



ENVIRONMENT POLICY DEVELOPMENT AND SCRUTINY PANEL REPORT- AGENDA SETTING

NATIONAL HIGHWAYS AND TRANSPORT CUSTOMER SATISFACTION SURVEY 2019

REPORT BY HEAD OF OPERATIONAL SERVICES

A. PURPOSE OF REPORT

The purpose of this report is to inform the panel of the National Highways and Transport Network Public Satisfaction Survey results for 2019.

B. RECOMMENDATION

It is recommended that the panel notes the positive outcomes as detailed within the report and areas of improvement as advised through the public response.

C. SUMMARY OF IMPLICATIONS

I Council Values	Being honest, open and accountable; providing equality of opportunities; making best use of our resources.
II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	The Council is required to demonstrate Best Value through a structured framework for the management of its assets.
III Implications for Scheme of Delegations to Officers	Not applicable
IV Impact on performance and performance Indicators	Customer results feed into Operational Services performance indicators.
V Relevance to Single Outcome Agreement	Not applicable
VI Resources - (Financial, Staffing and Property)	Not applicable
VII Consideration at PDSP	Not applicable
VIII Other consultations	None

D. TERMS OF REPORT

D1 Background

The NHT Public Satisfaction Survey collects public perspectives on the importance of, and satisfaction with, roads and transportation services in local authority areas.

The survey deals with a wide range of themes including: accessibility, public transport, walking and cycling, congestion, road safety, and roads maintenance.

The postal survey is conducted by Ipsos MORI and supported by Measure 2 Improve, the Highways Maintenance Efficiency Programme (HMEP) and the University of Leeds Institute for Transport Studies.

Questionnaires were sent to 3300 households in the West Lothian Council area last summer and survey results were received in October 2019. In total, 111 authorities took part in this survey of which three were in Scotland. West Lothian Council have participated in the survey since 2016.

In 2019, West Lothian Council had a 22% response rate. This is slightly below the national average of 24.4% but is still a good survey response rate. In West Lothian this amounted to 729 returns.

The following sections of the report outline a comparison of local v. national results, areas of greatest satisfaction/improvement and areas for improvement.

D2 Local Results vs National Results- 2018 and 2019

The survey results are summarised into Key Benchmark Indicators (KBI) and grouped by theme. Full KBI analysis is available for each participating authority via the NHT survey website <https://www.nhtnetwork.co.uk/>

Theme	2018 WLC*	2018 NA**	2019 WLC	2019 NA
Overall	58%	52%	58%	53%
Accessibility	71%	70%	73%	70%
Public Transport	59%	61%	62%	61%
Road Safety	60%	55%	60%	55%
Walking and cycling	60%	54%	57%	54%
Highway Maintenance	54%	49%	54%	51%
Tackling Congestion	54%	47%	55%	48%

*WLC – West Lothian Council

**NA – National Average

Based on the results of this survey, for overall customer satisfaction, West Lothian Council performs significantly above the national average. More detailed analysis demonstrates strong performance in all six of the themed groups.

During 2018, with the exception of Public Transport, performance in all themes exceeded the national average. Results for 2019 display further improvement, with all themes exceeding the national average.

D3 Areas of greatest satisfaction/improvement- 2019

Individual indicator performance is ranked nationally. For 2019, West Lothian Council was ranked no. 1 in the UK for indicators relating to 'Provision of street lights', 'Road safety environment' and 'Safety of children walk/cycle to school'.

Indicator performance improvement is also ranked. For 2019, West Lothian Council's most improved indicators were: 'Aspects of Communication' (increased 11% to 52%), 'Local bus services' (increased 10% to 62%) and 'Informed about public transport' (increased 6% to 58%).

These results represent a significant achievement for the council.

D4 Areas for improvement- 2019

Whilst the council has been demonstrated to have shown above average performance in all of the themes measured, there are areas in which performance is observed to be below the national level. The three lowest ranked indicators are: 'Maintenance of highway verges/trees/shrub', 'Cuts back overgrown hedges' and 'Undertakes cold weather gritting'.

It is likely that there is some correlation in public perception between recent changes to road verge maintenance programmes and the poor performance in the former two indicators.

It is harder to understand the poor ranking attached to the cold weather gritting indicator. It is considered that the council operates a high standard winter maintenance service; however this appears not to be a view held by respondents. This may be a result of community expectation levels being higher than can be practically achieved.

E. CONCLUSION

In conclusion, West Lothian Council has achieved an excellent result in this year's survey with overall satisfaction of respondents 5% above the national average. Performance in all six themes was also measured to be higher than the national average, with a notable improvement in responses relating to Public Transport.

There were, however, some areas that were observed to fall below the national average. Further analysis of the reasons for this will be carried out and steps implemented as appropriate to improve performance going forwards. The survey information will be made available to residents, businesses and stakeholders via the council's website.

F. BACKGROUND REFERENCES

Nil

Appendices/Attachments:

Appendix 1: 2019 NHT Survey Results- Benchmark Comparison with NHT Average- Executive Summary

Appendix 2: 2019 NHT Survey Results- Year on Year Comparison- Executive Summary

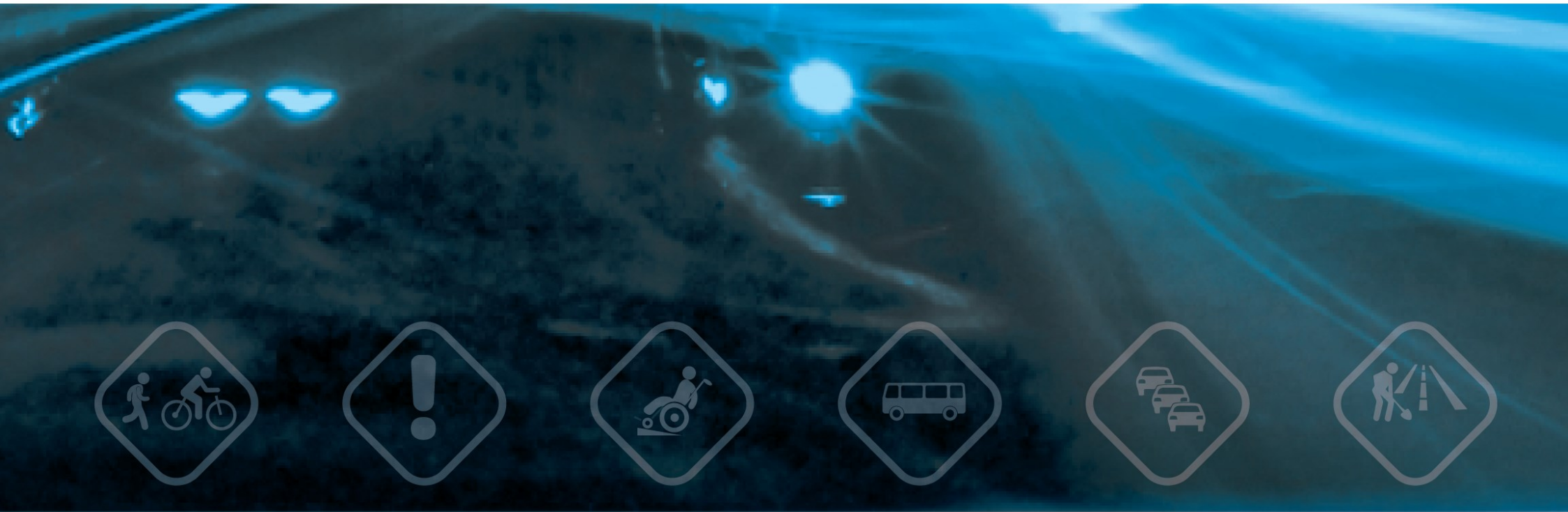
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Jim Jack, Head of Operational Services

