

# Progress Report

## Chairman's Introduction

'With challenging times ahead the various arms of the NHT have been working hard to add value to the various facilities provided to members. Of course at the centre of our Highways and Transport services must be the public and hence the wealth of NHT Survey data can increasingly come into its own to help maintain those services as best we can.

As our services stand at the threshold of significant change you can be assured that the NHT is doing its best to respond and help. In particular, the important work to provide comparisons of customer views with cost and quality data ('CQC analysis) has gone into overdrive. Building on the RIEP funded research we completed last year, we are pleased to report that we are now being provided with cost data direct from the DCLG and have been carefully gathering demographics and asset data for every authority in England and Wales. Cost Vs Quality Vs NHT survey data over the last three years will give us a powerful and unrepeatable 'backwards look'. There will much to learn from this period of relative stability, which we can deploy to better understand how to optimise different strands of service in the more difficult times ahead.

The CQC work is being actively discussed with colleagues leading the Government sponsored HMEP programme. There is significant interest being shown and a Department for Transport (DfT) representative has recently commented positively about the Department being 'impressed at the commitment to and sophistication/rigour behind the NHT's CQC work'.

Of course a crucial ingredient of the project is the NHT Public Satisfaction Survey. We hope that participants will maintain their involvement and we can attract new members to build on the value everyone can extract from this unprecedented base of knowledge and data.'

**Peter Radford, Somerset County Council**



Plans are now well underway for the 2011 Public Satisfaction Survey. A meeting of the NHT Steering Group was held in London at the end of November with the specific remit of re-visiting the questionnaire and ensuring that it now meets the requirements of LTP3 and the Localism agenda.

The committee was anxious not to make wholesale changes to the questionnaire, which would diminish the ability of authorities to benchmark their year on year performance, or increase its length beyond the current 12 pages. With the assistance of Ipsos MORI it was possible to identify areas in the questionnaire that the public have found difficult to answer or that were first added as topical questions and now need to change to reflect current topics.

More importantly in the current climate of spending cuts it was felt that the public should be asked to indicate their priorities in terms of spend on the services you provide. The new questionnaire will be able to tell you:

- **How satisfied the public is with your service** ..... taking everything into account, how satisfied or dissatisfied were your public with your transport and highways service
- **Where your performance gaps are** ..... Which road and transport services do your public regard as most important and how satisfied were they with delivery of these services?
- **How the public rate key aspects of service** ..... Local Bus Service, Community Transport, Cycle Routes & Facilities, Traffic Levels & Congestion, Road Safety Locally, Road & Pavement Condition, Street lighting etc

**AND NEW THIS YEAR:**

**With smaller budgets the Council has to decide what the priorities are in the local area.**

**Q3 Which three of the following do you consider to be most important?**

**Q4 And which three do you think are most in need of improvement?**

<b>PLEASE TICK ✓ UP TO THREE BOXES PER COLUMN</b>	<b>Q3 Most important</b>	<b>Q4 Need of improvement</b>
Pavements & footpaths .....	▪	▪
Cycle routes & facilities .....	▪	▪
Local bus services .....	▪	▪
Local taxi (or mini-cab) services .....	▪	▪
Community Transport, e.g. Dial-a-Ride & volunteer car schemes.....	▪	▪
'Demand Responsive Transport' i.e. flexible bus services .....	▪	▪
Safety on roads .....	▪	▪
Reducing traffic & congestion i.e. queues	▪	▪
Levels of local traffic pollution.....	▪	▪
Street lighting .....	▪	▪
The condition of roads .....	▪	▪
Rights of Way network .....	▪	▪

*NB these excerpts are from the DRAFT 2011 questionnaire and may change.*

In consultation with the Department for Transport questions have been added regarding air quality / levels of pollution e.g. 'Levels of local traffic pollution' and 'information about local air quality'

### Using the NHT Survey you will be able to:

- Compare your satisfaction ratings with other similar councils
- share good practice and learn from the biggest improvers through presentations and case studies
- access the largest set of Public Satisfaction data relating to Highways and Transport in the UK, drawn from over 100 Councils
- be part of the NHT performance improvement Network

