

NHT Public Satisfaction Survey

Annual Report 2018

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2018 NHT Survey Annual Report

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NHT Survey Statistics

2018 was another record year for participation in the NHT Public Satisfaction Survey with one hundred and thirteen Authorities taking part. This represented an increase of one from the 2017 Survey, which was the previous record year for participation.

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 responded to date. This is the equivalent to collecting the views of every person living in Glasgow.

A total of one hundred and forty-one Authorities have taken part in the survey over the past eleven years, including twenty-eight County councils, eleven London Boroughs, thirty-three Metropolitan Boroughs and sixty-seven Unitary Authorities, nine of which were Scottish and a further six were Welsh.

One hundred and thirteen of the one hundred and nineteen English Highways Authorities outside London have taken part in the Survey at some point, leaving only Birmingham City Council, Isle of Wight, Isles of Scilly, Leicester City Council, Rutland Council and Sefton Council yet to take part.

Survey sample size and response rates

This year the survey was sent to 412,088 households across 113 local authority areas and produced 104,119 responses, with an average response rate of 25.3%, the highest response rate ever. This high response rate offset the effects of a lower average sample size to previous years and still produced the second largest average number of responses per participating authority since the survey began. The average number of on-line responses was down from the high in 2017.

The table below gives details of the average sample size, response rates and provides a split between postal and on-line returns for the last eleven years:

YEAR	NO OF PARTICIPANTS	RESPONSE RATE %	SAMPLE SIZE	RESPONSE ONLINE	RESPONSE BY POST	RESPONSE TOTAL
2008	33	18.6	4,500		839	839
2009	76	18.6	4,881		912	912
2010	95	16.9	5,045		859	859
2011	70	17.6	5,029		886	886
2012	76	15.9	5,072		809	809
2013	70	15.2	5,031	25	743	767
2014	78	23.3	3,847	31	861	892
2015	100	20.9	3,666	31	732	763
2016	106	24.4	3,732	62	850	912
2017	112	25.0	3,873	99	860	959
2018	113	25.3	3,615	55	859	913

Note: The increase in average response rates and the reduction in sample size from 2014 onwards reflects the introduction of a single reminder sent to those households that had not responded part way through the survey period.

The following tables provide details of the average response rate for the 2018 Survey by region and by authority type.

REGION	RESPONSE RATE %	AUTHORITY TYPE	RESPONSE RATE %
EAST MIDLANDS	26.3	COUNTY COUNCIL	29.6
EASTERN	25.9	LONDON BOROUGH	18.3
GREATER MANCHESTER	22.1	METROPOLITAN BOROUGH	22.5
LONDON	16.2	SCOTTISH UNITARY	26.5
NORTH EAST	23.5	UNITARY	25.0
NORTH WEST	24.0		
SCOTLAND	26.5		
SOUTH EAST	27.2		
SOUTH WEST	28.9		
WEST MIDLANDS	25.5		
YORKSHIRE & HUMBERSIDE	24.4		

The South West Region enjoyed the best response rate, with an average response rate of 28.9%. County Councils had the best response of the different authority types, with an average response rate of almost 30%, while in London the response rate down to just over 18%.

The following tables provides aggregate totals of the number of households surveyed and a breakdown of the responses split between postal and on-line returns in each year since 2008.

The option to complete the survey on-line was introduced for the first time in 2013, the on-line response rate remains below 10%.

YEAR	TOTAL SAMPLE	RESPONSE ONLINE	RESPONSE BY POST	RESPONSE TOTAL
2008	148,500		27,682	27,682
2009	370,950		69,332	69,332
2010	479,300		81,614	81,614
2011	352,000		62,026	62,026
2012	385,500		61,459	61,459
2013	352,200	1,697	51,979	53,676
2014	300,050	2,406	67,160	69,566
2015	370,289	3,132	73,932	77,064
2016	399,346	6,677	90,896	97,573
2017	441,541	11,264	98,050	109,314
2018	412,088	6,218	97,901	104,119
TOTAL	4,011,764	31,394	782,031	813,425

In 2018 participating authorities were once again offered the choice of an eight page or a twelve page version of the questionnaire, the eight page version was introduced in 2017 in the hope it would be better suited to on-line completion and improve response rates.

2018 KBI and BI Results

Key Benchmark Indicators

The 2018 NHT Survey KBI results are summarised in the table below. It shows the highest, the lowest, the NHT average and the spread of results from highest to lowest for each KBI.

KBI	HIGHEST	AVERAGE	LOWEST	SPREAD
OVERALL				
KBI 01 - OVERALL (LOCAL)	64	53	45	19
KBI 02 - OVERALL (NATIONAL)	64	53	46	18
ACCESSIBILITY THEME				
KBI 03 - EASE OF ACCESS (ALL)	81	75	68	13
KBI 04 - EASE OF ACCESS (DISABILITIES)	76	66	54	22
KBI 05 - EASE OF ACCESS (NO CAR)	80	70	57	23
PUBLIC TRANSPORT THEME				
KBI 06 - LOCAL BUS SERVICES	82	60	47	35
KBI 07 - LOCAL BUS SERVICES (BVPI 104)	88	61	39	49
KBI 08 - PUBLIC TRANSPORT INFO (BVPI 103)	79	47	28	51
KBI 09 - TAXI/MINI CAB SERVICES	74	66	57	17
KBI 10 - COMMUNITY TRANSPORT	68	57	52	16
WALKING AND CYCLING THEME				
KBI 11 - PAVEMENTS & FOOTPATHS	67	54	44	23
KBI 12 - PAVEMENTS & FOOTPATHS (ASPECTS)	64	57	52	12
KBI 13 - CYCLE ROUTES AND FACILITIES	65	52	43	22
KBI 14 - CYCLE ROUTES AND FACILITIES (ASPECTS)	65	52	46	19
KBI 15 - RIGHTS OF WAY	65	57	52	13
KBI 16 - RIGHTS OF WAY (ASPECTS)	65	55	48	17
TACKLING CONGESTION THEME				
KBI 17 - TRAFFIC LEVELS & CONGESTION	62	43	29	33
KBI 18 - MANAGEMENT OF ROADWORKS	59	51	44	15
KBI 19 - TRAFFIC MANAGEMENT	66	56	50	16
ROAD SAFETY THEME				
KBI 20 - ROAD SAFETY LOCALLY	66	56	45	21
KBI 21 - ROAD SAFETY ENVIRONMENT	62	56	52	10
KBI 22 - ROAD SAFETY EDUCATION	61	53	46	15
HIGHWAY MAINTENANCE/ ENFORCEMENT THEME				
KBI 23 - CONDITION OF HIGHWAYS	52	31	16	36
KBI 24 - HIGHWAY MAINTENANCE	61	51	43	18
KBI 25 - STREET LIGHTING	74	65	47	27
KBI 26 - HIGHWAY ENFORCEMENT/OBSTRUCTIONS	56	49	43	13

There are three KBI averages below 50% satisfaction; Condition of Highways (KBI23 lowest at 31%), Public Transport Information (KBI08 47%) and Highway Enforcement/Obstructions (KBI26 49%).

The highest NHT Average results are for Ease of Access for All (KBI03 75%), Ease of Access (no car) (KBI05 70%), Taxi/Mini Cab Services (KBI09: 66%) and Street Lighting (KBI25 65%).

The highest KBI results recorded were for Local Bus Services (KBI07 88% and KBI06 82%) and the lowest KBI results recorded were for Condition of Highways (KBI23 16%), Public Transport Information (KBI08 28%) and Traffic Management & Congestion (KBI17 29%).

The largest spread in results recorded, from the highest to the lowest, were in Public Transport Information (KBI08 51%) and Local Bus Services (BVPI104) (KBI07 49%). The smallest difference between highest and lowest results were for Road Safety Environment (KBI21 10%) and Pavement & Footpaths (aspects) (KBI12 12%).

Benchmark Indicators

The 2018 NHT Survey BI results are summarised by theme in the tables below. Each table shows the highest, the lowest, the NHT average and the spread of results from highest to lowest for each BI in each theme.

ACCESSIBILITY THEME	HIGHEST	AVERAGE	LOWEST	SPREAD
ABI 01-WHERE YOU WORK (IF YOU DO)	83	74	66	17
ABI 02-POST OFFICE/BANKS	82	74	66	16
ABI 03-LOCAL SHOPS/SUPERMARKETS	85	81	73	12
ABI 04-HOSPITAL	76	66	52	24
ABI 05-DOCTORS AND HEALTH FACILITIES	83	78	70	13
ABI 06-SCHOOL/COLLEGE	85	78	68	17
ABI 07-LEISURE FACILITIES	81	74	69	12
ABI 08-TO VISIT FRIENDS/FAMILY	81	74	68	13

The highest average BI Accessibility result is for Access to Local Shops/Supermarkets (ABI03 81%) and the lowest is for Access to Hospital (ABI04 66%), this also had lowest recorded result (52%) and recorded the widest spread of results (24%).

