



NHT Survey Report

2023 Authority Annual Report

Bedford Borough Council

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Rating Key Services

The Survey asks the public to consider the twelve key services listed below and rate **how important** and **how satisfied** they feel with each one. It goes on to ask whether these services have **got better or worse** in the last few years and if the council should **spend more or less** on each one in the next few years.

- Pavements
- Cycle Routes/Lanes
- Local Bus Services
- Local Taxi Services
- Traffic Pollution
- Street Lighting
- Safety on Roads
- Traffic Congestion
- Condition of Roads
- Local Rights of Way Network
- Community Transport
- Demand Responsive Transport











The table of results below is sorted to show the most important aspect of service first.

Key Aspect of Service	Q1 - How Important	Q2 - How Satisfied	Q3 - Getting Better	Q4 - Spend More
Safety on roads	96	56	40	74
Condition of roads	95	34	26	86
Pavements	92	55	45	69
Street lighting	87	60	49	62
Traffic congestion	87	43	32	75
Levels of traffic pollution	84	48	36	69
Local bus services	82	52	39	67
Rights of way network	80	56	47	61
Cycle routes/lanes	73	51	53	58
Community transport	73	53	52	60
Local taxi services	69	63	51	47
Demand responsive transport	66	52	47	58

Results Overview by Highway and Transport Theme

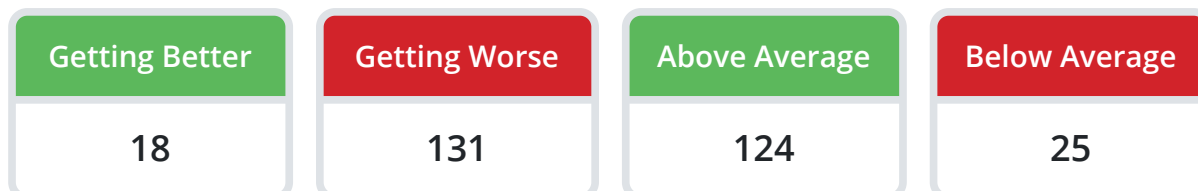
Bedford's theme scores are compared with the NHT Average scores and their results last year below. They are highlighted in colour; blue and green for positive and amber and red for negative.

Theme	Bedford	NHT Average	Trend	Gap
 Overall	50%	47%	-3%	3%
 Accessibility	64%	66%	-9%	-2%
 Communications	49%	45%	-6%	4%
 Public Transport	49%	50%	-4%	-1%
 Walking/Cycling	53%	50%	-2%	3%
 Tackling Congestion	45%	42%	-2%	3%
 Road Safety	52%	50%	-4%	2%
 Highway Maintenance	47%	43%	-4%	4%

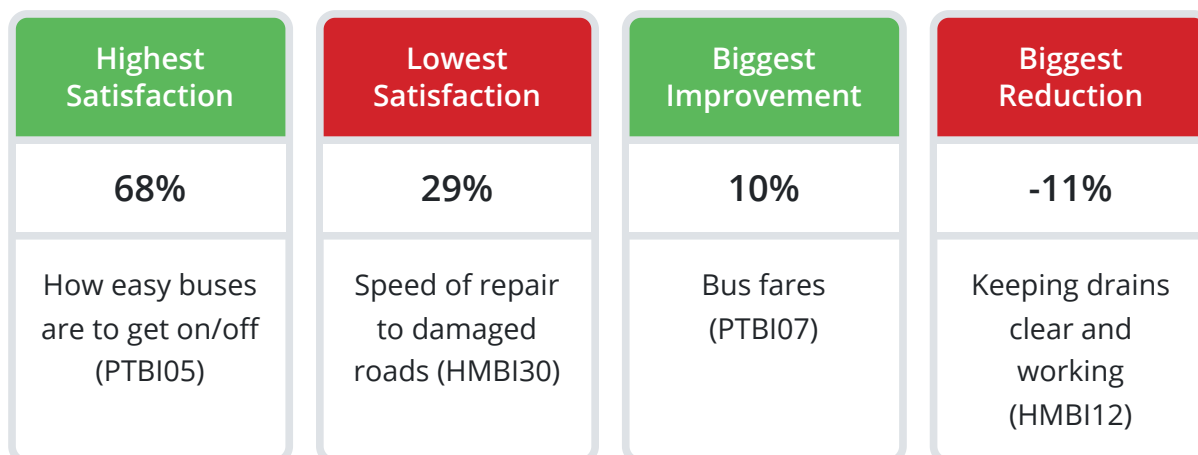
Theme	0-20%	21-30%	31-40%	41-50%	51-60%	61-70%	71-100%	Above Ave	Below Ave
Accessibility	0	0	1	0	1	3	7	8	4
Communications	0	2	4	4	2	1	0	9	4
Highway Maintenance	0	2	6	14	6	1	1	29	1
Overall	0	0	0	1	2	0	0	3	0
Public Transport	0	1	0	8	10	8	1	16	12
Road Safety	0	0	0	6	7	1	0	13	1
Tackling Congestion	0	0	2	12	1	1	0	15	1
Walking/Cycling	0	0	0	12	19	1	1	31	2
Total	0	5	13	57	48	16	10	124	25

