



Appendix C Highways and Transport Public Satisfaction Analysis February 2024

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Public Satisfaction Survey

Overview

It is important to consider that public satisfaction is a subjective set of data and should not be used in isolation to shape the delivery of the service. It is entirely possible to have great value for money in terms of achieving condition results with low spending but still have poor public satisfaction. It is likely that the main results in terms of public satisfaction will come not from changes to the service delivery but rather from improvements to communications, messaging and public engagement.

The Council has participated in the NHT Public Satisfaction survey since 2008 and this enables us to understand the views and preferences of a sample of residents and to compare these against other similar councils. The survey, undertaken by Ipsos MORI, is based on a sample of residents and is designed to represent a spread of customers' views of the service across the county, geographically by gender and by age.

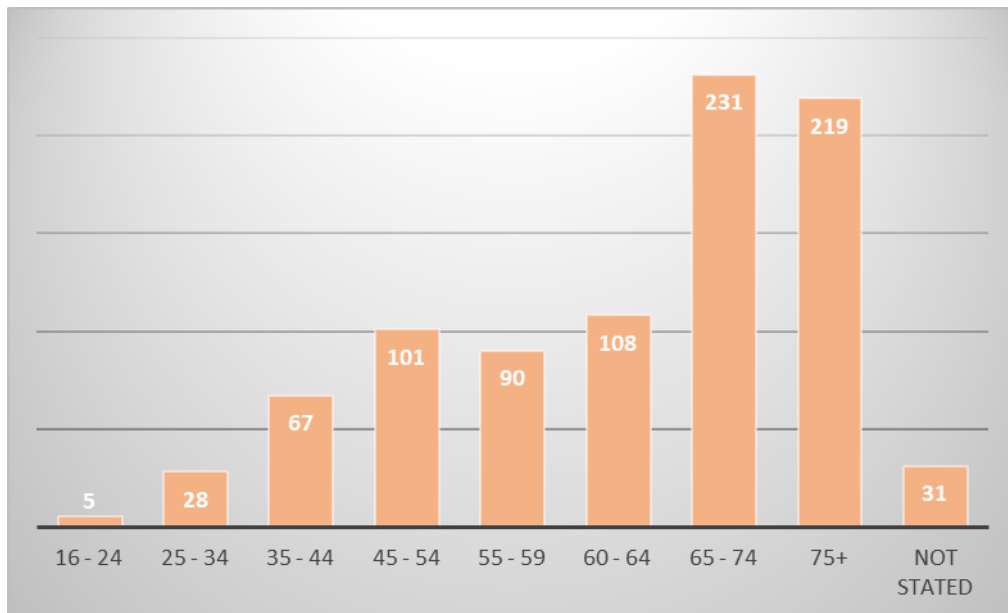
In 2023 111 authorities participated in the survey and data can be obtained from any of the authorities that took part.

For Lincolnshire in 2022, 3,300 questionnaires were released, of those 880 were returned - giving a 26.6% return rate. This is a good response rate and will provide results which are statistically significant. The return is higher than the national average of 23.8%.

There has been a similar approach this year which has allowed authorities to look at the data in detail and analyse in depth what the returns mean and how the Council stands up to other participants. This also gives the opportunity to look how the Authority has compared to last year's results.

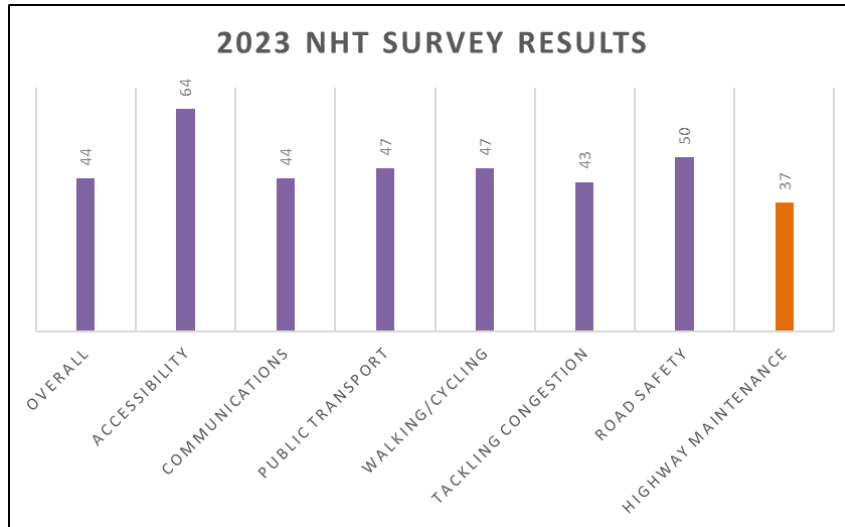
The age demographic of returned surveys was as follows –

Age Range	Total	%
16 - 24	5	0.57%
25 - 34	28	3.18%
35 - 44	67	7.61%
45 - 54	101	11.48%
55 - 59	90	10.23%
60 - 64	108	12.27%
65 - 74	231	26.25%
75+	219	24.89%
Not stated	31	3.52%



