



NHT Survey Report

2020 Executive Highlights Report

Introduction

The National Highway and Transport Public Satisfaction Survey (NHT Survey) collects the public's views on different aspects of Highway and Transport in local authority areas, it covers; Pavements, Cycle Routes/Lanes, Local Bus Services, Local Taxi (or mini cab) Services, Community Transport, Demand Responsive Transport, Safety on Roads, Traffic Congestion, Levels of Traffic Pollution, Street Lighting, the Condition of Roads and the local Rights of Way Network. It asks detailed questions about each aspect in turn and this year there are new questions canvassing opinion on climate change, changing travel habits and congestion charging.

Responses to the survey are compiled into Key Benchmark Indicators (KBIs) and Benchmark Indicators (BIs) for each Authority for comparison purposes, most of which measure satisfaction. There are also a range of Key Quality Indicators (KQIs) and Quality Indicators (QIs) which cover the non-satisfaction related questions in the survey, measuring ease of access to services, levels of provision and how well informed the public feel.

This report focuses on Bedford's KBI results.

This Year's Satisfaction Results

Bedford's headline public satisfaction results in this year's survey range from a high of 68% for 'Taxi/mini cab services (KBI09)', to a low of 41% for 'Condition of highways (KBI23)', with the majority of results over 50%.

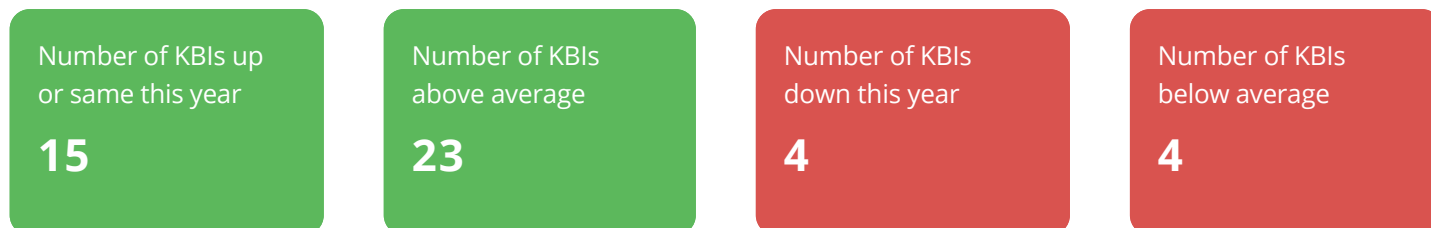
Looking at the overall change in results from last year, satisfaction improved or stayed the same for 15 KBI indicators and declined for the other 4 KBI indicators.

The best year on year change in satisfaction for an individual indicator was recorded for 'Overall Satisfaction (KBI00)' which saw a change of 6% while the indicator with poorest change in satisfaction was 'Road safety education (KBI22)' which recorded a change of -2%.

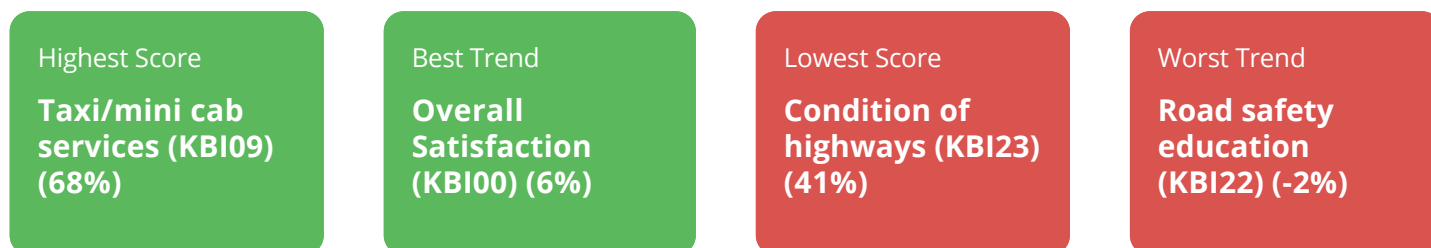
Sample Size and Response Rate

Bedford has taken part in the NHT Survey nine times and is one of the 109 authorities across the UK to take part in the survey this year. The survey was sent to 3,428 households across the authority area and 784 members of the public responded, including 115 on-line. This represents an overall response rate of 23.1% compared with the national average of 23.8%.