Comparisons and Trends

The gauges below show how Bedford's results compare with last year and with all other authorities in the survey this year.

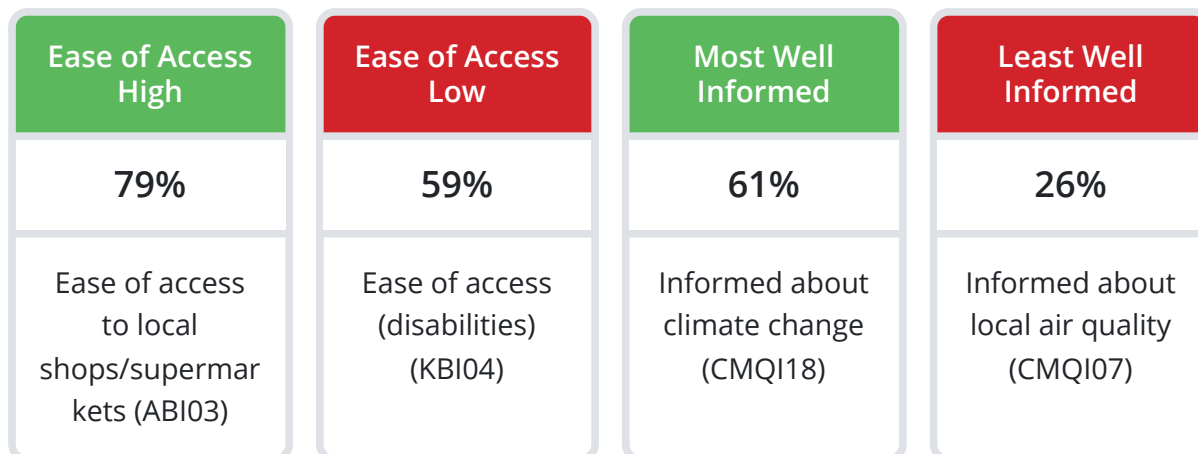


The gauges below show Bedford's highest and lowest satisfaction scores this year and the largest upward and downward changes in satisfaction since last year.



Other Highlights

The gauges below show Bedford's highest and lowest ease of access scores and the highest and lowest well informed scores reported this year.



The table below shows the most popular public views on 'potholes and damaged roads', 'climate change' and their 'contact with the council'.

Potholes and Damaged Roads

Compared to a year ago would you say:

- There are more potholes and damaged roads, there are fewer or no change - **More**
- The Council is doing more to repair local roads, doing less, or about the same - **About the Same**

Climate Change and Traffic Pollution

The public were asked... 'How well informed do you feel about the following':

- Climate change - sometimes called 'global warming' - **Fairly Well Informed**
- The level of pollution caused by traffic in the local area - **Not Very Well Informed**
- The actions the Council is taking to help tackle climate change - **Not Very Well Informed**
- The actions you can take personally to help tackle climate change - **Fairly Well Informed**
- The quality of air alongside local roads - **Not Very Well Informed**

Contacting the Council

The public were asked...