PUBLIC TRANSPORT THEME	HIGHEST	AVERAGE	LOWEST	SPREAD
PTBI 01-FREQUENCY OF BUS SERVICES	84	62	46	38
PTBI 02-NUMBER OF BUS STOPS	87	72	61	26
PTBI 03-THE STATE OF BUS STOPS	76	63	53	23
PTBI 04-WHETHER BUSES ARRIVE ON TIME	73	58	44	29
PTBI 05-HOW EASY BUSES ARE TO GET ON/OFF	86	74	67	19
PTBI 06-THE LOCAL BUS SERVICE OVERALL	84	63	48	36
PTBI 07-BUS FARES	66	49	36	30
PTBI 08-QUALITY AND CLEANLINESS OF BUSES	76	63	51	25
PTBI 09-HELPLEFULNESS OF DRIVERS	75	67	57	18
PTBI 10-PERSONAL SAFETY ON THE BUS	76	68	55	21
PTBI 11-PERSONAL SAFETY WHILE WAITING AT BUS STOP	74	64	54	20
PTBI 12-RAISED KERBS AT BUS STOPS	77	67	59	18
PTBI 13-THE AMOUNT OF INFORMATION	76	58	48	28
PTBI 14-THE CLARITY OF INFORMATION	75	58	48	27
PTBI 15-THE ACCURACY OF INFORMATION	74	59	49	25
PTBI 16-EASE OF FINDING THE RIGHT INFORMATION	72	56	46	26
PTBI 17-INFORMATION ABOUT ACCESSIBLE BUSES	69	53	41	28
PTBI 18-INFORMATION TO HELP PEOPLE PLAN JOURNEYS	75	60	50	25

PTBI 19-RELIABILITY OF ELECTRONIC DISPLAY INFO	74	54	42	32
PTBI 20-PROVISION OF PUBLIC TRANSPORT INFORMATION	76	57	46	30
PTBI 21-AVAILABILITY OF TAXIS OR MINICABS	80	72	57	23
PTBI 22-RELIABILITY OF TAXIS OR MINICABS	79	70	55	24
PTBI 23-COST (FARES) OF TAXIS OR MINICABS	63	52	39	24
PTBI 24-AVAILABILITY OF COMMUNITY TRANSPORT	66	55	47	19
PTBI 25-COMMUNITY TRANSPORT FARES	61	53	48	13
PTBI 26-RELIABILITY OF COMMUNITY TRANSPORT	69	56	50	19

The highest average BI Public Transport result is for 'How easy buses are to get on/off' (PB05 74%) and the lowest is for 'Bus Fares' (PTBI07 49%). Bus Fares also had the lowest recorded Public Transport result (36%) and 'number of bus stops' the highest recorded result (87%).

The widest spread of results is for 'Frequency of Bus Services' (PTBI01 38%) and narrowest spread is for Community Transport Fares (PTBI25 13%).

WALKING AND CYCLING THEME	HIGHEST	AVERAGE	LOWEST	SPREAD
WCBI 01-THE PROVISION OF PAVEMENTS WHERE NEEDED	75	66	58	17
WCBI 02-THE CONDITION OF PAVEMENTS	64	54	43	21
WCBI 03-THE CLEANLINESS OF PAVEMENTS	64	52	38	26
WCBI 04-DIRECTION SIGNPOSTS FOR PEDESTRIANS	67	62	56	11
WCBI 05-PROVISION OF SAFE CROSSING POINTS	70	62	55	15
WCBI 06-DROP KERB CROSSING POINTS	69	62	56	13
WCBI 07-PAVEMENTS BEING KEPT CLEAR OF OBSTRUCTION	57	43	36	21
WCBI 08-THE PROVISION OF CYCLE ROUTES WHERE NEEDED	72	51	40	32
WCBI 09-LOCATION OF CYCLE ROUTES/LANES	70	52	42	28
WCBI 10-CONDITION OF CYCLE ROUTES	65	55	48	17
WCBI 11-CYCLE CROSSING FACILITIES AT JUNCTIONS	64	53	46	18
WCBI 12-CYCLE PARKING	61	49	42	19
WCBI 13-DIRECTION SIGNING FOR CYCLE ROUTES	62	53	46	16
WCBI 14-CYCLE ROUTE INFORMATION E.G. MAPS	63	49	43	20
WCBI 17-PROVISION OF FOOTPATHS FOR WALKING	73	64	58	15
WCBI 18-BRIDLEWAYS FOR HORSE RIDING AND/OR CYCLING	70	60	53	17
WCBI 19-SIGNPOSTING OF RIGHTS OF WAY	66	59	54	12
WCBI 20-CONDITION OF RIGHTS OF WAY	67	57	50	17
WCBI 21-EASE OF USE BY THOSE WITH DISABILITIES	64	49	40	24
WCBI 22-INFORMATION ABOUT RIGHTS OF WAY ROUTES	60	49	43	17
WCBI 23-OVERGROWN FOOTPATHS AND BRIDLEWAYS	57	45	34	23

The highest average BI Walking & Cycling result is for 'Provision of pavements where needed' (WCBI01 66%) and the lowest is for 'Pavements being kept clear of obstructions' (WCBI07 43%). 'Overgrown footpaths and bridleways' (WCBI23 34%) had the lowest recorded Walking & Cycling result and 'Provision of pavements where needed' the highest recorded result (75%).

The widest spread of results is for 'Provision of cycle routes where needed' WCBI04 32%) and narrowest spread is for 'Direction Signpost for Pedestrians' (WCBI04 11%).

TACKLING CONGESTION THEME	HIGHES T	AVERAG E	LOWES T	SPREA D
TCBI 01-ADVANCED WARNING OF ROADWORKS	69	60	48	21
TCBI 02-EFFORTS TO REDUCE DELAYS TO TRAFFIC	62	52	42	20
TCBI 03-TIME TAKEN TO COMPLETE ROADWORKS	53	43	32	21
TCBI 04-SIGNPOSTING OF ROAD DIVERSIONS	65	56	49	16
TCBI 05-HELPLINES TO FIND OUT ABOUT ROADWORKS	53	45	40	13
TCBI 06-EFFORTS TO MINIMISE NUISANCE TO RESIDENTS	57	50	43	14
TCBI 07 THE MANAGEMENT OF ROADWORKS OVERALL	60	48	37	23
TCBI 08-ROAD SIGNS	76	70	64	12
TCBI 09-LOCATION OF PERMANENT TRAFFIC LIGHTS	76	70	65	11
TCBI 10-WAITING TIME AT PERMANENT TRAFFIC LIGHTS	70	64	55	15
TCBI 11-TACKLING ILLEGAL ON-STREET PARKING	56	42	35	21
TCBI 12-RESTRICTIONS OF PARKING ON BUSY ROADS	58	50	45	13
TCBI 13-GOOD PARK AND RIDE SCHEMES	79	49	34	45
TCBI 14-THE ROUTES TAKEN BY HEAVY GOODS VEHICLES	59	45	34	25

The highest average BI Tackling Congestion results are for 'Road Signs' (TCBI08 70%) and 'Location of Permanent Traffic Lights' (TCBI09 70%) the lowest is for 'Tackling Illegal on Street Parking' (TCBI11 42%). 'Time Taken to Complete Roadworks' had the lowest recorded Tackling Congestion result (TCBO03 32%) and 'Good Park and Ride Scheme' the highest recorded result (TCBI13 79%).

The widest spread of results is for 'Good Park and Ride Scheme' (45%) and narrowest spread is for 'Location of Permanent Traffic Lights' (11%).

