

## NHT Survey Report 2016

### City of Bradford Highways Maintenance Theme Report



## HIGHWAYS MAINTENANCE

This report provides a complete picture of your Authority's results for the Highways Maintenance Theme. It is divided into three sections: Overall Theme Results, KPI (Key Benchmark Indicator) Results and BI (Benchmark Indicator) Results

### Overall Theme Results

#### This year's results

Shows the number of people that responded to the survey in your local area and the chart compares your theme result with those of the other authorities taking part this year (your result is shown as the black marker above the bar and the lowest (far left), average (middle) and highest (far right) results of the other authorities are shown as the red, yellow and green markers below the bar).

#### Ranking against others

Shows where you are ranked against the authorities taking part in this year's survey and the graph displays the spread of the results this year from lowest to highest (your result is highlighted in red).

#### Comparing results over time

Shows how your result has changed since last year, using an 'up', 'down' or 'no change' symbol, and the graph tracks your results over the last five years showing how they compare with the Lowest, Average and Highest Scores in each year.

#### Best performers

Shows the top three performing authorities; Overall, in your Peer Group, and in your Region, in three separate tables.

### KBI Results

#### This year's results

A series of charts compare your KBI results for this theme with those of the other authorities taking part this year (your result is shown as the black marker above the bar and the lowest (far left), average (middle) and highest (far right) results of the other authorities are shown as the red, yellow and green markers below the bar).

#### Ranking and trend

Shows your individual satisfaction scores for each KBI, where you are ranked against the other authorities taking part in this year's survey and your own year on year change, positive or negative (colour coded green for improving and red for declining).

#### Results over time

Shows your results for each KBI over the last five years in a Heat Map using traffic light shading to show your highest and lowest scores within the theme and how your scores are changing over time.

### BI Results

#### Ranking and trend

Shows your individual satisfaction scores for each BI, where you are ranked against the other authorities taking part in this year's survey and your own year on year change, positive or negative (colour coded green for improving and red for declining).

#### Results over time

Shows your results for each BI over the last five years in a heat map table, using traffic light shading to show your highest and lowest scores within the theme and how your scores are changing over time.

Note: More detailed reporting is available for individual KBIs or BIs via the NHT Survey website.

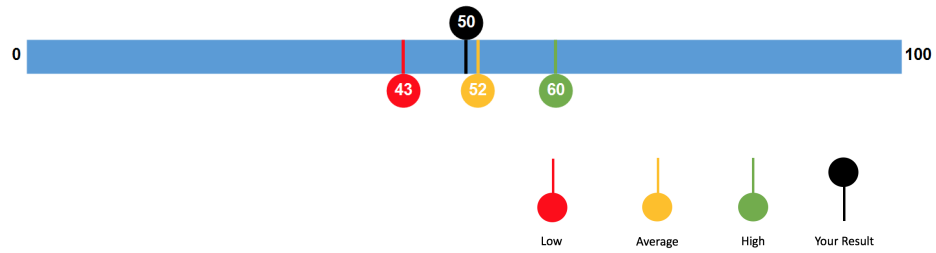
### This year's results

#### Your Responses



888

#### How your result this year compares with others



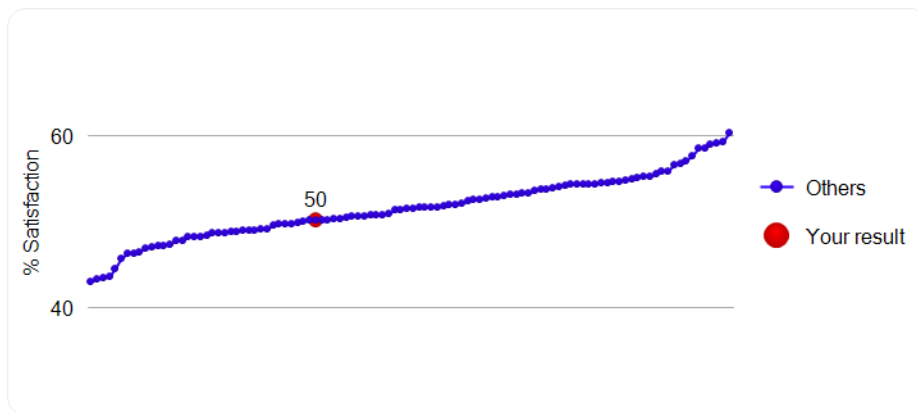
### Ranking against others

#### Your Ranking



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#### Where your result appears in this year's distribution of results