- Which method do you use to contact the council - **Online (via the council website)**
- How easy is it to get in touch to report a problem - **Fairly Good**
- How easy is it to get in touch to find something out - **Fairly Good**
- The speed of response of council staff- **Fairly Good**
- The quality of response of council staff - **Fairly Good**

Highest and Lowest Scores

Bedford's 10 Highest and 10 Lowest Satisfaction Scores are shown in the tables below.

10 Highest Scores

Reference	Type	Indicator	Theme	Bedford
PTBI05	BI	How easy buses are to get on/off	Public Transport	68%
PTBI09	BI	Helpfulness of drivers	Public Transport	65%
PTBI10	BI	Personal safety on the bus	Public Transport	65%
PTBI12	BI	Raised kerbs at bus stops	Public Transport	65%
PTBI08	BI	Quality and cleanliness of buses	Public Transport	64%
HMBI28	BI	Undertakes cold weather gritting (salting)	Highway Maintenance	64%
KBI09	KBI	Taxi/mini cab services	Public Transport	63%
PTBI02	BI	Number of bus stops	Public Transport	63%
WCBI01	BI	The provision of pavements	Walking/Cycling	63%
TCBI01	BI	Advanced warning of roadworks	Tackling Congestion	62%

10 Lowest Scores

Reference	Type	Indicator	Theme	Bedford
HMBI30	BI	Speed of repair to damaged roads	Highway Maintenance	29%
KBI08	KBI	Public transport information	Public Transport	30%
HMBI01	BI	Condition of road surfaces	Highway Maintenance	33%
HMBI13	BI	Deals with potholes/damaged roads	Highway Maintenance	34%
KBI23	KBI	Condition of highways	Highway Maintenance	34%
HMBI31	BI	Quality of repair to damaged roads	Highway Maintenance	35%
TCBI11	BI	Tackling illegal onstreet parking	Tackling Congestion	36%
HMBI12	BI	Keeping drains clear and working	Highway Maintenance	40%
WCBI07	BI	Pavements clear of obstruction	Walking/Cycling	41%

Reference	Type	Indicator	Theme	Bedford
KBI19	KBI	Traffic management	Tackling Congestion	41%

Note: The following types of indicator are not included in these tables; Ease of Access, Provision, More or Less or Well Informed.

Highest Ranked and Lowest Ranked

Bedford's 10 Highest and 10 Lowest Ranked Satisfaction Scores (ranking is out of 111) are shown in the tables below.

10 Highest Ranked Scores

Name	Type	Indicator	Theme	Bedford	Rank
HMBI23	BI	Speed of repair to damaged pavements	Highway Maintenance	42%	1
KBI18	KBI	Management of roadworks	Tackling Congestion	49%	3
TCBI01	BI	Advanced warning of roadworks	Tackling Congestion	62%	3
HMBI24	BI	Quality of repair to damaged pavements	Highway Maintenance	47%	3
TCBI07	BI	The management of roadworks overall	Tackling Congestion	47%	4
HMBI19	BI	Cuts back overgrown hedges	Highway Maintenance	43%	6
TCBI03	BI	Time taken to complete roadworks	Tackling Congestion	42%	6
HMBI28	BI	Undertakes cold weather gritting (salting)	Highway Maintenance	64%	6
WCBI23	BI	Overgrown footpaths and bridleways	Walking/Cycling	43%	7
TCBI02	BI	Efforts to reduce delays to traffic	Tackling Congestion	46%	8

10 Lowest Ranked Scores





Name	Type	Indicator	Theme	Bedford	Rank
KBI10	KBI	Community transport	Public Transport	53%	78
RSBI10	BI	Road safety education young drivers	Road Safety	45%	78
PTBI05	BI	How easy buses are to get on/off	Public Transport	68%	77
PTBI01	BI	Frequency of bus services	Public Transport	47%	76
KBI25	KBI	Street lighting	Highway Maintenance	60%	73

Name	Type	Indicator	Theme	Bedford	Rank
PTBI13	BI	The amount of information	Public Transport	48%	72
KBI06	KBI	Local bus services (overall)	Public Transport	52%	70
RSBI02	BI	Speed controls (e.g. road humps)	Road Safety	51%	70
PTBI02	BI	Number of bus stops	Public Transport	63%	69
PTBI09	BI	Helpfulness of drivers	Public Transport	65%	68

Note: The following types of indicator are not included in these tables; Ease of Access, Provision, More or Less or Well Informed.

