

Appendix 1 - NHT Survey Results (2023) for Stockport

1. Introduction

Stockport Council has been a member of the National Highways and Transport Network since 2008, and it has been undertaking 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 invited 3300 people from Stockport although only 728 responses were received – 124 online responses and 604 postal. 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 A (located at the end of this document) provides graphs showing the previous scoring levels of each category/area to highlight any long-term trends or patterns. **Appendix B** provides a list of all the cycling related questions asked in the survey along with the historic scoring in these areas.

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

2. Satisfaction Levels in the Provision of Cycle Facilities

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.

Category/Subject	2022	2023	Change
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%
Condition of Cycle routes	56	53	-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, condition of cycle routes 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 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 and route improvements that is being delivered through different cycle schemes in the borough. It should also be noted that the condition metric has been very variable across the period it has been collected in.

Figure 1 in the Appendix A the shows previous scores with the satisfaction with the provision of cycle facilities and information. **Figure 4** in the Appendix A the shows previous scores with the satisfaction with the condition of cycle routes.

3. Satisfaction levels in the Provision of Cycle Routes

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 where figures to 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 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 2 in Appendix A shows previous scores with the satisfaction with the provision of cycle routes in Stockport.

4. Satisfaction levels in the Safety of Cycling

Respondents were asked about their level of satisfaction in the safety of cycling.

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

Category/Subject	2022	2023	Change
Safety of Cycling	48	49	+1%
Safety of Children Cycling	42	40	-2%

The satisfaction in the safety of children cycling fell by 2%, with Stockport just below average when compared to other participating local authorities. But not receiving a low score in comparison to others participating in the surveys. It should be noted that the council continues to offer training in cycle skills to the schools in the borough and continues to work to improve the cycle provision on the network.

The satisfaction in the safety of cycling (for adults) was above average when compared with other participating authorities. Stockport Council have been working to promote and deliver cycle training by partners (e.g. TFGM) to encourage better and safer cycling by residents.

5. Conclusion

These survey results have highlighted several areas of improvement in relation to cycling and cycling-related activities in Stockport which reflect by resourcing and other pressures faced by the Council.

Since these results were published, the Council has taken several actions to resolve issues affecting the delivery and perception of services important to cycling. For example, the Council has now secured a new contractor for signage, and we hope that the signage backlog will clear in the coming months. In addition, additional cycle parking is being delivered through different cycle schemes in the borough. We hope the Council's recent actions to resolve issues and develop new infrastructure for cyclists will be reflected in the next NHT Survey.

