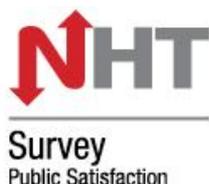


Progress Report

As the new coalition government gets its feet under the table participants will now be looking to grapple with the **Localism** and **Big Society** agenda. Communications from the Department of Communities and Local Government are also highlighting the need for councils to be **Accountable, Responsive and Transparent**. Conducting the NHT Survey, acting on the public feedback and the open publishing of results on the NHT website should be able to help demonstrate all three. Participants may wish to highlight this if asked what provisions they have in place!

Not forgetting Localism - we all understand that service issues vary from place to place: Using the NHT local analysis/mapping functionality means we can consider and address issues at a local level. The NHT will be looking for feedback and good ideas on how the new government agendas are being responded to so these can be actively promoted across the industry. If we can help avoid re-inventing the wheel in any area then that should help this sector of public service do its best in the challenging times ahead.



The 2010 Survey has finished. Ipsos MORI have received well over 80,000 responses. The overall response rate is slightly lower than in previous years at around 16.93%. There are a number of contributory factors such as post election fatigue, the widely publicised Local Government spending reviews but also, in part, it can be attributed to the increase in Urban Unitary Authorities (please see

Reporting for 2010 below) and London Boroughs taking part in the survey this year.

We have broken down the average response rates by region and type of Authority which shows that Rural Unitary and Welsh Unitary Authorities, have achieved the highest returns with the Mets and London Boroughs, unsurprisingly, showing somewhat lower though respectable responses:

Council Type		Region	
Rural Unitary	20.41%	South West England	18.17%
Welsh Unitary	19.6%	North Wales	19.60%
County Councils	18.96%	South East England	19.0%
Urban Unitary	15.96%	East of England	17.4%
Midlands	16.67%	Yorkshire & Humber	16.87%
Metropolitan Councils	15.11%	East Midlands	16.71%
London Boroughs	11.5%	North West of England	16.42%
		West Midlands	16.22%
		North East of England	15.16%
		London	11.5%

Press Release Embargo

Previous feedback from participating authorities suggested an embargo was important to enable time for key survey messages to be transmitted by officers to elected members rather than councillors reading it first in the press. The other associated point was that it was widely seen as a good thing if participating councils were able to issue press releases celebrating good NHT Survey feedback but, naturally, that this should never be framed so as to reflect adversely on another authority.

We would therefore ask participants to respect a reporting embargo until Monday 27th September.

Web Site

In order that we can bring the web site, www.nhtsurvey.org, up to date to take into account the 2010 data, and ensure that everything is thoroughly tested, we will be taking the web site out of commission between 20th August and mid-September (we will advise you as soon as it is back on line). We trust that this will not cause too much inconvenience.

Reporting for 2010

The number of Unitary Authorities taking part in the survey this year has increased considerably from last year. In trying to resolve the issue of producing readable graphs for Unitary Authorities we feel that the best way of tackling this very welcome problem is to categorise these authorities as rural or urban, the Welsh Authorities are already categorised as 'Welsh Unitary'. We have consulted with some authorities where there was doubt in our minds as to which category they should be in and the breakdown of Unitary Authorities to date is shown below. If you feel that your authority is in the wrong category please get in touch:

Urban Unitary	Urban Unitary (contd)	Rural Unitary
Blackpool	Portsmouth	Bath & North East Somerset
Bournemouth	Reading	Bedford Borough
Bristol	Redcar & Cleveland	Central Bedfordshire
Darlington	Southampton	Cheshire East
Derby	Southend-on-Sea	Cornwall
Hartlepool	Stockton-on-Tees	County Durham
Kingston upon Hull	Stoke-on-Trent	East Riding of Yorkshire
Luton	Swindon	Herefordshire
Middlesbrough	Telford & Wrekin	North Somerset
Milton Keynes	Thurrock	Northumberland
Nottingham	Torbay	South Gloucestershire
Plymouth	Warrington	West Berkshire
Poole	Wokingham	Wiltshire

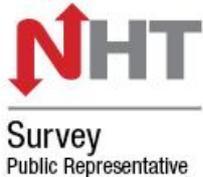
Family Groups Analysis

We would like to make it easier for you to compare your results with those of your 'Family Group' or 'Nearest Neighbour Model' as compiled by CIPFA :

We are currently reviewing the reporting options for CQC to see where improvements can be made to provide more explicit information to authorities that will help them more easily identify areas for possible efficiency savings.