Year on Year Changes

The table below summarises the change in Bedford's results compared with last year.

Change from last year	Key Benchmark Indicators	Key Quality Indicators	Benchmark Indicators	Quality Indicators
 4%+ above last year	0	0	1	2
 0-3% above last year	0	2	10	3
 0-3% below last year	15	1	50	4
 4%+ below last year	12	1	35	13

Indicators 4% or more up on last year (10 largest increases)

Name	Type	Indicator	Theme	Trend	Bedford
PTBI07	BI	Bus fares	Public Transport	10%	57%
PTQI08	QI	Provision of bus stops	Public Transport	5%	87%
ACQI25	QI	Provision of electric vehicle charging points	Accessibility	5%	38%

Indicators 4% or more down on last year (10 largest reductions)

Ref	Type	Indicator	Theme	Trend	Bedford
KBI04	KBI	Ease of access (disabilities)	Accessibility	-13%	59%
HMBI11	BI	Provision of Drains	Highway Maintenance	-11%	44%
HMBI12	BI	Keeping drains clear and working	Highway Maintenance	-11%	40%
KBI08	KBI	Public transport information	Public Transport	-10%	30%
HMQI11	QI	Number of potholes	Highway Maintenance	-10%	21%
KBI05	KBI	Ease of access (no car)	Accessibility	-9%	62%
HMBI22	BI	Deals with flooding on roads	Highway Maintenance	-9%	42%

Ref	Type	Indicator	Theme	Trend	Bedford
RSBI10	BI	Road safety education young drivers	Road Safety	-9%	45%
ABI06	BI	Ease of access to school/college	Accessibility	-8%	75%
HMBI01	BI	Condition of road surfaces	Highway Maintenance	-8%	33%

Difference from Average

The table below summarises the difference between Bedford's results and the NHT average.

Difference from Average	Key Benchmark Indicators	Benchmark Indicator	Key Quality Indicators	Quality Indicators
+ 4%+ above average	7	32	1	5
+ 0 to 3% above average	13	51	3	12
- 0 to 3% below average	6	12	0	4
- 4%+ below average	1	1	0	1

Indicators 4%+ above NHT Average (top 10)

Ref	Type	Indicator	Theme	Gap	Bedford
HMQUI12	QI	Action to repair local roads	Highway Maintenance	11%	38%
HMBI01	BI	Condition of road surfaces	Highway Maintenance	8%	33%
HMBI13	BI	Deals with potholes/damaged roads	Highway Maintenance	8%	34%
TCBI01	BI	Advanced warning of roadworks	Tackling Congestion	8%	62%
HMBI23	BI	Speed of repair to damaged pavements	Highway Maintenance	8%	42%
HMBI28	BI	Undertakes cold weather gritting (salting)	Highway Maintenance	8%	64%
KBI23	KBI	Condition of highways	Highway Maintenance	7%	34%
TCBI02	BI	Efforts to reduce delays to traffic	Tackling Congestion	7%	46%
TCBI03	BI	Time taken to complete roadworks	Tackling Congestion	7%	42%
TCBI07	BI	The management of roadworks overall	Tackling Congestion	7%	47%

Indicators 4%+ below NHT Average (bottom 10)

Ref	Type	Indicator	Theme	Gap	Bedford
KBI05	KBI	Ease of access (no car)	Accessibility	-4%	62%
PTBI01	BI	Frequency of bus services	Public Transport	-4%	47%
TCQI19	QI	Informed about local pollution levels	Tackling Congestion	-4%	34%

Accessibility Theme

Getting Better

1

Getting Worse

11

Above Average

8

Below Average

4

Key Benchmark Indicator	Bedford	Trend	Average	Gap	Quartile	Rank
KBI03 Ease of access (all)	72%	-4%	71%	1%	2	49
KBI04 Ease of access (disabilities)	59%	-13%	61%	-2%	4	87
KBI05 Ease of access (no car)	62%	-9%	66%	-4%	4	93