Date: 11 February 2019



NHT Survey Report 2019

Introduction

This report summaries your Authority's results in the 2019 National Highway & Transport (NHT) Public Satisfaction Survey and compares your results this year with your results in the 2018 NHT Survey.

The main purpose of this report is to show your satisfaction scores from the survey this year and highlight those areas where they have changed most significantly from last year. The report comprises a page of summary results, followed by a series of individual pages which show high level results for each of the main themes of the survey.

Summary Page

The summary page shows your overall satisfaction result and satisfaction results for each of the surveys themes as a series of pictograms. Each pictogram shows your percentage satisfaction result for this year, the larger of the two numbers, and compares that to your satisfaction result for last year. The pictograms use traffic light colouring to show the degree of change, see notes below.

The summary page includes tables that highlight which of your KBI results have improved the most since last year and which have declined the most since last year, up to three results are shown in each table in descending order. Details of your sample size and response rate in this years survey are also shown in a table.

The theme pictograms show the number of Key Benchmark Indicator (KBI) results within each theme that have increased this year, next to an upward arrow, and the number to have reduced this year, next to a downward arrow.

Theme Pages

The theme result pages show your theme satisfaction result and satisfaction results for each of the KBI's within the theme as a series of pictograms. Each pictogram shows your percentage satisfaction result for this year, the larger of the two numbers, and compares that to your satisfaction result for last year. The pictograms use traffic light colouring to show the degree of change, see notes below.

Notes

The pictograms in this report use traffic light colouring to signify the change in results from last year. For any improvement in satisfaction pictograms are shown in green; dark green for improvement of 3% or more and light green for improvements of up to 3%. For any small declines in satisfaction, up to 3%, pictograms are show in amber and for larger declines in satisfaction, more than 4%, pictograms are shown in red.



Overall Satisfaction

58%

(last year 58%)



Accessibility

73%

(last year 71%)

KBI's 2 ↑ 1 ↓



Public
Transport

62%

(last year 59%)

KBI's: 2 ↑ 1 ↓



Walking
& Cycling

57%

(last year 60%)

KBI's: 2 ↑ 3 ↓



Tackling
Congestion

55%

(last year 54%)

KBI's: 1 ↑ 1 ↓



Road
Safety

60%

(last year 60%)

KBI's: 2 ↑ 1 ↓



Highway
Maintenance

54%

(last year 54%)

KBI's: 1 ↑ 3 ↓

Executive Summary - West Lothian Council

2019 NHT Survey Results - Year on Year Comparison

Summary



Key: Dark Green = an improvement of 4% or more, Light Green = an improvement of up to 3%, Amber = a decline of 1% to 3%, Red = a decline of 4% or more. Blue = no data for last year

Top KBI increases

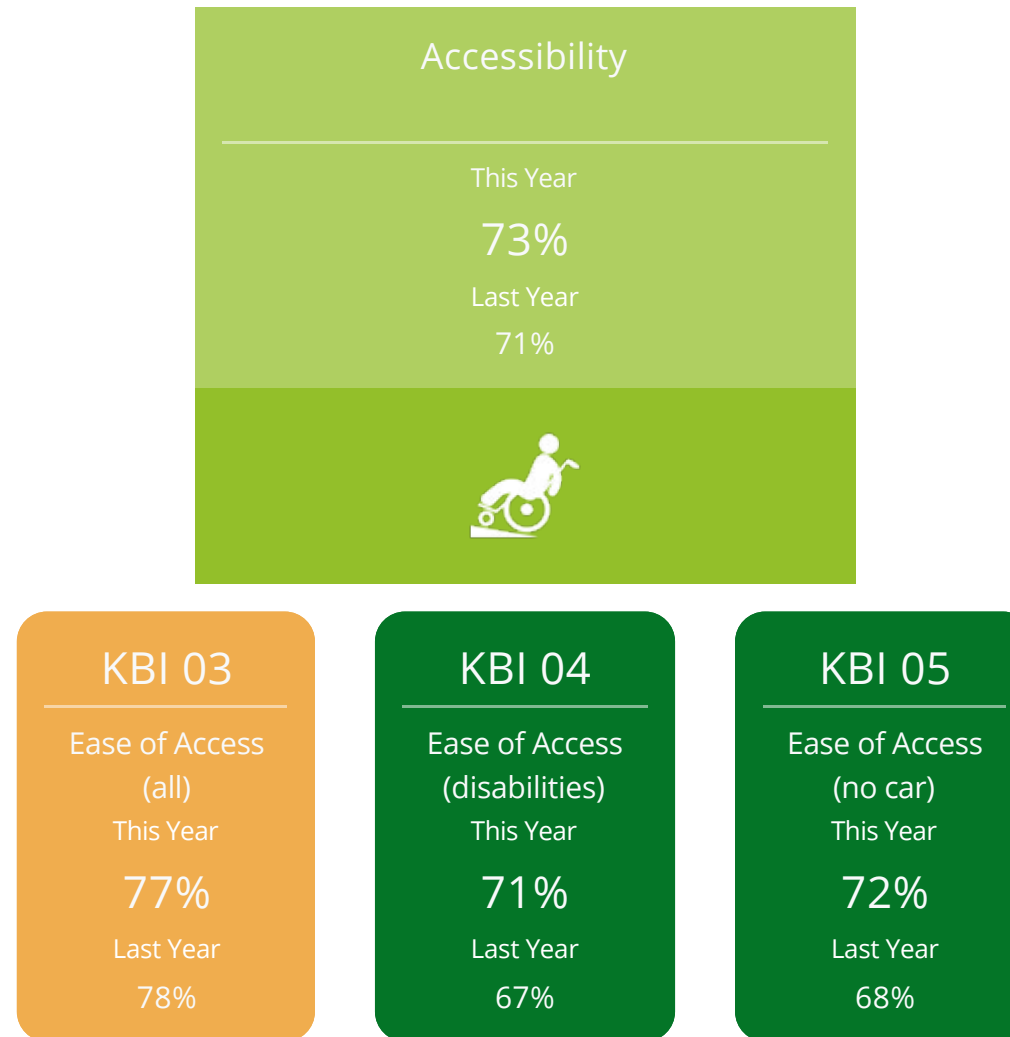
Key Benchmark Indicator	% Change
KBI 06 - Local bus services	10
KBI 05 - Ease of Access (no car)	4
KBI 04 - Ease of Access (disabilities)	4