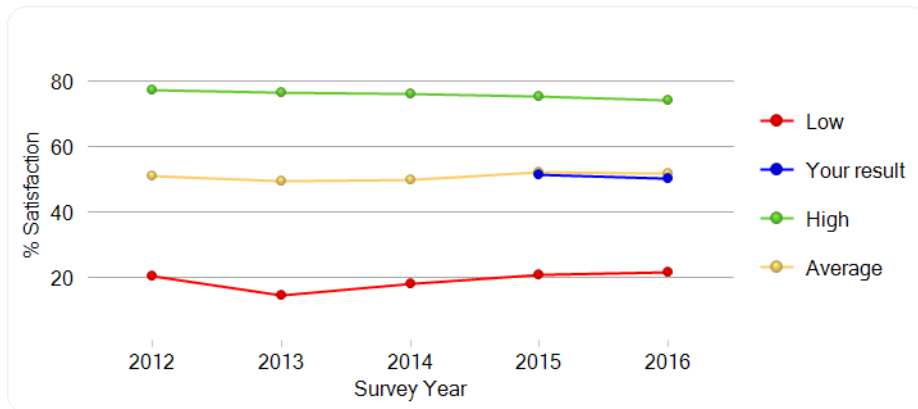
### Comparing results over time

#### Latest Trend



-1%

#### How your results compare with others over time



### Best performers

#### Top 3

	Result	Rank
Portsmouth City	60	1
LB Southwark	59	2
LB Hackney	59	3

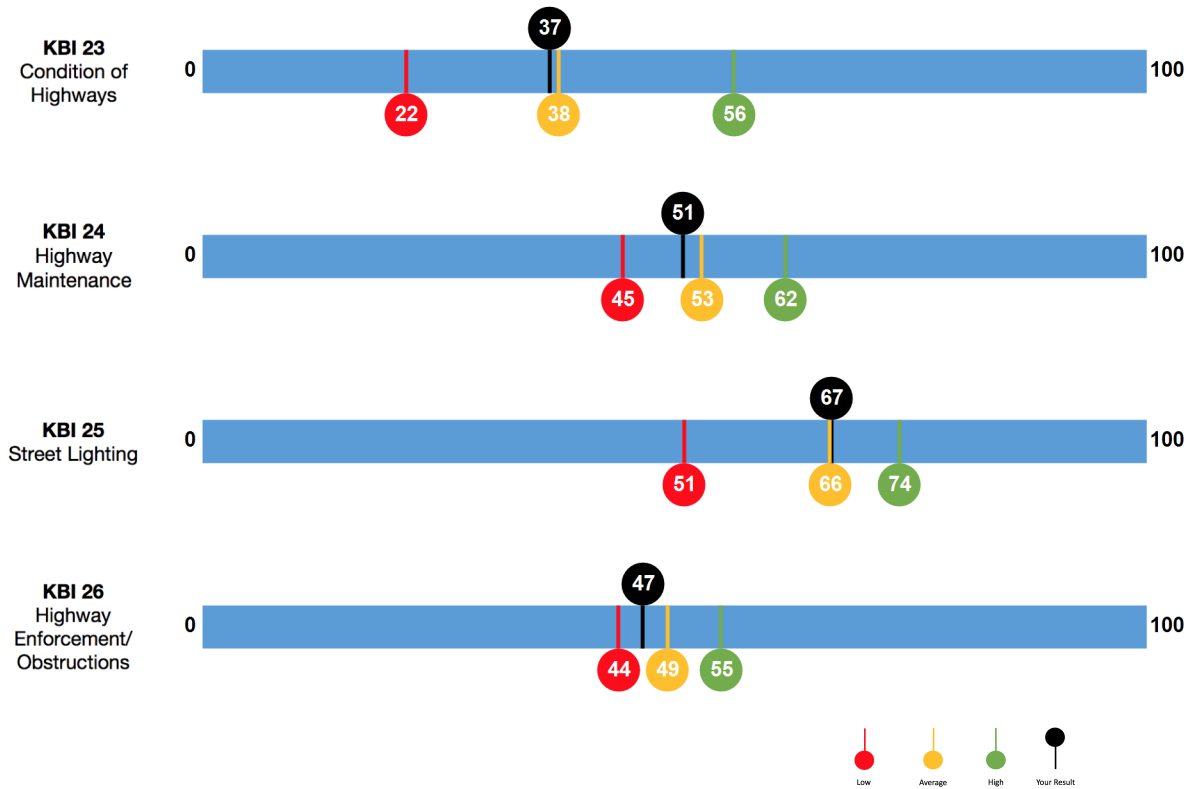
#### Metropolitan Borough Top 3

	Result	Rank
Solihull MBC	56	1
Newcastle City	55	2
Leeds City Council	55	3

#### Yorkshire and the Humber Top 3

	Result	Rank
East Riding	56	1
Leeds City Council	55	2
Sheffield City	52	3

## This year's results



## Ranking and trend

Question	2016 Results	Ranking
KBI 23 - Condition of highways	37	60
KBI 24 - Highway maintenance	51	77
KBI 25 - Street lighting	67	61
KBI 26 - Highway enforcement/obstructions	47	96

## Results over time

Question	2015	2016
KBI 23 - Condition of highways	39	37
KBI 24 - Highway maintenance	52	51
KBI 25 - Street lighting	65	67
KBI 26 - Highway enforcement/obstructions	48	47

## Ranking and trend

Question	2016 Results	Ranking
HMBI 01-Condition of road surfaces	39	55
HMBI 02-Cleanliness of roads	54	86
HMBI 03-Condition of road markings	57	57
HMBI 04-Condition and cleanliness of road signs	60	54
HMBI 05-Provision of street Lighting	65	78
HMBI 06-Speed of repair to street lights	55	98
HMBI 07-Speed of repair to damaged roads/pavements	32	51
HMBI 08-Quality of repair to damaged roads/Pavemt	39	55
HMBI 09-Maintenance of highway verges/trees/shrub	52	50
HMBI 10-Weed killing on pavements and roads	48	76
HMBI 11-Provision of Drains	50	88
HMBI 12-Keeping drains clear and working	46	93
