

## **NHT Survey Results (2023) for Stockport**

### **Report of the Transport Strategy Manager**

#### **1. Purpose of the Report**

To inform the Local Access Forum on how the National Highways and Transport (NHT) Survey is carried out and detail the results showing how Stockport is performing against other local authorities across the UK with regards to relevant questions in the survey.

#### **2. Background**

Stockport Council has been a member of the National Highways and Transport Network since 2008 and it has been undertaking annual Public Satisfaction Surveys every year to assess how residents' view the Council's performance in managing and maintaining Stockport's transport network.

These results can also be compared against other local authorities where we can identify where the Council ranks against all other NHT members. All local authorities are anonymised, but a numerical ranking system indicates where Stockport Council ranks out of all local authority members.

The 2023 NHT Survey received 728 responses – 124 online responses and 604 postal responses out of a sample size of 3300. The turnout for this survey was 22.1%. Independent research company Ipsos MORI carry out the survey work.

Out of these respondents the following demographics should be noted. 47% of all respondents to this survey were aged 65 and over., 12% considered themselves as regular walkers. 10% considered themselves as regular cyclists. 1% were regular users or wheelchairs/mobility scooters.

It should also be noted that these results are in a period where the council has had to address rising costs of works and reducing funding levels.

**Appendix 1** provides graphs showing the previous scoring levels of each category/area to highlight any long-term trends or patterns.

### 3. Summary of 2023 results

The NHT Survey 2023 highlights that Stockport is above average in 105 areas and are getting better in 69 areas. Three of the areas which has seen improvements in the levels of public satisfaction are: Accessibility where public satisfaction has increased by 4% to 70% of respondents, Road Safety which has improved by 1% to 51% of respondents and Public Transport which has stayed the same with 53% of respondents satisfied.

It should be noticed that this is a satisfaction survey and is thus measuring perception at a snapshot in time rather than a quantitative measure.

### 4. Walking

Under the Walking category of this survey, respondents were asked on their views of a range of infrastructure used by pedestrians which include on the provision of pavements and footpaths, direction signposting, dropped kerb crossing points, provision of safe crossing points and provision of footpath for walking/running as well as the provision of pavements where needed.

The table identifies the changes in satisfaction levels when compared to the previous NHT Survey undertaken in 2022.

Category/Subject	2022	2023	Change
Dropped Kerb Crossing Points	58	60	+2%
Direction Signposting	55	55	Unchanged
Provision of Safe Crossing Points	59	59	Unchanged
Provision of Footpaths for Walking/Running	60	60	Unchanged
Provision of Pavements where needed	63	62	-1%

The table shows that there has been an increase in satisfaction in dropped kerb crossing points by 2% and a fall in satisfaction by 1% in the provision of pavements. The levels of satisfaction in the remaining provision areas remains unchanged. It should be noted that Stockport is above average for all of these results in comparison to other participating councils.

**Figure 1** in Appendix 1 shows the previous scores received in the satisfaction with the provision of pavements and footpaths.

The NHT Survey asked respondents on their levels of satisfaction on the condition and cleanliness of Stockport's pavements and footpaths. The scores of this category are:

<b>Category/Subject</b>	<b>2022</b>	<b>2023</b>	<b>Change</b>
Cleanliness of Pavements	43	44	+1%
Condition of Pavements	51	50	-1%
Pavements being kept clear of obstruction	37	35	-2%

The table above shows that whilst there was an improvement in satisfaction in the cleanliness of pavements, there was a drop in satisfaction for the condition of pavements and pavements being kept clear from obstruction.

With regards to pavement condition, it should be noted that while there has been a slight drop in satisfaction our overall satisfaction score is still above the average results of the other participating Councils.

With regards to obstruction of pavements there has been variability in the results for this area of satisfaction which maybe related to the large amount of construction activities being undertaken in the borough. Work continues through our Streetworks team to ensure that pavements are not unduly affected by works being carried out. However, Stockport result is comparable with the GM average for results to the survey.