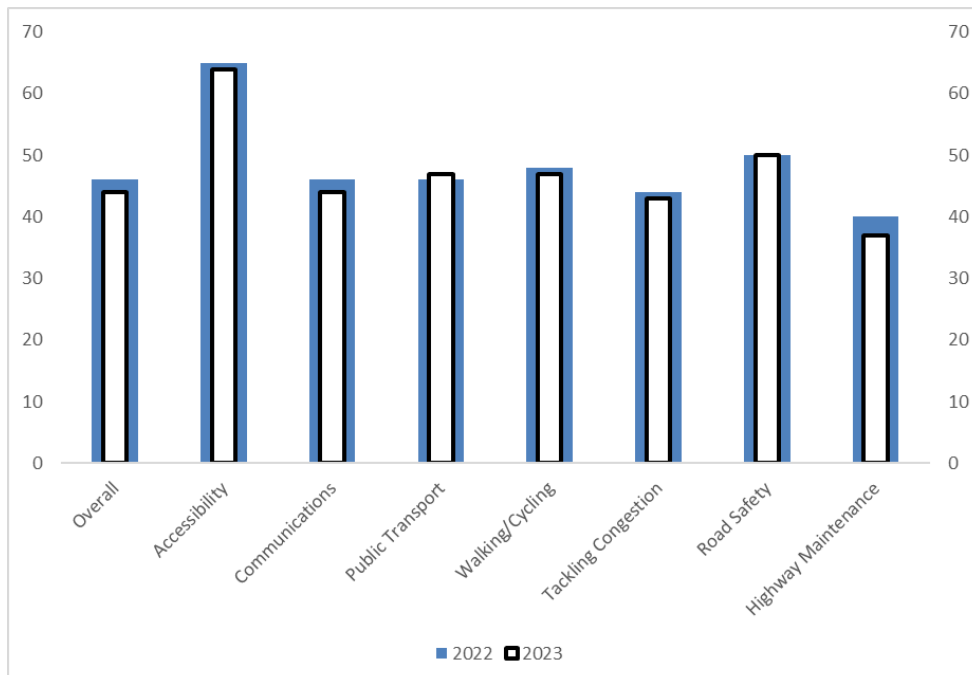
Lincolnshire Results

The following graph provides details of the results for Lincolnshire County Council. The score is given out of 100, representing the level of satisfaction of those surveyed:



Since 2020 there has been a gradual decline in all the theme scores. This trend though is seen nationally for all authorities with Lincolnshire decline less than the average.

	2020	2021	2022	2023	Annual Change 2022-23
Overall	49	45	46	44	-2
Accessibility	71	69	65	64	-1
Communications	48	48	46	44	-2
Public Transport	51	52	46	47	1
Walking/Cycling	49	50	48	47	-1
Tackling Congestion	46	44	44	43	-1
Road Safety	51	51	50	50	0
Highway Maintenance	40	37	40	37	-3

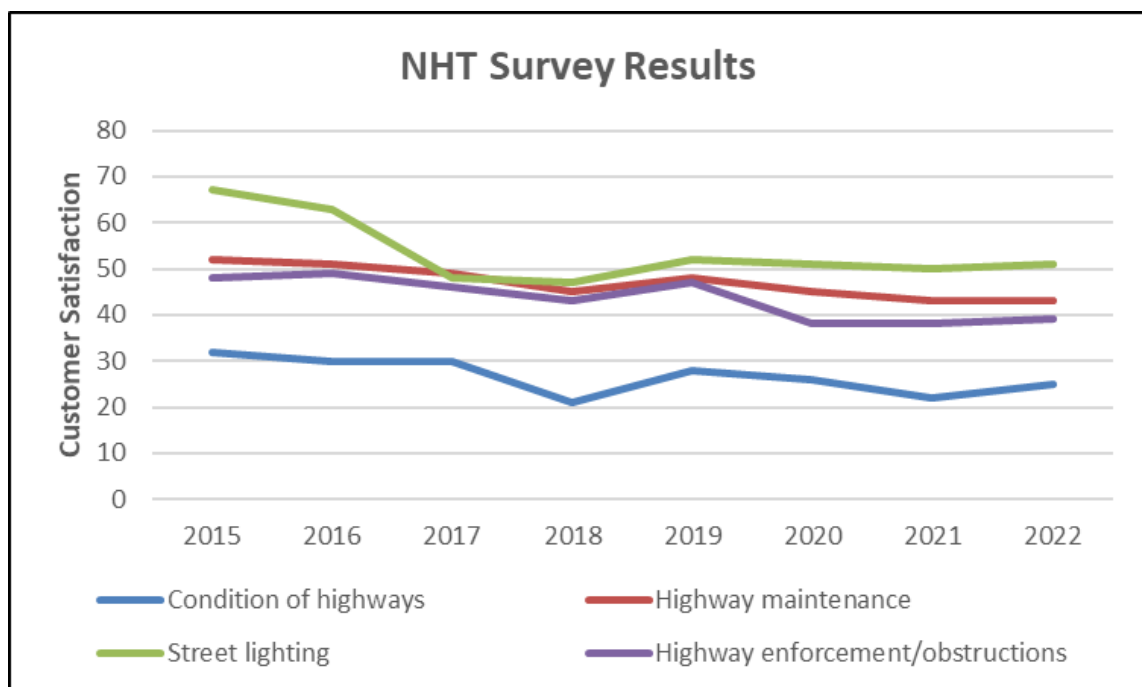


The Highways Maintenance element comprises of four areas –

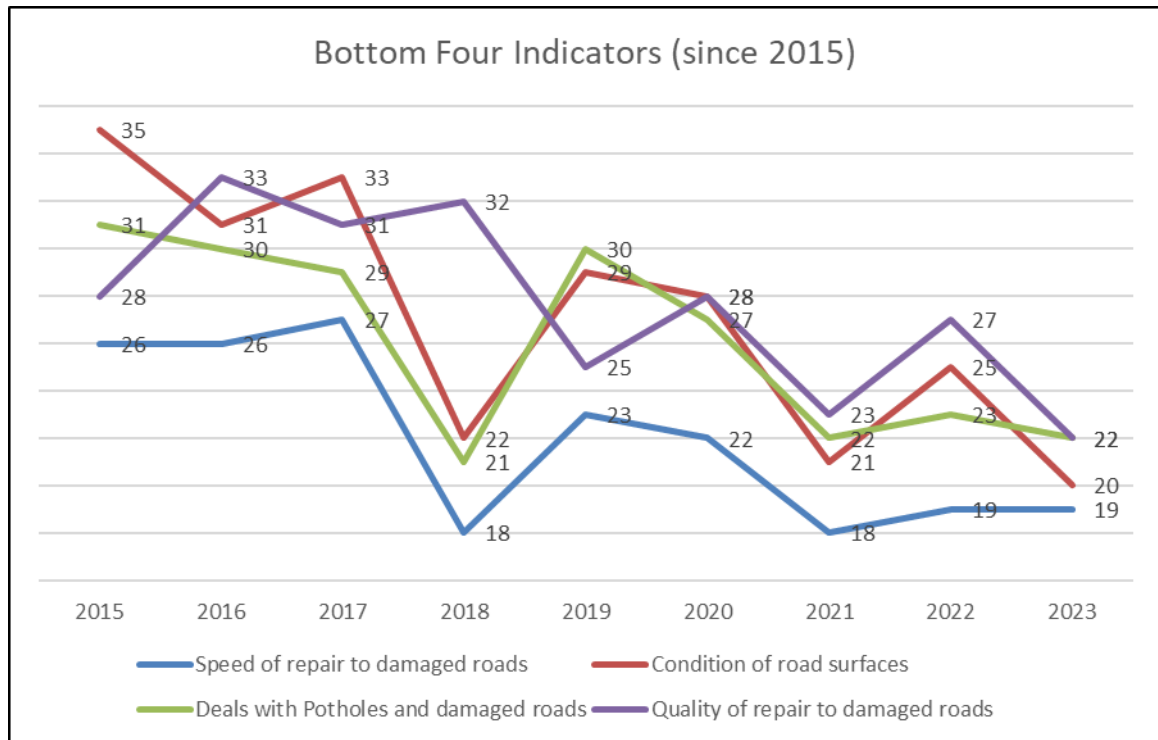
- Condition of Highways
- Highway Maintenance
- Street Lighting
- Highway enforcements/obstructions

