

Appendix C

Highways and Transport

Public Satisfaction Analysis

Jan 2022

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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.

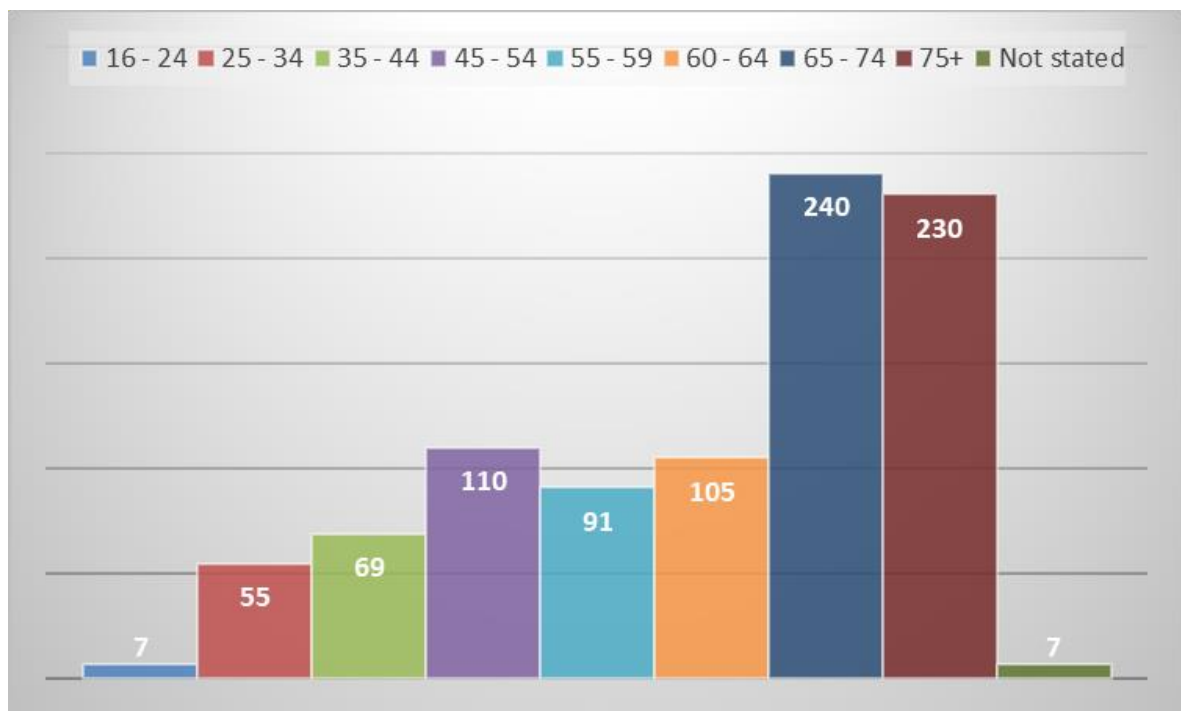
In 2021 112 authorities participated in the survey and data can be obtained from any of the authorities that took part.

For Lincolnshire in 2021, 3300 questionnaires were released, of those 914 were returned - giving a 27.7% 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.

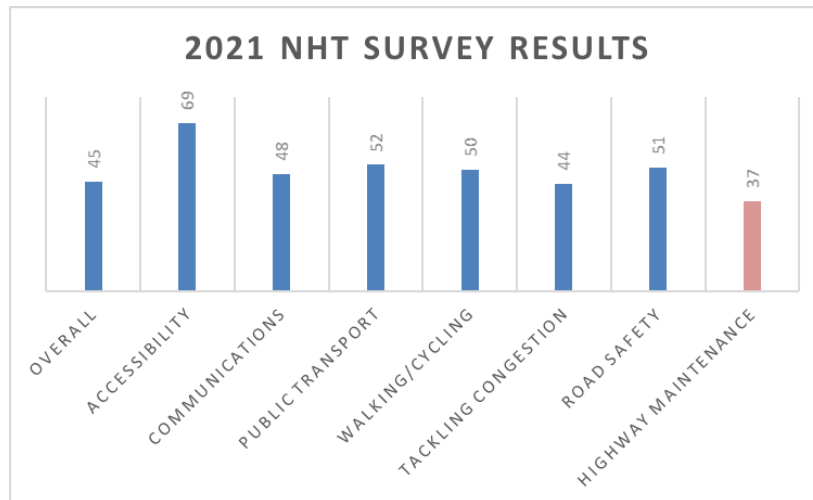
The age demographic of returned surveys was as follows –