**Figure 2** in Appendix 1 shows previous scores with the satisfaction with the condition of pavements and footpaths.

## 5. Cycling

The NHT survey asked respondents on their level of satisfaction with the provision of cycle facilities and information which includes directional signposting and cycle parking.

The below table shows the levels of satisfaction in this area compared to the previous years' survey results.

<b>Category/Subject</b>	<b>2022</b>	<b>2023</b>	<b>Change</b>
Provision of Cycle Crossing Facilities at Junctions	52	50	-2%

Provision of Cycle Parking	47	44	-3%
Provision of Direction Signing for Cycle Routes	53	49	-4%
Provision of Cycle Route Information e.g., maps	48	45	-3%

These scores fell with the biggest fall coming from the provision of directional sign posting on cycle routes 4% lower than last year. The other categories in this section of the survey also fell with the provision of cycle parking and provision of cycle information (e.g., maps) both falling by 3%. Satisfaction in the provision of cycle crossing facilities at junctions fell by 2% to 50%.

It should be noted that in comparison to other participants we are still above average for satisfaction for crossing facilities at junctions despite reductions. The other satisfaction ratings are not below average in relation to other participants results, and we hope that they will improve as: signage related to the Bee network is rolled out; the GM cycle map reprint is delivered and with the additional cycle parking that is being delivered through different cycle schemes in the borough.

**Figure 3** in Appendix 1 shows previous scores with the satisfaction with the provision of cycle facilities and information.

The NHT Survey asked respondents on their satisfaction with the provisions of cycle routes and the number and locations of cycle routes in the borough.

Category/Subject	2022	2023	Change
The Number of Cycle Routes Provided	50	48	-2%
The Location of the Cycle Routes Provided	51	49	-2%
Provision of Cycle Routes	51	47	-4%

The satisfaction levels fell compared to last year with the provision of cycle routes falling 4% to 47% with both the number of cycle routes and location of cycle routes falling 2% each. These results are not below average in comparison to other participating groups. As the cycle schemes in delivery are completed, we are anticipating increased satisfaction, but this will be monitored.

**Figure 4** in Appendix 1 shows previous scores with the satisfaction with the provision of cycle routes in Stockport.

## 6. Public Rights of Way

Stockport's Rights of Way network and respondents' levels of satisfaction with this was queried in the NHT with specific questions on the conditions of rights of way, ease of use by those disabilities and information on rights of way routes.

Category/Subject	2022	2023	Change
Condition of Rights of Way	55	52	-3%
Provision of Signposting of Rights of Way	54	54	Unchanged
Ease of Use by those with Disabilities	42	45	+3%
Information about Rights of Way Routes	46	45	-1%
Overgrown Footpaths and Bridleways	37	36	-1%
Provision of bridleways in Stockport	58	56	-2%

