



PRODUCTS & SERVICES BROCHURE

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NHT Network Products & Services

Introduction

The National Highways & Transport Network (NHT Network) is the leading benchmarking and service improvement organisation for members that share a common interest in measuring and comparing their performance in order to improve.

The Network provides a supported environment where members can:

- Measure their own performance
- Compare with their peers
- Identify areas for improvement

The Network provides the following products:

- Public Satisfaction Survey (NHT Survey)
- Additional On-Line Satisfaction Surveys
- Carbon, Quality & Cost Benchmarking Network (CQC)
- m2i.PMF (Performance Management System)

There are further details on the Network, how it operates and the products and services it offers are available via the NHT Network website at www.nhtnetwork.org.

The Network shares experiences and good practice through member meetings, facilitated workshops, case studies and practice notes, all of which are accessible via a member's secure website at www.nhtnetwork.co.uk.

The members website is also used to provide an authority's authorised users with access to a suite of reports and analysis that support each NHT product. This reporting is designed to highlight an authority's strengths and weaknesses and benchmark their performance with others.

NHT Public Satisfaction Survey

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

A 12-page postal survey, it asks the public to provide 191 individual answers across 30 questions covering; 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, the Condition of Roads, the local Rights of Way Network, Climate Change and Electric Vehicles.

Key Benefits:

- A better understanding of how an authority are performing in the eyes of their public
- A consistent datum for setting service levels and a means of measuring the impact of service improvements
- Access to the best performers and the opportunity to learn from the good practice of others
- Full transparency of data in a secure members area for benchmarking purposes

The NHT Survey enjoys very high levels of participation each year with 96 Authorities taking part last year. A total of 145 Authorities have taken part since its launch in 2008 and the Survey has been sent to over 6.4 million households, with over 1.4 million members of the public have made their views known. The NHT Survey has become an unrivalled resource of public perception on Highways and Transport services in local authority areas.

An annual postal survey, with an option for recipients to complete the questionnaire online if they prefer, it is sent to a random sample of residents, selected by Ipsos, in each Authority area.

Survey questionnaires are individually printed for each authority with the council logo and signed by a council representative. It uses standard questions to allow comparison between participating authorities.

The public's responses are processed by Ipsos, weighted and are then loaded into the NHT Survey database by measure2improve (m2i) for analysis. The results are published via a member's website.

GDPR and data deletion

Ipsos remove respondent's personal data from its systems after a time specified on the questionnaire – usually the end of November the same year. In line with GDPR, a full Privacy Policy, setting out respondent's rights including accessing, amending and deleting data, will be made available at the survey website (publicised on the front of the questionnaire) or on request.

Ipsos ensures that the project is run and handled in compliance with GDPR, the Data Protection Act and the Market Research Society (MRS) Code of Conduct and draw on the expertise of the Ipsos data compliance team who have extensive expertise and practical experience of helping ensure projects are GDPR compliant.

Add-on Services

Sampling and Reporting by District

Samples of addresses are generated for each participating authority from the Postal Address File using a random probability sampling approach so that each address has a known, and equal, chance of selection. This means that, normally, areas with large populations, with more addresses, have a greater chance than smaller ones of being selected.

Selecting to 'stratify' the sample of addresses helps an authority ensure that under populated areas are 'over-represented' in their selected sample and this means that views of residents in these areas are more accurately reflected in the results (additional 'design' weights are applied to allow for stratification).

Additional reporting is provided for those authorities that choose to stratify their sample which allows their results to be split out by geographical area and presented spatially.

Provision of Raw Data in SPSS Format (excel format also available)

A raw data file containing the responses of all residents who completed the questionnaire in the current survey year is available to an authority on request in SPSS format (excel format also available). This file includes additional variables such as mode of completion (whether postal or online) and individual weightings.

Access to this data allows an authority to conduct further analysis, for example; disaggregating satisfaction by particular user groups or geographies (not provided as standard reporting outputs).

Please seek advice if you are not sure whether this would be of benefit and we can put you in touch with authorities who have previously used this service.

Language Inserts and Translations

Language inserts, single sheets of paper which offer the opportunity to respond to the survey in a language other than English (10 non-English languages of the authority's choice), can be purchased on request.