Appendix A

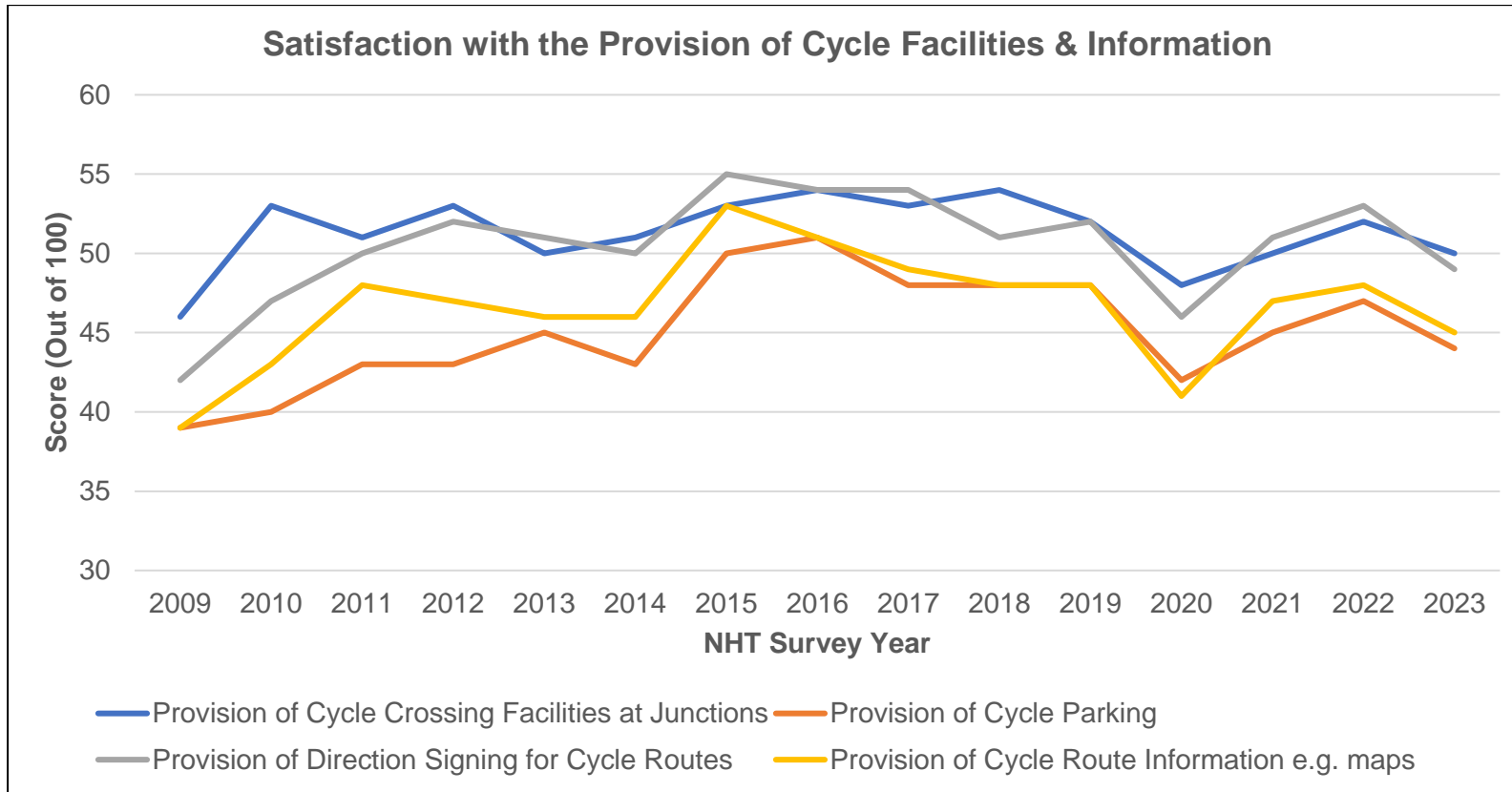


Figure 1 – Chart showing previous scores with the satisfaction with the provision of cycle facilities and information.