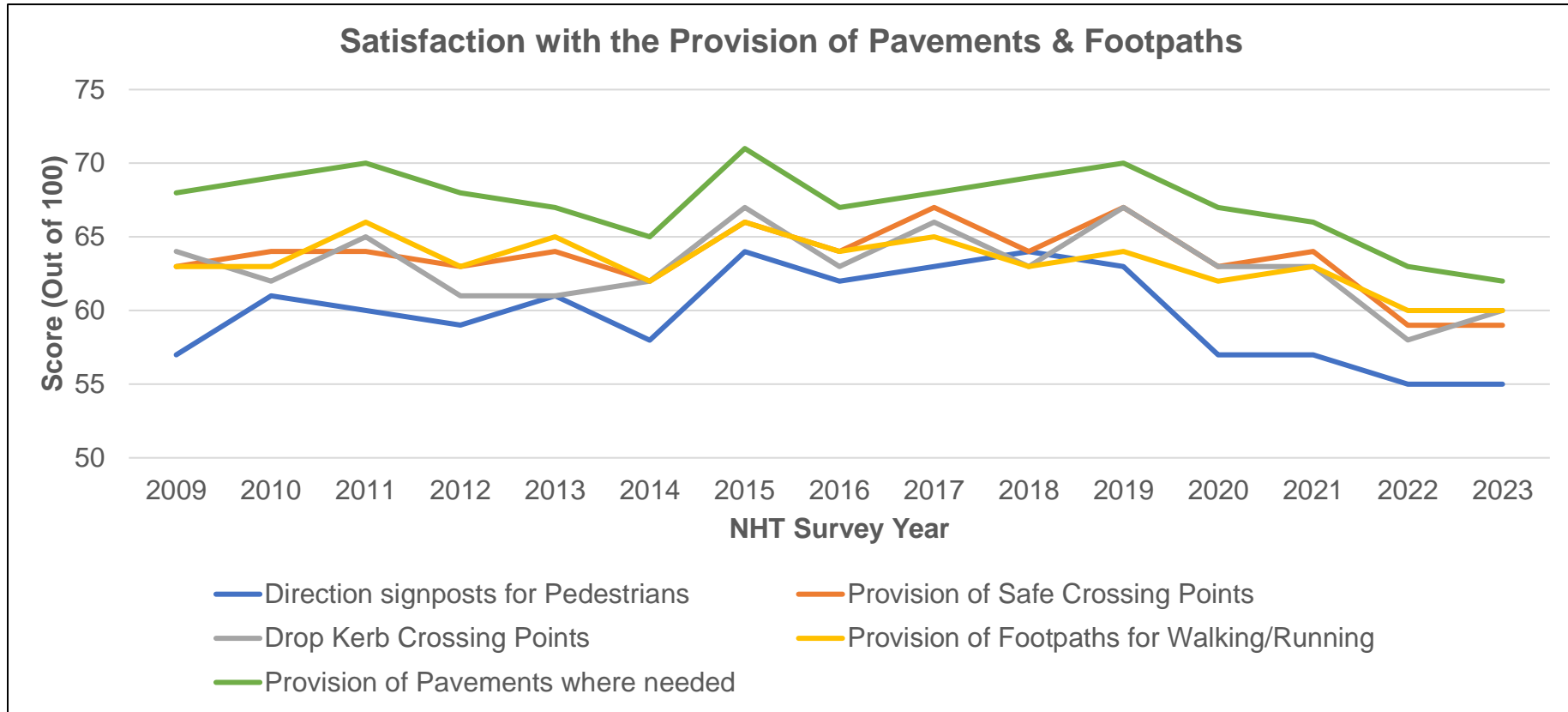
The satisfaction level in the ease of using rights of way by those with disabilities increased by 3% to 45% and the provision of signposting of right of way remaining the same level as last year (54%). There was a drop in satisfaction of 1% when asked about the information of right of way routes and in overgrown footpaths and bridleways. The provision of bridleways reduced by 2% this is part of an ongoing decline.

These results are all average or above average in comparison to other participants of the survey. However, we are aware that the issue of vegetation is a particular concern especially when reviewed over the last six years. The PROW team have a constant process for ordering vegetation work and contacting landowners about works that are their responsibility. However, the mild and damp weather encourages rapid growth and the increasing growing periods, with growing season now being a month longer than it was in the 1990s, mean that this is taking up a larger amount of council resources.