The NHT Public Satisfaction Survey continues to offer the tax payer excellent value for money when compared to carrying out a stand-alone survey for your authority and costs will be the same as the 2010 survey.

m2i and Ipsos MORI are looking into the possibility of making the Public Satisfaction Questionnaire available online using an html link. It is hoped that this might further improve response rates, particularly in urban areas and lower the age profile of the respondents. There are obvious problems revolving around demographics, weighting data etc. and these issues are in discussion.

### HMEP

As reported in the November Progress Report the NHT Network is working closely with HMEP and the DfT. The announcement that 'Benchmarking' will now form part of Workstream 4 makes this Workstream the focus for NHT Network input.



The collection of the data sets required to undertake the 2010 CQC analysis is now complete and m2i has uploaded the data for all English Authorities. The analysis will use CLG cost data (Revenue Outturn (RO2) and Capital Outturn return (COR)), Transport National Indicator data, DfT Traffic and Congestion statistics and NHT Survey KBI and BI data. Equivalent data has been collected for Welsh Authorities and is being loaded into the database.

CQC seeks to combine Customer, Quality and Cost data on an equivalent basis to allow an Authority to assess its own performance and to allow comparisons of performance with other Authorities of the same type (e.g. Counties, METs). CQC ratings (out of 10) are derived for each Customer, Quality and Cost indicator with the best performance (e.g. lowest cost/per head) rated 10 and the worst performance (e.g. highest cost/head) scoring 0. These ratings are aggregated together by theme or by service element, to give balanced overall assessments of performance.

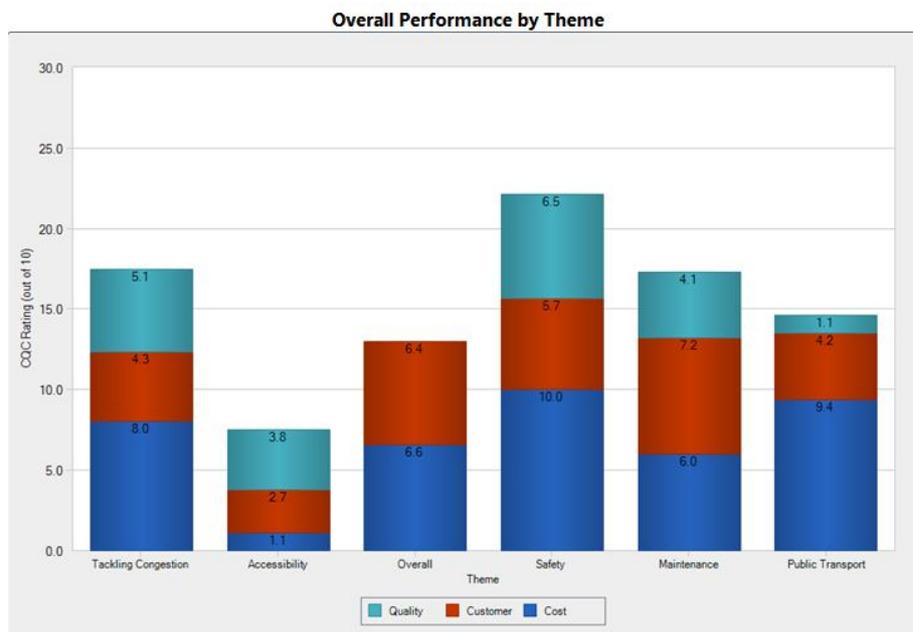
m2i is now working on the CQC reporting and will provide reports to participants in the next few weeks. The following levels of reporting will be available:

- Executive summary reporting for each Authority, a single page for each participant
- A detailed, Authority specific, report for each NHT Survey participant – showing how an authority's results were derived.
- Authority Type analysis, comparing the results of all Authorities by type on an anonymous basis (each Authority will be sent their PIN so can see their own results)

All this reporting will be available via the NHT CQC website with access, restricted by logon and password, to NHT Survey members only. Users will only be able to see results pertaining to their own Authority.

