

AGENDA ITEM

REPORT TO CABINET

DECEMBER 2017

**REPORT OF SENIOR
MANAGEMENT TEAM**

CABINET INFORMATION

NATIONAL HIGHWAYS & TRANSPORT SURVEY RESULTS 2017

SUMMARY

Stockton Borough Council takes part in the annual National Highways & Transport survey. The survey collects public perspectives on, and satisfaction with, Highways and Transport Services in Local Authority areas across the Country. A record number of Highway Authorities (112) participated in the survey this year and Stockton Borough Councils' Highways and Transport services received the overall highest public satisfaction rating across the country. Stockton was also rated top in road safety locally, provision of street lighting, community transport fares and provision of safe crossing points. This report provides further details of the recently published results from the 2017 survey.

DETAIL

Background

1. The National Highways & Transport (NHT) Public Satisfaction Survey collects public perspectives on, and satisfaction with, Highways and Transport Services in Local Authority areas. It is a unique, standardised, collaboration between Highway Authorities across the UK enabling comparison, knowledge sharing, and the potential to improve efficiencies by the sharing of good practice. The NHT Survey is also referenced in the Department for Transport's Incentive Fund Self-assessment process. The survey is voluntary and in 2017 a record number of 112 Local Authorities across the country took part including all five of the local authorities that form the Tees Valley Combined Authority.
2. The survey gives participating Authorities:
 - A better understanding of how they are performing in the eyes of their public.
 - A consistent datum for setting service levels and a means of measuring the impact of service improvements.
 - Access to the best performers and the opportunity to learn from the good practice of others.
 - Full transparency of data for benchmarking purposes.
3. NHT Public Satisfaction Survey Methodology
 - A postal survey, run annually.
 - Uses standard questions to allow comparison between participating authorities.
 - Controlled by a Steering Group of authorities and conducted by leading market research company Ipsos MORI.
 - Covers all Highway & Transport services.
 - Survey forms individually printed for each authority, with council logo and signed by a council representative.

- Sent to a random sample of residents, selected by Ipsos MORI, in each Authority area.
 - Option available for recipients of the questionnaire to complete the survey on-line if they prefer.
 - Public responses processed by Ipsos MORI and loaded into the NHT Survey web site for analysis.
 - Results published via this web site – including authority specific dashboards, maps, graphs and tabular report.
4. The purpose of this report is to update the Cabinet on the results of the 2017 survey which has recently been published.

Results

5. Stockton on Tees Borough Council's Highways & Transport services has received the overall highest public satisfaction rating of all 112 participating authorities. In individual categories the authority rated top in road safety locally, provision of street lighting, community transport fares and provision of safe crossing points. A full list of the areas that Stockton on Tees Borough Council where rated within the top 5 are shown below:-
6. No 1 Overall rated service nationally.
 No 1 Road safety locally.
 No 1 Provision of Street lighting.
 No 1 Community Transport fares.
 No 1 Provision of Safe Crossing points.
- No 2 in Efforts to reduce delays to traffic & efforts to minimise nuisance to residents (of roadwork's).
- No 3 Public Rights of Way's.
 No 3 Road safety education.
 No 4 Road safety environment.
- Top 4 in Road safety education for children, young drivers & motorcycles.
 Top 4 in Safety of children walking to school & Safety of walking & cycling (generally).
- Top 5 Management of roadwork's.
 Top 5 in all main categories for Highway Maintenance & Enforcement.
 Top 5 in Road Signs, waiting time at permanent traffic lights, restrictions on parking on busy roads & routes taken by HGV's.
 Top 5 in condition of road surfaces, markings & cleanliness of roads.
 Top 5 in maintenance of highway trees/verges/shrubs, keeping drains free & working, keeping roads clear of obstructions & cuts back overgrown hedges.
7. This list does not include numerous other areas where Stockton was rated within the top 10 across the country. Full details of the results of the survey can be found at <http://www.nhtnetwork.org/nht-public-satisfaction-survey/findings/>.

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