Benchmark Indicator	Bedford	Trend	Average	Gap	Quartile	Rank
ABI01 Ease of access to where you work (if you do)	71%	-5%	71%	0%	3	60
ABI02 Ease of access to post office/banks	72%	-2%	69%	3%	1	18
ABI03 Ease of access to local shops/supermarkets	79%	-1%	78%	1%	2	29
ABI04 Ease of access to hospital	66%	-6%	63%	3%	2	32
ABI05 Ease of access to doctors and health facilities	72%	-3%	73%	-1%	3	81
ABI06 Ease of access to school/college	75%	-8%	75%	0%	3	58
ABI07 Ease of access to leisure facilities	69%	-5%	71%	-2%	4	94
ABI08 Ease of access to visit friends/family	72%	-2%	71%	1%	2	44

Quality Indicator	Bedford	Trend	Average	Gap	Quartile	Rank
ACQ125 Provision of electric vehicle charging points	38%	5%	32%	6%	1	6

Active Travel Theme

Getting Better

4

Getting Worse

29

Above Average

31

Below Average

2

Key Benchmark Indicator	Bedford	Trend	Average	Gap	Quartile	Rank
KBI11 Pavements & footpaths (overall)	55%	-2%	50%	5%	1	17
KBI12 Pavements & footpaths (aspects)	53%	-2%	49%	4%	1	15
KBI13 Cycle routes and facilities (overall)	51%	-4%	50%	1%	2	43
KBI14 Cycle routes and facilities (aspects)	49%	-2%	49%	0%	2	50
KBI15 Rights of Way (overall)	56%	-2%	54%	2%	1	17
KBI16 Rights of Way (aspects)	51%	-5%	49%	2%	2	30

Benchmark Indicator	Bedford	Trend	Average	Gap	Quartile	Rank
WCBI01 The provision of pavements	63%	0%	58%	5%	1	8
WCBI02 The condition of pavements	52%	-1%	46%	6%	1	10
WCBI03 The cleanliness of pavements	46%	-3%	41%	5%	1	26
WCBI04 Direction signposts for pedestrians	57%	-2%	54%	3%	1	18
WCBI05 Provision of safe crossing points	58%	-2%	55%	3%	1	13
WCBI06 Drop kerb crossing points	56%	-4%	54%	2%	1	25
WCBI07 Pavements clear of obstruction	41%	-2%	36%	5%	1	14
WCBI10 Condition of cycle routes	54%	0%	53%	1%	2	36
WCBI11 Cycle crossing facilities at junctions	51%	-2%	49%	2%	2	42
WCBI12 Cycle parking	47%	-2%	46%	1%	2	53
WCBI13 Direction signing for cycle routes	52%	-2%	50%	2%	2	32
WCBI14 Cycle route information e.g. maps	46%	-5%	46%	0%	3	57
WCBI17 Footpaths for walking/running	59%	-3%	59%	0%	2	51
WCBI18 Bridleways for horse riding/cycling	56%	-3%	55%	1%	2	39

Benchmark Indicator	Bedford	Trend	Average	Gap	Quartile	Rank
WCBI19 Signposting of rights of way	55%	-5%	54%	1%	2	41
WCBI20 Condition of rights of way	55%	-3%	52%	3%	1	19
WCBI21 Ease of use by those with disabilities	43%	-8%	42%	1%	2	54
WCBI22 Information on rights of way	46%	-8%	46%	0%	2	55
WCBI23 Overgrown footpaths and bridleways	43%	-6%	37%	6%	1	7
WCBI27 The number of cycle lanes provided	47%	-2%	48%	-1%	3	63
WCBI28 The number of cycle routes provided	49%	-2%	49%	0%	2	52
WCBI29 The location of the cycle lanes provided	48%	-3%	48%	0%	2	50
WCBI30 The location of the cycle routes provided	51%	0%	49%	2%	2	35
Quality Indicator	Bedford	Trend	Average	Gap	Quartile	Rank
WCQI15 Provision of cycle routes	57%	-3%	55%	2%	2	41
WCQI16 Provision of cycle lanes	55%	-3%	51%	4%	1	23
WCQI30 Pavements, footpaths and pedestrian areas	81%	2%	78%	3%	1	13