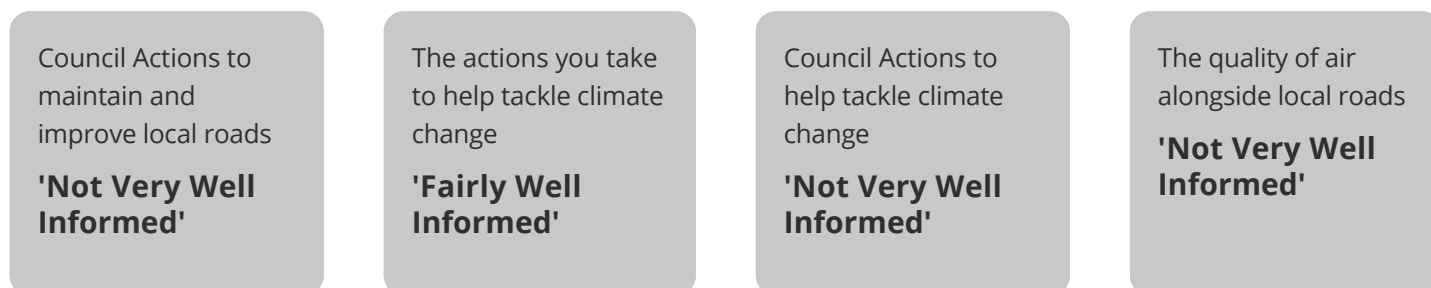
Year on Year Trends and Differences from NHT Averages



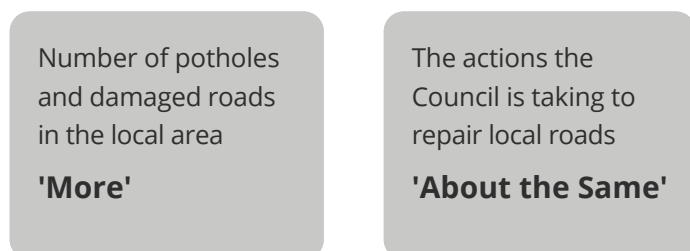
Satisfaction Highs and Lows



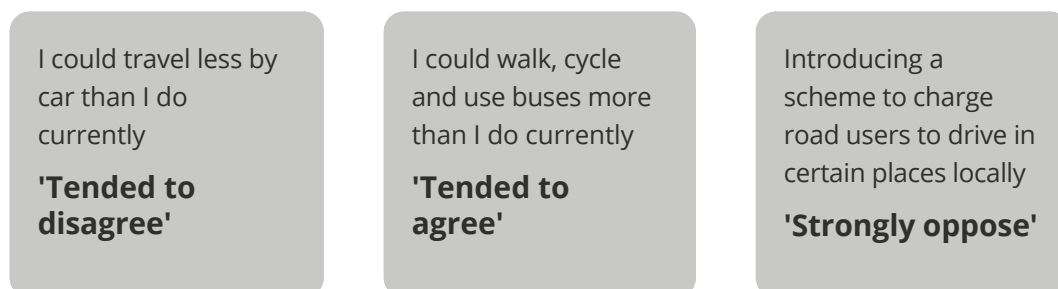
How well informed do the public feel about...



Compared to a year ago what do the public say about ...









Where the public stand on the following ...



Theme Results

Bedford's theme scores are compared with the NHT Average theme scores below. Also shown are the year on year change in Bedford's results (Trend) and the difference from the NHT Average (Gap), which are highlighted in colour; blue and green for improvements/above average scores and amber and red for reductions/below average score.

Theme	Description	Bedford	NHT Average	Trend	Gap
	Accessibility	69%	71%	-3%	-2%
	Public Transport	59%	57%		2%
	Walking/Cycling	56%	52%		4%
	Tackling Congestion	47%	46%		1%
	Road Safety	56%	53%		3%
	Highway Maintenance	53%	49%		4%

Notes

Changes to Survey questions and the effect on theme trend reporting

A number of changes are made to the questionnaire each year and this year some individual questions have been split and replaced by new questions to improve the clarity of the public views. The introduction of these new questions affects the composition and calculation of some of the Survey's KBI's and there is a knock on effect on the calculation of Theme scores. Where this is the case we have not provided trend results for these Themes this year. All historic Theme scores are retained and we intend to reintroduce these scores in next year's results.

Individual KBI Results

Bedford's Key Benchmark Indicator results for this year are compared with the NHT Average, Highest and Lowest below. The difference from average (gap) results are highlighted in colour; blue and green for above average, amber and red for below average.