A comparison of last year's data shows that for the results of 2023 there has been a decrease in customer satisfaction levels with the condition of highways, highway maintenance, highway enforcement and street lighting.

Description	2022	2023	Change
KBI 23 - Condition of highways	25	20	-5
KBI 24 - Highway maintenance	43	42	-1
KBI 25 - Street lighting	51	48	-3
KBI 26 - Highway enforcement/obstructions	39	38	-1



The bottom four elements of Highway Maintenance all relate to road repair.

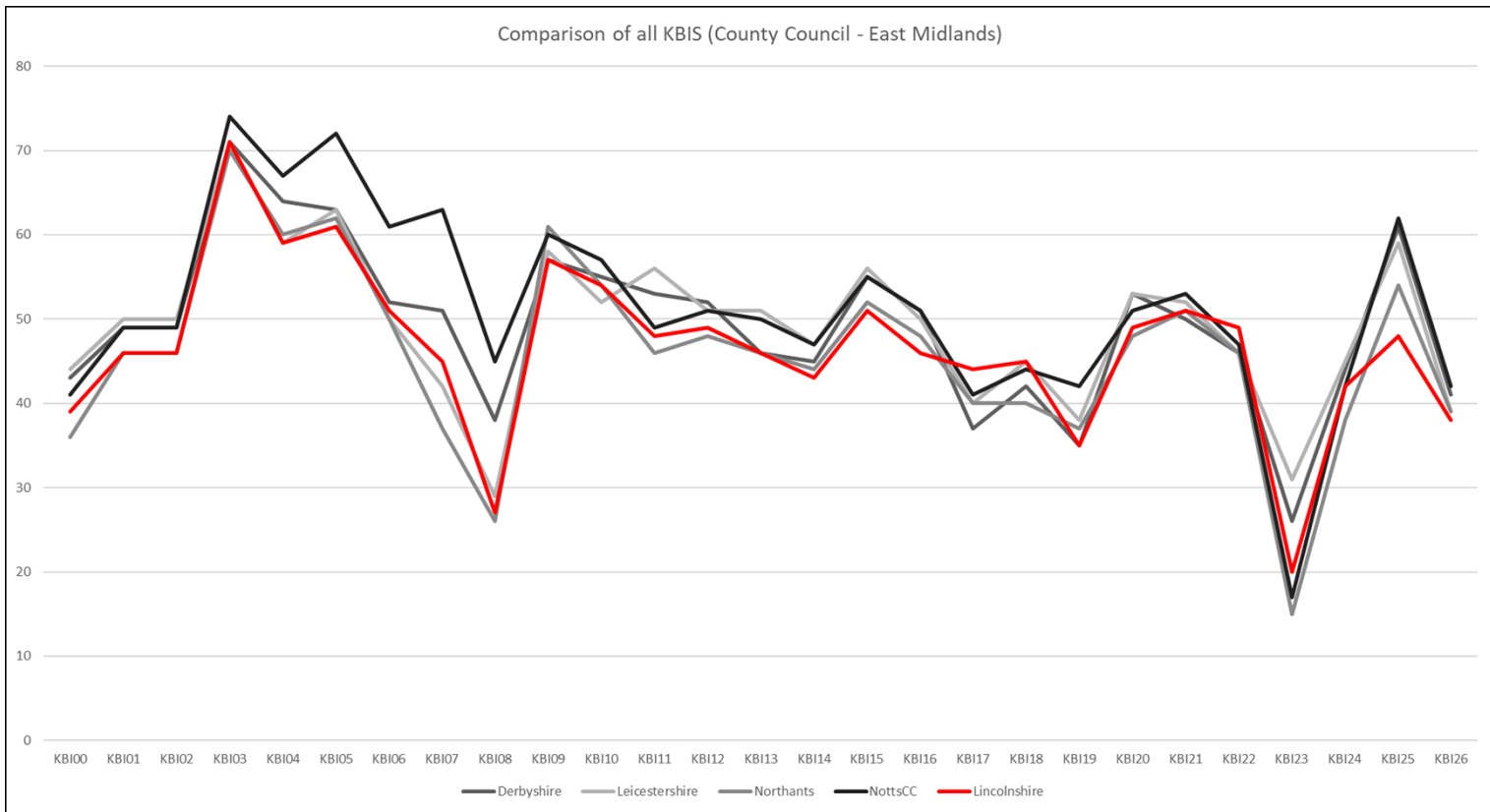


Lincolnshire County Council KBI Rankings show that whilst our individual scores have increased from 2022 for several measures, we are generally behind the national average. The distance behind the average though is narrowing.