ROAD SAFETY THEME	HIGHES T	AVERAG E	LOWES T	SPREA D
RSBI 01-SPEED LIMITS	71	64	54	17
RSBI 02-SPEED CONTROL MEASURES (E.G. ROAD HUMPS)	59	53	46	13
RSBI 03-LOCATION OF SPEED CONTROL MEASURES	61	54	47	14
RSBI 08-ROAD SAFETY TRAINING/EDUCATION - CHILDREN	66	55	46	20
RSBI 09-ROAD SAFETY TRAINING/EDUCATION - MOTORCYCLE	61	52	47	14
RSBI 10-ROAD SAFETY TRAINING/EDUC - YOUNG DRIVERS	59	51	45	14
RSBI 11-SAFETY OF WALKING/CYCLING	66	57	50	16
RSBI 12-SAFETY OF CHILDREN WALK/CYCLE TO SCHOOL	62	53	46	16

The highest average BI Road Safety result and the highest recorded result are for 'Speed Limits' (RSBI01 64% and 71%), whilst 'Road Safety Training /Education of Young Drivers' (RSBI10) is the lowest average result and the lowest recorded result (51% and 45%).

The widest spread of results is for 'Road Safety Training/Education of Children' (RSBI08 20%) and narrowest spread is for 'Speed Control Measures' (e.g. Road Humps)' (RSBI02 13%).

HIGHWAYS MAINTENANCE THEME	HIGHES T	AVERAG E	LOWES T	SPREA D
HMBI 01-CONDITION OF ROAD SURFACES	55	32	15	40
HMBI 02-CLEANLINESS OF ROADS	65	54	44	21
HMBI 03-CONDITION OF ROAD MARKINGS	66	54	43	23
HMBI 04-CONDITION AND CLEANLINESS OF ROAD SIGNS	68	58	47	21
HMBI 05-PROVISION OF STREET LIGHTING	74	65	49	25
HMBI 06-SPEED OF REPAIR TO STREET LIGHTS	68	60	50	18
HMBI 07-SPEED OF REPAIR TO ROADS/PAVEMENTS	46	27	13	33
HMBI 08-QUALITY OF REPAIR TO ROADS/PAVEMENTS	51	34	20	31
HMBI 09-MAINTENANCE OF HIGHWAY VERGES/TREES	62	50	32	30
HMBI 10-WEED KILLING ON PAVEMENTS AND ROADS	61	49	31	30
HMBI 11-PROVISION OF DRAINS	64	55	46	18
HMBI 12-KEEPING DRAINS CLEAR AND WORKING	64	52	43	21
HMBI 13- DEALS WITH POTHoles AND DAMAGED ROADS	50	31	16	34
HMBI 14-DEALS WITH OBSTRUCTIONS ON PAVEMENTS	53	42	36	17
HMBI 15-KEEPS ROADS CLEAR OF OBSTRUCTIONS	64	56	50	14
HMBI 17-UNDERTAKES COLD WEATHER GRITTING	67	58	43	24
HMBI 18-PROVIDES INFORMATION ON GRITTING	55	45	35	20
HMBI 19-CUTS BACK OVERGROWN HEDGES	58	45	33	25
HMBI 20-DEALS WITH MUD ON THE ROAD	60	51	41	19
HMBI 22 DEALS WITH FLOODING ON ROADS/PAVEMENTS	58	49	42	16

The highest average BI Road Safety result and the highest recorded result are for 'Provision of Street Lights' (HMBI05 65% and 71%), the lowest average result and the lowest recorded result is for 'Speed of Repair to damaged Roads/Pavements' (HMBI07 27% and 13%).

The widest spread of results is for 'Condition of Road Surfaces' (40%) and narrowest spread is for 'Keeps Roads Clear of Obstruction' (14%).

2018 Best Performers and Biggest Improvers

The tables below list the best performers and the biggest improvers for the Surveys KBIs and BIs.

Where the highest recorded result is achieved by more than one Authority, the order for Best Performer status is determined by the improvement each authority has made to their scores since last year.

Similarly, where several authorities have made the same biggest improvement, the authority with the highest recorded score this year would be recognised as the biggest improver.

KEY BENCHMARK INDICATORS	BEST PERFORMER	BIGGEST IMPROVER
01. GENERAL		
KBI01 OVERALL (LOCAL)	Nottingham City (64%)	Halton (+3)
KBI02 OVERALL (NATIONAL)	Nottingham City (64%)	Halton (+3)
02. ACCESSIBILITY		
KBI03 EASE OF ACCESS (ALL)	Isle of Man (81%)	Somerset (+3)
KBI04 EASE OF ACCESS (DISABILITIES)	Telford & Wrekin (76%)	Telford & Wrekin (+10)
KBI05 EASE OF ACCESS (NO CAR)	Brighton & Hove City (80%)	Bath & NE Somerset (+13)
03. PUBLIC TRANSPORT		
KBI06 LOCAL BUS SERVICES	Nottingham City (82%)	Bournemouth (+5)
KBI07 LOCAL BUS SERVICES (BVPI 104)	Nottingham City (88%)	Bournemouth (+6)
KBI08 PUBLIC TRANSPORT INFO (BVPI 103)	Nottingham City (79%)	Norfolk (+7)
KBI09 TAXI/MINI CAB SERVICES	Nottingham City (74%)	Thurrock (+4)
KBI10 COMMUNITY TRANSPORT	Nottingham City (68%)	Manchester City (+5)
04. WALKING/ CYCLING		
KBI 11 - PAVEMENTS & FOOTPATHS	Bracknell Forest I (67%)	City of York (+3)
KBI 12 - PAVEMENTS & FOOTPATHS (ASPECTS)	Nottingham City (64%)	Thurrock (+3)
KBI 13 - CYCLE ROUTES AND FACILITIES	Milton Keynes (65%)	North Yorkshire (+5)
KBI 14 - CYCLE ROUTES AND FACILITIES (ASPECTS)	Milton Keynes (65%)	Brighton & Hove (+5)
KBI 15 - RIGHTS OF WAY	Nottingham City (65%)	South Tyneside I (+4)
KBI 16 - RIGHTS OF WAY (ASPECTS)	Nottingham City (65%)	Thurrock (+5)
05. TACKLING CONGESTION		
KBI 17 - TRAFFIC LEVELS & CONGESTION	Isle of Man (62%)	Halton (+17)
KBI 18 - MANAGEMENT OF ROADWORKS	Portsmouth City (59%)	Telford & Wrekin (+3)
KBI 19 - TRAFFIC MANAGEMENT	Nottingham City (66%)	Thurrock (+3)
06. ROAD SAFETY		
KBI 20 - ROAD SAFETY LOCALLY	Nottingham City (66%)	Halton (+4)
KBI 21 - ROAD SAFETY ENVIRONMENT	Bracknell Forest (62%)	Thurrock (+7)
KBI 22 - ROAD SAFETY EDUCATION	Darlington (61%)	North East Lincolnshire (+7)
07. HIGHWAY MAINTENANCE		
KBI 23 - CONDITION OF HIGHWAYS	LB Southwark (52%)	Thurrock (+1)
KBI 24 - HIGHWAY MAINTENANCE	Portsmouth City (61%)	Bournemouth (+1)
KBI 25 - STREET LIGHTING	Nottingham City (74%)	Northumberland (+3)
KBI 26 - HIGHWAY ENFORCEMENT	Portsmouth City (56%)	Bournemouth (+3)