Age Range	Total	%
16 - 24	7	0.79%
25 - 34	55	6.19%
35 - 44	69	7.76%
45 - 54	110	12.37%
55 - 59	91	10.24%
60 - 64	105	11.81%
65 - 74	240	27.00%
75+	230	25.87%
Not stated	7	0.79%



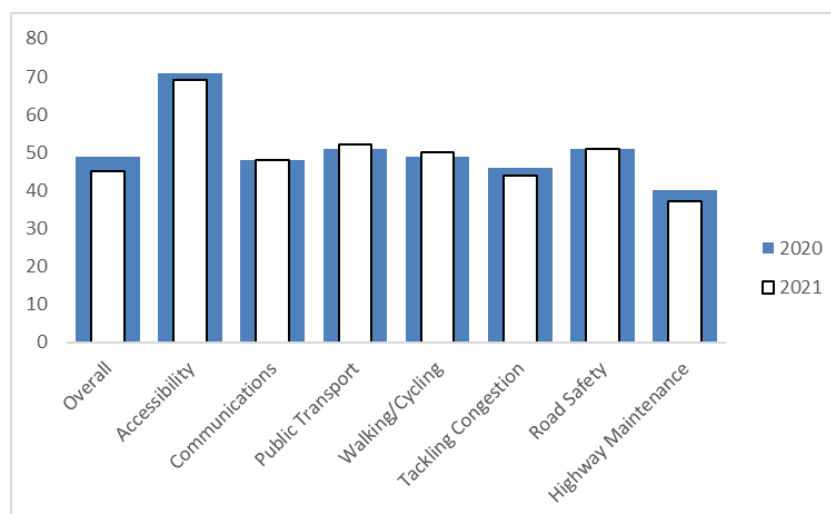
Lincolnshire Results

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:



When compared to 2020 there has been a slight decrease in satisfaction in some elements, with a slight increase in satisfaction in Public Transport and Walking/Cycling.

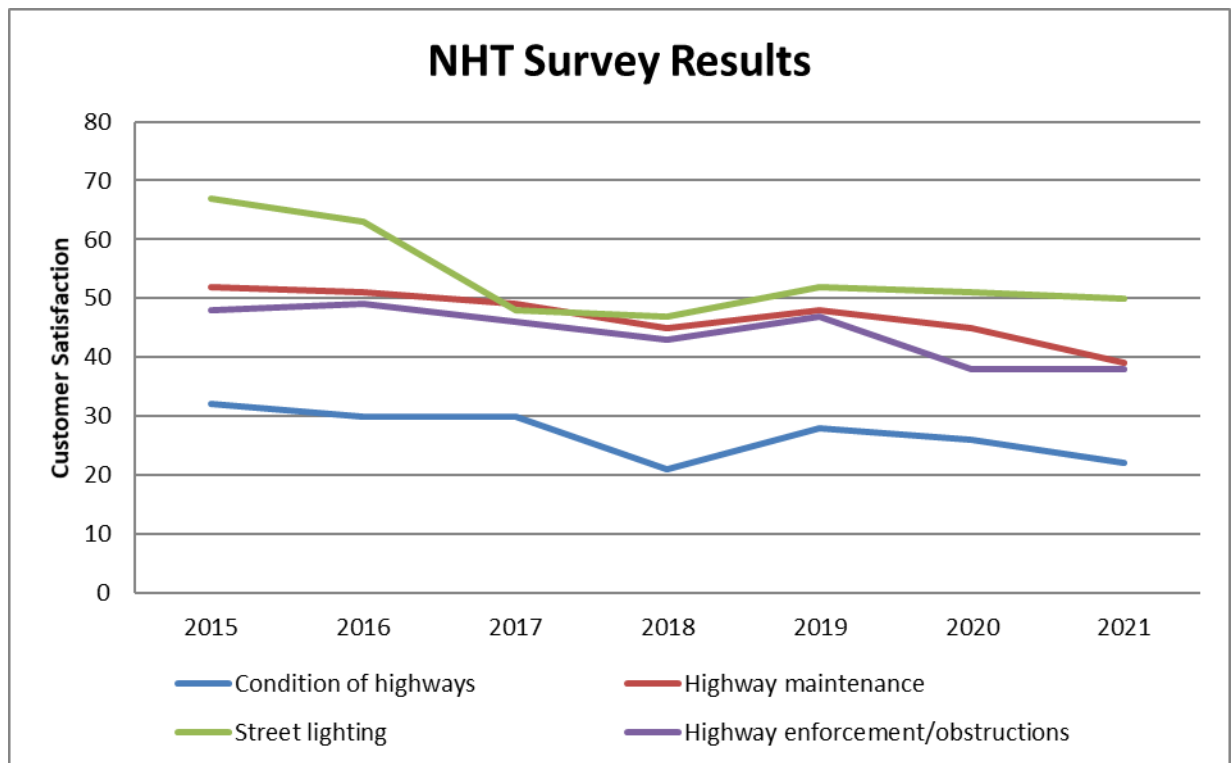
	2020	2021
Overall	49	45
Accessibility	71	69
Communications	48	48
Public Transport	51	52
Walking/Cycling	49	50
Tackling Congestion	46	44
Road Safety	51	51
Highway Maintenance	40	37



