



NHT Survey Report 2017

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 pin above the bar and the lowest, average and highest results of the other authorities are shown as the red, yellow and green pins 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 pin above the bar and the lowest, average and highest results of the other authorities are shown as the red, yellow and green pins below the bar).

Results and Ranking

Shows your individual satisfaction scores for each KBI and where you are ranked against the other authorities taking part in this year's survey.

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

Results and Ranking

Shows your individual satisfaction scores for each BI and where you are ranked against the other authorities taking part in this year's survey.

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.

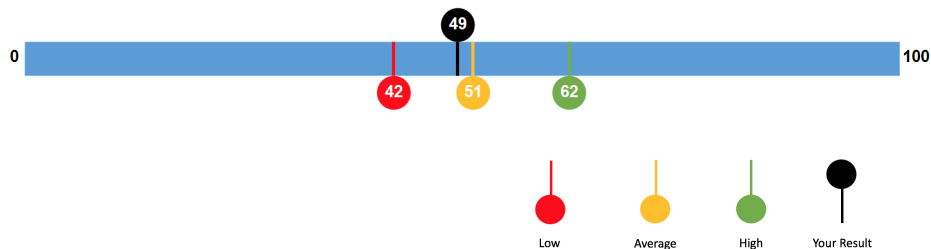
This year's results

Your Responses



968

How your result this year compares with others



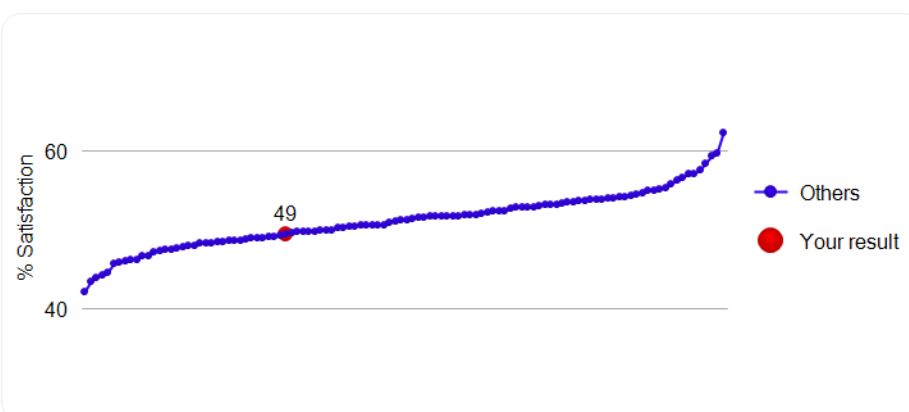
Ranking against others

Your Ranking



77 of 112

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



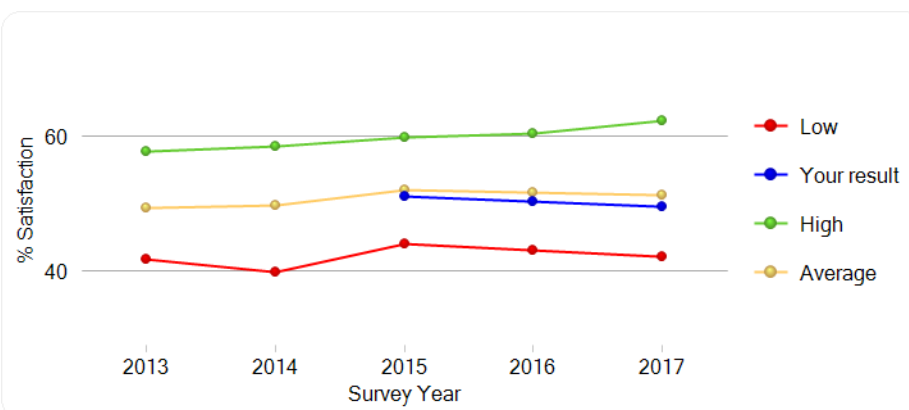
Comparing results over time

Latest Trend



-1%

How your results compare with others over time



Best performers

Top 3

	Result
London Borough of Southwark	62
Portsmouth City	60
Stockton on Tees BC	59

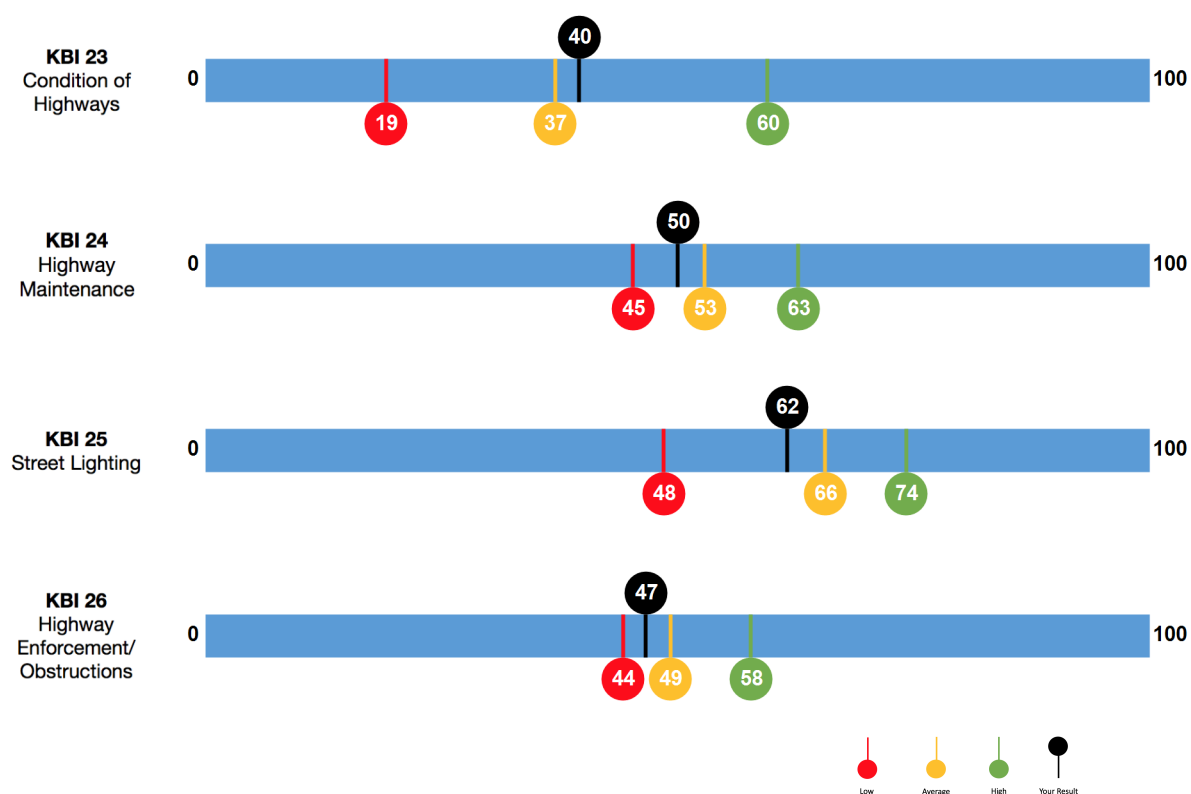
Metropolitan Borough Top 3

	Result
Solihull MBC	58
Sheffield City	57
Sandwell MBC	55

Yorkshire and the Humber Top 3

	Result
Sheffield City	57
East Riding	56
Leeds City Council	55

This year's results



Results and Ranking

Question	2017 Results	Rank of 112
KBI 23 - Condition of highways	40	43
KBI 24 - Highway maintenance	50	88
KBI 25 - Street lighting	62	93
KBI 26 - Highway enforcement/obstructions	47	100

Results over time

Question	2015	2016	2017
KBI 23 - Condition of highways	39	37	40
KBI 24 - Highway maintenance	52	51	50
KBI 25 - Street lighting	65	67	62
KBI 26 - Highway enforcement/obstructions	48	47	47

Results and Ranking

Question	2017 Results	Rank of 112