Key Benchmark Indicator	Bedford	NHT High	NHT Average	NHT Low	% Difference
Overall					
KBI 00 - Overall Satisfaction	55%	62%	52%	40%	3%
KBI 01 - Importance vs Satisfaction (local)	55%	60%	54%	47%	1%
KBI 02 - Importance vs Satisfaction (national)	55%	60%	54%	47%	1%
Accessibility					
KBI 03 - Ease of Access (all)	75%	80%	77%	72%	-2%
KBI 04 - Ease of Access (disabilities)	62%	74%	66%	59%	-4%
KBI 05 - Ease of Access (no car)	69%	81%	70%	54%	-1%
Public Transport					
KBI 06 - Local bus services (overall)	61%	79%	60%	47%	1%
KBI 07 - Local bus services (aspects)	60%	81%	57%	36%	3%
KBI 08 - Public transport information	52%	73%	44%	23%	8%
KBI 09 - Taxi/mini cab services	68%	73%	66%	56%	2%
KBI 10 - Community Transport	59%	65%	58%	53%	1%
Walking/Cycling					
KBI 11 - Pavements & Footpaths (overall)	58%	67%	55%	43%	3%
KBI 12 - Pavements & Footpaths (aspects)	60%	61%	54%	48%	6%
KBI 13 - Cycle routes and facilities (overall)	52%	66%	49%	40%	3%
KBI 14 - Cycle routes and facilities (aspects)	50%	62%	46%	39%	4%
KBI 15 - Rights of way (overall)	60%	64%	57%	53%	3%
KBI 16 - Rights of way (aspects)	58%	60%	52%	48%	6%
Tackling Congestion					
KBI 17 - Traffic levels & congestion	43%	62%	46%	33%	-3%
KBI 18 - Management of roadworks	53%	58%	50%	44%	3%
KBI 19 - Traffic management	49%	57%	42%	34%	7%
Road Safety					
KBI 20 - Road safety locally	60%	64%	57%	49%	3%
KBI 21 - Road safety environment	57%	63%	54%	48%	3%
KBI 22 - Road safety education	51%	58%	50%	44%	1%
Highway Maintenance					
KBI 23 - Condition of highways	41%	55%	36%	21%	5%
KBI 24 - Highway maintenance	55%	61%	50%	42%	5%
KBI 25 - Street lighting	64%	73%	64%	51%	0%
KBI 26 - Highway enforcement/obstructions	51%	56%	45%	38%	6%

Individual KBI Results

Bedford's Key Benchmark Indicator results for this year and last year are shown below. The trend results are highlighted in colour; blue and green for improvements, amber and red for reductions and grey where no trend data is available (see notes below).

Key Benchmark Indicator	2020 Result	2019 Result	% Change
Overall			
KBI 00 - Overall Satisfaction	55%	49%	6%
KBI 01 - Importance vs Satisfaction (local)	55%	53%	2%
KBI 02 - Importance vs Satisfaction (national)	55%	53%	2%
Accessibility			
KBI 03 - Ease of Access (all)	75%	73%	2%
KBI 04 - Ease of Access (disabilities)	62%	70%	-8%
KBI 05 - Ease of Access (no car)	69%	73%	-4%
Public Transport			
KBI 06 - Local bus services (overall)	61%	60%	1%
KBI 07 - Local bus services (aspects)	60%		
KBI 08 - Public transport information	52%		
KBI 09 - Taxi/mini cab services	68%	67%	1%
KBI 10 - Community Transport	59%	55%	4%
Walking/Cycling			
KBI 11 - Pavements & Footpaths (overall)	58%	58%	0%
KBI 12 - Pavements & Footpaths (aspects)	60%	60%	0%
KBI 13 - Cycle routes and facilities (overall)	52%	54%	-2%
KBI 14 - Cycle routes and facilities (aspects)	50%		
KBI 15 - Rights of way (overall)	60%	57%	3%
KBI 16 - Rights of way (aspects)	58%		
Tackling Congestion			
KBI 17 - Traffic levels & congestion	43%	37%	6%
KBI 18 - Management of roadworks	53%	53%	0%
KBI 19 - Traffic management	49%		
Road Safety			
KBI 20 - Road safety locally	60%	56%	4%
KBI 21 - Road safety environment	57%		
KBI 22 - Road safety education	51%	53%	-2%
Highway Maintenance			
KBI 23 - Condition of highways	41%	40%	1%
KBI 24 - Highway maintenance	55%		
KBI 25 - Street lighting	64%	64%	0%
KBI 26 - Highway enforcement/obstructions	51%		

Notes

Changes to Survey questions and the effect on KBI trend reporting

A number of changes are made to the questionnaire each year and this year some individual questions have been split and replaced by new questions to improve the clarity of the public views. The introduction of these new questions affects the composition and calculation of five of the Survey's KBI's (KBI14, KBI19, KBI21, KBI24 and KBI26). We have therefore not provided trend results for these KBIs this year. All historic KPI scores are retained and we intend to reintroduce trend scores for these KBI's in next year's results.

The tables below show your results for the KBI's affected for last year and for this year so you can make your own comparisons.

Indicator	2019
KBI 14 - Cycle routes and facilities (aspects) (Old)	52%
KBI 19 - Traffic management (Old)	
KBI 21 - Road safety environment (Old)	57%
KBI 24 - Highway maintenance (Old)	56%
KBI 26 - Highway enforcement/obstructions (Old)	53%

Indicator	2020
KBI 14 - Cycle routes and facilities (aspects)	50%
KBI 19 - Traffic management	49%
KBI 21 - Road safety environment	57%
KBI 24 - Highway maintenance	55%
KBI 26 - Highway enforcement/obstructions	51%