The CQC reports provide you with a balanced view of your services allowing you to make decisions on how best to allocate your resources.

An example of the 2010 reporting is shown. The stacked bar approach that was used for last year's pilot project has been adopted following consultation with the NHT Survey Steering Group, The NHT Strategy Group and the committees of the NHT Highways Design and Highway Works Clubs.



Once the 2010 CQC results have been published, m2i plans to collect and collate CQC data for 2009 and 2008 and will provide comparative reporting and trend analysis from 2008 onwards.

## Data Analysis

m2i is developing a reporting and analysis service, based upon NHT data in the public domain and other publically available data, to help Authorities and Consultants/Contractors understand / demonstrate how well they are performing, how they compare with others, the improvement they have made and their scope for future improvement.

This new service will focus on the following:

- Where are their biggest performance gaps
- Where should they prioritise their efforts
- How is their overall performance changing over time
- How are key aspects of their performance changing over time
- Where are things getting better and worse
- How do they compare with others using the same or different procurement routes
- Where they improving relative to their targets over time and what are they doing to get those improvements
- How does their contract(s) compare with everyone else
- How do aspects of their service on their contract(s) compare with others

Please contact Jennie Simons at m2i (see below) if you would like further information.

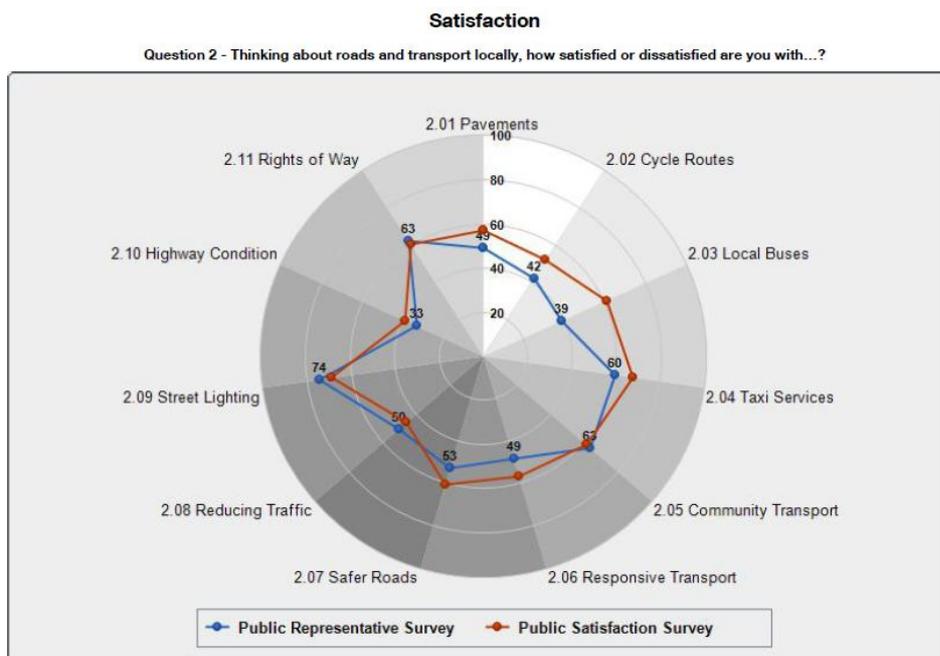
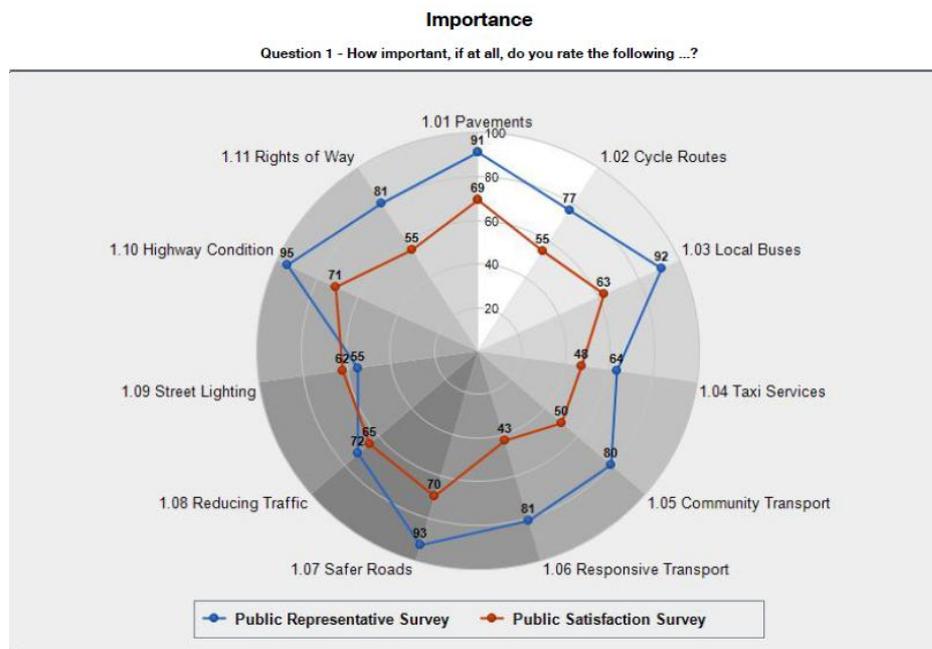


