

westsussex.gov.uk



National Highway and Transport (NHT) Public Satisfaction Survey

West Sussex Results - 2024



What is the National Highway and Transport Public Satisfaction (NHT) Survey?



- The survey is a random postal survey that asks the public for their perceptions on, and satisfaction with, highways and transport services within the county
- 3,300 households in West Sussex were asked to participate
 - 866 public responses (26.2% response rate, down 0.1% compared to last year, national average 22.4%)
- The results of the survey allow for comparison with the other 96 authorities taking part over the country

The survey asks questions about:

- | | | |
|-------------------------------|-------------------------------------|-------------------------------|
| ▪ Community Transport | ▪ Local Bus Services | ▪ Local rights of way network |
| ▪ Cycle Routes/Lanes | ▪ The condition of roads | ▪ Safety on Roads |
| ▪ Demand Responsive Transport | ▪ Local Taxi (or mini cab) Services | ▪ Street Lighting |
| ▪ Levels of Traffic Pollution | ▪ Pavements | ▪ Traffic Congestion |

How are the results collected and interpreted?



- West Sussex had 866 households respond, comprising of 167 online responses and 699 postal responses
- The majority of questions are answered on a 5-point or 4-point scale and a score is allocated, an example is below;
 - very satisfied (100)
 - fairly satisfied (75)
 - neither/nor (50)
 - fairly dissatisfied (25)
 - very dissatisfied (0)

The scores are then calculated by taking an average of all the responses received to each question

This method of calculating the scores is consistent amongst all the authorities taking part in the survey

The survey captures the insights of West Sussex residents between June 2024 and August 2024.

How West Sussex are doing by survey topic



Topic	West Sussex	NHT Average	Trend	Gap
Overall	45	46	+1	-1
Accessibility	64	67	-2	-3
Communications	46	46	+2	0
Public Transport	55	51	+3	+4
Walking/Cycling	49	50	0	-1
Tackling Congestion	39	42	+1	-3
Road Safety	49	50	0	-1
Highway Maintenance	37	41	-1	-4

Trend is the variation from last year's results for West Sussex. Gap is the difference between West Sussex and the national average.

What do the public perceive as our best and worst performing areas?



Our Top 10 Indicator Scores

Theme	Indicator	Score
Public Transport	How easy buses are to get on/off	72
Public Transport	Helpfulness of drivers	71
Public Transport	Personal safety on the bus	69
Public Transport	Number of bus stops	68
Public Transport	Quality and cleanliness of buses	67
Public Transport	Bus fares	66
Public Transport	Personal safety at bus stops	65
Public Transport	Raised kerbs at bus stops	64
Public Transport	Taxi/mini cab services	63
Public Transport	The local bus service overall	62

Our Bottom 10 Indicator Scores

Theme	Indicator	Score
Highway Maintenance	Condition of road surfaces	11
Highway Maintenance	Speed of repair to damaged roads	11
Highway Maintenance	Condition of highways	12
Highway Maintenance	Deals with potholes/damaged roads	13
Highway Maintenance	Quality of repair to damaged roads	16
Highway Maintenance	Cuts back overgrown hedges	30
Highway Maintenance	Deals with flooding on the roads	31
Highway Maintenance	Maintenance of verges/trees/shrub	31
Tackling Congestion	Time taken to complete roadworks	31
Highway Maintenance	Keeping drains clear and working	32

Note: The survey providers have a margin of error for scores – that is understood to be around +/-3 points.

How do we compare nationally with the other 96 authorities?



Our Top 10 Indicator Scores

Theme	Indicator	Rank	WSCC Score	Highest Score	Lowest Score
Public Transport	Reliability of electronic display info	5	58	64	35
Public Transport	Bus fares	8	66	71	45
Walking/Cycling	Provision of safe crossing points	9	57	61	49
Walking/Cycling	The cleanliness of pavements	10	45	48	30
Public Transport	The local bus service overall	10	62	71	41
Public Transport	Personal safety at bus stops	11	65	74	46
Public Transport	Information about accessible buses	11	50	57	38
Public Transport	Quality and cleanliness of buses	11	67	74	47
Tackling Congestion	Tackling illegal on street parking	12	37	49	26
Walking/Cycling	Information on rights of way	12	48	54	36

Our Bottom 10 Indicator Scores

Theme	Indicator	Rank	WSCC Score	Highest Score	Lowest Score
Highway Maintenance	Condition of road surfaces	93	11	51	8
Highway Maintenance	Conditions of highways	93	12	48	10
Highway Maintenance	Quality of repair to damaged roads	91	16	48	13
Highway Maintenance	Speed of repair to damaged roads	90	11	43	8
Highway Maintenance	Deals with potholes/damaged roads	90	13	46	10
Highway Maintenance	Deals with flooding on roads	86	31	49	25
Highway Maintenance	Cuts back overgrown hedges	81	30	50	27
Highway Maintenance	Maintenance of verges/trees/shrub	81	31	55	28
Tackling Congestion	Minimising nuisance to residents	81	39	50	34
Tackling Congestion	The management of roadworks overall	78	35	49	28

Note: The survey providers have a margin of error for scores – that is understood to be around +/-3 points.