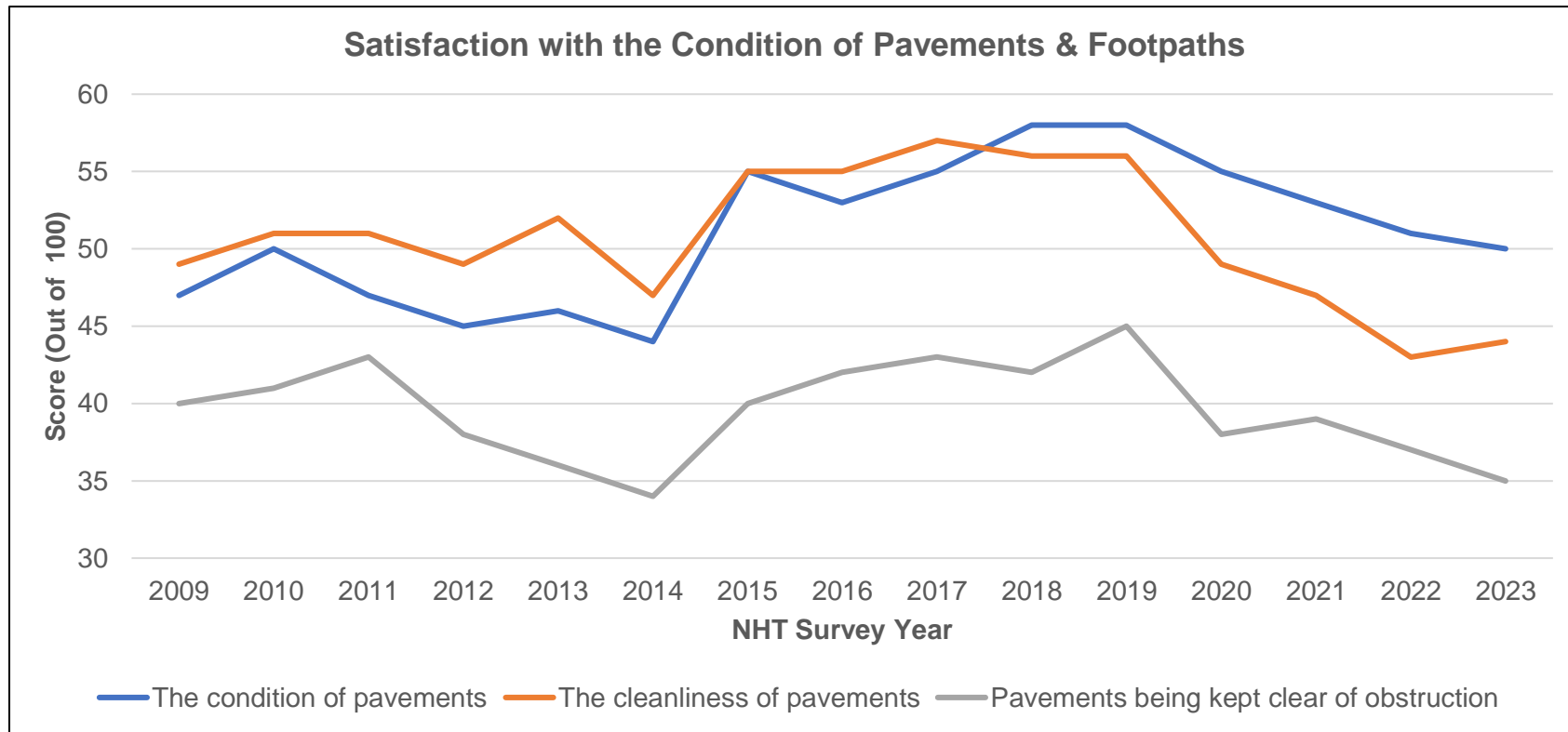
**Figure 5** in Appendix 1 shows previous scores with the satisfaction with rights of way in Stockport.

