

From: DIRECTOR OF ENVIRONMENT AND TRANSPORT

Circulated to: ALL PARISH COUNCILS

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NATIONAL HIGHWAYS & TRANSPORT (NHT) PUBLIC SATISFACTION SURVEY
PARISH CONSULTATION

Purpose

To invite Parish Councils to complete the NHT Public Representative Survey.

Background

Since 2008 Leicestershire County Council has participated in the annual National Highways and Transport (NHT) Public Satisfaction survey.

This survey is part of the Council's continuing effort to understand and respond to the needs of its customers. The analysis of the survey results and the ability to trend and benchmark highways and transport services has allowed the County Council to monitor its performance on a number of highways and transport issues at a national and a local level.

The company which oversees the NHT survey, 'Measure 2 Improve' (m2i), also undertakes an additional survey for Public Representatives. Last year, 74 Parish Councils participated in the survey and the results provided officers with a greater understanding of Parish Councils' needs and priorities for highways and transport services in Leicestershire, particularly at a time of major transformation. Due to these benefits the Council have agreed to participate again this year in the Public Representative Survey.

The Public Representative survey is essentially an abbreviated version of the Public Satisfaction Survey, the main differences are that results from the Public Representative survey are not made public, Parish details remain confidential are not retained by the administering company.

The survey is designed to accept one response for each Parish Council so we would ask that, although the questionnaire is best completed by one person, the responses represent the overall views of the Parish Council on the Highways and Transport matters raised in the survey.

To complete the questionnaire please hold CTRL and click the following link, or copy and paste it into your web browser window. If you require any technical assistance please contact Jason Watson on 0116 3058308.

<https://scorelink.econtrack.com?a0e4f9d7abd4400d8d7373ea27fc58c7>

Alternatively, if you would like to complete a paper copy of the survey, please contact Jason Watson using the details provided below.

I should be very grateful if you could complete the survey by Wednesday 30th November 2016. If your Parish Meeting falls outside of this time please contact Jason Watson and we will do our best to accommodate a later return date.

Once completed responses will be recorded and analysed to help support the findings of the public satisfaction survey.

Your support by participating in this survey to help inform the continuous improvement of Highways and Transportation is very much appreciated.

Officers to Contact

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