Largest changes since last year's survey



Indicators 4 or more up on last year (top 10)

Theme	Indicator	Trend	Score
Accessibility	Provision of electric vehicle charging points	11	44
Public Transport	Bus fares	10	66
Public Transport	Local bus services (aspects)	6	56
Public Transport	Frequency of bus services	6	60
Public Transport	Information about accessible buses	6	50
Walking/Cycling	Provision of cycle routes	6	57
Communications	The quality of response from council staff	6	47
Accessibility	Ease of access to school/college	5	75
Walking/Cycling	The number of cycle lanes provided	5	48
Walking/Cycling	The facilities for cyclists overall	5	48

Indicators 4 or more down on last year (top 10)

Theme	Indicator	Trend	Score
Accessibility	Ease of access (no car)	-4	62
Highway Maintenance	Condition of highways	-4	12
Highway Maintenance	Condition of road surfaces	-4	11
Highway Maintenance	Cuts back overgrown hedges	-4	30
Communications	Informed about personal actions on climate change	-4	57

Note: The survey providers have a margin of error for scores – that is understood to be around +/-3 points.

Importance, satisfaction & spending priorities

- Residents were asked how they rate the importance, satisfaction with and spending priority of the 12 items shown on the right.
- In this year's survey they rated the following:

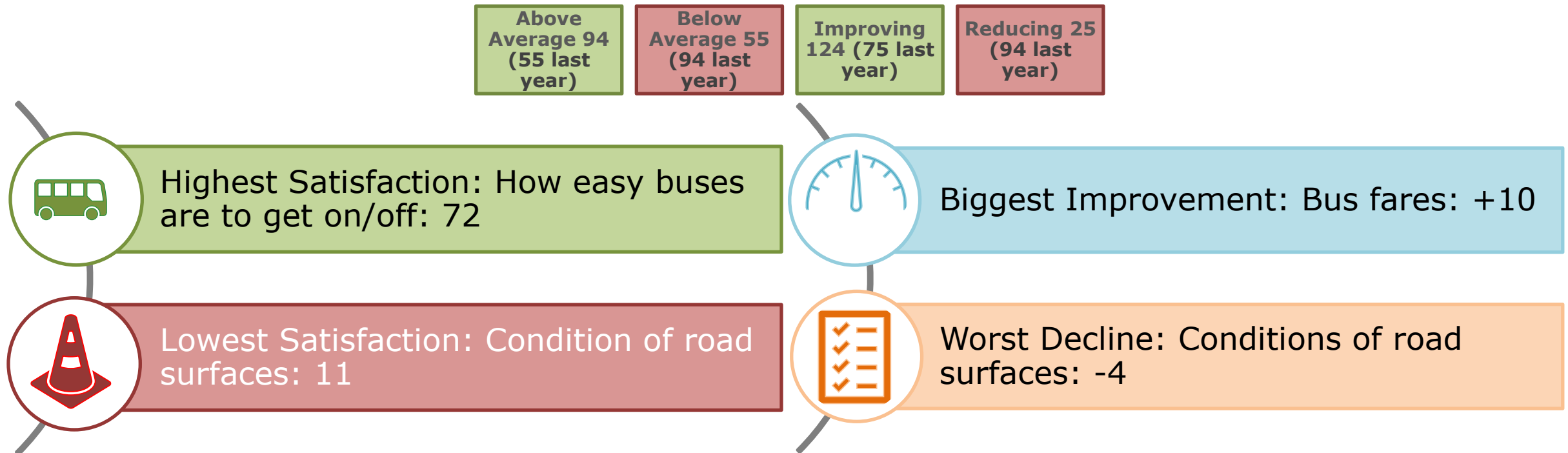
Least Satisfied	Most Important	Biggest Improvement	Highest Priority
Condition of Roads	Condition of Roads	Bus fares	Condition of Roads

The 12 items

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

Comparisons and trends – looking at the small details

The gauges below show how West Sussex's results compare with last year and with 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 that are improving or reducing compared with last year.



Public opinion on key issues in 2024



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':

Fairly Well Informed

- Climate change - sometimes called 'global warming'
- The actions you can take personally to help climate change

Not Very Well Informed

- The level of pollution caused by traffic in the local area
- The actions the Council is taking to help tackle climate change

Not informed at all

- The quality of air alongside local roads

Contacting the Council

The public were asked the following in relation to council contact:

Which method do you use to contact the council?

- Online (via the council website)

Fairly Good

- How easy is it to get in touch to report a problem?
- How easy is it to get in touch to find something out?
- The speed of response of council staff
- The quality of response of council staff

Summary



- Public Transport is perceived as a positive aspect by the public, all 28 measures have improved since 2023 and are performing above average.
- Active Travel has improved significantly since last year, 31 out of 33 measures have improved with 26 of those performing above the national average.
- Although we are performing worse in Highway Maintenance in comparison to other categories, the results are significantly better than last year, with 17 out of 30 measures improving.

Overall, around 83% of indicators have improved with only 17% having declined. This is a huge improvement on last year with more indicators going up.

Scores for local councils across the country have been decreasing over the last few years – however, West Sussex has improved in 2024.