The Highways Maintenance element comprises of four areas –

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

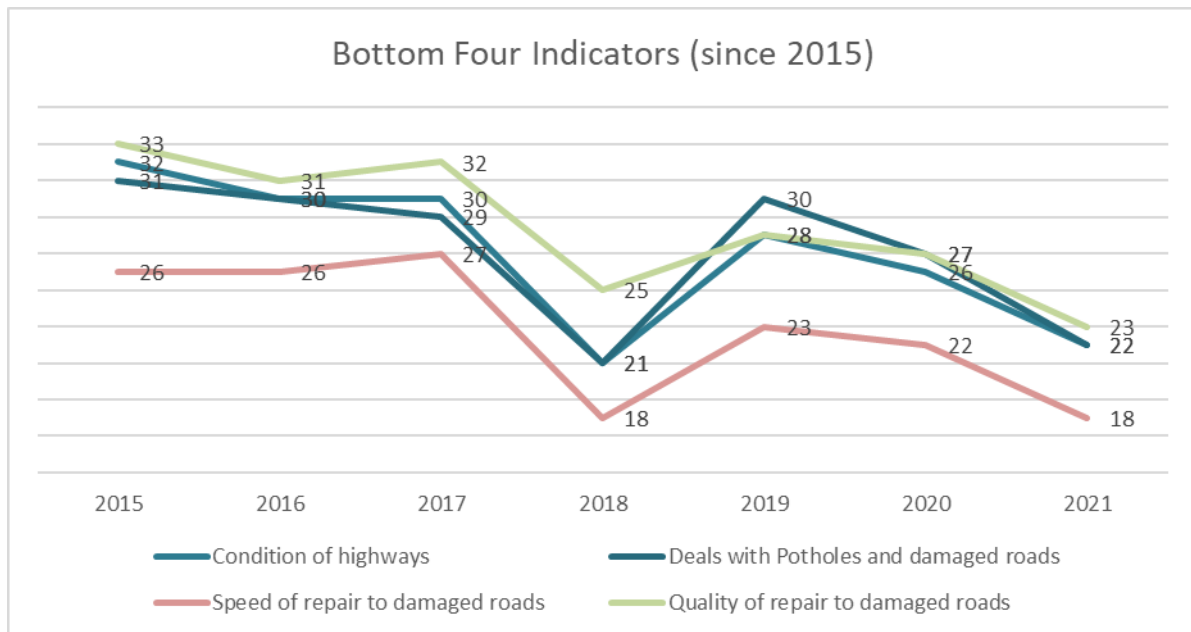
A comparison of last year's data shows that for the results of 2021 there has been a decrease in customer satisfaction levels with the condition of highways, highway maintenance and street lighting. Highway enforcement level has maintained.



When looking further back to 2015 there has been a slow gradual decline over several years the most significant change being to Street Lighting satisfaction. This is likely to be a consequence of the Street Lighting Transformation Project which includes a programme of part night time lighting and switch-offs.