Top KBI falls

Key Benchmark Indicator	% Change
KBI 14 - Cycle routes and facilities (aspects)	-5
KBI 13 - Cycle routes and facilities	-5
KBI 10 - Community Transport	-4

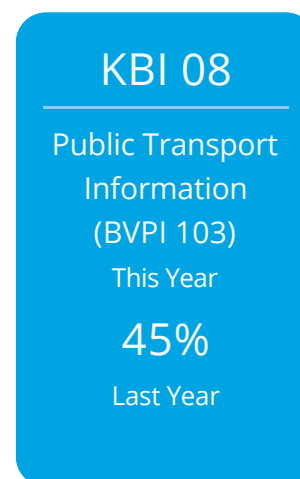
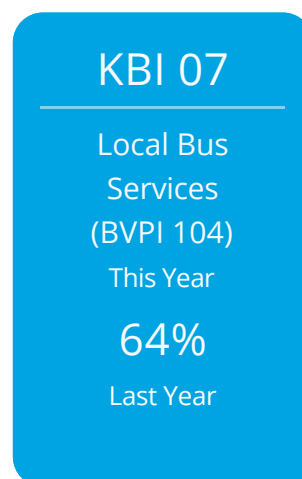
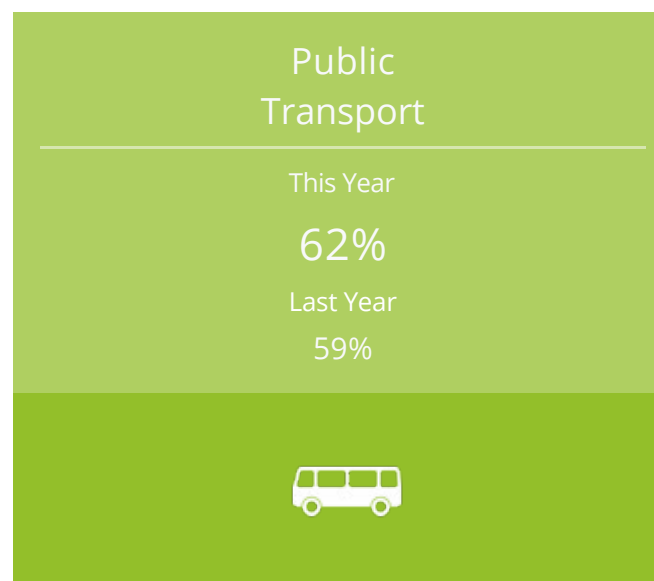
Survey Numbers

Sample Size: **3,300**
Responses: **729**
Response Rate: **22%**



Key

Dark Green = an improvement of 4% or more, Light Green = an improvement of up to 3%, Amber = a decline of 1% to 3%, Red = a decline of 4% or more. Blue = no data for last year.



Key

Dark Green = an improvement of 4% or more, Light Green = an improvement of up to 3%, Amber = a decline of 1% to 3%, Red = a decline of 4% or more. Blue = no data for last year and Grey: only available on 12 page questionnaire.