2022 National average - 54 per measure
 2022 Lincolnshire average - 48 per measure.

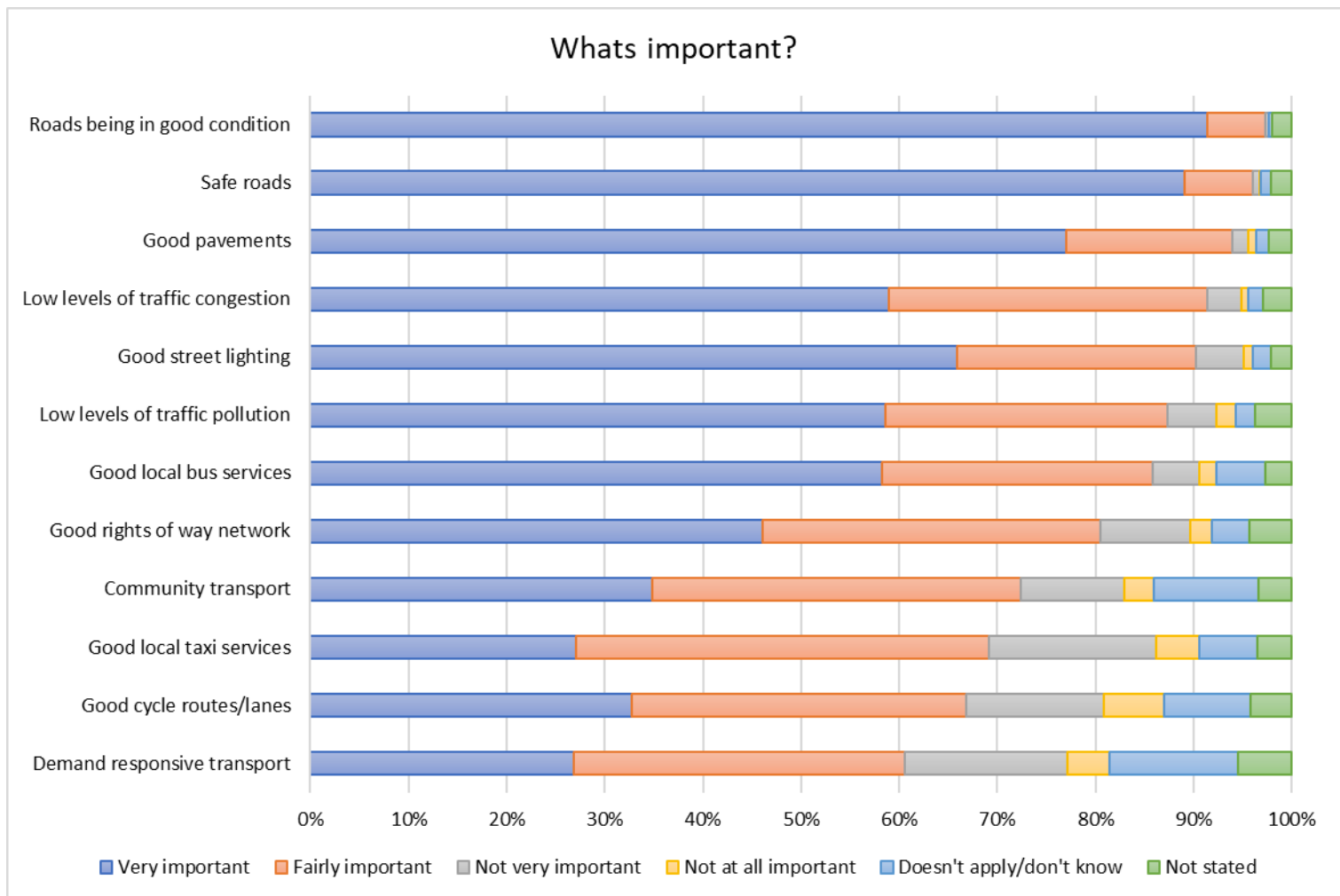
2023 National average - 49 per measure
 2023 Lincolnshire average - 47 per measure.

However when we compare our satisfaction ratings to similar county councils in the East Midlands area, we can see that we are at a comparative level.



What's deemed important

This set of data looks at how residents rate the importance of highways issues.



There has been little change in the public's top issues over the last year. Highway Condition is still the most important issue with 91% of the public seeing it as very important and a further 6% as fairly important.

Safe Roads had moved to second on the list with 89% of responders saying it is very important and a further 7% as fairly important.