HMBI 01-Condition of road surfaces	42	47
HMBI 02-Cleanliness of roads	53	94
HMBI 03-Condition of road markings	57	63
HMBI 04-Condition and cleanliness of road signs	58	76
HMBI 05-Provision of street Lighting	62	90
HMBI 06-Speed of repair to street lights	52	110
HMBI 07-Speed of repair to damaged roads/pavements	32	54
HMBI 08-Quality of repair to damaged roads/Pavemt	40	41
HMBI 09-Maintenance of highway verges/trees/shrub	51	69
HMBI 10-Weed killing on pavements and roads	47	92
HMBI 11-Provision of Drains	50	106
HMBI 12-Keeping drains clear and working	46	107
HMBI 13- Deals with Potholes and damaged roads	38	48
HMBI 14-Deals with obstructions on pavements	41	99
HMBI 15-Keeps roads clear of obstructions	53	109
HMBI 17-Undertakes cold weather gritting	51	112
HMBI 18-Provides information on Gritting	39	108
HMBI 19-Cuts back overgrown hedges	46	49
HMBI 20-Deals with mud on the road	48	85
HMBI 22 Deals with flooding on roads and pavements	44	99

Results over time

Question	2015	2016	2017
HMBI 01-Condition of road surfaces	43	39	42
HMBI 02-Cleanliness of roads	56	54	53
HMBI 03-Condition of road markings	59	57	57
HMBI 04-Condition and cleanliness of road signs	61	60	58
HMBI 05-Provision of street Lighting	65	65	62
HMBI 06-Speed of repair to street lights	55	55	52
HMBI 07-Speed of repair to damaged roads/pavements	33	32	32
HMBI 08-Quality of repair to damaged roads/Pavemt	38	39	40
HMBI 09-Maintenance of highway verges/trees/shrub	55	52	51
HMBI 10-Weed killing on pavements and roads	50	48	47
HMBI 11-Provision of Drains	54	50	50
HMBI 12-Keeping drains clear and working	48	46	46
HMBI 13- Deals with Potholes and damaged roads	39	35	38
HMBI 14-Deals with obstructions on pavements	42	42	41
HMBI 15-Keeps roads clear of obstructions	54	54	53
HMBI 16-Deals with illegally parked cars	37	38	
HMBI 17-Undertakes cold weather gritting	52	52	51
HMBI 18-Provides information on Gritting	39	38	39
HMBI 19-Cuts back overgrown hedges	48	45	46
HMBI 20-Deals with mud on the road	52	52	48
HMBI 21-Deals with abandoned cars	51	50	
HMBI 22 Deals with flooding on roads and pavements	50	45	44