NAME	BEST PERFORMER	BIGGEST IMPROVER
01. ACCESSIBILITY		

ABI 01-WHERE YOU WORK (IF YOU DO)	Isle of Man (83%)	East Sussex (+11)
ABI 02-POST OFFICE/BANKS	LB Lambeth (82%)	Luton (+3)
ABI 03-LOCAL SHOPS/SUPERMARKETS	LB Southwark (85%)	Southampton City (+3)
ABI 04-HOSPITAL	LB Southwark (76%)	Luton (+5)
ABI 05-DOCTORS AND HEALTH FACILITIES	LB Lambeth (83%)	Coventry City (+4)
ABI 06-SCHOOL/COLLEGE	Durham (85%)	Hartlepool (+10)
ABI 07-LEISURE FACILITIES	Telford & Wrekin (81%)	Gateshead (+4)
ABI 08-TO VISIT FRIENDS/FAMILY	Isle of Man (81%)	Northumberland (+4)
02. PUBLIC TRANSPORT		
PTBI 01-FREQUENCY OF BUS SERVICES	Nottingham City (84%)	Shropshire (+6)
PTBI 02-NUMBER OF BUS STOPS	Nottingham City (87%)	Windsor & Maid'head (+6)
PTBI 03-THE STATE OF BUS STOPS	Nottingham City (76%)	Shropshire (+5)
PTBI 04-WHETHER BUSES ARRIVE ON TIME	Nottingham City (73%)	Borough of Poole (+4)
PTBI 05-HOW EASY BUSES ARE TO GET ON/OFF	Nottingham City (86%)	Plymouth City(+2)
PTBI 06-THE LOCAL BUS SERVICE OVERALL	Nottingham City (84%)	Bournemouth (+4)
PTBI 07-BUS FARES	LB Lambeth (66%)	Bracknell Forest (+8)
PTBI 08-QUALITY AND CLEANLINESS OF BUSES	Isle of Man (76%)	Bournemouth (+3)
PTBI 09-HELPLEFULNESS OF DRIVERS	Borough of Poole (75%)	Bath & NE Somerset (+5)
PTBI 10-PERSONAL SAFETY ON THE BUS	Nottinghamshire (76%)	Shropshire (+4)
PTBI 11-PERSONAL SAFETY WHILE WAITING AT BUS STOP	Isle of Man (74%)	Shropshire (+5)
PTBI 12-RAISED KERBS AT BUS STOPS	Borough of Poole (77%)	Shropshire (+5)
PTBI 13-THE AMOUNT OF INFORMATION	Nottingham City (76%)	Stockton-on-Tees (+5)
PTBI 14-THE CLARITY OF INFORMATION	Nottingham City (75%)	Stockton-on-Tees (+4)
PTBI 15-THE ACCURACY OF INFORMATION	Nottingham City (74%)	Stockton-on-Tees (+5)
PTBI 16-EASE OF FINDING THE RIGHT INFORMATION	Nottingham City (72%)	Stockton-on-Tees (+5)
PTBI 17-INFORMATION ABOUT ACCESSIBLE BUSES	Nottingham City (69%)	Milton Keynes (+7)
PTBI 18-INFORMATION TO HELP PEOPLE PLAN JOURNEYS	LB Lambeth (75%)	Bath & NE Somerset (+4)
PTBI 19-RELIABILITY OF ELECTRONIC DISPLAY INFO	Nottingham City (74%)	Plymouth City (+11)
PTBI 20-PROVISION OF PUBLIC TRANSPORT INFO	Nottingham City (76%)	Shropshire (+5)
PTBI 21-AVAILABILITY OF TAXIS OR MINICABS	Bournemouth (80%)	Thurrock (+3)
PTBI 22-RELIABILITY OF TAXIS OR MINICABS	Bournemouth (79%)	Thurrock (+4)
PTBI 23-COST (FARES) OF TAXIS OR MINICABS	Stockton-on-Tees (63%)	Thurrock (+5)
PTBI 24-AVAILABILITY OF COMMUNITY TRANSPORT	Nottingham City (66%)	Thurrock (+6)
PTBI 25-COMMUNITY TRANSPORT FARES	Stockton-on-Tees (61%)	Thurrock (+9)
PTBI 26-RELIABILITY OF COMMUNITY TRANSPORT	Nottingham City (69%)	Shropshire (+7)
03. WALKING AND CYCLING		
WCBI 01-THE PROVISION OF PAVEMENTS WHERE NEEDED	Nottingham City (75%)	Bath & N Somerset (+3)
WCBI 02-THE CONDITION OF PAVEMENTS	Bracknell Forest (64%)	Reading (+4)
WCBI 03-THE CLEANLINESS OF PAVEMENTS	Bracknell Forest (64%)	Telford & Wrekin (+3)
WCBI 04-DIRECTION SIGNPOSTS FOR PEDESTRIANS	Nottingham City (67%)	Bath & NE Somerset (+4)
WCBI 05-PROVISION OF SAFE CROSSING POINTS	Nottingham City (70%)	Thurrock (+5)
WCBI 06-DROP KERB CROSSING POINTS	City of York (69%)	Derby City (+4)
WCBI 07-PAVEMENTS KEPT CLEAR OF OBSTRUCTION	LB Lambeth (57%)	Derby City (+3)
WCBI 08-PROVISION OF CYCLE ROUTES WHERE NEEDED	Milton Keynes (72%)	Rotherham (+6)
WCBI 09-LOCATION OF CYCLE ROUTES/LANES	Milton Keynes (70%)	Shropshire (+5)

WCBI 10-CONDITION OF CYCLE ROUTES	Nottingham City (65%)	Reading (+5)
WCBI 11-CYCLE CROSSING FACILITIES AT JUNCTIONS	Nottingham City (64%)	Brighton & Hove City (+5)
WCBI 12-CYCLE PARKING	Brighton & Hove (61%)	Brighton & Hove City (+8)
WCBI 13-DIRECTION SIGNING FOR CYCLE ROUTES	Nottingham City (62%)	Brighton & Hove City (+6)
WCBI 14-CYCLE ROUTE INFORMATION E.G. MAPS	Milton Keynes (63%)	Brighton & Hove City (+8)
WCBI 17-PROVISION OF FOOTPATHS FOR WALKING/RUNNING	Nottingham City (73%)	Shropshire (+6)
WCBI 18-BRIDLEWAYS FOR HORSE RIDING AND CYCLING	Nottingham City (70%)	Shropshire (+5)
WCBI 19-SIGNPOSTING OF RIGHTS OF WAY	Nottingham City (66%)	Shropshire (+4)
WCBI 20-CONDITION OF RIGHTS OF WAY	Nottingham City (67%)	Stockton-on-Tees (+3)
WCBI 21-EASE OF USE BY THOSE WITH DISABILITIES	Nottingham City (64%)	Thurrock (+9)
WCBI 22-INFORMATION ABOUT RIGHTS OF WAY ROUTES	Nottingham City (60%)	Stockton-on-Tees (+4)
WCBI 23-OVERGROWN FOOTPATHS AND BRIDLEWAYS	Nottingham City (57%)	Thurrock (+6)
04. TACKLING CONGESTION		
TCBI 01-ADVANCED WARNING OF ROADWORKS	Bedford (69%)	Thurrock (+6)
TCBI 02-EFFORTS TO REDUCE DELAYS TO TRAFFIC	Portsmouth City (62%)	East Sussex (+8)
TCBI 03-TIME TAKEN TO COMPLETE ROADWORKS	Stockton-on-Tees (53%)	Telford & Wrekin (+6)
TCBI 04-SIGNPOSTING OF ROAD DIVERSIONS	Nottingham City (65%)	Northumberland (+3)
TCBI 05-HELPLINES TO FIND OUT ABOUT ROADWORKS	Portsmouth City (53%)	Thurrock (+6)
TCBI 06-EFFORTS TO MINIMISE NUISANCE TO RESIDENTS	Portsmouth City (57%)	Knowsley (+4)
TCBI 07 THE MANAGEMENT OF ROADWORKS OVERALL	Portsmouth City (60%)	Halton (+6)
TCBI 08-ROAD SIGNS	Nottingham City (76%)	Sheffield City (+2)
TCBI 09-LOCATION OF PERMANENT TRAFFIC LIGHTS	Nottingham City (76%)	Shropshire (+4)
TCBI 10-WAITING TIME AT PERMANENT TRAFFIC LIGHTS	Northumberland (70%)	Norfolk (+4)
TCBI 11-TACKLING ILLEGAL ON-STREET PARKING	LB Lambeth (56%)	Bracknell Forest (+4)
TCBI 12-RESTRICTIONS OF PARKING ON BUSY ROADS	LB Lambeth (58%)	Thurrock (+6)
TCBI 13-GOOD PARK AND RIDE SCHEMES	City of York (79%)	West Sussex (+5)
TCBI 14-THE ROUTES TAKEN BY HEAVY GOODS VEHICLES	Nottingham City (59%)	Thurrock (+8)
05. ROAD SAFETY		
RSBI 01-SPEED LIMITS	Portsmouth City (71%)	Thurrock (+6)
RSBI 02-SPEED CONTROL MEASURES (E.G. ROAD HUMPS)	Brighton & Hove City (59%)	Thurrock (+7)
RSBI 03-LOCATION OF SPEED CONTROL MEASURES	LB Lambeth (61%)	Thurrock (+9)
RSBI 08-ROAD SAFETY TRAINING/EDUC - CHILDREN	Isle of Man (66%)	NE Lincolnshire (+6)
RSBI 09-ROAD SAFETY TRAINING/EDUC -MOTORCYCLE	North Lincolnshire (61%)	Thurrock (+7)
RSBI 10-ROAD SAFETY TRAINING/EDUC - YOUNG DRIVERS	Darlington (59%)	Thurrock (+8)
RSBI 11-SAFETY OF WALKING/CYCLING	Bracknell Forest (66%)	Thurrock (+9)
RSBI 12-SAFETY OF CHILDREN WALK/CYCLE TO SCHOOL	West Lothian (62%)	Thurrock (+7)
06. HIGHWAYS MAINTENANCE		
HMBI 01-CONDITION OF ROAD SURFACES	LB Southwark (55%)	Thurrock (+1)
HMBI 02-CLEANLINESS OF ROADS	Bracknell Forest (65%)	Southampton City (+2)
HMBI 03-CONDITION OF ROAD MARKINGS	Portsmouth City (66%)	Thurrock (+3)
HMBI 04-CONDITION AND CLEANLINESS OF ROAD SIGNS	Portsmouth City (68%)	Bournemouth (+2)