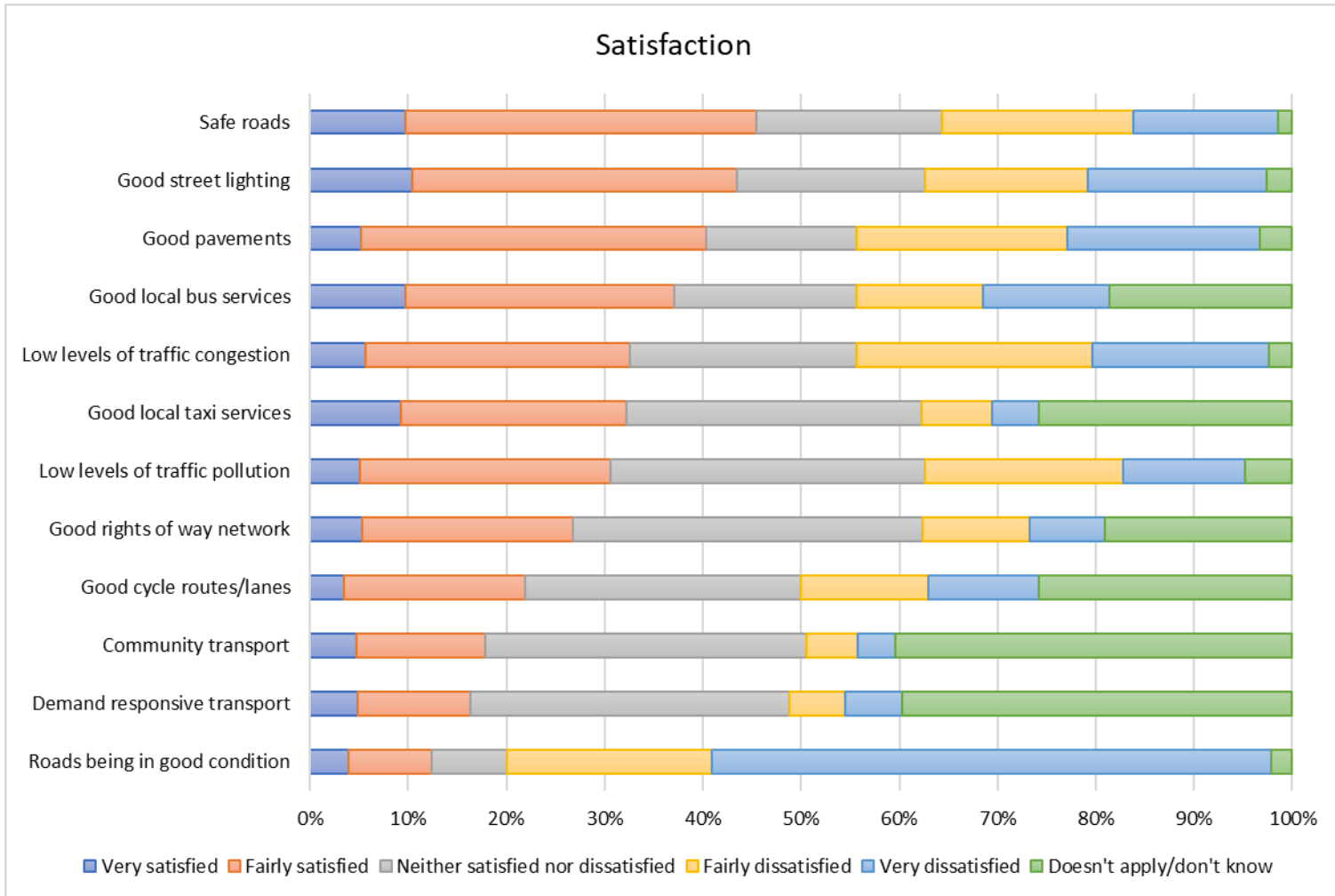
The third-place was now Good Pavement – down from second on the list – where 77% of the public who saw Pavements as very important and a further 17% who saw it as fairly important.

This means that the top three priorities have remained consistent over the last nine years.

In terms of 'Not very important' the bottom three priorities were the same as last year and were Local Taxi Services, Responsive Transport and Cycle Routes.

Customer Satisfaction Levels

This set of data looks at how satisfied the public are with Lincolnshire County Council on the same Highways issues rated in the section above. This will show where there is a difference between what is rated as important and how the public perceive we are reacting to issues. The better we react to important issues will of course drive up satisfaction with the Council.



Safe Roads is the highest scoring element with 9% of the public being very satisfied and 35% being fairly satisfied.

Street Lighting also scores highly with 10% very satisfied and 32% fairly satisfied.

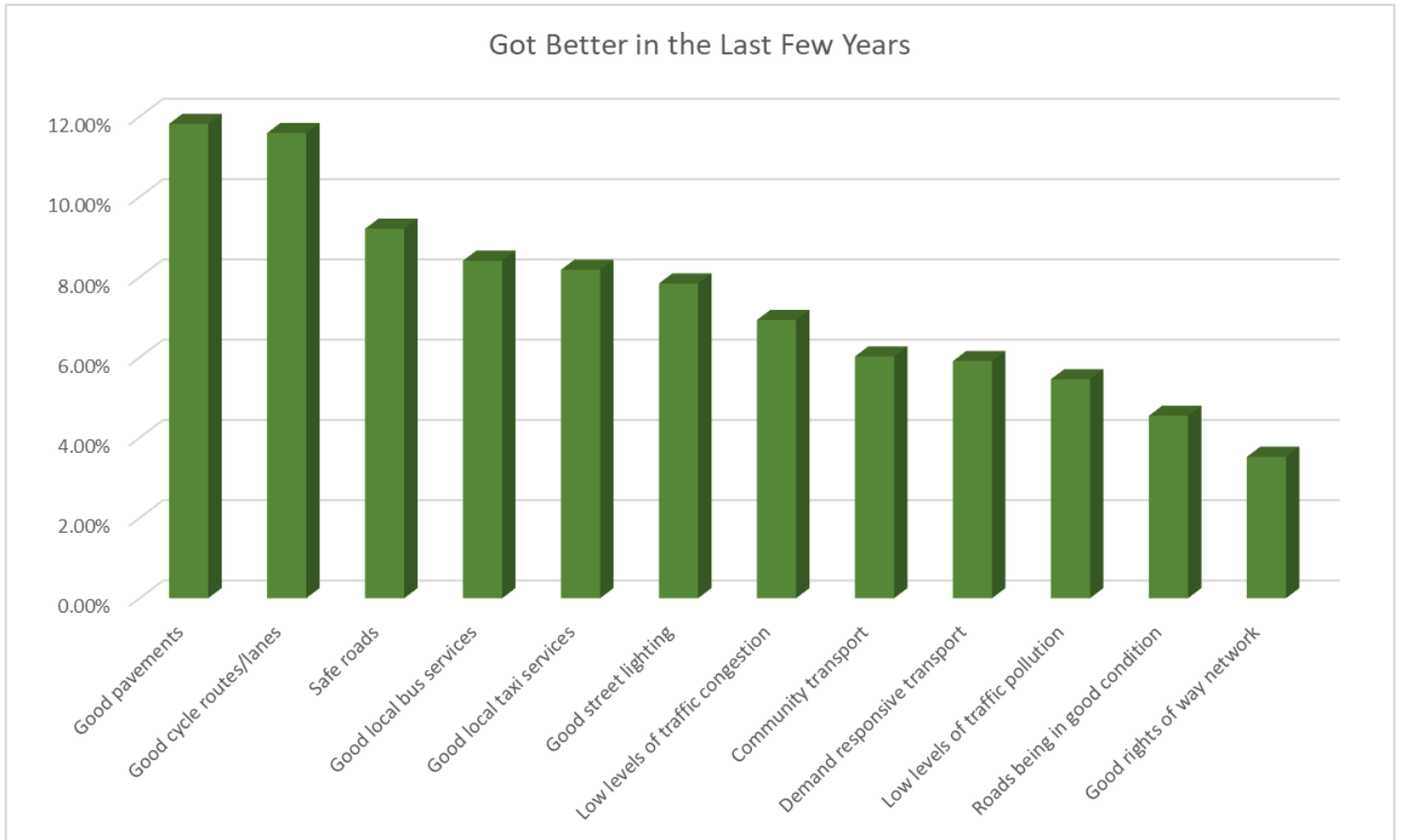
Third was Good Pavements with 5% very satisfied and 34% fairly satisfied.

