



## NHT Survey Report

# 2022 Executive Summary

## Rutland County Council

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## Introduction

The National Highway and Transport Public Satisfaction Survey (NHT Survey) collects the public's views on different aspects of Highways 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
- Condition of Roads
- Local Rights of Way Network

It asks detailed questions about each of these aspects in turn and there are also questions canvassing opinion on climate change, changing travel habits and electric vehicle usage.

The Survey also includes questions on methods and frequency of travel and the ease of access to key services.

### 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.

2022 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 2021. 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.

### Rutland's Participation

Rutland has taken part in the NHT Survey two times. This year the survey was sent to 3,300 households across the authority area and 959 members of the public responded. This represents an overall response rate for Rutland of 29.1% compared with the national average of 22.8%.

***Note:** This report is intended to provide highlights of Rutland County Council's results in this year's survey. Detailed results and further reporting options are available on the member's website at [www.nhtnetwork.co.uk](http://www.nhtnetwork.co.uk).*

## Rating Key Aspects of Service

The Survey asks the public to consider the twelve key aspects of service 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
- \* Local taxi services
- \* Safety on Roads
- \* Street Lighting

- \* Cycle Routes/Lanes
- \* Community Transport
- \* Traffic Congestion
- \* Condition of Roads

- \* Local Bus Services
- \* Demand Responsive Transport
- \* Traffic Pollution
- \* Local Rights of Way Network

Most Important  
**Safety on roads**

Least Satisfied  
**Condition of roads**

Declined the Most  
**Condition of Roads**

Spending Priority  
**Condition of roads**

### Most Important/Least Important

The Rutland public placed most importance on '**Safety on roads**' and '**Condition of roads**' and least importance on '**Demand responsive transport**' and '**Local taxi services**'.

### Most Satisfied/Least Satisfied

In terms of satisfaction the public were most satisfied with '**Street lighting**' and least satisfied with '**Condition of roads**'.

### Improved the Most/Declined the Most









'**Cycle routes/lanes**' was the most popular choice for a service getting better and '**Condition of Roads**' was the most popular choice for a service getting worse over the past few years.

### Increase Spend the Most/Reduce Spend the Most

'**Condition of roads**' was the most popular choice for spending more over the next few years, while '**Local taxi services**' was the most popular choice for spending less.

## Results overview by highway and transport theme

Rutland's theme scores are compared with NHT Average scores below. Also shown are the change in their results from last year (Trend) and the difference from the NHT Average (Gap), which are highlighted in colour; blue and green for positive/amber and red for negative.

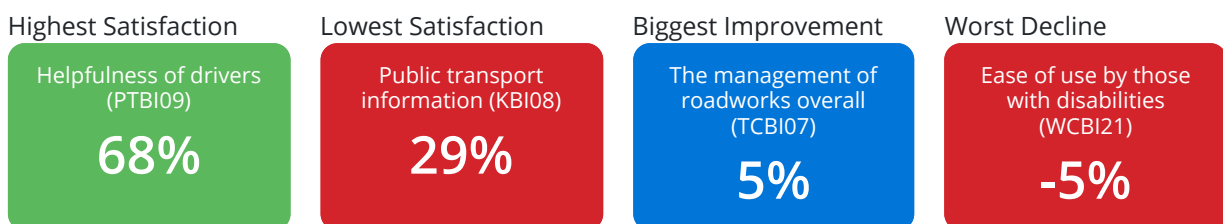
Theme	Description	Score	NHT Average	Trend	Gap
	Overall	55%	50%	0%	5%
	Accessibility	70%	68%	2%	2%
	Communications	49%	46%	-1%	3%
	Public Transport	47%	51%	-2%	-4%
	Walking/Cycling	53%	51%	-1%	2%
	Tackling Congestion	53%	44%	2%	9%
	Road Safety	54%	52%	1%	2%
	Highway Maintenance	51%	46%	0%	5%

## Comparisons and trends

The gauges below show how Rutland's results compare with last year and with the results of all other authorities in the survey this year. They show the number of scores that are above and below average this year and the number of scores that are improving or reducing compared with last year.



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



## Other highlights

Below are the public's view on **Potholes and Damaged Roads**, on how well informed they feel about **'Climate Change and Traffic Pollution'** and their views on **'Contacting 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 in the number - **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 - **By telephone (during normal office hours)**
- \* 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**