HMBI 05-PROVISION OF STREET LIGHTING	Sheffield City (74%)	Northumberland (+4)
HMBI 06-SPEED OF REPAIR TO STREET LIGHTS	Nottingham City (68%)	Cumbria (+4)
HMBI 07-SPEED OF REPAIR TO DAMAGED ROADS	Portsmouth City (46%)	Sheffield City (+3)
HMBI 08-QUALITY OF REPAIR TO DAMAGED ROADS	Portsmouth City (51%)	Bournemouth (+2)
HMBI 09-MAINTENANCE OF HIGHWAY VERGES/TREES	Portsmouth City (62%)	North Yorkshire (+4)
HMBI 10-WEED KILLING ON PAVEMENTS AND ROADS	Portsmouth City (61%)	Manchester City (+3)
HMBI 11-PROVISION OF DRAINS	Portsmouth City (64%)	Reading (+3)
HMBI 12-KEEPING DRAINS CLEAR AND WORKING	Portsmouth City (64%)	Stockport (+4)
HMBI 13- DEALS WITH POTHOLES AND DAMAGED ROADS	Portsmouth City (50%)	Bournemouth (+1)
HMBI 14-DEALS WITH OBSTRUCTIONS ON PAVEMENTS	Aberdeenshire (53%)	Salford City (+3)
HMBI 15-KEEPS ROADS CLEAR OF OBSTRUCTIONS	Aberdeenshire (64%)	North Yorkshire (+2)
HMBI 17-UNDERTAKES COLD WEATHER GRITTING	Portsmouth City (67%)	Knowsley (+3)
HMBI 18-PROVIDES INFORMATION ON GRITTING	Portsmouth City (55%)	Brighton & Hove City (+5)
HMBI 19-CUTS BACK OVERGROWN HEDGES	LB Lambeth (58%)	Bournemouth (+5)
HMBI 20-DEALS WITH MUD ON THE ROAD	LB Lambeth (60%)	Wirral (+5)
HMBI 22 DEALS WITH FLOODING ON ROADS/PAVEMENTS	Portsmouth City (58%)	South Tyneside (+6)

Comparing 2018 results with the results in 2017

Comparing the results of the one hundred and five Authorities that took part in the Survey in 2017 and 2018 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 of the 105 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. The table below shows the proportion of KBI results that have changed, in percentage terms, and by how much;

KEY BENCHMARK INDICATOR	DOWN BY 4%+	DOWN BY 0 TO 4%	UP BY 0 TO 4%	UP BY 4%+
KBI 01 - OVERALL (LOCAL)	4.8	75.2	20.0	0.0
KBI 02 - OVERALL (NATIONAL)	5.7	72.4	21.9	0.0
KBI 03 - EASE OF ACCESS (ALL)	1.9	44.8	53.3	0.0
KBI 04 - EASE OF ACCESS (DISABILITIES)	22.1	28.8	27.9	21.2
KBI 05 - EASE OF ACCESS (NO CAR)	33.0	20.0	30.0	17.0
KBI 06 - LOCAL BUS SERVICES	11.4	33.3	53.3	1.9
KBI 07 - LOCAL BUS SERVICES (BVPI 104)	22.0	28.0	34.0	16.0
KBI 08 - PUBLIC TRANSPORT INFO (BVPI 103)	26.0	24.0	28.0	22.0
KBI 09 - TAXI/MINI CAB SERVICES	5.7	50.5	42.9	1.0
KBI 10 - COMMUNITY TRANSPORT	3.8	31.4	61.9	2.9
KBI 11 - PAVEMENTS & FOOTPATHS	11.4	59.0	29.5	0.0
KBI 12 - PAVEMENTS & FOOTPATHS (ASPECTS)	1.0	59.0	40.0	0.0
KBI 13 - CYCLE ROUTES AND FACILITIES	7.6	44.8	43.8	3.8
KBI 14 - CYCLE ROUTES AND FACILITIES (ASPECTS)	6.7	36.2	51.4	5.7
KBI 15 - RIGHTS OF WAY	11.4	65.7	21.9	1.0
KBI 16 - RIGHTS OF WAY (ASPECTS)	4.0	46.0	48.0	2.0
KBI 17 - TRAFFIC LEVELS & CONGESTION	22.1	40.4	36.5	1.0
KBI 18 - MANAGEMENT OF ROADWORKS	11.4	45.7	42.9	0.0
KBI 19 - TRAFFIC MANAGEMENT	0.0	50.0	50.0	0.0
KBI 20 - ROAD SAFETY LOCALLY	24.8	53.3	21.0	1.0
KBI 21 - ROAD SAFETY ENVIRONMENT	2.9	30.5	64.8	1.9
KBI 22 - ROAD SAFETY EDUCATION	4.8	25.7	61.9	7.6
KBI 23 - CONDITION OF HIGHWAYS	84.8	13.3	1.9	0.0
KBI 24 - HIGHWAY MAINTENANCE	23.8	67.6	8.6	0.0
KBI 25 - STREET LIGHTING	6.7	48.6	44.8	0.0
KBI 26 - HIGHWAY ENFORCEMENT/OBSTRUCTIONS	3.8	46.7	49.5	0.0

The table below shows the proportion of KBI scores that have gone up and down and by how much;

	Down by 4%+	Down by 0 to 4%	Up by 0 to 4%	Up by 4%+
Number of KBI's	351	1,115	949	95
% of total KBI's	14%	44%	38%	4%

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, with 20% showing improvement of over 4%, and Ease of Access for disabled KBI04.

2018 National Survey Results

NHT introduced an eight-page National Survey in 2015. Using a sample drawn across the whole of England, the National Survey offers the opportunity to look at trends in public perception on a national basis.

The 2018 National Survey was sent to 6,700 households and produced 1,448 responses, of which 87 were submitted on-line, with a response rate of 21.6%.

Key Benchmark Indicator (KBI) Results

The 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 improved.

When the 2018 results are compared with equivalent results in 2015 it shows an across the board reduction, with every KBI result lower than in 2015.

KBI	2015	2016	2017	2018	DIFF FROM 2015	TREND FROM 2017
KBI01 OVERALL (LOCAL)	55	54	54	52	-3	-2
KBI02 OVERALL (NATIONAL)	55	54	54	52	-3	-2
KBI03 EASE OF ACCESS (ALL)			76	75		-1
KBI04 EASE OF ACCESS (DISABILITIES)			68	61		-7
KBI05 EASE OF ACCESS (NO CAR)			76	69		-7
KBI06 LOCAL BUS SERVICES	62	63	62	61	-1	-1
KBI09 TAXI/MINI CAB SERVICES	70	68	67	67	-3	0
KBI10 COMMUNITY TRANSPORT	59	58	58	58	-1	0
KB 11 PAVEMENTS & FOOTPATHS	55	56	54	54	-1	0
KBI12 PAVEMENTS & FOOTPATHS (ASPECTS)	59	58	58	58	-1	0
KBI13 CYCLE ROUTES AND FACILITIES	51	49	53	49	-2	-4
KBI14 CYCLE ROUTES & FACILITIES (ASPECTS)	52	51	51	50	-2	-1
KBI15 RIGHTS OF WAY	61	57	59	57	-4	-2
KBI17 TRAFFIC LEVELS & CONGESTION	46	44	40	41	-5	+1
KBI18 MANAGEMENT OF ROADWORKS	54	52	51	50	-4	-1
KBI20 ROAD SAFETY LOCALLY	60	57	57	52	-8	-5
KBI21 ROAD SAFETY ENVIRONMENT	58	55	54	55	-3	+1
KBI22 ROAD SAFETY EDUCATION	54	50	51	53	-1	+2
KBI23 CONDITION OF HIGHWAYS	39	36	37	29	-10	-8
KBI24 HIGHWAY MAINTENANCE	53	52	53	50	-3	-3
KBI25 STREET LIGHTING	66	62	65	64	-2	-1
KBI26 HIGHWAY ENFORCEMENT	51	48	48	49	-2	+1

Looking at the trends from last year, the largest improvement was a 2% increase for KBI22 Road Safety Education, there were also increases of 1% for KBI21 Road Safety Environment, KBI22 Road Safety Education and KBI26 Highway Enforcement/Obstructions respectively.