Ipsos MORI will pass any requests to respond in another language to the authority who can either undertake the interview themselves (provided the resident gives permission for his/her contact details to be passed on) or pay Ipsos MORI to do so on their behalf.

Note: If you request language inserts and translations and do not select 'Native Tongue Interviews' to be carried out by Ipsos MORI, you will need to provide contact details of the person in your organization that should receive the interview requests.

Performance Indicators

NHT Survey results are presented using Key Benchmark Indicator (KBI) scores and Benchmark Indicator (BI) scores. These are derived from the satisfaction questions in the survey for each participating authority by aggregating the weighted responses made by their public to each question. There are also a range of Key Quality Indicators (KQIs) and Quality Indicators (QIs) which cover the non-satisfaction related questions in the survey. There are currently 161 individual performance indicators, and these form the basis for comparing performance between the authorities taking part in the survey each year.

Standard Reports

A vast range of standard reports are provided that presents an authority with their results this year, compares their results with previous years and benchmarks their performance with others. An authority can make benchmark comparisons with all other participants, within their region, within their peer group or within a comparison group.

The reports are designed to highlight best and worst performance to provide a focus on areas for potential improvement.

Available on-line via the members secure website they can be downloaded on request as pdf documents or excel files as required.

To access the full reporting suite login to the members website at www.nhtnetwork.co.uk

Weighting: Results are presented using weighted data, weighting is used to correct for the differences between the survey sample profile (the aggregate profile for all respondents) and the actual known profile of the population profile of residents aged 16+ for each local authority. A detailed document is available about the NHT Survey weighting Scheme used by Ipsos.

Note: New and additional reporting is continually being developed. New and additional reporting is continually being developed with the membership.

NHT Additional On-Line Surveys

The additional On-Line Surveys provide a simple low cost mechanism to target specific audiences and gather their views. They are based on questions in the NHT Public Satisfaction Survey and are completed online. Responses are reported and compared with your NHT Survey results.

Key Benefits

- Easily targeted and simple to deploy
- Standard reports constantly updated with latest responses
- Comparative reporting against your NHT Survey results
- Comments can be analysed by geographic area
- Your results remain private and you have full access to your data via an online portal

There is a range of On-Line Surveys to choose from:

Public Representatives Survey: used to gather the views of elected representatives and what they think about highway and transport services in their local area. There is an option to survey members and parish councils separately if required.

Business Users Survey: used to gather the views of business users on highway and transport services in their local area using questions relevant to the business community in the NHT Survey. Target the views of specific business groups, of individual businesses in specific locations, or just offer businesses the option to 'have your say'.

Theme Surveys: used to gather the views of specific groups, customer panels or individuals at any time, to monitor specific interventions or just to offer the option to 'have your say'. There are six topics to choose from, each based on relevant questions from the NHT Survey: 'Accessibility', 'Public Transport', 'Walking & Cycling', 'Road Safety', 'Tackling Congestion' and 'Highway Maintenance'.

Bespoke Surveys: available on request, you can specify your own survey including questions of your own choice (price on application).

Using NHT On-Line Surveys is simple. Select the Surveys you want to use, and we will provide you with a URL link to an online scorecard for each one. You can then offer access to your chosen surveys by publishing these links in emails, on your website, on social media etc. It is entirely up to you when and where to publish the links and how long they are available (links automatically close at the end of February 2024).

A secure web portal is provided for you to access your on-line survey responses and there is a suite of standard reports to analyse and compare your results. You can run the reports whenever you want, they will always reflect the latest position. You can also compare your on-line survey results with your NHT Survey results.

Reporting:

A range of reports are provided that present the results for each survey and also compares them to the results from the main NHT Public Satisfaction Survey.

NHT Carbon, Quality & Cost Benchmarking Network (CQC)

The **NHT CQC Benchmarking Network** is the premier platform designed to help local councils enhance the cost-efficiency, service quality, and environmental sustainability of highway maintenance. Leveraging innovative tools and a comprehensive dataset, the network enables councils to meet their performance goals while aligning with net-zero targets. Its unrivalled benchmarking capabilities provide detailed insights that allow councils to compare services and make meaningful improvements.

