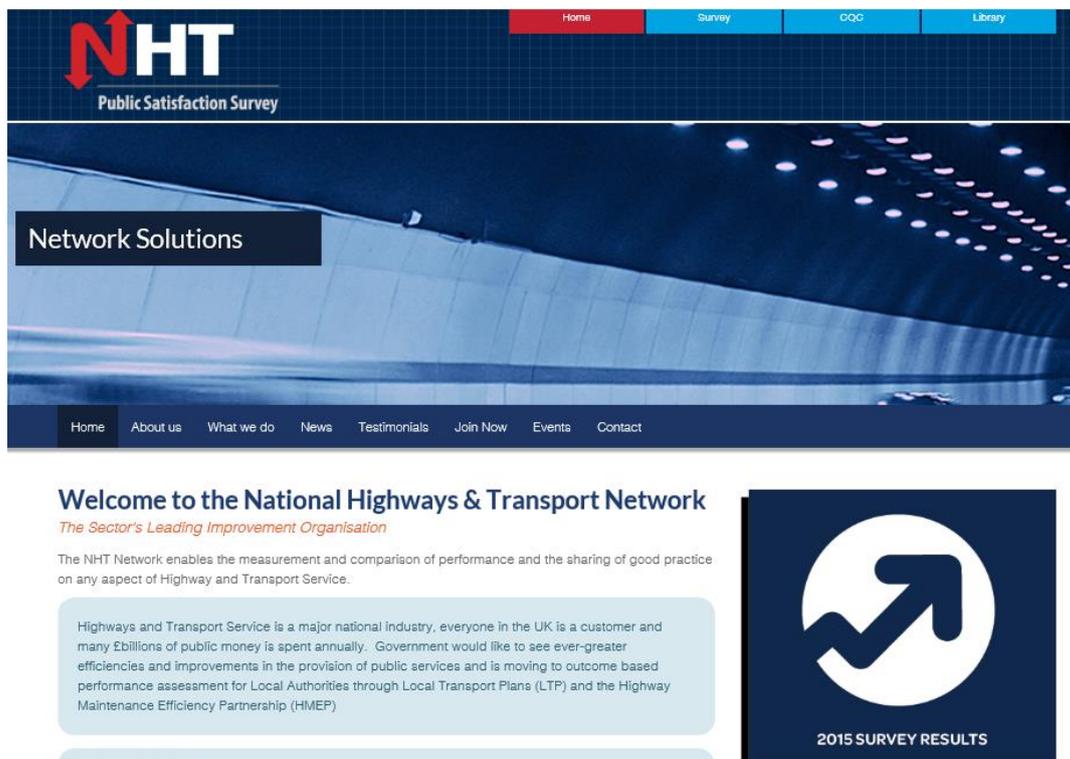
Using the tabs at the top right-hand side of the Home page you can navigate to pages dedicated to the NHT Public Satisfaction Survey, the CQC Efficiency Network and the NHT Library resource. There is also quick access from the Home page to the Survey results.

The Library can be readily searched using Categories and Tags, which should make finding what you are after a more simple process.

The different areas of the web site are colour themed to assist with navigation, Dark Blue for the NHT Network, Red for the Public Satisfaction Survey and Green for the CQC Efficiency Network pages.

News items will be updated regularly, if you have anything you would like to share, snippets of good practice, innovations, better ways of communicating with the public, events etc. please forward them and we will be happy to add them to the news page.

NHT Network Membership

Delivery partners (Consultants and Contractors) are encouraged to join the NHT Network, help shape its future and contribute to the development of the NHT Practice Library as well as benefiting from reduced fees for NHT Events.

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

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May we take this opportunity to wish you a very Happy Christmas and a healthy and prosperous New Year

www.nhtnetwork.org