**Figure 6** in Appendix 1 shows previous scores with the satisfaction with the provision of bridleways in Stockport.

### Appendix 1 – Charts showing scores for previous NHT Surveys

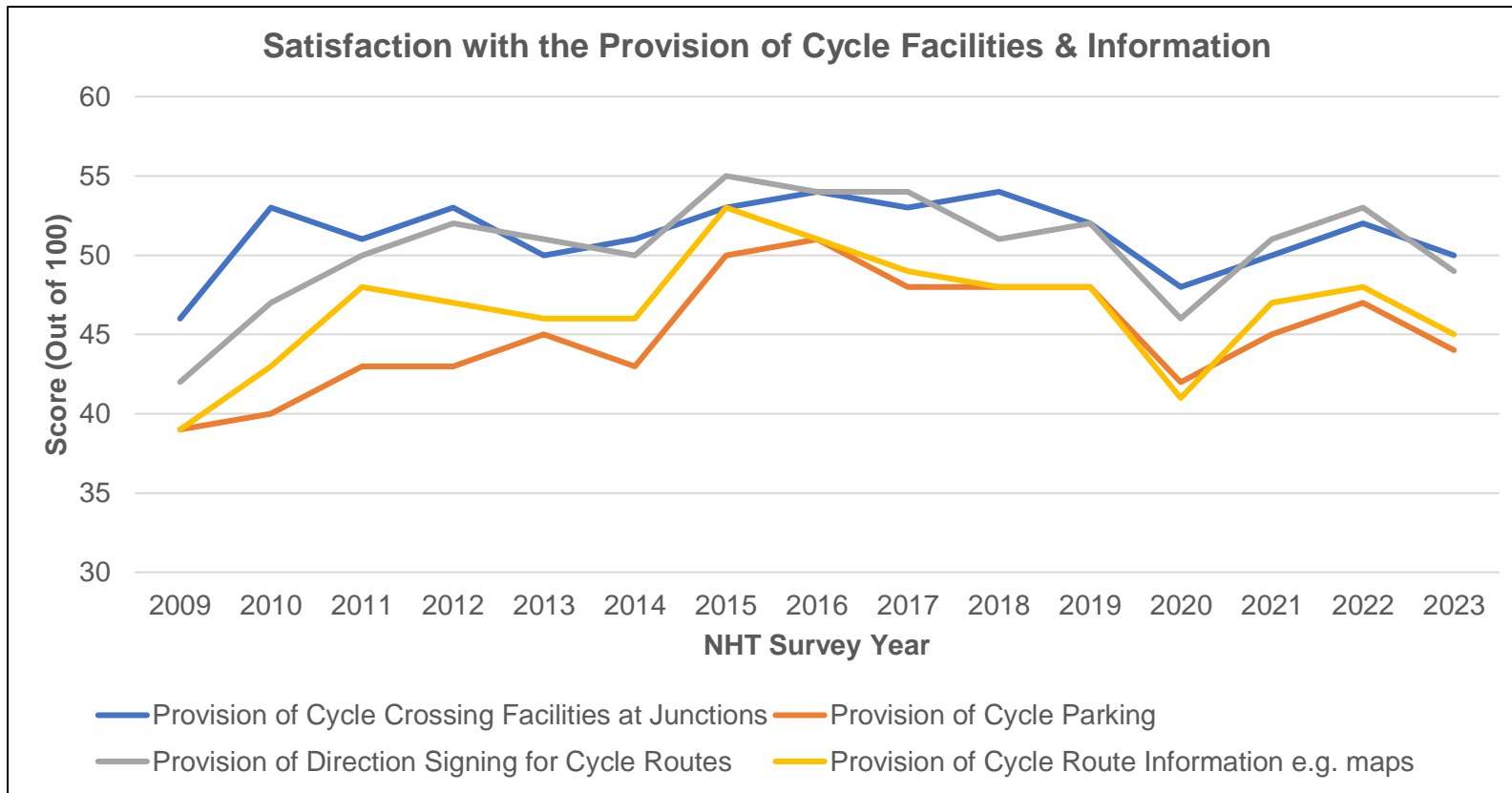


**Figure 1** – Chart showing previous scores with the satisfaction with the provision of pavements and footpaths.