Walking / Cycling

This Year

57%

Last Year

60%



KBI 11

Pavements
&
Footpaths
This Year

63%

Last Year
62%

KBI 12

Pavements
& Footpaths
(Aspects)
This Year

61%

Last Year
61%

KBI 13

Cycle Routes
And
Facilities
This Year

53%

Last Year
58%

KBI 14

Cycle Routes
And Facilities
(Aspects)
This Year

52%

Last Year
57%

KBI 15

Rights
of Way

This Year

58%

Last Year
60%

KBI 16

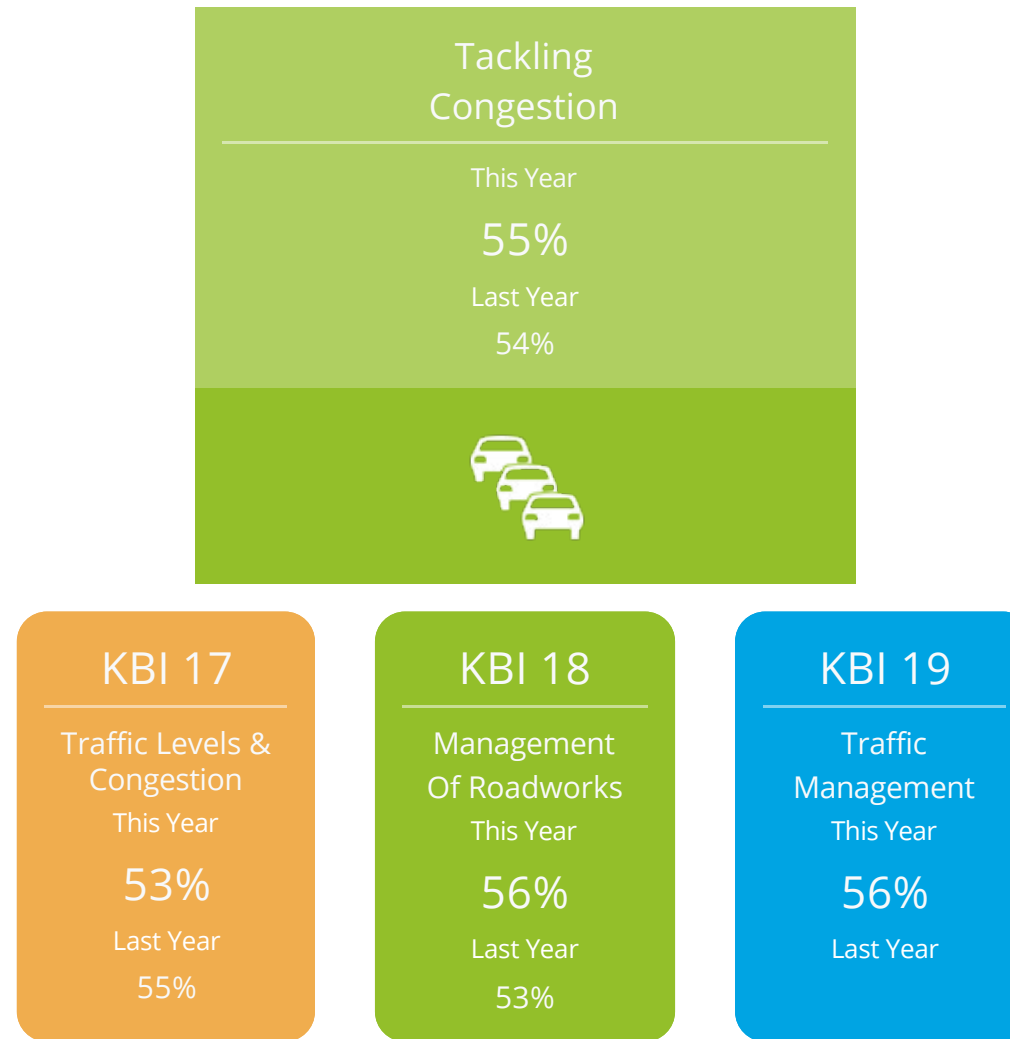
Rights
Of Way
Aspects
This Year

54%

Last Year

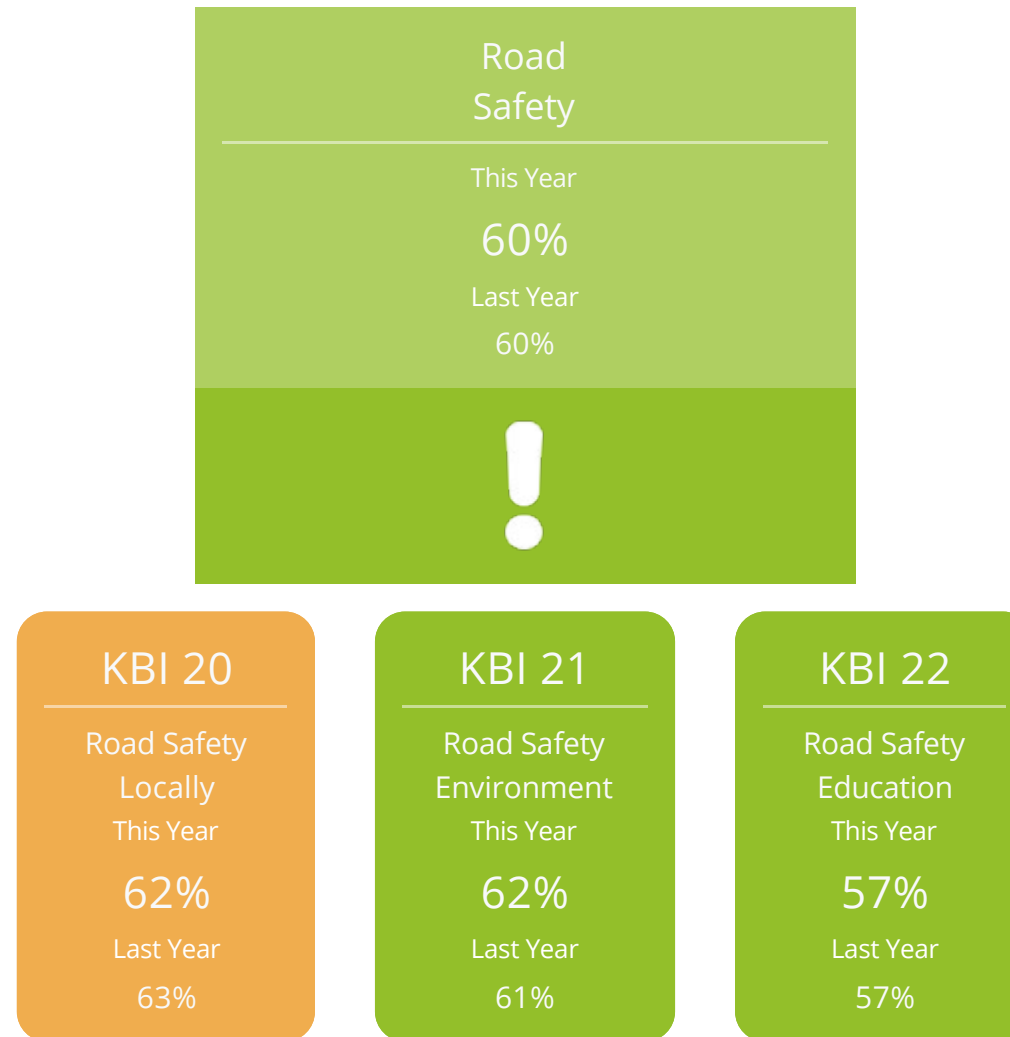
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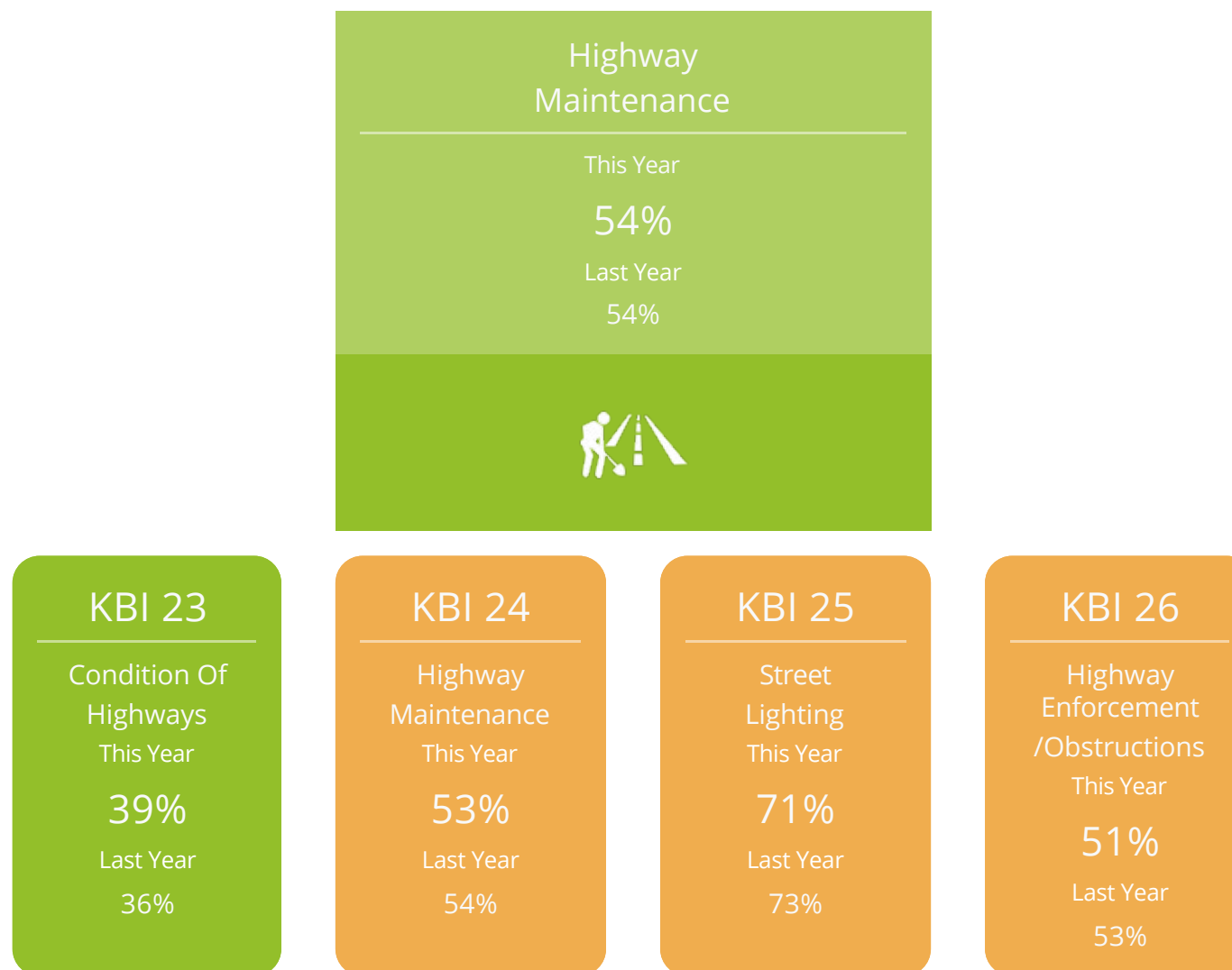
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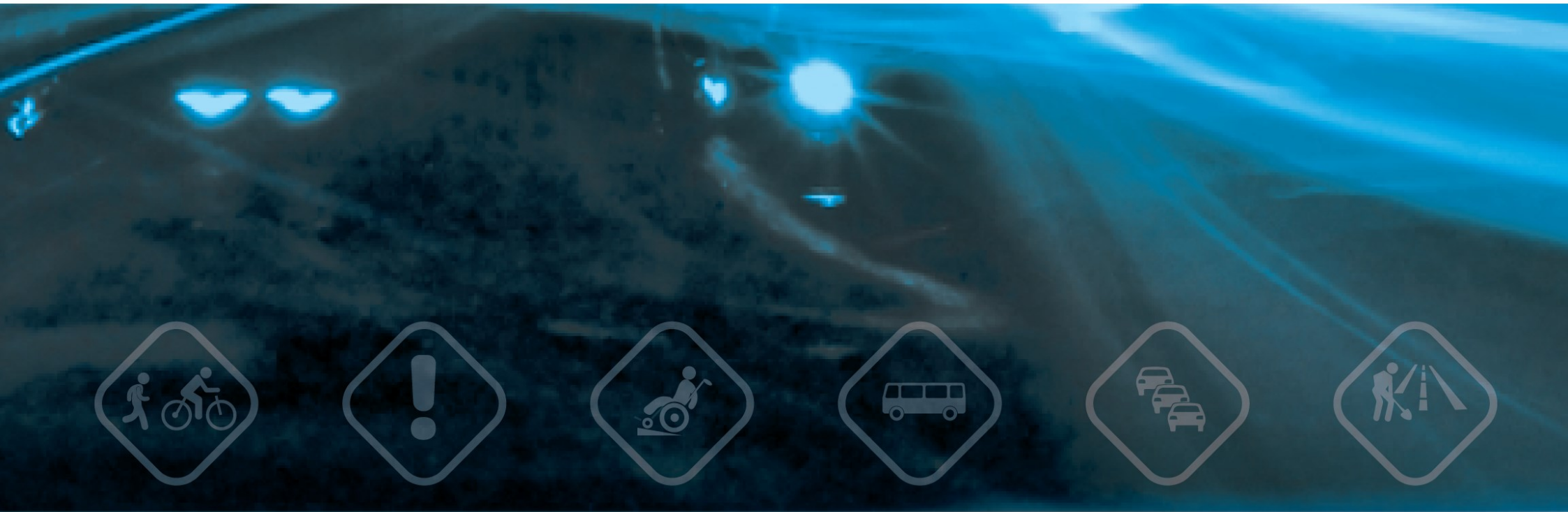
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NHT Survey Report 2019

Overview

This report summaries your Authority's results in the 2019 National Highway & Transport (NHT) Public Satisfaction Survey and compares your results this year with NHT Average results, the average satisfaction of all Authorities taking part in the survey this year.

The main purpose of this report is to show your satisfaction scores from the survey this year compared with NHT Averages and highlight those areas where your satisfaction results vary most significantly from the average. The report comprises a page of summary results, followed by a series of individual pages which show high level results for each of the main themes of the survey.

Summary Page

The summary page shows your overall satisfaction result and satisfaction results for each of the surveys themes as a series of pictograms. Each pictogram shows your percentage satisfaction result for this year, the larger of the two numbers, and compares that to this years NHT Average satisfaction result. The pictograms use traffic light colouring to show how you are performing in relation to the average, see notes below.

The summary page includes tables that highlight which of your KBI results compare most favourably and least favourably with the NHT average results, up to three results are shown in each table in descending order. Details of your sample size and response rate in this years survey are also shown in a table.

The theme pictograms show the number of your Key Benchmark Indicator (KBI) results within each theme that have performed better than the NHT Average, next to an upward arrow, and worse than the NHT Average, next to a downward arrow.