The largest reduction was 8% for KBI23 Road Condition, there were 7% reductions for KBI04 Ease of Access, Disabilities and KBO05 Ease of Access, No Car and a 5% reduction for KBI20 Road Safety Locally.

National Survey Highway Maintenance Benchmark Indicator (BI) Results

The table below looks at the BI results for Highway Maintenance. The change in results from 2015 is generally down, however the change since last year is more mixed with almost as many BI's having improved as have reduced.

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.

BENCHMARK INDICATOR	2015	2016	2017	2018	DIFF	TREND
					FROM 2015	FROM 2017
HMBI01 CONDITION OF ROAD SURFACES	39	38	39	31	-8	-8
HMBI02 CLEANLINESS OF ROADS	57	58	58	55	-2	-3
HMBI03 CONDITION OF ROAD MARKINGS	59	58	57	55	-4	-2
HMBI04 CONDITION & CLEANLINESS OF ROAD SIGNS	59	59	59	57	-2	-2
HMBI05 PROVISION OF STREET LIGHTING	66	65	65	65	-1	0
HMBI 06 SPEED OF REPAIR TO STREET LIGHTS	62	59	58	60	-2	+2
HMBI 07 SPEED OF REPAIR TO DAMAGED ROADS	32	31	33	26	-6	-7
HMBI08 QUALITY OF REPAIR TO DAMAGED ROADS	39	38	39	34	-5	-5
HMBI09 MAINTENANCE OF HIGHWAY VERGES/TREES	54	52	49	51	-3	+2
HMBI10 WEED KILLING ON PAVEMENTS AND ROADS	53	49	51	50	-3	-1
HMBI11 PROVISION OF DRAINS	57	54	57	53	-4	-4
HMBI12 KEEPING DRAINS CLEAR AND WORKING	54	49	53	50	-4	-3
HMBI13 DEALS WITH POTHOLES & DAMAGED ROADS	37	35	36	30	-7	-6
HMBI14 DEALS WITH OBSTRUCTIONS ON PAVEMENTS	44	42	43	43	-1	0
HMBI15 KEEPS ROADS CLEAR OF OBSTRUCTIONS	59	56	56	57	-2	+1
HMBI17-UNDERTAKES COLD WEATHER GRITTING	58	59	61	58	0	-3
HMBI18-PROVIDES INFORMATION ON GRITTING	43	43	44	44	+1	0
HMBI19-CUTS BACK OVERGROWN HEDGES	47	44	44	46	-1	+2
HMBI20-DEALS WITH MUD ON THE ROAD	52	51	50	53	+1	+3
HMBI22 DEALS WITH FLOODING ON ROADS	50	46	47	49	-1	+2

The worst satisfaction score in 2018 is for 'Speed of Repair Damaged Roads and Pavements' at 26%, including a fall of 7% from last year. This is in stark contrast to 'Speed of Repair of Street Lights' which has one of the highest satisfaction scores at 60% and showed an improvement of 2% on last year.

Looking at the 2018 decline in Satisfaction with Road Condition

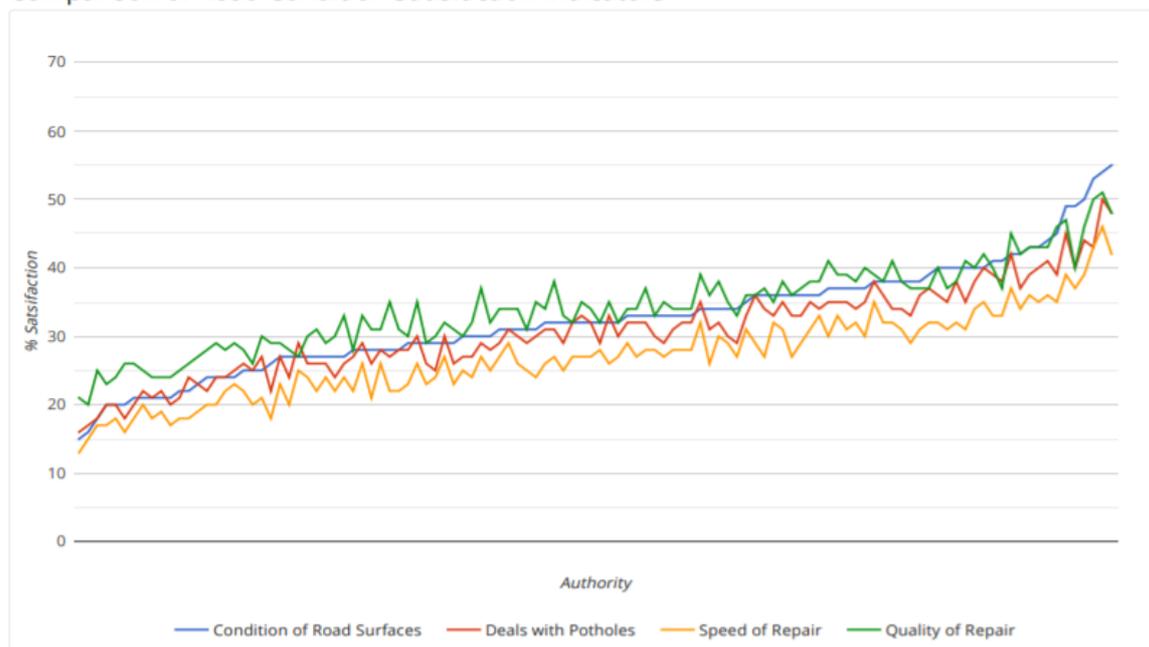
The most significant changes in this year's results compared with last year were the fall in satisfaction results across the Road Condition Indicators. The table below shows the overall change in average results between 2017 and 2018 and the number of authorities whose results went up or down for each measure.

ROAD CONDITION INDICATORS	RESULTS DOWN	RESULTS UP	2018 AVERAGE	2017 AVERAGE	TREND
KBI23 CONDITION OF HIGHWAYS	102	2	31	37	-6
HMBI01 CONDITION OF ROAD SURFACES	102	2	32	39	-7
HMBI07 SPEED OF REPAIR TO DAMAGED ROADS	97	7	27	32	-5
HMBI08 QUALITY OF REPAIR TO DAMAGED ROADS	93	11	34	38	-4
HMBI13 DEALS WITH POTHoles & DAMAGED ROADS	102	2	31	37	-6

Condition of Road Surfaces (HMBI01) saw the largest downward shift in satisfaction, -7%, however the indicator with lowest average remained Speed of Repair to Damaged Roads & Pavements (HMBI07), which was down 5%. Over 90% of the results were worse in 2018 and for three of the indicators only two authorities saw their results improve.

The graph below shows the close correlation between the satisfaction results of each participating Authority for the four road condition benchmark indicators (HMBI01, HMBI07, HMBI08 & HMBI13).

Comparison of Road Condition Satisfaction Indicators



The following table shows proportion of results that changed for each indicator and by how much. Not only were most of the changes downward, the vast majority of the changes were down by over 4%.

ROAD CONITION INDICATORS	DOWN BY 4%+	DOWN BY 0 TO 4%	UP BY 0 TO 4%	UP BY 4%+
KBI 23 - CONDITION OF HIGHWAYS	85	13	2	0

HMBI01 CONDITION OF ROAD SURFACES	90	13	2	0
HMBI07 SPEED OF REPAIR TO DAMAGED ROADS	77	21	7	0
HMBI08 QUALITY OF REPAIR TO DAMAGED ROADS	64	30	11	0
HMBI13 DEALS WITH POTHOLES & DAMAGED ROADS	88	15	2	0

