



NHT Survey Report

2021 Executive Summary

Swindon Borough Council

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Introduction

The National Highway and Transport Public Satisfaction Survey (NHT Survey) collects the public's views on different aspects of Highways and Transport in local authority areas, it covers:

- Pavements
- Cycle Routes/Lanes
- Local Bus Services
- Local Taxi (or mini cab) Services
- Community Transport
- Demand Responsive Transport
- Safety on Roads
- Traffic Congestion
- Levels of Traffic Pollution
- Street Lighting
- Condition of Roads
- Local Rights of Way Network

It asks detailed questions about each of these aspects in turn and there are also questions canvassing opinion on climate change, changing travel habits and congestion charging.

The Survey also includes questions on methods and frequency of travel and the ease of access to key services.

Survey Coverage

The NHT Survey has become an unrivalled resource of public perception on Highways and Transport services in local authority areas going back fourteen years. It has been sent to over 5.2 million households since it was first launched in 2008 and over 1.1 million members of the public have made their views known. The public's responses can be categorised by; age group, gender, whether they have an illness, disability or infirmity limiting their daily activities or are a blue badge holder, employment status and ethnicity.

2021 was another year of very high levels of participation in the NHT Public Satisfaction Survey with 111 Authorities taking part, which was an increase of two from the numbers that took part in 2020. A total of 145 Authorities have taken part in the survey since 2008, including 129 English Authorities, nine Scottish Authorities, six Welsh Authorities and the Isle of Man Government.

Swindon's Participation

Swindon has taken part in the NHT Survey 13 times. This year the survey was sent to 4,300 households across the authority area and 991 members of the public responded. This represents an overall response rate for Swindon of 23.1% compared with the national average of 23.8%.

Note: This report is intended to provide highlights of this year's survey results. Detailed results and further reporting options are available on the members website at www.nhtnetwork.co.uk.

Importance, Satisfaction & Spending Priorities

The Survey asks the public to consider the following and rate **how important** and **how satisfied** they feel with each one. It also asks where they feel that the level of service provided could be **reduced by spending less** or **improved by spending more**.

- | | | |
|-----------------------|-----------------------|-------------------------------|
| * Pavements | * Cycle Routes/Lanes | * Local Bus Services |
| * Local taxi services | * Community Transport | * Demand Responsive Transport |
| * Safety on Roads | * Traffic Congestion | * Traffic Pollution |
| * Street Lighting | * Condition of Roads | * Local Rights of Way Network |

Most Important
Condition of Roads

Least Satisfied
Condition of Roads

Highest Priority
Condition of Roads

Importance

The Swindon public placed most importance on '**Condition of Roads**' and '**Safety on roads**' and least importance on '**Demand responsive transport**' and '**Local taxi (or minicab) services**'.

Satisfaction

In terms of satisfaction the public were most satisfied with '**Street lighting**' and least satisfied with '**Condition of Roads**'.

Importance/Satisfaction Gap

The biggest difference between how important and how satisfied the public felt was for '**Condition of Roads**' and the closest alignment was for '**Local bus services**'.

Spending Priorities

'**Local taxi (or mini-cab) services**' was the most popular choice for a possible reduction in the level of service by spending less, while '**Condition of Roads**' was the most popular choice for improving the level of service and spending more.

Results overview by highway and transport theme

Swindon's theme scores are compared with NHT Average scores below. Also shown are the change in their results from last year (Trend) and the difference from the NHT Average (Gap), which are highlighted in colour; blue and green for positive/amber and red for negative.

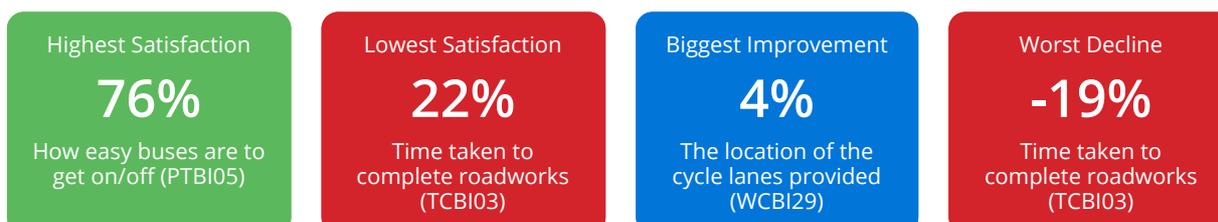
| Theme | Description | Swindon | NHT Average | Trend | Gap |
|-------|---------------------|---------|-------------|-------|-----|
| | Overall | 51% | 51% | -3% | 0% |
| | Accessibility | 71% | 70% | -3% | 1% |
| | Communications | 47% | 46% | -6% | 1% |
| | Public Transport | 61% | 55% | -1% | 6% |
| | Walking/Cycling | 55% | 52% | -2% | 3% |
| | Tackling Congestion | 39% | 43% | -6% | -4% |
| | Road Safety | 55% | 52% | -2% | 3% |
| | Highway Maintenance | 46% | 45% | -3% | 1% |

Comparisons and trends

The gauges below show how Swindon's results compare with last year and with the results of all other authorities in the survey this year. They show the number of scores that are above and below average this year and the number of scores that are improving or reducing compared with last year.



The gauges below show Swindon's highest and lowest satisfaction scores in this year's survey and the largest upward and downward changes in satisfaction since last year.



Other highlights

Below are the public's view on **Potholes and Damaged Roads**, on how well informed they feel about 'Climate Change and Traffic Pollution' and their views on 'Changing Travel Habits and the effects of Coronavirus'.

Potholes and Damaged Roads

Compared to a year ago would you say:

- * There are more potholes and damaged roads, there are fewer or no change in the number - **More**
- * The Council is doing more to repair local roads, doing less, or about the same - **Less**

Climate Change and Traffic Pollution

The public were asked... 'How well informed do you feel about the following':

- * Climate change - sometimes called 'global warming' - **Fairly Well Informed**
- * The level of pollution caused by traffic in the local area - **Not Very Well Informed**
- * The actions the Council is taking to help tackle climate change - **Not Very Well Informed**
- * The actions you can take personally to help tackle climate change - **Fairly Well Informed**
- * The quality of air alongside local roads - **Not Very Well Informed**

Changing Travel Habits and the effect of Coronavirus

To what extent do you agree or disagree with the following statements:

- * I could personally travel by car less than I do now - **Tended to disagree**
- * I could personally walk, cycle or use public transport more than I currently do - **Tended to disagree**
- * I am currently travelling by public transport less than I was before the Coronavirus pandemic - **Doesnt apply/Dont know**
- * I am currently travelling by car more than I was before the Coronavirus pandemic - **Strongly disagreed**
- * I am currently walking/cycling more than I was before the Coronavirus pandemic - **Tended to agree**
- * Overall, I have got back to travelling as much as I used to before the Coronavirus pandemic - **Tended to disagree**