Theme Pages

The theme result pages show your theme satisfaction result and satisfaction results for each of the KBI's within the theme as a series of pictograms. Each pictogram shows your percentage satisfaction result for this year and compares that to the NHT Average satisfaction result for this year. The pictograms use traffic light colouring to show how you are performing in relation to the average, see notes below.

Notes

The pictograms in this report use traffic light colouring to signify the change in results from last year. For any improvement in satisfaction pictograms are shown in green; dark green for improvement of 3% or more and light green for improvements of up to 3%. For any small declines in satisfaction, up to 3%, pictograms are show in amber and for larger declines in satisfaction, more than 4%, pictograms are shown in red.



Overall Satisfaction

58%

(NHT Average 53%)



Accessibility

73%

(NHT average
70%)

KBI's 3 ↑ 0 ↓



Public
Transport

62%

(NHT Average
61%)

KBI's: 3 ↑ 2 ↓



Walking
& Cycling

57%

(NHT Average
54%)

KBI's: 6 ↑ 0 ↓



Tackling
Congestion

55%

(NHT Average
48%)

KBI's: 3 ↑ 0 ↓



Road
Safety

60%

(NHT Average
55%)

KBI's: 3 ↑ 0 ↓



Highway
Maintenance

54%

(NHT Average
51%)

KBI's: 4 ↑ 0 ↓

Key: Dark Green = 4% or more above average, Light Green = up to 3% above average, Amber = up to 3% below average, Red = 4% or more below average.

Executive Summary - West Lothian Council

2019 NHT Survey Results - Benchmark Comparison with NHT Average

Summary

Best KBI results compared to NHT Average

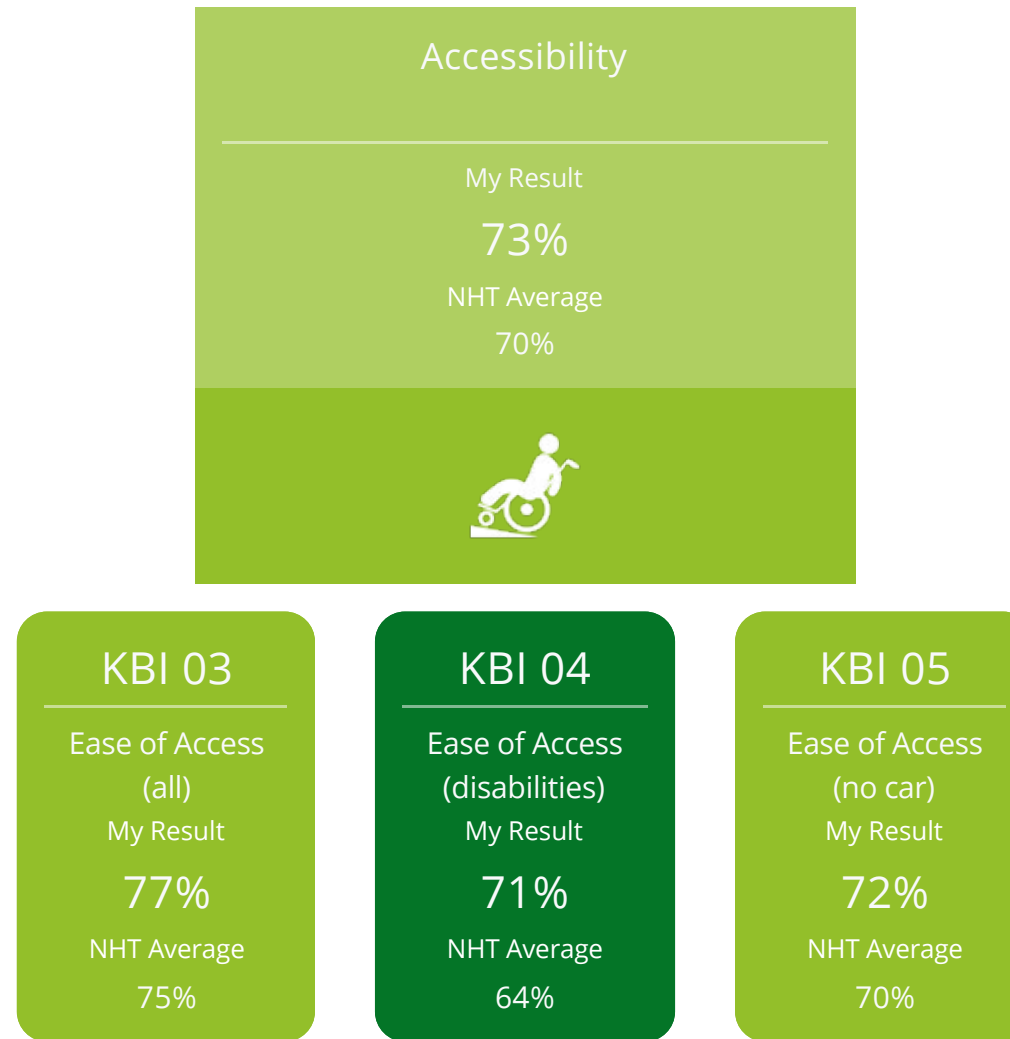
Key Benchmark Indicator	% Above
KBI 17 - Traffic levels & congestion	10
KBI 11 - Pavements & Footpaths	8
KBI 04 - Ease of Access (disabilities)	7