Reminders have been sent to those authorities that have not yet returned their CIPFA data, but feel it worth mentioning again that unless we have the financial data provided by CIPFA for your authority we cannot provide the CQC reporting. We understand that a handful of authorities are not able to provide the data, but if you are able to assist in getting the data returned to CIPFA by the 20th August it would be very helpful.



The NHT Network Public Representative Survey is underway. A number of authorities are taking part and the survey is running very smoothly with several hundred questionnaires already completed on line. This survey asks the same Key questions (KBIs) as the Public Satisfaction Survey of your elected representatives, Parish Councillors and if required known members of the public for whom you hold email addresses.

It is not too late to get involved as the survey will remain open until the end of October to ensure that Parish Councils, in particular, have time to feed back after the summer break. The cost for taking part in the survey is £750 plus VAT. Try out the demo version to see how easy it is to use <http://www.nhtpsurvey.org/Content.aspx?842>



With efficiencies high on everyone's agenda, both divisions of the club are introducing more detailed reporting via the website which will help members get a better understanding of service in the round. Recently it has become mandatory to select the type of project being undertaken, from a pre-defined list, when setting up a new project in the database. This will ensure that in future the club will be able to analyse and compare the performance of similar projects using the club measures.

A new set of indicators has been added to the database to enable members to undertake 360° measurement of the performance of their delivery partners. With uncertainty surrounding the National indicators, the club is looking to assist members in answering three key questions:

- How do we perform overall (for an authority, for a provider across their commissions or for a team)
- How do we perform by organisation (by Delivery partner, by Client or by team member)
- How do we perform by work type/service area (by Project type and/or Maintenance programme)



The NHT South West Highways Service Improvement Group (SWHSIG) are readying themselves to capture their annual performance data in order to produce their annual service, general and financial comparator report for the South West .



North East

The North East Performance Improvement Network (NEPIN) are capturing model cost job data as part of a procurement initiative to better understand spend within the region.

The NHT Network is still working to establish regional groups elsewhere in the country. If you would like to know more about establishing a group in your region please get in touch.

Dates for your diary

Autumn Conference 28th September 2010

Presentations include:

- **David Quarmby CBE - Chairman of the RAC Foundation**
“Winter Resilience in our transport systems – what can the public expect?” David, who was commissioned by the then Secretary of State to carry out an independent review of the Winter Resilience of England's transport systems, will give an overview of the findings, and draw material and conclusions from his Interim Report about public expectation and satisfaction.
- **Case Studies**
- **Competition results and Awards Presentation**
- **Making best use of the Public Satisfaction Data reporting options**
- **Dissemination of the NHT Network Public Satisfaction Survey 2010 results, Ben Marshall, Ipsos MORI**

Now Booking – please visit <http://www.nhtnetwork.org/Content.aspx?430> for the flier and booking form

Additional Services

Sometimes authorities get in touch requesting services and outputs in addition to those provided as standard to National Highways & Transport Public Satisfaction Survey (NHTPS) participants. Below, we provide a menu of options with indicative prices (precise prices will depend on exact requirements). Please contact us if you would like further information, would like to be put in touch with authorities who have made use of these services/outputs or are interested in other options/outputs, for example, we have also received interest from authorities in other options such as the use of reminder questionnaires to non-responding addresses – and would be happy to discuss these.

- Survey in the autumn/winter (outside the annual NHTPS timetable) using the same methodology and including provision for extra one-off questionnaire design (this assumes c.10-15% change), graphic re-design and bespoke printer/data delivery set-up - £850 plus £958 per 1,000 questionnaires.
- Native tongue interview by Ipsos MORI by telephone for questionnaire recipients requesting this service (to be approved in advance by the relevant local authority) - £75 per interview.
- 4,500 single sheet 'language inserts' informing questionnaire recipients in 8-12 languages of availability of translation - £180.
- 10,000 single sheet 'language inserts' - £400.
- Survey data provided in .sav format for use in SPSS - £250 (£350 if required following autumn/winter survey).

- 5-10 page written summary report incl. graphics for specific local authority (including data tabulation, analysis, interpretation and benchmarks) - £1,500.
- Presentation in PowerPoint for a specific local authority (including commentary, analysis and interpretation with benchmarks) - £1,500.

All prices are at 2010 prices and exclude VAT.

Any Questions?

You will find a 'Frequently Asked Questions' section on the NHT Network web site <http://www.nhtnetwork.org/Content.aspx?36> , but if your query is not covered there please get in touch with Jennie Simons at NHT Network email: info@nhtnetwork.org Tel: 01443 832163

Driving improvement and efficiency...

Welcome to the home for all the NHT Network sites... click on logos to see more



www.nhtnetwork.org