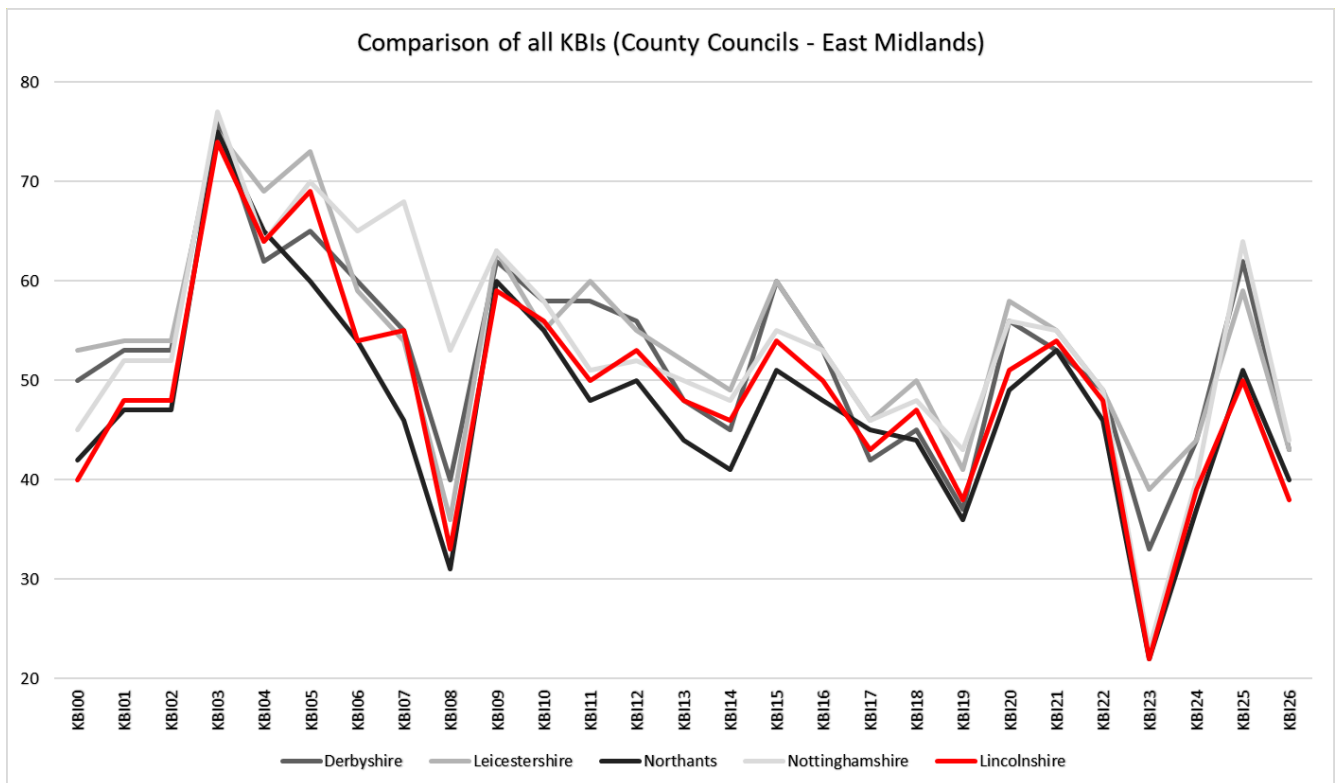
	2015	2016	2017	2018	2019	2020	2021
Condition of highways	32	30	30	21	28	26	22
Highway maintenance	52	51	49	45	48	45	39
Street lighting	67	63	48	47	52	51	50
Highway enforcement/obstructions	48	49	46	43	47	38	38