Communications Theme

Getting Better

0

Getting Worse

13

Above Average

9

Below Average

4

Key Quality Indicator	Bedford	Trend	Average	Gap	Quartile	Rank
KQI02 Communication (aspects)	49%	-6%	45%	4%	1	11

Quality Indicator	Bedford	Trend	Average	Gap	Quartile	Rank
CMQI04 Informed about public transport	40%	-4%	43%	-3%	3	80
CMQI05 Informed about highways and transport	40%	-4%	41%	-1%	3	69
CMQI06 Informed about action to repair local roads	33%	-8%	28%	5%	1	15
CMQI07 Informed about local air quality	26%	-6%	25%	1%	2	36
CMQI14 Informed about council transport and highways services	36%	-7%	36%	0%	2	53
CMQI18 Informed about climate change	61%	-3%	63%	-2%	3	84
CMQI20 Informed about council actions on climate change	29%	-5%	29%	0%	2	56
CMQI21 Informed about personal actions on climate change	56%	-5%	58%	-2%	3	80
CMQI31 How easy to get in touch to report a problem	52%	-5%	51%	1%	2	53
CMQI32 How easy to get in touch to find something out	48%	-4%	48%	0%	2	51
CMQI33 The speed of response from council staff	44%	-5%	44%	0%	3	64
CMQI34 The quality of response from council staff	48%	-3%	47%	1%	2	44

Highway Maintenance Theme

Getting Better

2

Getting Worse

28

Above Average

29

Below Average

1

Key Benchmark Indicator	Bedford	Trend	Average	Gap	Quartile	Rank
KBI23 Condition of highways	34%	-6%	27%	7%	1	16
KBI24 Highway maintenance	48%	-4%	43%	5%	1	11
KBI25 Street lighting	60%	-1%	61%	-1%	3	73
KBI26 Highway enforcement/obstructions	44%	-7%	40%	4%	1	13

Benchmark Indicator	Bedford	Trend	Average	Gap	Quartile	Rank
HMBI01 Condition of road surfaces	33%	-8%	25%	8%	1	18
HMBI02 Cleanliness of roads	50%	-5%	46%	4%	1	22
HMBI03 Condition of road markings	47%	-6%	44%	3%	1	25
HMBI05 Provision of street Lighting	58%	-1%	57%	1%	2	42
HMBI06 Speed of repair to street lights	55%	-2%	53%	2%	2	32
HMBI09 Maintenance of verges/trees/shrub	45%	-6%	39%	6%	1	12
HMBI11 Provision of Drains	44%	-11%	44%	0%	3	64
HMBI12 Keeping drains clear and working	40%	-11%	40%	0%	3	62
HMBI13 Deals with potholes/damaged roads	34%	-8%	26%	8%	1	13
HMBI18 Provides information on Gritting	49%	-6%	43%	6%	1	12
HMBI19 Cuts back overgrown hedges	43%	-6%	37%	6%	1	6
HMBI20 Deals with mud on the road	47%	-6%	44%	3%	1	20
HMBI22 Deals with flooding on roads	42%	-9%	40%	2%	2	37
HMBI23 Speed of repair to damaged pavements	42%	2%	34%	8%	1	1
HMBI24 Quality of repair to damaged pavements	47%	-2%	40%	7%	1	3
HMBI25 Weed killing on pavements	45%	-3%	39%	6%	1	9

Benchmark Indicator	Bedford	Trend	Average	Gap	Quartile	Rank
HMBI26 Condition of road signs	57%	-2%	52%	5%	1	13
HMBI27 Cleanliness of road signs	55%	-3%	50%	5%	1	10
HMBI28 Undertakes cold weather gritting (salting)	64%	-3%	56%	8%	1	6
HMBI29 Undertakes snow clearance	58%	-4%	52%	6%	1	13
HMBI30 Speed of repair to damaged roads	29%	-7%	22%	7%	1	14
HMBI31 Quality of repair to damaged roads	35%	-8%	28%	7%	1	15
Quality Indicator	Bedford	Trend	Average	Gap	Quartile	Rank
HMQI11 Number of potholes	21%	-10%	14%	7%	1	14
HMQI12 Action to repair local roads	38%	-7%	27%	11%	1	5
HMQI13 Provision of street-lights	79%	3%	78%	1%	2	48