Worst KBI results compared to NHT Average

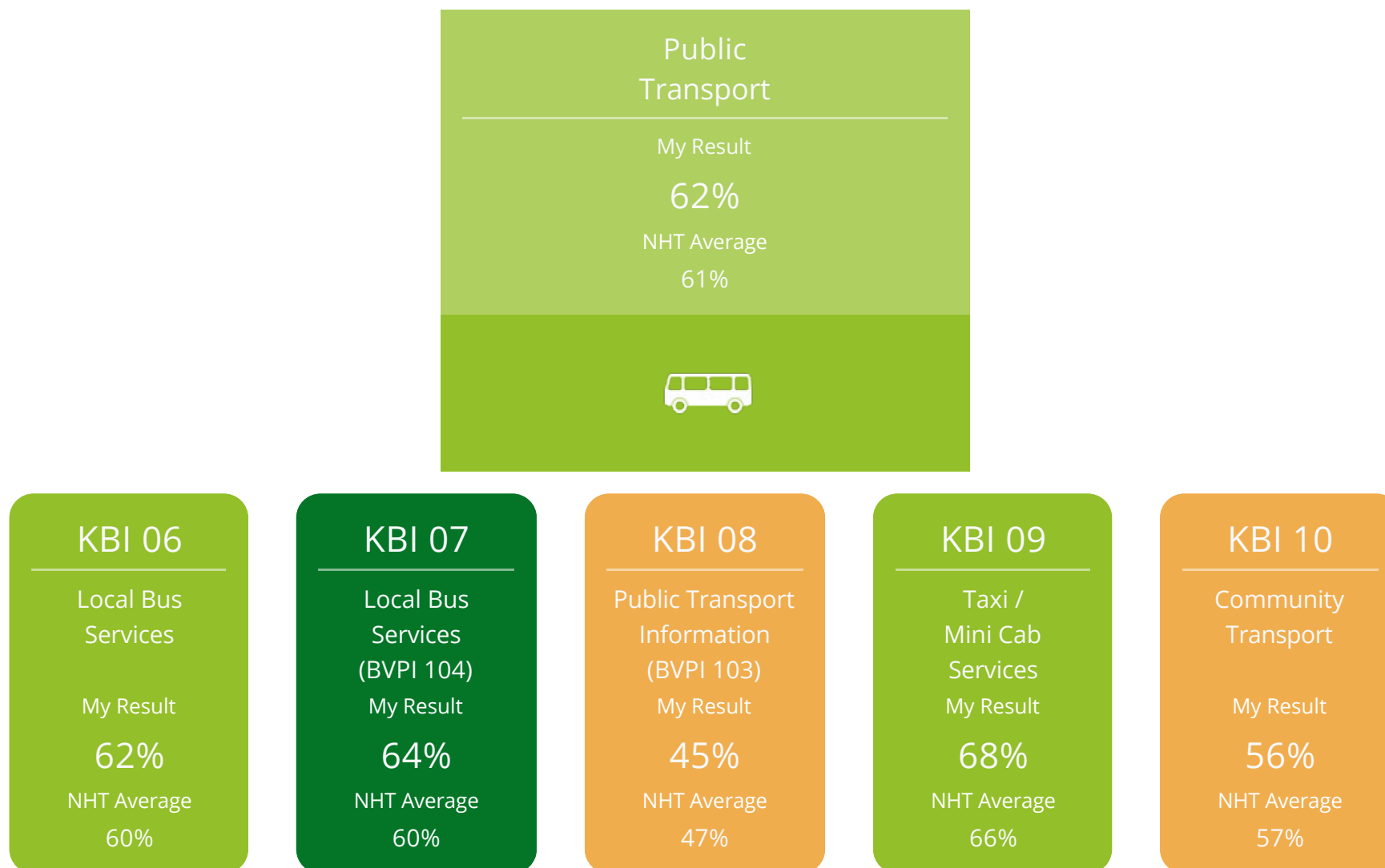
Key Benchmark Indicator	% Below
KBI 08 - Public transport info (BVPI 103)	-2
KBI 10 - Community Transport	-1

Survey Numbers

Sample Size: **3,300**
Responses: **729**
Response Rate: **22%**



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Walking / Cycling

My Result

57%

NHT Average

54%



KBI 11

Pavements
&
Footpaths

My Result

63%

NHT Average

55%

KBI 12

Pavements
& Footpaths
(Aspects)

My Result

61%

NHT Average

58%

KBI 13

Cycle Routes
And
Facilities

My Result

53%

NHT Average

51%

KBI 14

Cycle Routes
And Facilities
(Aspects)