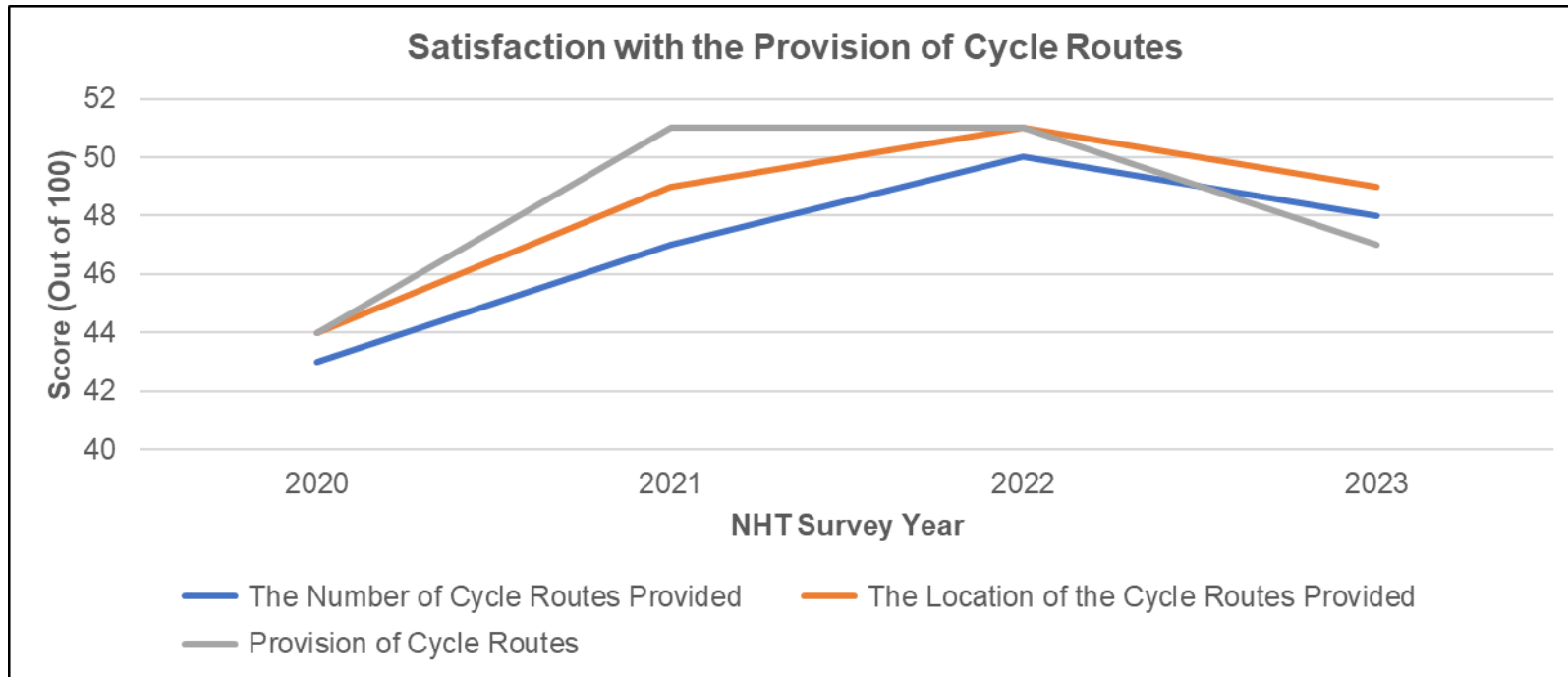


Figure 2 – Chart showing previous scores with the satisfaction with the provision of cycle routes.