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



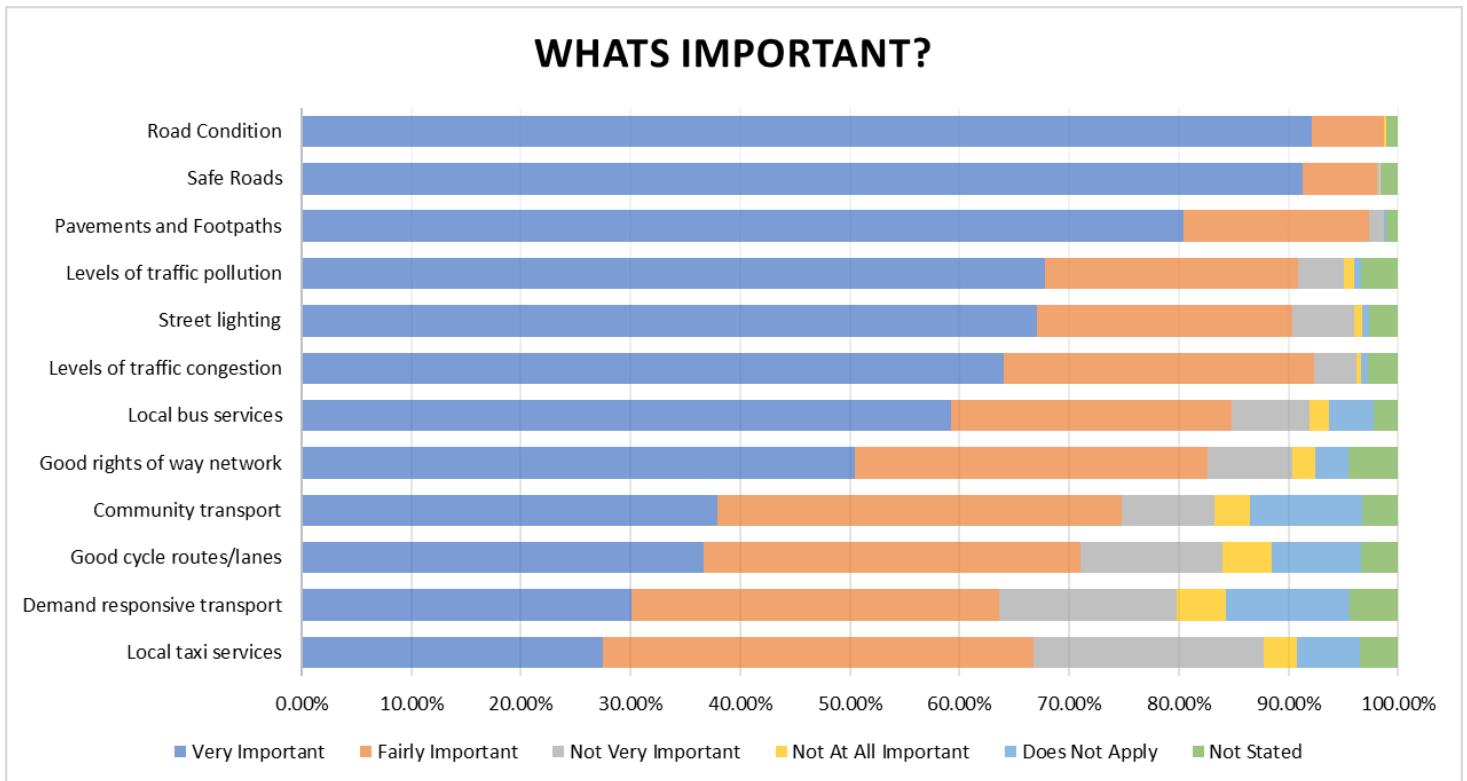
Lincolnshire County Council KBI Rankings show that our individual scores have decreased from 2020 and we are behind the national average on several measures. 2020 average 50 per measure, 2021 average 49 per measure.

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 residences rate the importance of highways issues.



There has been little change in the public's top issues over the last year. As expected Highway Condition is still the most important issue with 92% of the public seeing it as very important and a further 6% as fairly important.

