



What might be affecting public perception in your area?

This short survey seeks to collect information that will complement the analysis of public perception data from this year's NHT Public Satisfaction Survey. We are trying to gather contextual information that will help interpret why public satisfaction scores are changing from one year to the next. We are looking at this from three points of view: Has the level of expenditure changed? Has the policy or the service provision changed? Has the demand on the service changed?

Please complete the survey on behalf of your authority. We are not expecting you to research each question and provide definitive answers, we are looking for your subjective assessment of any significant changes that may have occurred over the last twelve months that may be having an impact on public perception in your local area, both positive and negative.

Authority:	
Completed by:	
Telephone:	
Email:	

Question 1 - Changes in Expenditure

Has your Authority significantly changed its level of expenditure on the following services during the last twelve months compared with the previous twelve month period? Are you spending significantly more, significantly less or about the same?

Service Areas - Check one box against each service area	More	Same	Less
Improving road safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Managing and reducing levels of traffic congestion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Road maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pavements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cycle paths & facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Country paths and rights of way	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Management of grass verges, trees & weed control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Road drainage and drains	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local bus and community transport services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gritting of roads and pavements and clearance of snow	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Question 2 – Delayed Impact of Previous Changes

Has your Authority made changes to policy, service level, expenditure (major investment or significant cut) in the last couple of years where the effects are just being felt and could impact on this year’s survey satisfaction scores? Please give brief details below and indicate the service areas affected:

Question 3 - Communication Strategy

Has your authority’s communication strategy altered significantly during the last twelve months?

Communication Channel Check one box for each channel	More	Same	Less	Not Used
Press Coverage Is your authority making more, less or the same use of press coverage to inform the public	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social Media Is your authority making more, less or the same use of social media to inform the public	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local Events Is your authority making more, less or the same use of local events to inform the public	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Channels Is your authority making more, less or the same use of other channels to inform the public (please give details below):				

Question 4 - Challenges

Have the challenges facing your authority changed significantly during the last 12 months

Have you been affected by:	More	Same	Less
Weather Incidents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flooding Incidents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of Recorded Safety Defects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of Roadworks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other major incidents (please give details):			
Is the Condition or Provision of:	Worse	Same	Better
Roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pavements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Buses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other - please give details:			
Comments:			

Question 5 - Street Lighting:

Has your authority changed its street lighting strategy significantly over the last twelve months.

Lighting Initiatives Please check one box for each initiative	More	Same	Less	Not Used
Dimming	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Part Lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LEDs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:				

Question 6- Initiatives and Innovations

Please give details below of any **Innovations** which have been implemented by your authority in the last twelve months that you think could be having an impact on public satisfaction and in which service areas.

Please give details below of any **Improvement Initiatives** that your authority has implemented in the last twelve months that you think could be having an impact on public satisfaction and in which service areas.

Please tell us below of anything else you have done differently/that has happened in the last twelve months that could be having an impact on public satisfaction and in which areas?

Question 7 - Delivery Model

Which of the following road maintenance delivery models do you use?

Delivery Models	Check ones that apply
In House Service Delivery	<input type="checkbox"/>
In House Delivery with 'Top Up' Contacts	<input type="checkbox"/>
Multiple Service Providers for Each Service Area	<input type="checkbox"/>
Multiple Service Providers for All Services (Framework)	<input type="checkbox"/>
Single Service Provider for Different Service Areas	<input type="checkbox"/>
Single Service Provider for all Services	<input type="checkbox"/>
Private Finance Initiative (PFI)	<input type="checkbox"/>
Other (please give details)	<input type="checkbox"/>

Question 8 - Authority Primary NHT Survey Contacts:

Please provide the names of the key contacts within your Authority with responsibility for the following themes, we will use this information to send them summary results from NHT Public Satisfaction Survey

Themes	Name	Email
Highway Maintenance		
Accessibility		
Public Transport		
Pavements & Footpaths		
Walking & Cycling		
Traffic Congestion		
Road Safety		

Please return completed form by 18th September 2015 to:

sharon.andrews@measure2improve.com