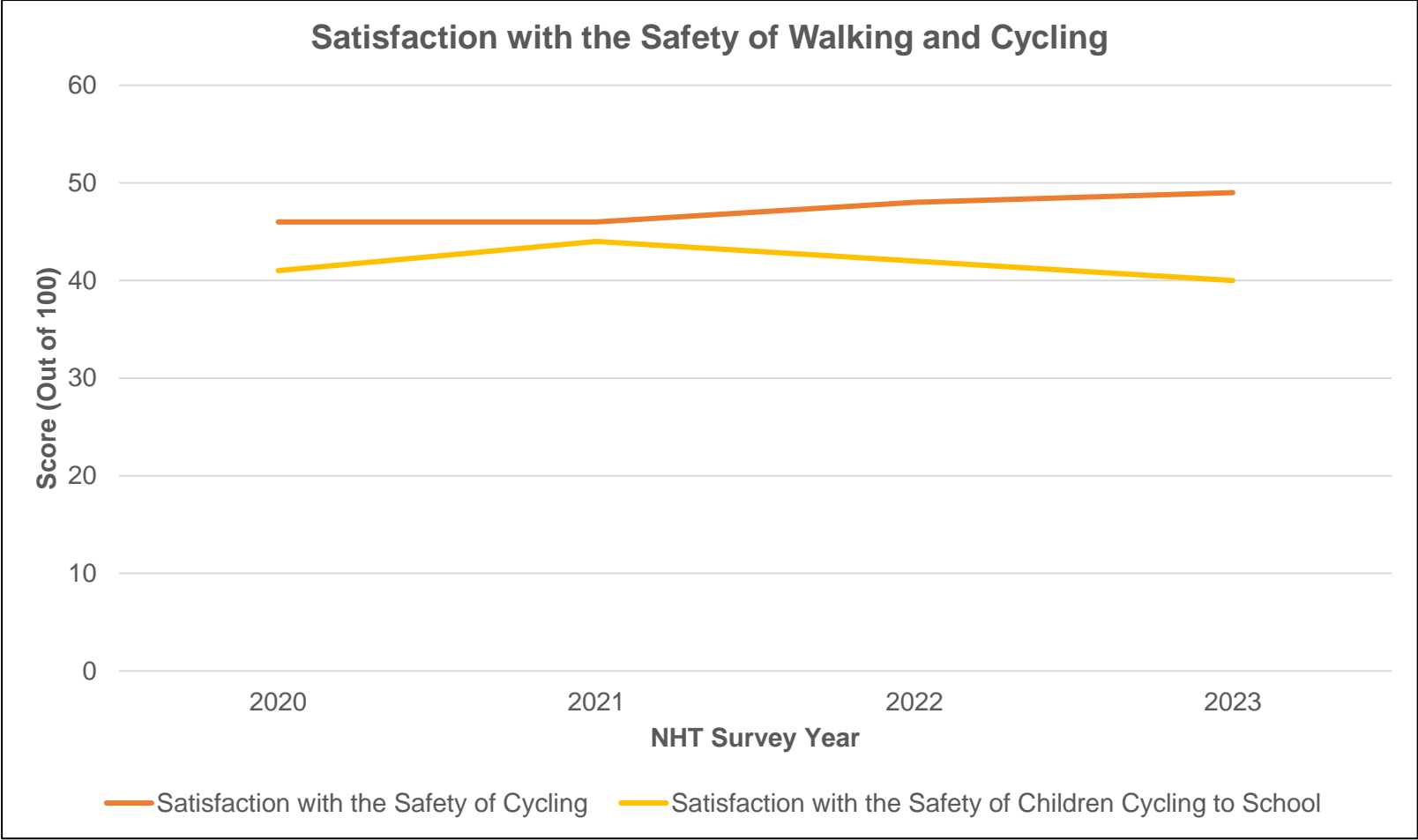


Figure 3 – Chart showing respondents satisfaction levels in the safety of children cycling