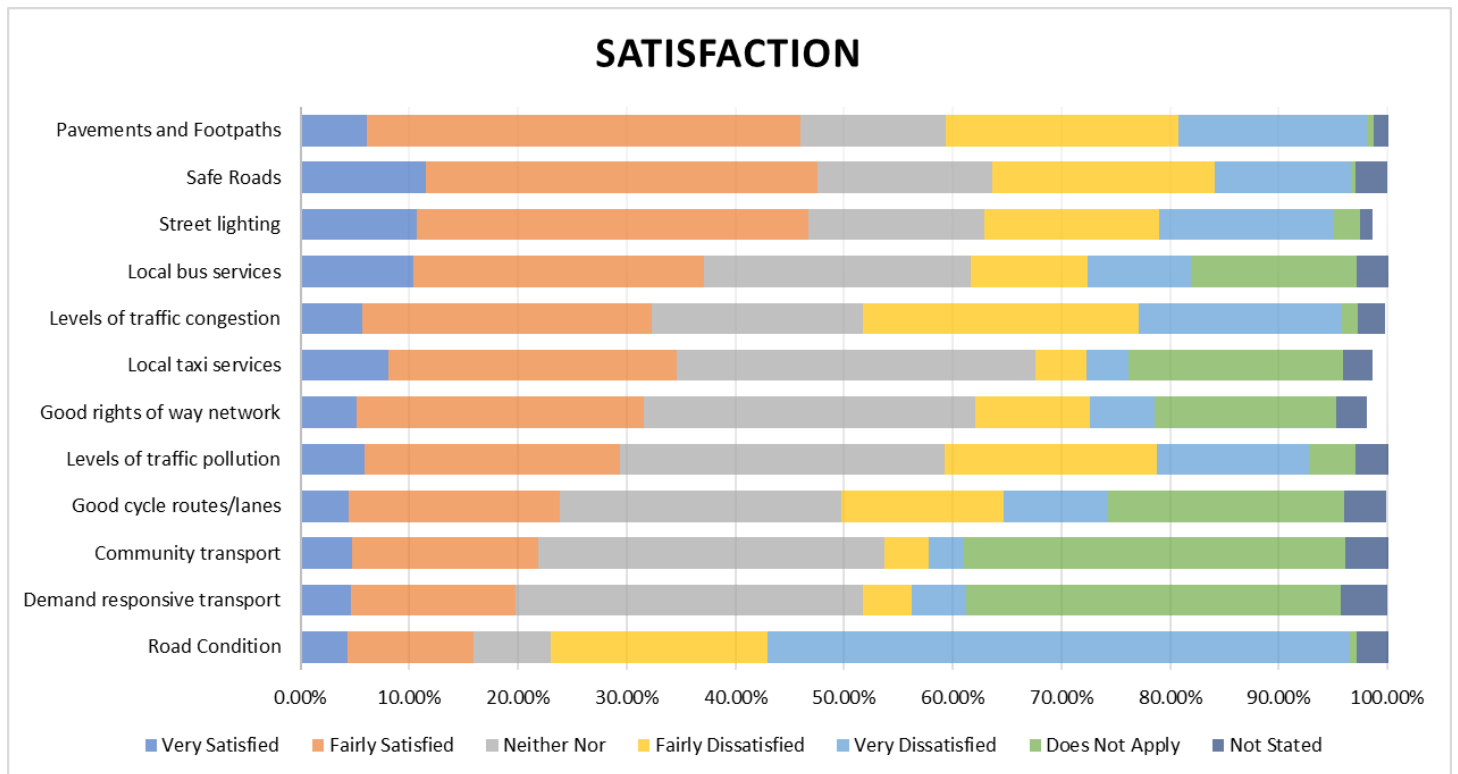
Safer Roads was a similar second, with 91% of responders saying it is very important and a further 7% as fairly important.

The third-place issue is Pavements – this means that the top three priorities have remained consistent over the last seven years. There was 80% of the public who saw Pavements as very important and a further 17% who saw it as fairly important.

In terms of 'Not very important' the bottom three priorities 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.



Road Safety is the highest scoring element with 11% of the public being very satisfied and 36% being fairly satisfied.