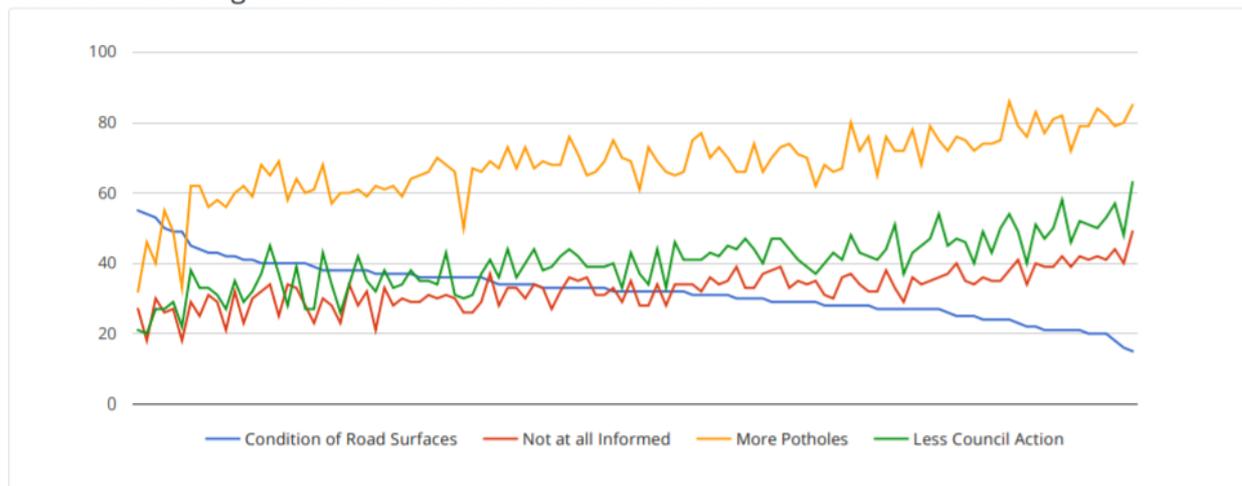
There are other Survey questions that directly relate to road condition that may help explain the decline in Road Condition indicator, they are as follows:

- Still thinking about your local area, would you say that compared to a year ago there are more potholes and damaged roads, there are fewer, or there has been no change in the number?
- From what you know or have heard and compared to a year ago, 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?

The graph below shows how satisfaction with 'condition of road surfaces' results corresponds with public perception that 'The Council is doing less to repair local roads', 'there are more potholes than a year ago' and 'feeling not at all well informed about what the council is doing to repair local roads.

There is a clear correlation between falls in the level of public satisfaction and rise in the perception that the council is taking less action and that there are more potholes.

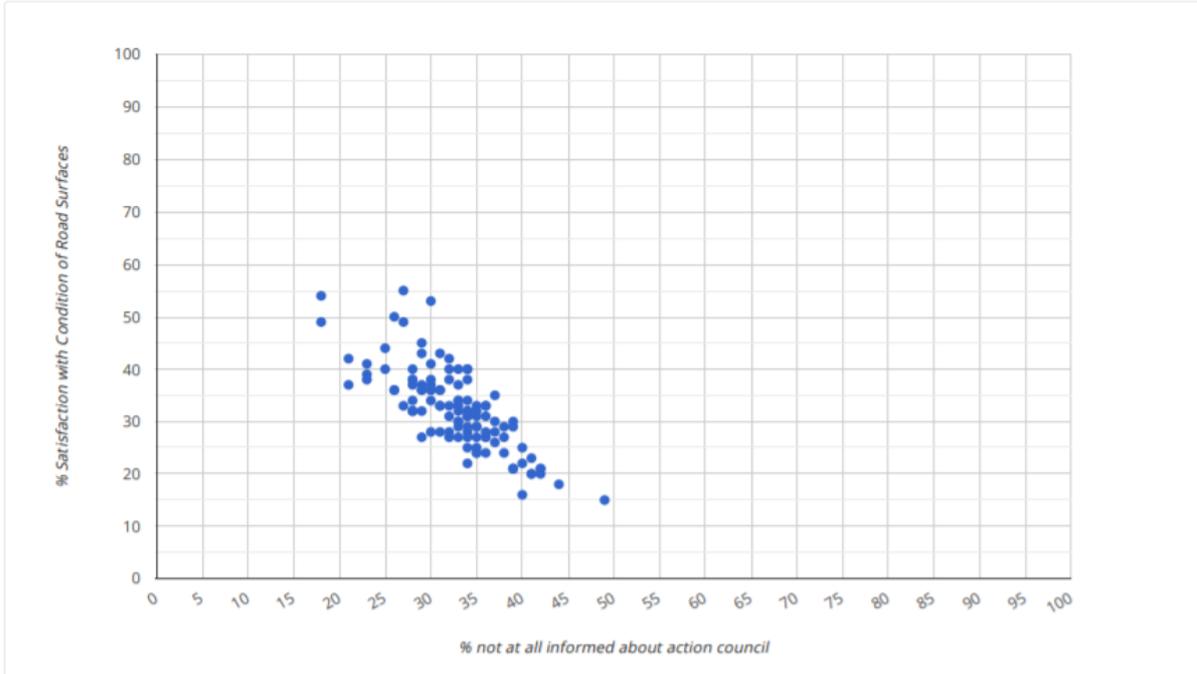
Factors Influencing Condition of Road Surface Satisfaction



There is much anecdotal evidence that communication is an important factor in determining public satisfaction. The graph below correlates satisfaction with 'condition of road surfaces' and the percentage of the public that felt 'not at all informed about what actions the council is taking to repair local roads' (each point on the graph plots a participating Authority's results to these two questions).

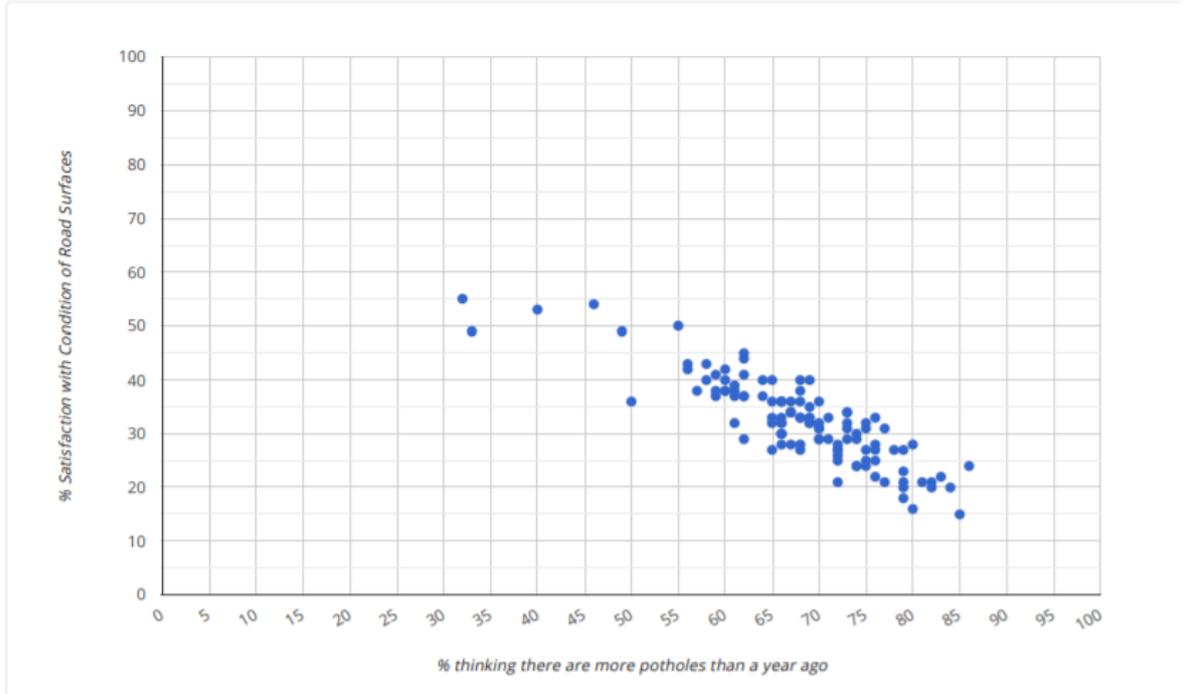
It provides strong evidence that there is a link between how informed the public feel and their satisfaction.