**Survey**  
Public Representative

The majority of authorities that took part in the Public Representative Survey in 2010 have now received their reports. One Authority made a late decision to enter and data is still being collated on its behalf.

The Public Representative Survey seeks to compare the views of elected members and Ward/Parish Councils with the views of the public. The survey is conducted electronically and uses the majority of the questions from the Public Satisfaction Survey although some questions only answerable by an individual have been removed to make it easier for a group e.g. a Parish Council to answer. The results of the Public Representative Survey are not made public.

As in the Public Satisfaction Survey, Public Representatives are asked to rate the importance they place on services and then to give their satisfaction with the service provided. The radar charts below are actual results from this year's survey



The Public Representative survey will run again in 2011



The committee is currently undertaking a review of the reporting for the Highway Design Club in an effort to streamline it and make it more intuitive for managerial use, but with the ability to drill down to more detailed information when that is needed by individual project teams for example.

The committee will be working with m2i to create some new style graphs, but the main aim of the club has always been to promote good practice. In order to achieve this, the committee will be reviewing member's results in order to identify best performing members with the purpose of creating case studies and ensuring that all good practice is readily available for members to share.



The Highway Works Division continues to meet regularly to review benchmarking data and to develop our performance. We support the Public Satisfaction Survey and the Customer, Quality and Cost Analysis developed through the NHT Network.

In the light of the budget cuts we will be working together to consider the effectiveness of our work and to share good practice. The links with HMEP are of particular interest to the Highway Works Division and we are closely monitoring progress.



Anyone interested in what the South West Group is doing should contact [richard.whiting@measure2improve.com](mailto:richard.whiting@measure2improve.com)



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Two new regional groups have formed:



The Midland Service Improvement Group (MSIG) which includes 18 Highways Authorities and 16 Associated Task Groups, covering everything from Accessibility Planning to Winter Service, which have been working in their region for a number of years and are keen to embrace the benefits of being a member of the Network.

The **South East Regional Group** comprises the Seven Highways Authorities from the region known as the South East Seven: Hampshire, East and West Sussex, Surrey, Brighton, Kent and Medway. Representatives from the South East Group are meeting with m2i in early February to discuss their measurement and reporting requirements.

If anyone would like further information on regional group activities or to find out how to start up a new regional group, please contact [richard.whiting@measure2improve.com](mailto:richard.whiting@measure2improve.com)

## 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](mailto:info@nhtnetwork.org) Tel: 01443 832163

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