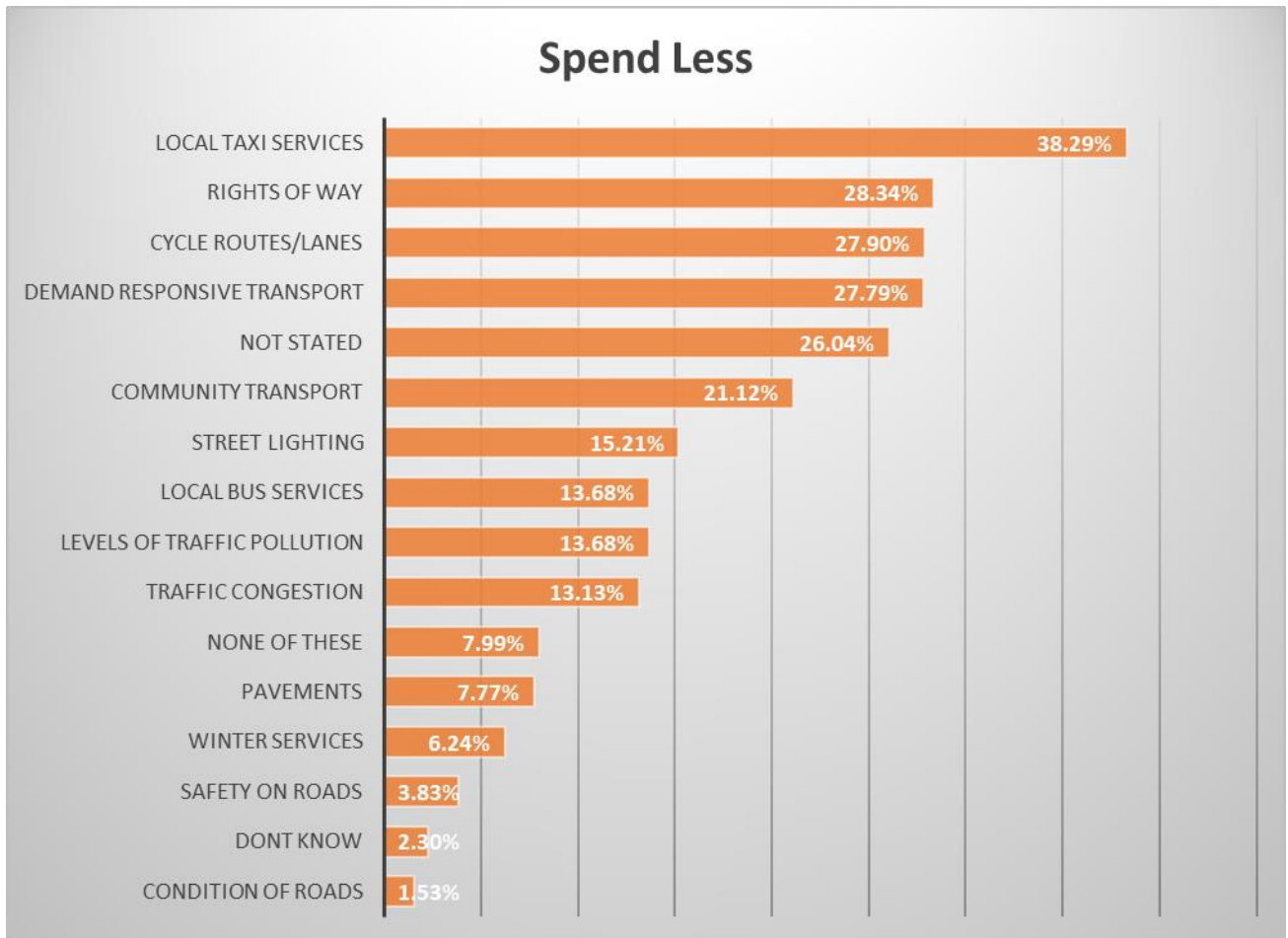
Street Lighting also scores highly with 11% very satisfied and 36% fairly satisfied.

Third was Pavements and Footpaths with 6% very satisfied and 40% fairly satisfied.

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

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. In this section I will look at the response to the areas that the public would find acceptable to cut the service.



The standout area where the public thought a cut would be acceptable was subsidies for Local Taxi Services.

The highest area directly relating to Highways where a service cut was deemed acceptable was management and maintenance of country paths and rights of way where 28% of responses stated a cut was acceptable.

Out of the total responses 8% stated that it was not acceptable to reduce any level of service at all.