Condition of road surfaces vs 'Not at all Informed' about action Council is taking to repair local roads



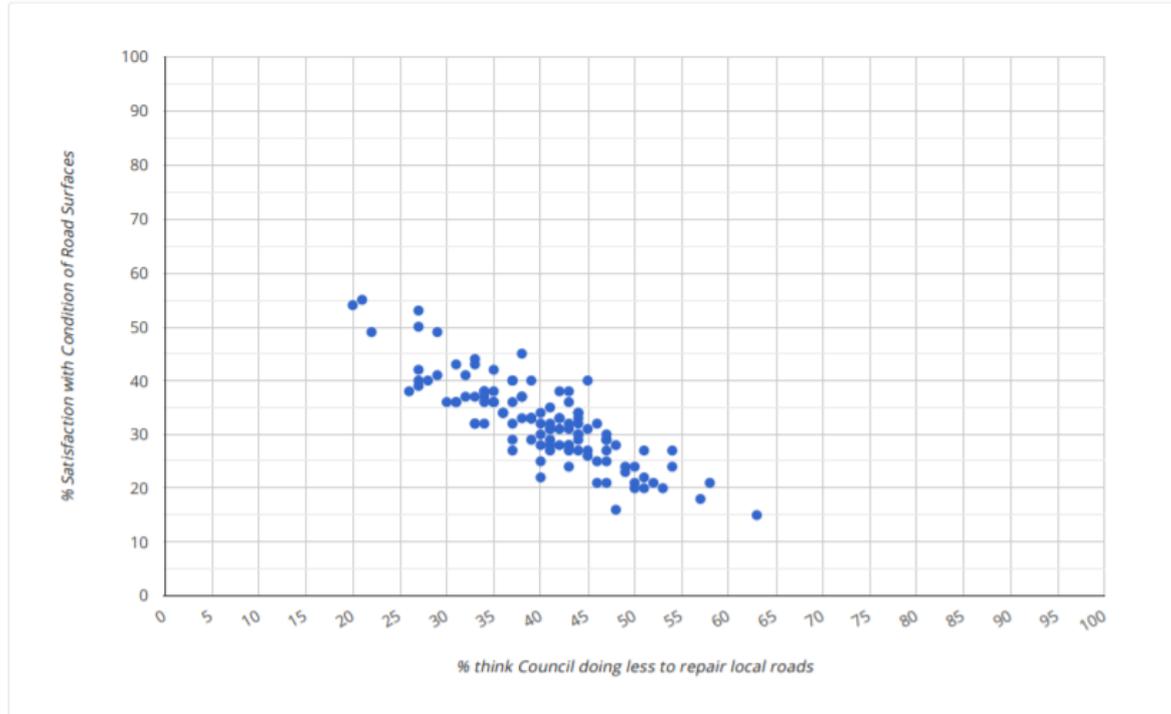
The following graph shows the relationship between satisfaction with the 'condition of road surfaces' and the percentage of the public that think there are 'more potholes than a year ago'. Satisfaction levels fall as the perception that there are more potholes increases.

Condition of Road Surfaces vs 'more' potholes than a year ago



The final graph shows the relationship between satisfaction with the 'condition of road surfaces' and the proportion of the public who felt 'the council is doing less to repair local roads. Once again levels of satisfaction fall and the percentage of the public thinking the council is doing less to repair local roads increases.

Condition of Road Surfaces vs Council doing 'less' to repair local roads than a year ago



These graphs show clear links between public satisfaction with the condition of roads and the public's perception of the number of potholes and of the action the council is taking to repair local roads.

Making the public feel better informed about the action the Council is taking to repair local roads could affect the public view about the number of potholes and whether the Council is action sufficient.

Changes in KBI Results since 2008

The table below shows the highest and lowest average result and the highest and lowest recorded result for all twenty-six Key Benchmark Indicators that are derived from the NHT Survey.

It also shown how the average has changed between 2008 and 2018 and a high low spread, the variation in results from the highest to lowest over the period.

KEY BENCHMARK INDICATOR	LOWEST EVER AVERAGE	HIGHEST EVER AVERAGE	2008 TO 2018	HIGHEST EVER RESULT	LOWEST EVER RESULT	HIGH LOW SPREAD
KBI01 OVERALL (LOCAL)	53	56	-2	64	45	19
KBI02 OVERALL (NATIONAL)	53	56	-2	64	46	18
KBI03 EASE OF ACCESS (ALL)	75	78	-1	83	68	15
KBI04 EASE OF ACCESS (DISABILITIES)	65	73	-4	80	54	26
KBI05 EASE OF ACCESS (NO CAR)	70	75	-3	84	53	31
KBI06 LOCAL BUS SERVICES	55	62	+5	82	39	43
KBI07 LOCAL BUS SERVICES (BVPI 104)	52	63	+9	89	24	65
KBI08 PUBLIC TRANSPORT INFO (BVPI 103)	43	52	+4	79	24	55
KBI09 TAXI/MINI CAB SERVICES	66	68	0	79	55	24
KBI10 COMMUNITY TRANSPORT	56	58	+1	68	50	18
KBI11 PAVEMENTS & FOOTPATHS	54	57	-3	71	43	28
KBI12 PAVEMENTS & FOOTPATHS (ASPECTS)	55	59	+1	67	49	18
KBI13 CYCLE ROUTES AND FACILITIES	52	54	0	71	43	28
KBI14 CYCLE ROUTES AND FACILITIES (ASPECTS)	48	56	+4	65	39	26
KBI15 RIGHTS OF WAY	57	59	-2	65	51	14
KBI16 RIGHTS OF WAY (ASPECTS)	52	55	+3	65	46	19
KBI17 TRAFFIC LEVELS & CONGESTION	43	49	-1	65	25	40
KBI18 MANAGEMENT OF ROADWORKS	47	53	+4	61	36	25
KBI19 TRAFFIC MANAGEMENT	53	56	+3	66	47	19
KBI20 ROAD SAFETY LOCALLY	56	61	-2	68	45	23
KBI21 ROAD SAFETY ENVIRONMENT	52	57	+4	64	45	19
KBI22 ROAD SAFETY EDUCATION	47	53	+6	61	42	19
KBI23 CONDITION OF HIGHWAYS	31	45	-14	60	14	45
KBI24 HIGHWAY MAINTENANCE	49	54	-2	63	40	23
KBI25 STREET LIGHTING	65	69	-3	78	42	36
KBI26 HIGHWAY ENFORCEMENT/OBSTRUCTIONS	48	52	-1	63	39	24

The biggest changes in average KBI results are for Local Bus Services (BVPI014) (KBI07) an increase of 9% and for Condition of Highways (KBI23) a reduction of 14%. The lowest ever reported result is 14% for Condition of Highways (KBI23) and the highest ever recorded is for Local Bus Services (KBI07) at 89%.

The biggest variation in results is a spread of 65% for Local Bus Services, the smallest variation in results is for KBI15 Rights of Way at 15%.

List of Participants in 2018

Aberdeenshire Council	Halton Borough Council	Rochdale Borough Council
Barnsley MBC	Hampshire County Council	Rotherham MBC
Bath and NE Somerset Council	Hartlepool Borough Council	Salford City Council
Bedford Borough Council	Herefordshire Council	Sandwell MBC
Blackburn with Darwen Council	Hertfordshire County Council	Sheffield City Council
Blackpool Council	Hull City Council	Shropshire Council
Bolton Council	Isle of Man Government	Solihull MBC
Borough of Poole Council	Kent County Council	Somerset County Council
Bournemouth Borough Council	Kirklees Council	South Gloucestershire Council
Bracknell Forest Council	Knowsley Council	South Tyneside Council
Brighton & Hove City Council	Lancashire County Council	Southampton City Council
Bristol City Council	Leeds City Council	Southend-on-Sea Borough Council
Buckinghamshire County Council	Leicestershire County Council	St Helens Council
Bury Council	Lincolnshire County Council	Staffordshire County Council
Calderdale Council	London Borough of Lambeth	Stockport MBC
Cambridgeshire County Council	London Borough of Southwark	Stockton-on-Tees Borough Council
Central Bedfordshire Council	Luton Council	Suffolk County Council
Cheshire East Council	Manchester City Council	Sunderland City Council
Cheshire West and Chester	Medway Council	Surrey County Council
City of Bradford MDC	Middlesbrough Council	Swindon Borough Council
City of Wolverhampton Council	Milton Keynes Council	Tameside MBC
City of York Council	Newcastle City Council	Telford & Wrekin Council
Cornwall Council	Norfolk County Council	Windsor & Maidenhead
Coventry City Council	North East Lincolnshire Council	Thurrock Council
Cumbria County Council	North Lincolnshire Council	Torbay Council
Darlington Borough Council	North Somerset Council	Trafford Council
Derby City Council	North Yorkshire County Council	Wakefield Council
Derbyshire County Council	Northamptonshire County Council	Walsall Council
Devon County Council	Northumberland County Council	Warrington Borough Council
Doncaster MBC	Nottingham City Council	Warwickshire County Council
Dorset County Council	Nottinghamshire County Council	West Lothian Council
Dudley MBC	Oldham Council	West Sussex County Council
Durham County Council	Oxfordshire County Council	Wigan Council
East Riding of Yorkshire Council	Peterborough City Council	Wiltshire Council
East Sussex County Council	Plymouth City Council	Wirral Council
Essex County Council	Portsmouth City Council	Wokingham Borough Council
Gateshead Council	Reading Borough Council	Worcestershire County Council
Gloucestershire County Council	Redcar & Cleveland Council	