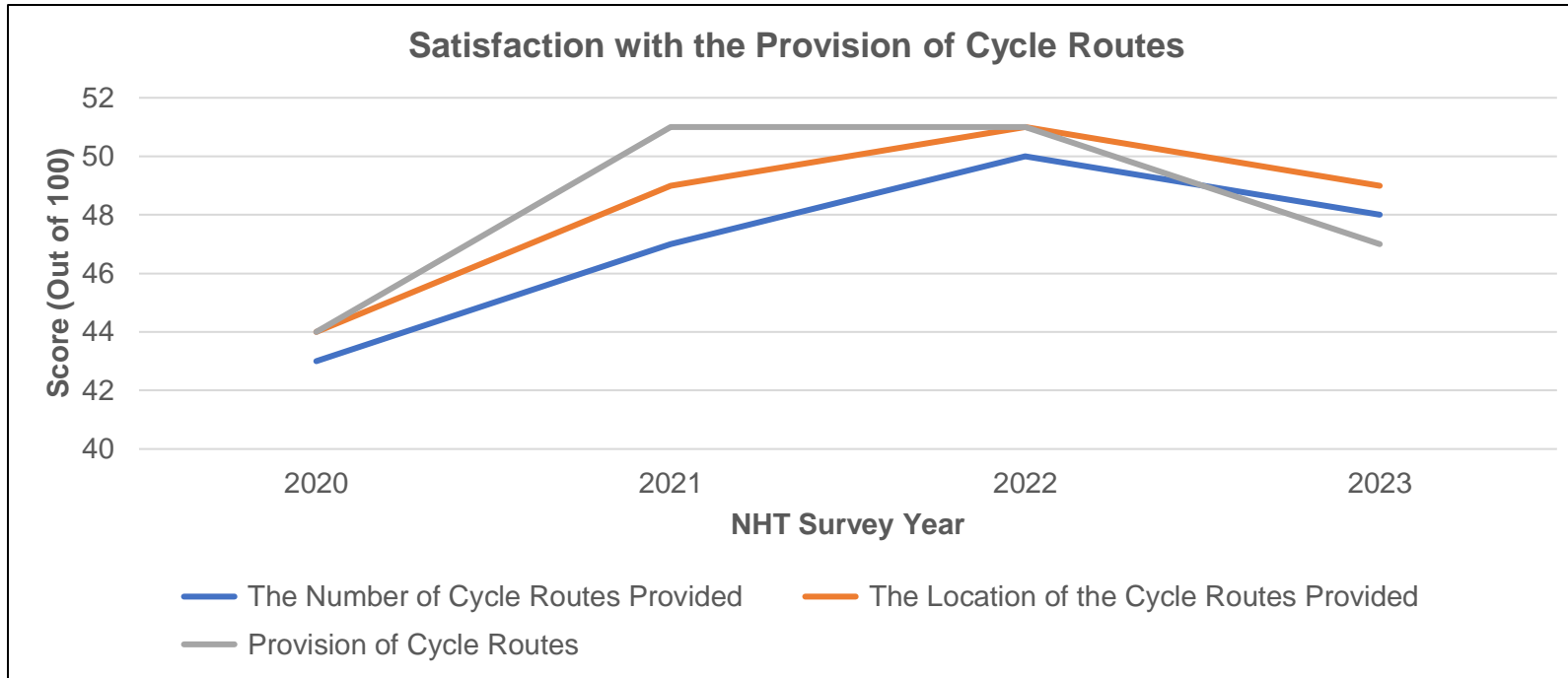


**Figure 2** – Chart showing previous scores with the satisfaction with the condition of pavements and footpaths.





**Figure 3** – Chart showing previous scores with the satisfaction with the provision of cycle facilities and information.



