

National Highways and Transport Survey (NHTS) – Frequently Asked Questions

Thank you for visiting this website. This page provides information about the survey and seeks to answer the sort of questions we think you're likely to have.

1. What is the National Highways and Transport Survey?

The purpose of the survey is to give residents the chance to comment on highways and transport services in their local area. Local authorities will use your feedback to manage and improve local services. The same core questions are used by all authorities so that comparisons can be made.

2. Who is responsible for the survey?

The survey is administered by measure2improve (m2i) who support the National Highways and Transport Network formed of local authorities. Independent research company Ipsos MORI carry out the survey work.

3. Why should I take part?

This is your chance to have a say about roads, pavements, buses and cycling facilities and to make a difference; Local authorities use their survey results to evaluate how well they are currently providing services, and to help them decide what to prioritise.

As a 'thank you' to those taking part, there is a free prize draw with the winner receiving £500 and runner up prizes of £150 and £50 for 2nd and 3rd places.

4. Where can I find more information about the prize draw?

The prize draw is conducted and paid by Ipsos MORI. For a full list of the terms and conditions of the draw please email nhtsurvey@ipsos.com or call the Freephone helpline on 0808 202 2110.

5. Who can take part?

The survey is open to anybody aged 16 or over living at an address receiving the questionnaire. It doesn't matter if the individual has just moved to the area, or doesn't pay Council Tax.

6. What if more of us want to take part?

We are limiting the survey to only those addresses selected and require one person at each address to complete the questionnaire. The questionnaire has been designed for one individual to respond, not a household.

7. Why has this address been selected?

Your address has been selected at random. Ipsos MORI has generated the list of addresses from the Postal Address File maintained by Royal Mail. They grouped addresses within local authority areas and selected the number required using a random selection method.

8. How can I take part?

Please complete the questionnaire, enclose it in the pre-paid envelope and return to arrive by the date provided on the front of the questionnaire. If you would prefer, you may complete the survey online by entering the link shown on the front of the questionnaire into your browser window. You will be asked to provide the code printed on the front of the questionnaire in order that you can proceed with answering online.

9. What's the deadline?

We have provided a return by date on the front of the questionnaire sent in the post. We will accept questionnaires by post a few days after the return date, but not beyond this. The deadline for completing the survey online is as printed on the postal questionnaire and presented on screen.

10. Do I need to complete the whole questionnaire?

Please complete as much of the questionnaire as you can because we are trying to build a full picture of what residents think in each area. We have included 'Don't know' and 'Doesn't apply' boxes in case you want to use these, alternatively you can leave the question blank.

11. I am having difficulty with the questionnaire – what should I do?

A large print version of the questionnaire is available on request. Recipients of the questionnaire can also take part in a language other than English by registering an interest by emailing Ipsos MORI at nhtsurvey@ipsos.com or phoning on 0808 202 2110. If you don't understand what a question is asking, please leave it blank and move on to the next.

12. What should I do if I want to say more than the questionnaire allows me to?

We suggest that the best way of providing additional feedback, or explaining your responses and views further, would be to get in touch directly with the local council. You may want to contact the Environment/Transport/Highways team and/or a local councillor. If you don't already have them, council switchboard telephone numbers and other contact details can be found at:

<http://www.direct.gov.uk/en/DI1/Directories/Localcouncils/index.htm>

13. What will be done with the questionnaire I return?

The responses you give in the questionnaire you return will be scanned-in by Ipsos MORI who will process the questionnaires received from all of the participating local authority areas. Ipsos MORI supply the survey data to a company called measure2improve (m2i) who are the administrators of the NHT Network and supply the key survey findings to local authorities via this website.

14. Will anyone be able to see my responses?

Ipsos MORI supply data to m2i in such a way that no individual can be identified and responses are not linked to full postcodes. Ipsos MORI stores questionnaires securely and works in accordance with the Market Research Society Code of Conduct and the Data Protection Act. Data will be used for research purposes only and in accordance with the **General Data Protection Regulations**.

A full Privacy Policy, setting out your rights including accessing, amending and deleting data, is available at www.nhtsurveyonline.org or on request.

15. Why do you need to ask questions about my working status, whether I have an illness etc.?

We ask these questions so that we can see if there any differences between the views of different groups of people, to make sure that services are being delivered fairly. Please be reassured that the information you provide will be kept completely confidential.

16. What do I do if I have lost the return envelope?

Please return it in another envelope writing the following freepost address on the front: Data Capture, Freepost Plus RTSA-ZLHT-XGLE National Highways and Transport Survey, Ipsos MORI, Kings House, Kymberley Road, Harrow, HA1 1PT.

If you have any further questions, please email nhtsurvey@ipsos.com.

Thank you.