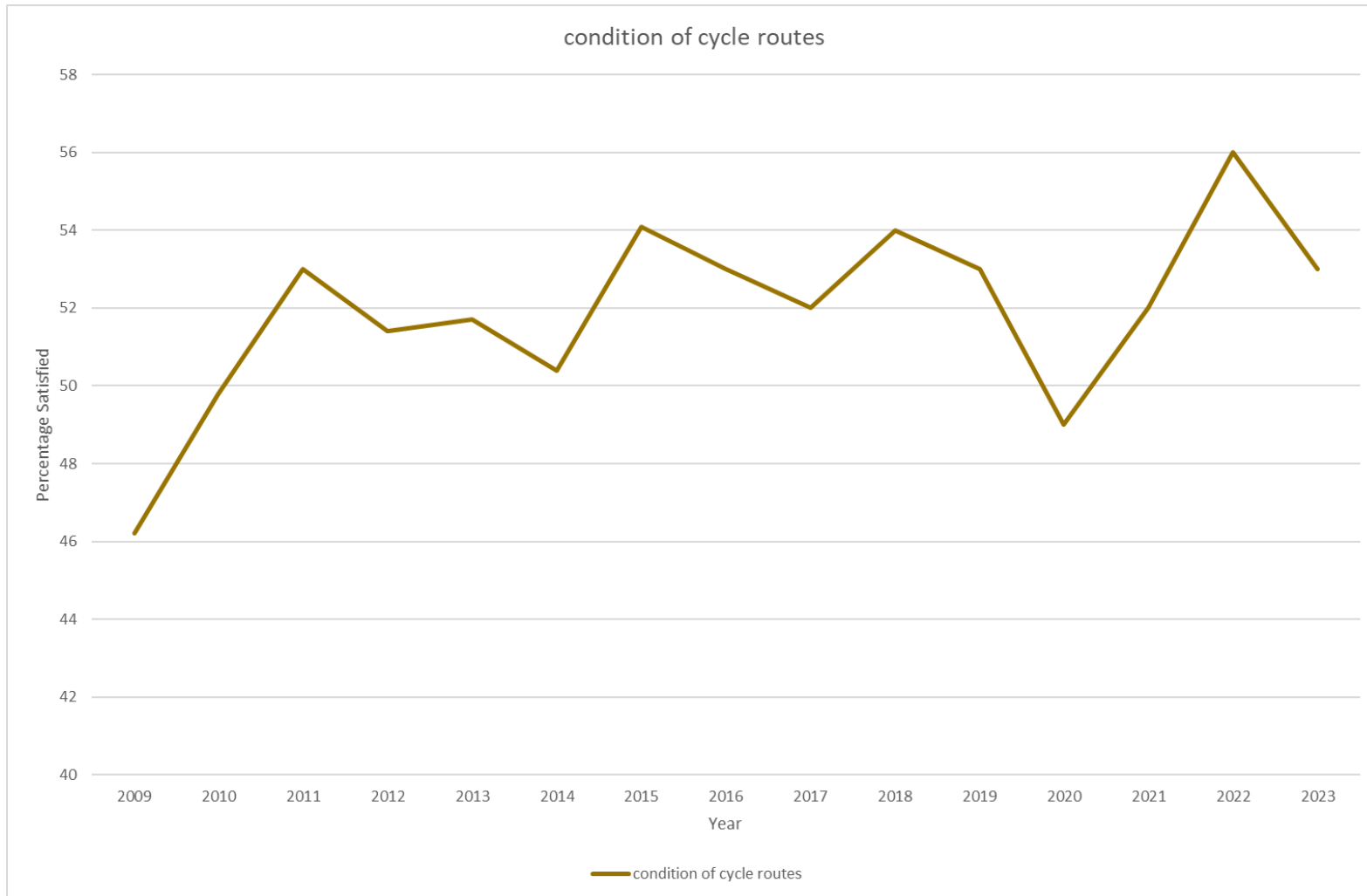


Figure 4 Chart showing respondents satisfaction levels in Condition of Cycle Routes.

Appendix B - National Highways and Transportation Survey (Scoring To Date)

Below are the cycling-related questions asked in the National Highways and Transportation Survey with current and historic satisfaction scores for Stockport. All scores are out of 100%.

N.B. Questions where there is no score data were not included in the survey

Description of provision or service	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
								50							
The provision of cycle routes where needed	41	46	50	46	46	46	49	52	48	48	50				
Location of cycle routes/lanes				47	44	47	48	51	48	48	49				
Condition of cycle routes	46	50	53	51	52	50	54	53	52	54	53	49	52	56	53
Cycle crossing facilities at junctions	46	53	51	53	50	51	53	54	53	54	52	48	50	52	50
Cycle parking	39	40	43	43	45	43	50	51	48	48	48	42	45	47	44
Direction signing for cycle routes	42	47	50	52	51	50	55	54	54	51	52	46	51	53	49
Cycle route information e.g. maps	39	43	48	47	46	46	53	51	49	48	48	41	47	48	45
The number of cycle lanes provided												41	46	50	46
The number of cycle routes provided												43	47	50	48
The location of the cycle lanes provided												43	47	51	45
The location of the cycle routes provided												44	49	51	49
Facilities for cyclists overall														45	43
Provision of cycle routes/lanes											52				
Provision of cycle routes												44	51	51	47
Provision of cycle lanes												40	46	47	42
RSBI 05 - Safety of cycling								48				46	46	48	49
RSBI 07 - Safety of children cycling to school								49				41	44	42	40