Road Condition in comparison to what the public perceive to be most important, has the lowest public satisfaction.

Overall when taking everything into account, the public were 5% very satisfied and 25% fairly satisfied with the highway service being provided.

Better or Worse

This set of data looks at the public's opinion over the last few years with Lincolnshire County Council on the same Highways issues rated in the section above. This will show where areas are considered to be now better or worse.

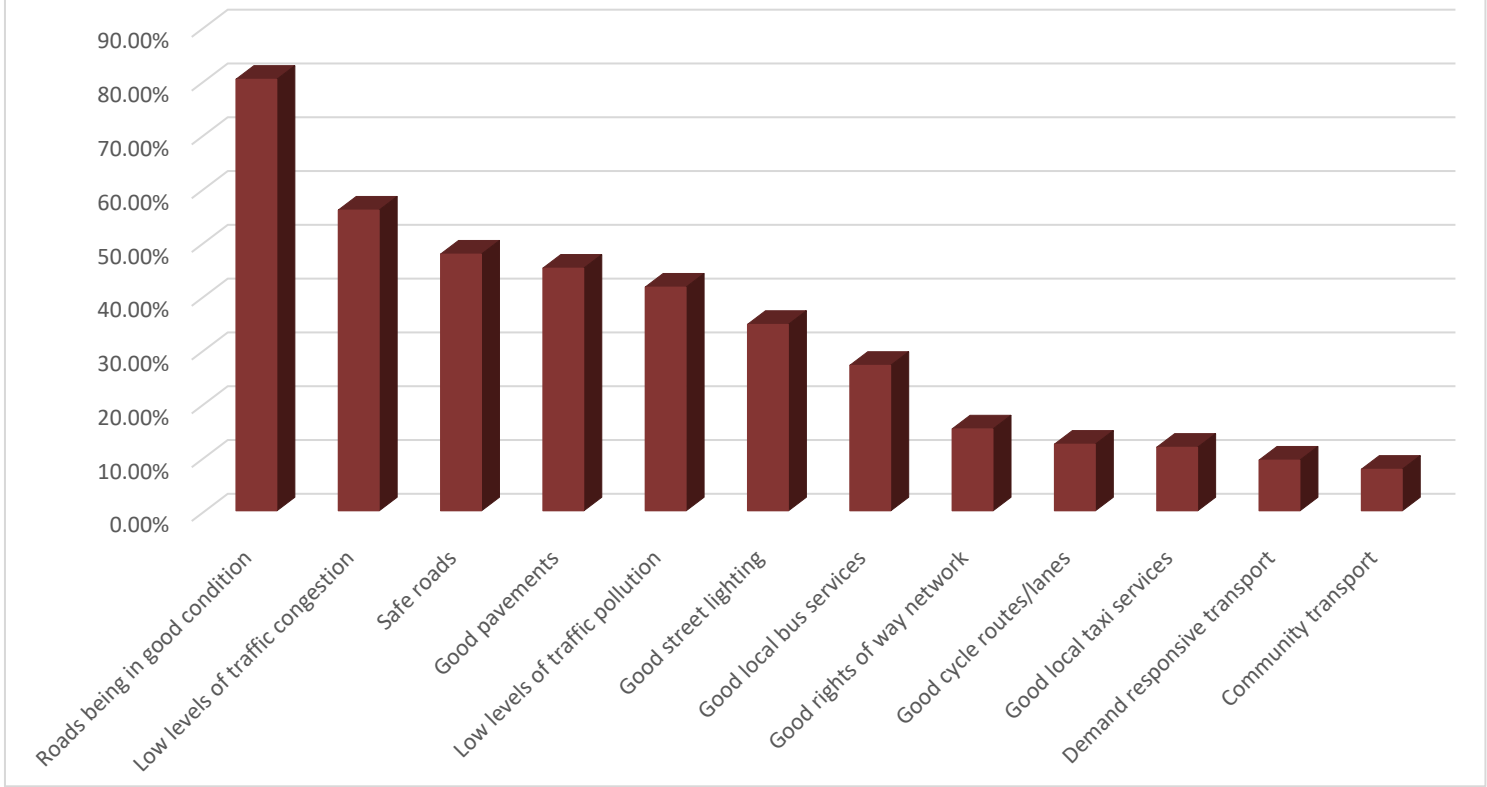


Pavements is the highest scoring element where nearly 12% of the public consider things are now better than they were a few years ago.

Cycle Routes/Lanes also scores highly with 11.5% consider conditions are now better

Third was Safe Roads with 9%.

