

2018 Public Satisfaction Survey Results – Executive Summary

Key Headlines

- 58% of participants KBI (Key Benchmark Indicator) results are down compared to last year
- 14% of those reductions are by more than 4 percentage points
- Satisfaction with Condition of Highways (KBI23) down for 85% of the participants (by more than 4%)
- Road Safety results and Public Transport Information results improve on average
- Record Participation – 113 Authorities
- Record Response Rate – 25.3%
- Database of 813,000 responses over 11 years

Survey Statistics

2018 was another record year for participation in the NHT Public Satisfaction Survey with one hundred and thirteen Authorities taking part. A total of one hundred and forty-one Authorities have taken part in the survey over the past eleven years.

Four million households have been sent a copy of the NHT Survey since it was first launched in 2008 and over 813,000 members of the public have had their say. This is the equivalent to collecting the views of every person living in Glasgow.

This year the survey was sent to 412,088 households and produced 104,119 responses, with an average response rate of 25.3%, the highest response rate ever.

Comparing 2018 results with last year

Comparing the results of the one hundred and five Authorities that took part in the Survey both this year and last year, the overall trend in public satisfaction is down. 58% of all KBI results are down this year and 14% of those reductions are by more than 4 percentage points.

More Authorities have seen their results reduce for 16 of the 26 Survey KBI's and there are only six KBI's where more satisfaction scores have increased than reduced.

Overall satisfaction scores KBI01 and KBI02 are down, with nearly 80% of the Authorities seeing their results fall this year. The largest downward movement is in KBI23 Condition of Highways results, where 85% of the authorities saw their result drop by more than 4% and only 3 Authorities saw their scores increase. The other KBI's where a high proportion of Authorities experienced falls were KBI 11 Pavement & Footpath and KBI24 Highway Maintenance.

The KBIs with highest proportion of authorities showing improved satisfaction were in Road Safety, KBI21 & 22, Public Transport Information KBI08.

National Survey Results

This year's National Survey, which was first introduced in 2015 and is based on a sample drawn to represent the whole of England, was sent to 6,700 households and produced 1,448 responses.

National Survey KBI results in 2018 are generally lower than those recorded in 2017, the majority of the KBIs reduced or remained unchanged, only four KBI results having improved. There were improvements of between 1 and 2% for the Road Safety KBIs, the largest reduction in satisfaction was 8% for KBI23 Road Condition and there were 7% reductions for KBI04 Ease of Access, Disabilities and KBI05 Ease of Access, No Car.

Looking at Highway Maintenance BI results the biggest changes were for Road Condition (HMBI01) and the Speed and Quality of Repair of damaged roads and pavements (HMBI07 & HMBI08) which are all significantly down.

Analysis of the decline in Satisfaction with Road Condition

The Survey includes additional questions that directly relate to road condition that may help explain the decline in Road Condition indicator:

"... compared to a year ago there are more potholes and damaged roads, there are fewer, or there has been no change in the number?"

"... would you say that the Council is doing more to repair local roads, doing less, or about the same?"

"How well informed, if at all, do you feel about the actions the Council is taking to repair local roads?"

Comparing the answers to these questions to the "Satisfaction in Road Condition" there appears to be a clear correlation between falls in the level of public satisfaction and an increase in the perception that a) the council is taking 'less' action, b) that there are 'more' potholes and c) the public felt 'not at all informed' about what actions the council is taking to repair local roads.

These findings seem to support anecdotal evidence that effective communication is an important factor in determining public satisfaction.

Executive Summary is an Extract from the 2018 NHT Survey Annual Report – for a copy of the full document please visit the members website at www.nhtnetwork.co.uk or contact us direct at : info@nhtnetwork.org