Public Transport Theme

Getting Better

5

Getting Worse

23

Above Average

16

Below Average

12

Key Benchmark Indicator	Bedford	Trend	Average	Gap	Quartile	Rank
KBI06 Local bus services (overall)	52%	-3%	54%	-2%	3	70
KBI07 Local bus services (aspects)	45%	-5%	47%	-2%	3	62
KBI08 Public transport information	30%	-10%	33%	-3%	3	66
KBI09 Taxi/mini cab services	63%	-1%	60%	3%	2	34
KBI10 Community transport	53%	-2%	54%	-1%	3	78

Key Quality Indicator	Bedford	Trend	Average	Gap	Quartile	Rank
KQI03 Responsive transport	52%	0%	51%	1%	2	45
KQI05 Public transport information (aspects)	50%	-3%	50%	0%	2	52

Benchmark Indicator	Bedford	Trend	Average	Gap	Quartile	Rank
PTBI01 Frequency of bus services	47%	-4%	51%	-4%	3	76
PTBI02 Number of bus stops	63%	-2%	64%	-1%	3	69
PTBI03 The state of bus stops	54%	-2%	54%	0%	3	65
PTBI04 Whether buses arrive on time	47%	-2%	48%	-1%	3	65
PTBI05 How easy buses are to get on/off	68%	-3%	69%	-1%	3	77
PTBI06 The local bus service overall	53%	-1%	54%	-1%	3	61
PTBI07 Bus fares	57%	10%	54%	3%	2	29
PTBI08 Quality and cleanliness of buses	64%	0%	61%	3%	1	26
PTBI09 Helpfulness of drivers	65%	-1%	66%	-1%	3	68
PTBI10 Personal safety on the bus	65%	-3%	65%	0%	2	56
PTBI11 Personal safety at bus stops	61%	-2%	60%	1%	2	40
PTBI12 Raised kerbs at bus stops	65%	-1%	63%	2%	2	28
PTBI13 The amount of information	48%	-3%	50%	-2%	3	72
PTBI14 The clarity of information	51%	-1%	51%	0%	2	50
PTBI15 The accuracy of information	52%	-1%	51%	1%	2	45

Benchmark Indicator	Bedford	Trend	Average	Gap	Quartile	Rank
PTBI16 Ease of finding the right information	48%	-2%	48%	0%	2	51
PTBI17 Information about accessible buses	47%	-6%	46%	1%	2	46
PTBI18 Info to help people plan journeys	53%	0%	53%	0%	2	49
PTBI19 Reliability of electronic display info	52%	-4%	47%	5%	1	21
Quality Indicator	Bedford	Trend	Average	Gap	Quartile	Rank
PTQI08 Provision of bus stops	87%	5%	85%	2%	1	25

Road Safety Theme

Getting Better

1

Getting Worse

13

Above Average

13

Below Average

1

Key Benchmark Indicator	Bedford	Trend	Average	Gap	Quartile	Rank
KBI20 Road safety locally	56%	-2%	52%	4%	1	14
KBI21 Road safety environment	54%	-2%	52%	2%	1	18
KBI22 Road safety education	47%	-7%	47%	0%	3	64

Benchmark Indicator	Bedford	Trend	Average	Gap	Quartile	Rank
RSBI01 Speed limits	60%	-1%	60%	0%	3	64
RSBI02 Speed controls (e.g. road humps)	51%	-4%	51%	0%	3	70
RSBI03 Location of speed control measures	52%	-4%	52%	0%	3	65
RSBI04 Safety of walking	60%	-1%	57%	3%	1	24
RSBI05 Safety of cycling	50%	-3%	48%	2%	2	40
RSBI06 Safety of children walking to school	55%	-1%	51%	4%	1	17
RSBI07 Safety of children cycling to school	47%	-1%	42%	5%	1	15
RSBI08 Road safety training/education children	50%	-3%	49%	1%	2	48
RSBI09 Road safety education motorcycles	47%	-7%	47%	0%	3	67
RSBI10 Road safety education young drivers	45%	-9%	46%	-1%	3	78