My Result

52%

NHT Average

50%

KBI 15

Rights
Of Way

My Result

58%

NHT Average

57%

KBI 16

Rights
Of Way
Aspects

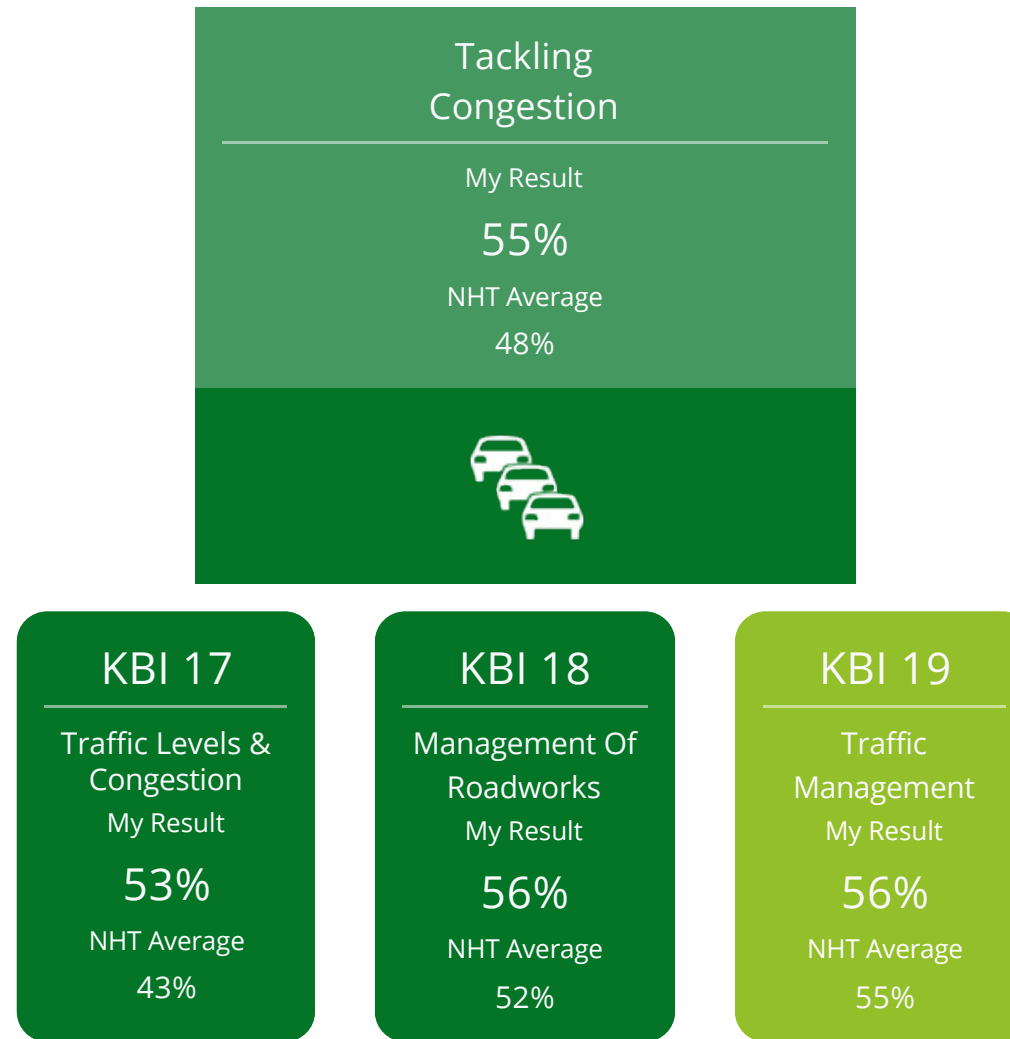
My Result

54%

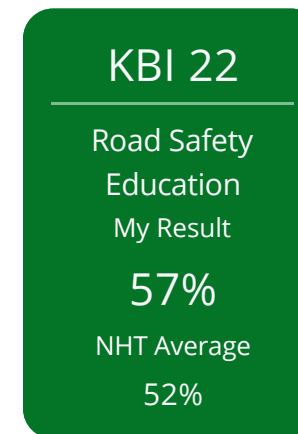
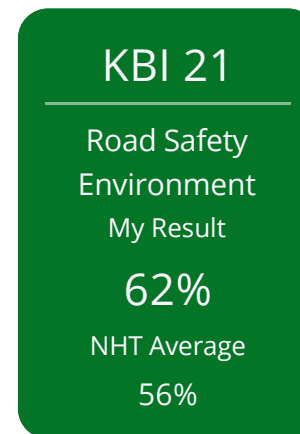
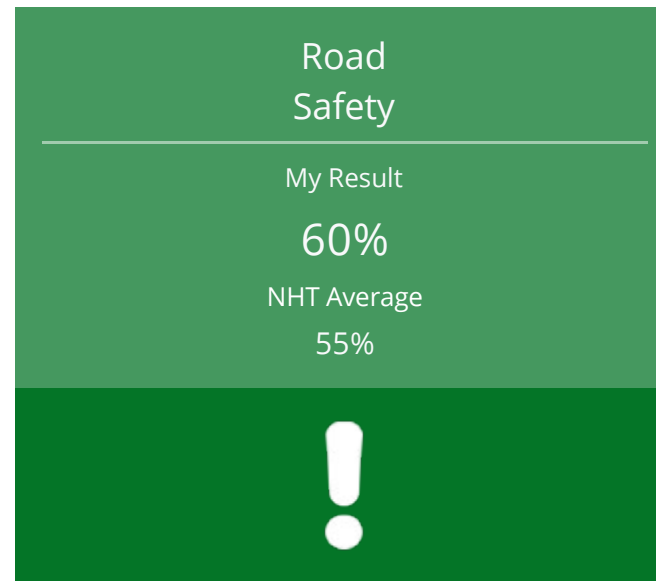
NHT Average

54%

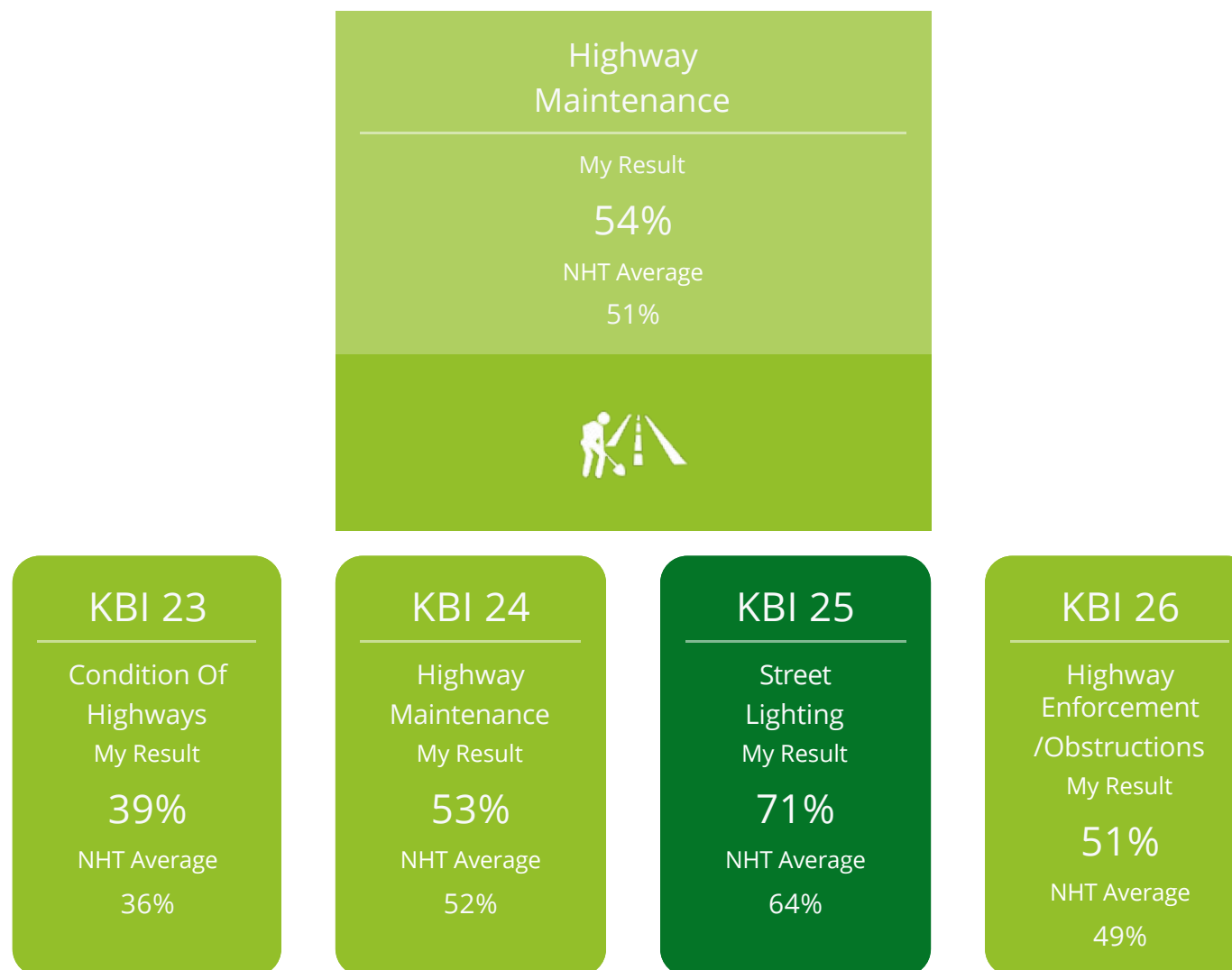
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