**Figure 4** – Chart showing previous scores with the satisfaction with the provision of cycle routes.

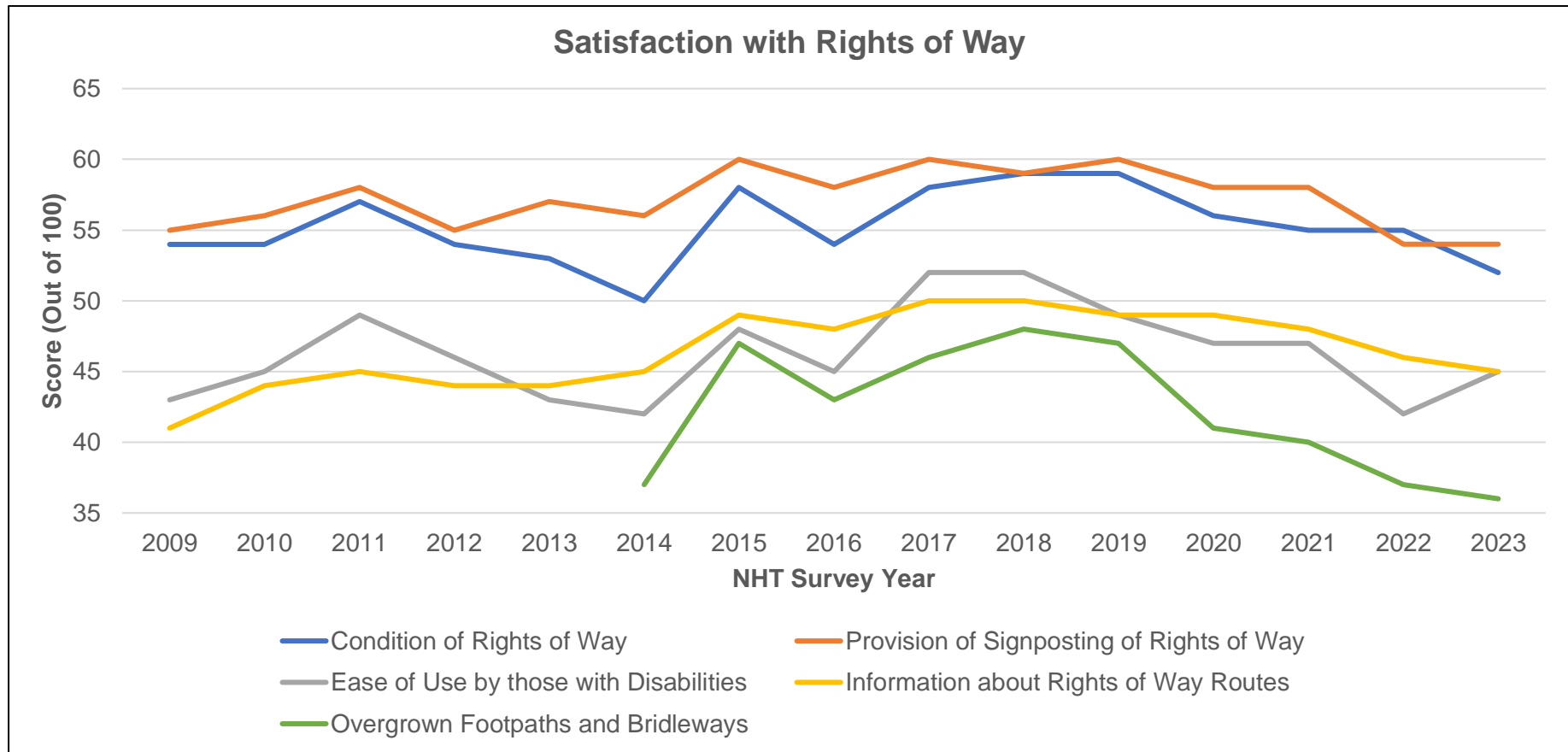
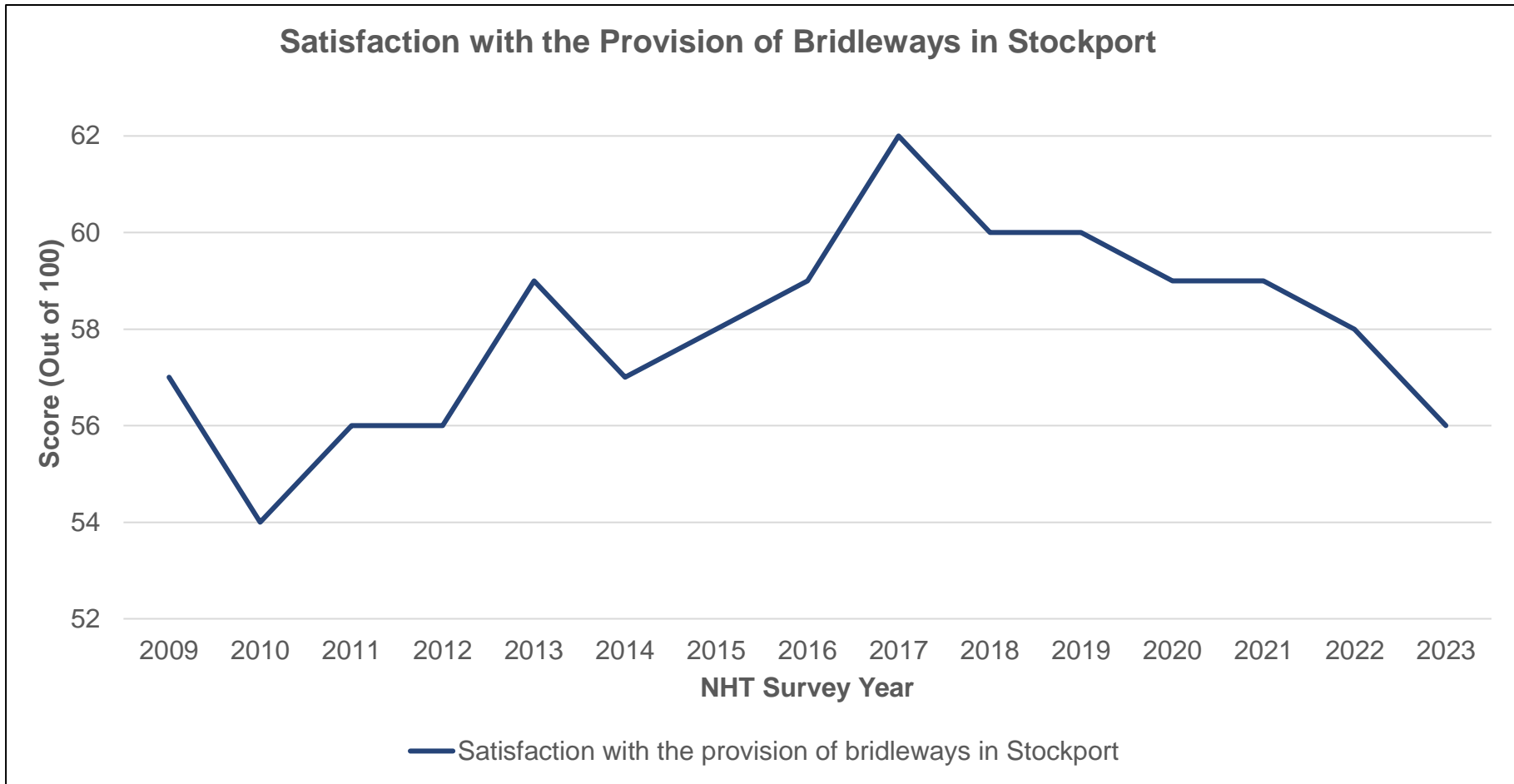


Figure 5 – Chart showing the previous scores with the satisfaction of rights of way in Stockport.



**Figure 6** – Chart showing previous scores with the satisfaction with the provision of bridleways in Stockport.