Areas considered acceptable to increase level of service

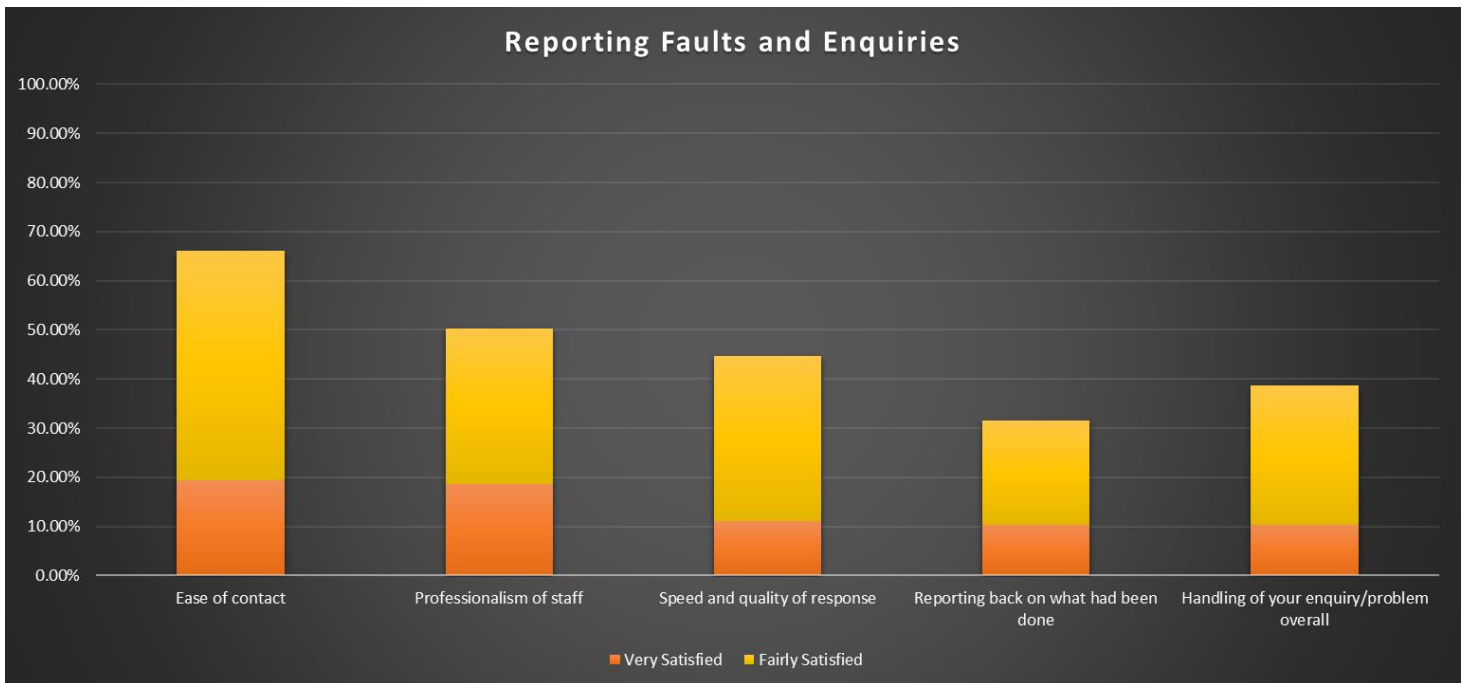
The NHT survey this year asked the questions on what areas the public would accept an increase in service. In this section I will look at the response to the areas that the public would find acceptable to increase the service by spending more.



The area where the public thought more money being spent was acceptable was in improving the condition of the roads. 87.64% 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.



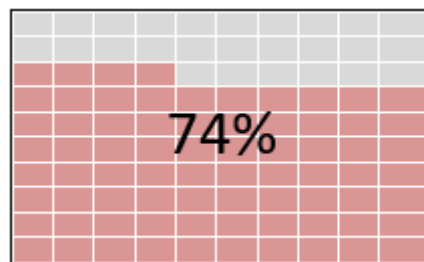
The survey shows that generally people think the Authority is easy to contact with regards to issues and is professional in its approach.

However, satisfaction drops with regards to the speed of getting issues resolved or reporting back what had been done with regards to the request.

Potholes

The public were asked would they 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.

Survey Question	Fewer	No change	More	Dont know
Number of potholes and damaged roads	48	142	669	40

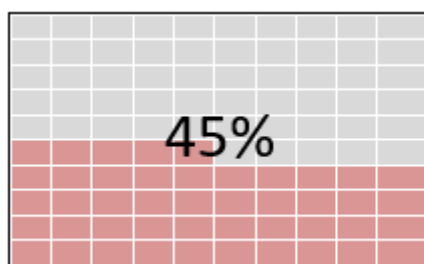


The majority of responses stated that there were more potholes and damage.

Council Action

The public were asked whether the Council was doing more to repair local roads, doing less, or about the same.

Survey Question	More	About the same	Less	Dont know
Council Repairing local roads	57	344	406	92



This resulting in a split of responses – slightest highest opinion being that less repair work was carried out.

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 2020, overall satisfaction has remained at a similar level to 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
January 2022.

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