Key Benefits

The network equips local councils with the resources needed to optimise their operations and plan for the future:

- **Informed Decisions:** Councils can compare current strategies with alternatives to find cost-effective and sustainable solutions. The network's actionable data supports aligning maintenance operations with net-zero goals.
- **Performance Insights:** Through detailed benchmarking, councils can evaluate their performance against others in the sector. This helps identify areas for improvement, cut unnecessary costs, and reduce carbon emissions using targeted insights.
- **Long-Term Planning:** Scenario testing tools allow councils to explore the impact of different maintenance strategies on costs and carbon emissions. These tools support effective long-term planning, enabling councils to calculate future savings and make well-informed investments in sustainable approaches.

At the core of the network is a comprehensive **Performance Management Framework**, designed to meet the requirements of the Incentive Fund Self-Assessment Process. This structured approach links a council's strategic objectives with its day-to-day operations, ensuring that goals are consistently met. The framework focuses on three key areas: customer satisfaction, cost-effective service delivery, and technical quality. With over 150 performance measures, it enables councils to set clear service levels, monitor progress, and pinpoint strengths and weaknesses to guide future improvements. This ensures alignment between corporate visions and operational strategies, creating a systematic approach to asset management.

The network also provides a suite of reports designed to support effective decision-making and long-term planning. Its cost and carbon benchmarking analysis offer annual insights into savings opportunities and environmental impact, allowing councils to measure the efficiency of their operations. Metrics such as **Predicted Minimum Cost** and **Life Added Per Tonne of Carbon** help councils balance financial and environmental goals. Scenario testing and forecasting tools further enhance strategic planning, allowing councils to explore the potential outcomes of various maintenance strategies and assess their cost and carbon implications.

By integrating actionable data with robust tools, the network helps councils optimise their maintenance strategies, align with net-zero objectives, and improve overall operational efficiency. Its ability to foster collaboration and share best practices among peers ensures that councils can benefit from collective knowledge and industry-wide standards.

The **NHT CQC Benchmarking Network** represents a transformative resource for local authorities seeking to deliver smarter, greener, and more cost-effective highway maintenance. By focusing on customer satisfaction, cost efficiency, and sustainability, the network provides councils with the insights and tools needed to meet net-zero targets, achieve measurable savings, and maintain high service standards. Through its comprehensive framework, it supports local councils in building a sustainable future while meeting the demands of today.

m2i.PMF – Internal Performance Management System

m2i.PMF is a web-based system that provides all the tools necessary to manage an authority's internal performance framework. Each client has their own private database.

The system is capable of supporting any performance measures the authority may be using, whether they are within NHT's PMF or defined by the authority for their own use.

Key Benefits:

- Supports monthly measurement comparing performance to the authority's target
- Automatically distributes management performance reports to defined recipients
- Comprehensive suite of reporting that highlights exceptional performance, good and bad
- Prompts and drives corrective actions to support performance improvement
- Benchmarks performance against NHT PMF averages, highs and lows

m2i.PMF supports the measurement hierarchy within an authority's performance framework, it allows performance indicators to be defined by asset type and aligned to 'Corporate Goals' if required.

It includes simple e-forms which are configured to capture an authority's performance scores. The system supports the whole data capture process and sending reminders for late submission as required.

The scores entered each month are compared with the authority's target range for each indicator. The system keeps track of the number of indicators that are above target, within target and below target and maintains a rolling twelve-month average score for each indicator, which are used in reporting.

Performance scores are compiled into a suite of management reports that highlight best and worst performance on a monthly basis and look at trends in performance over time.

Where there are comparable indicators, for example within NHT PMF, reporting is provided to benchmark the authority's scores with the average, highest and lowest scores available.

The system also provides facilities to track and managed improvement actions to remedy adverse performance. Each improvement action has a description, an objective, key dates, a status and an expected outcome.

Reporting

A suite of Management & User reporting is available to look at performance at different levels. Allowing you to view performance at both Monthly & Annually as well as by individual categories. You can also compare results with the previous month and same period in the previous year.



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