Got Worse in the Last Few Years



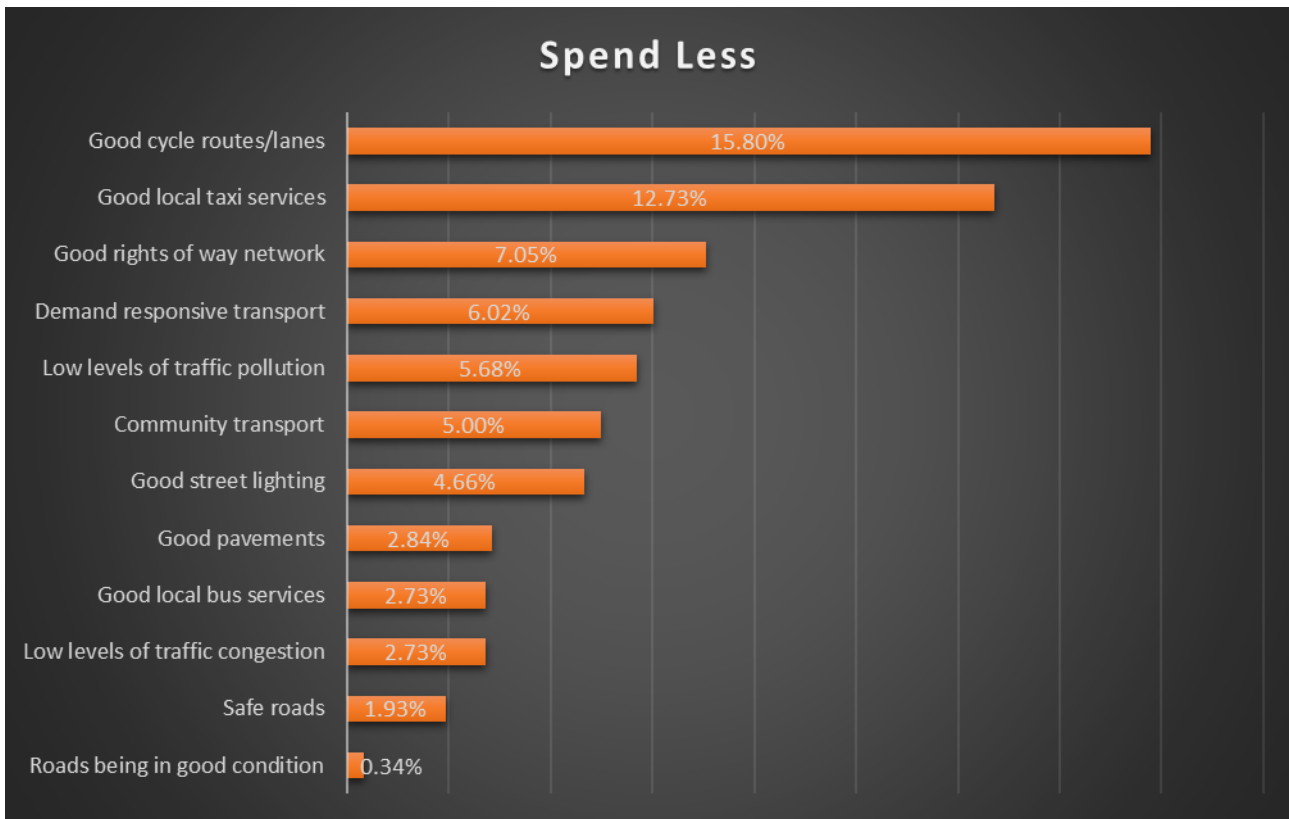
Road Condition is the lowest scoring element where 80% of the public consider things are now worse than they were a few years ago.

Traffic Congestion also scores low with 56% of the public thinking it's now worse over the last few years.

Third was Safe Road with 48% of the public thinking it is now worse.

Areas considered acceptable to reduce level of service

The NHT survey this year asked the questions on what areas the public would accept a reduction in service. The response to the areas that the public would find acceptable to cut the service are:

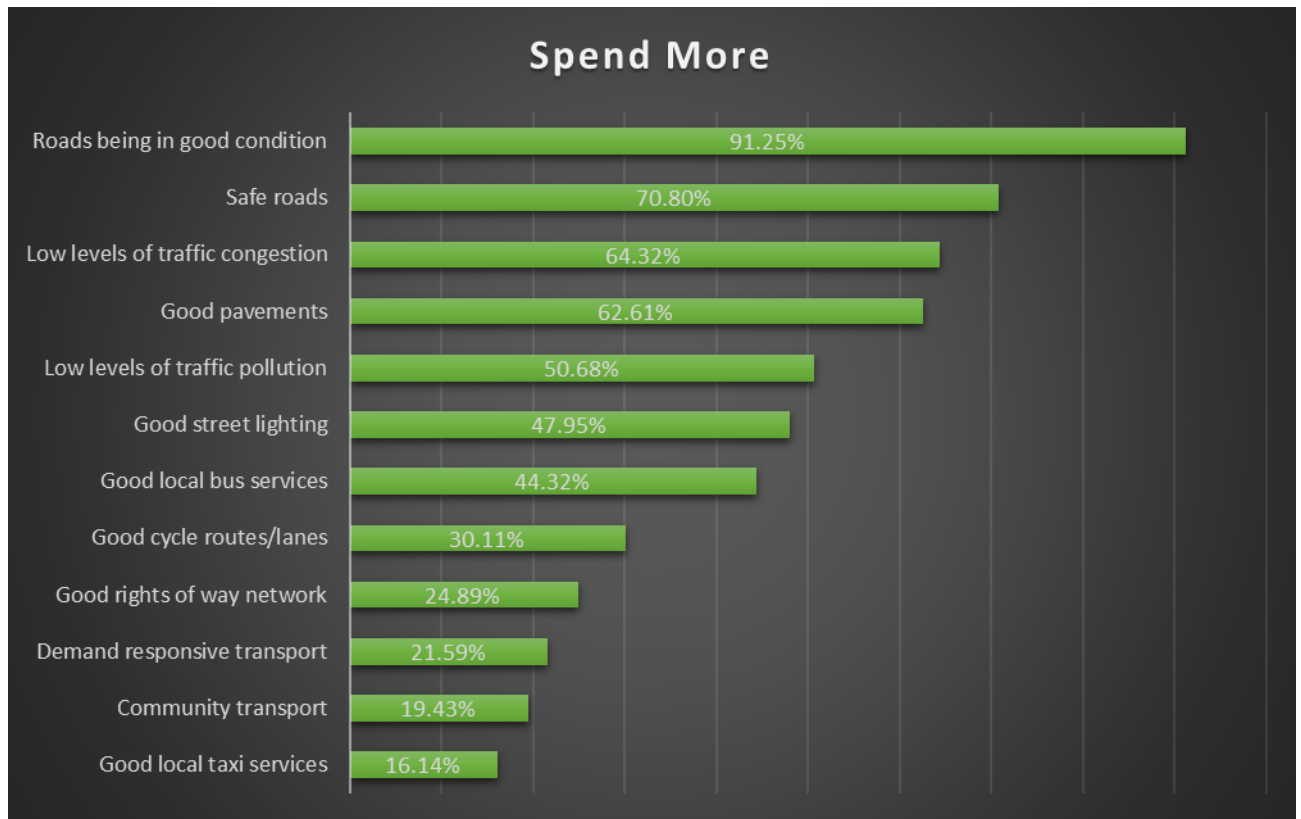


The standout area where the public thought a cut would be acceptable was on Cycle Routes and Cycle lanes. 15.8% of responses deemed a service cut acceptable in this area.

12.7% stated that less should be spent on Taxi Services.

Areas considered acceptable to increase level of service

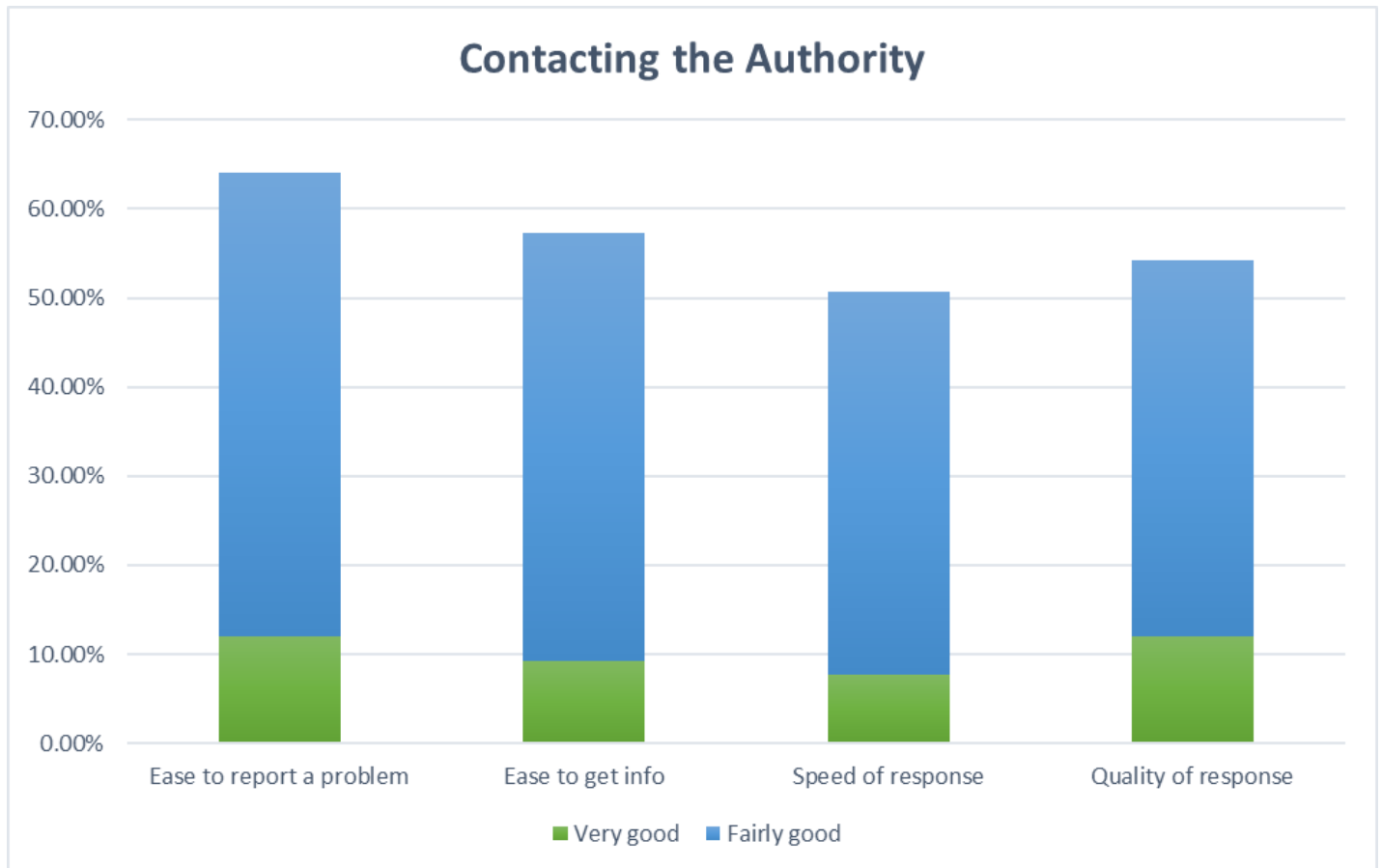
The NHT survey this year asked the questions on what areas the public would accept an increase in service. The response to the areas that the public would find acceptable to increase the service by spending more are:



The area where the public thought more money being spent was acceptable was in improving the condition of the roads. 91% of responses stated this is acceptable.

Reporting of Highways issues

The public were asked how good they thought the fault reporting process was at the Council.



The survey shows that generally people think the Authority is easy to contact with regards to issues and is professional in its approach.

The level of satisfaction was similar across the measures.

Conclusion

The content of this report gives a general overview of the Authority's position in relation to where we stand against last year's results. It is also possible to analyse the data for individual service areas and for geographical locations.

The NHT Public Satisfaction Survey indicates whilst certain elements of service areas may have dropped slightly since 2022, others have improved, and overall satisfaction has increased slightly since last year.

When we compare our satisfaction ratings to similar authorities in the East Midlands area, we can see that we are at a comparative level.

James Malpass
February 2024.

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