Quality Indicator	Bedford	Trend	Average	Gap	Quartile	Rank
RSQI09 Provision of speed controls	65%	1%	64%	1%	2	46

Tackling Congestion Theme

Getting Better

5

Getting Worse

11

Above Average

15

Below Average

1

Key Benchmark Indicator	Bedford	Trend	Average	Gap	Quartile	Rank
KBI17 Traffic levels & congestion	43%	-3%	41%	2%	2	34
KBI18 Management of roadworks	49%	-1%	43%	6%	1	3
KBI19 Traffic management	41%	-3%	39%	2%	2	38

Key Quality Indicator	Bedford	Trend	Average	Gap	Quartile	Rank
KQI04 Traffic pollution	48%	0%	45%	3%	1	24

Benchmark Indicator	Bedford	Trend	Average	Gap	Quartile	Rank
TCBI01 Advanced warning of roadworks	62%	-3%	54%	8%	1	3
TCBI02 Efforts to reduce delays to traffic	46%	-1%	39%	7%	1	8
TCBI03 Time taken to complete roadworks	42%	2%	35%	7%	1	6
TCBI04 Signposting of road diversions	54%	0%	50%	4%	1	11
TCBI05 Helplines to find out about roadworks	43%	-5%	38%	5%	1	11
TCBI06 Minimising nuisance to residents	47%	-2%	43%	4%	1	11
TCBI07 The management of roadworks overall	47%	1%	40%	7%	1	4
TCBI11 Tackling illegal onstreet parking	36%	-1%	34%	2%	2	31
TCBI12 Restrictions of parking on busy roads	42%	0%	41%	1%	2	35
TCBI13 Good park and ride schemes	45%	-6%	40%	5%	2	30
TCBI14 The routes taken by HGV's	42%	-3%	40%	2%	2	36

Quality Indicator	Bedford	Trend	Average	Gap	Quartile	Rank
TCQI19 Informed about local pollution levels	34%	-5%	38%	-4%	4	107

Overall Results

Getting Better	Getting Worse	Above Average	Below Average
0	3	3	0

Key Benchmark Indicator	Bedford	Trend	Average	Gap	Quartile	Rank
KBI00 Overall Satisfaction	46%	-5%	43%	3%	2	30
KBI01 Overall (local)	52%	-2%	49%	3%	1	20
KBI02 Overall (national)	52%	-2%	49%	3%	1	18

Overview

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.

The Survey asks detailed questions about each of the following in turn:

- 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
- The local Rights of Way Network

The Survey also includes questions on methods and frequency of travel, the ease of access to key services and there are also questions canvassing opinion on climate change.

Survey Coverage

The NHT Survey has become an unrivalled resource of public perception on Highways and Transport services in local authority areas going back fourteen years. It has been sent to over 5.6 million households since it was first launched in 2008 and over 1.2 million members of the public have made their views known.

The public's responses can be categorised by; age group, gender, whether they have an illness, disability or infirmity limiting their daily activities or are a blue badge holder, employment status and ethnicity.

Survey Participation

2023 was another year of very high levels of participation in the NHT Public Satisfaction Survey with 111 Authorities taking part, which equals the number that took part in 2022.

A total of 145 Authorities have taken part in the survey since 2008, including 129 English Authorities, nine Scottish Authorities, six Welsh Authorities and the Isle of Man Government.

Bedford's Participation

Bedford has taken part in the NHT Survey 12 times. This year the survey was sent to 3,428 households across the authority area and 707 members of the public responded. This represents an overall response rate for Bedford of 20.6% compared with the national average of 22.4%.

Note:

This report provides highlights of Bedford Borough Council's results this year's survey. A full set of results and a comprehensive set of management reports are available on the members website at www.nhtnetwork.co.uk.