HMBI 13- Deals with Potholes and damaged roads	35	62
HMBI 14-Deals with obstructions on pavements	42	75
HMBI 15-Keeps roads clear of obstructions	54	97
HMBI 16-Deals with illegally parked cars	38	104
HMBI 17-Undertakes cold weather gritting	52	98
HMBI 18-Provides information on Gritting	38	100
HMBI 19-Cuts back overgrown hedges	45	59
HMBI 20-Deals with mud on the road	52	60
HMBI 21-Deals with abandoned cars	50	102
HMBI 22 Deals with flooding on roads and pavements	45	81

## Results over time

Question	2015	2016
HMBI 01-Condition of road surfaces	43	39
HMBI 02-Cleanliness of roads	56	54
HMBI 03-Condition of road markings	59	57
HMBI 04-Condition and cleanliness of road signs	61	60
HMBI 05-Provision of street Lighting	65	65
HMBI 06-Speed of repair to street lights	55	55
HMBI 07-Speed of repair to damaged roads/pavements	33	32
HMBI 08-Quality of repair to damaged roads/Pavemt	38	39
HMBI 09-Maintenance of highway verges/trees/shrub	55	52
HMBI 10-Weed killing on pavements and roads	50	48
HMBI 11-Provision of Drains	54	50
HMBI 12-Keeping drains clear and working	48	46
HMBI 13- Deals with Potholes and damaged roads	39	35
HMBI 14-Deals with obstructions on pavements	42	42
HMBI 15-Keeps roads clear of obstructions	54	54
HMBI 16-Deals with illegally parked cars	37	38
HMBI 17-Undertakes cold weather gritting	52	52
HMBI 18-Provides information on Gritting	39	38
HMBI 19-Cuts back overgrown hedges	48	45
HMBI 20-Deals with mud on the road	52	52
HMBI 21-Deals with abandoned cars	51	50
HMBI 22 Deals with flooding on roads and pavements	50	45