



## NHT Survey Report 2017

Question by Question Results for Wiltshire

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### About This Report

This Question by Question Analysis report provides a comprehensive analysis of the responses an authority's public have made to every question in the 2017 Survey.

The report mirrors the sequence of the Survey questionnaire and provides both a comparison of the authority's results with the results of all other authorities in the survey this year and a breakdown, in percentage terms, of the answers given to each question.

The report is structured on a question by question basis and shows the results and breakdown of responses in graphical format. Some of the results are shown using Weighted Data and some use Unweighted Data, these are shown as 'Weighted Data' or 'Unweighted Data' at the end of the graph description line.

### About Weighting

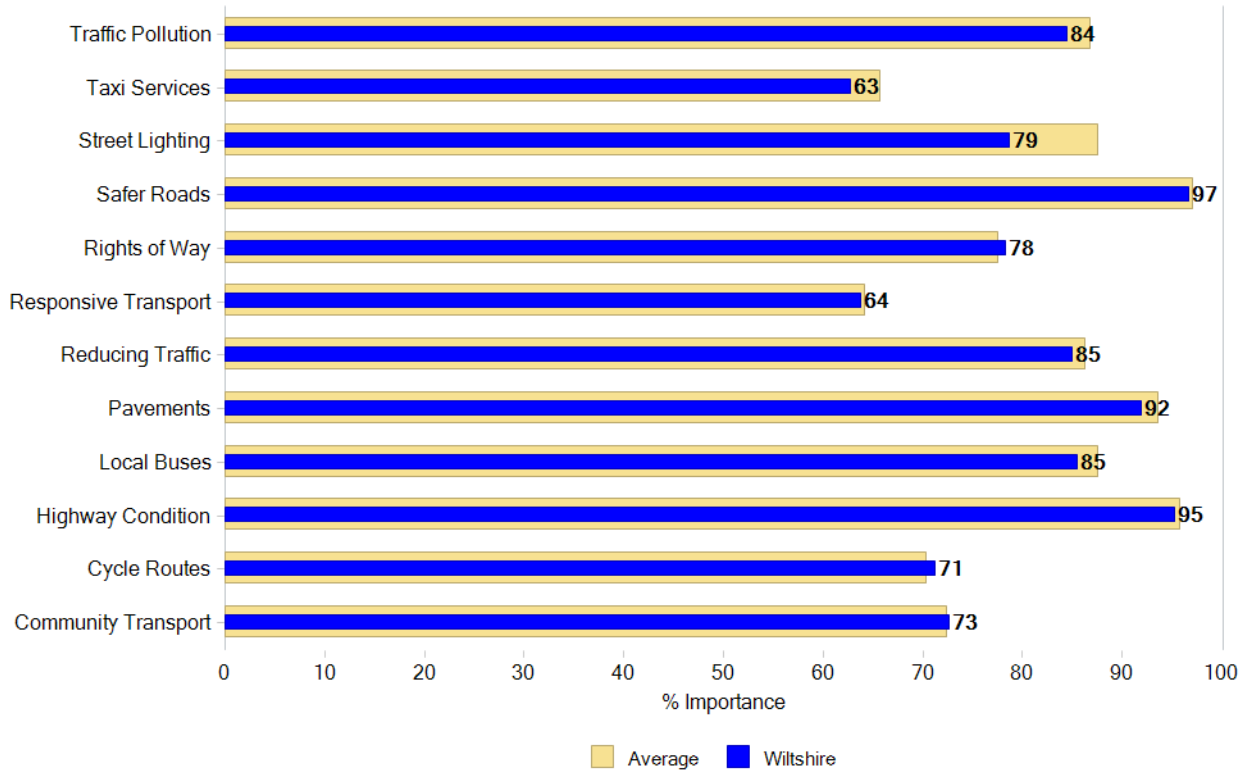
Weighting the data changes the sample profile to improve estimates of the attitudinal characteristics of the 'universe'. One of the circumstances where weighting is required is when there are variable response rates, for example from different sub-groups of the population. Weighting can be used to compensate for different levels of non-response in different sub-groups of the population. We use this weighted data to calculate your % Satisfaction Score.

Where we use Unweighted Data this shows a spread of answers chosen in response to that specific question and is not a calculation of % Satisfaction.

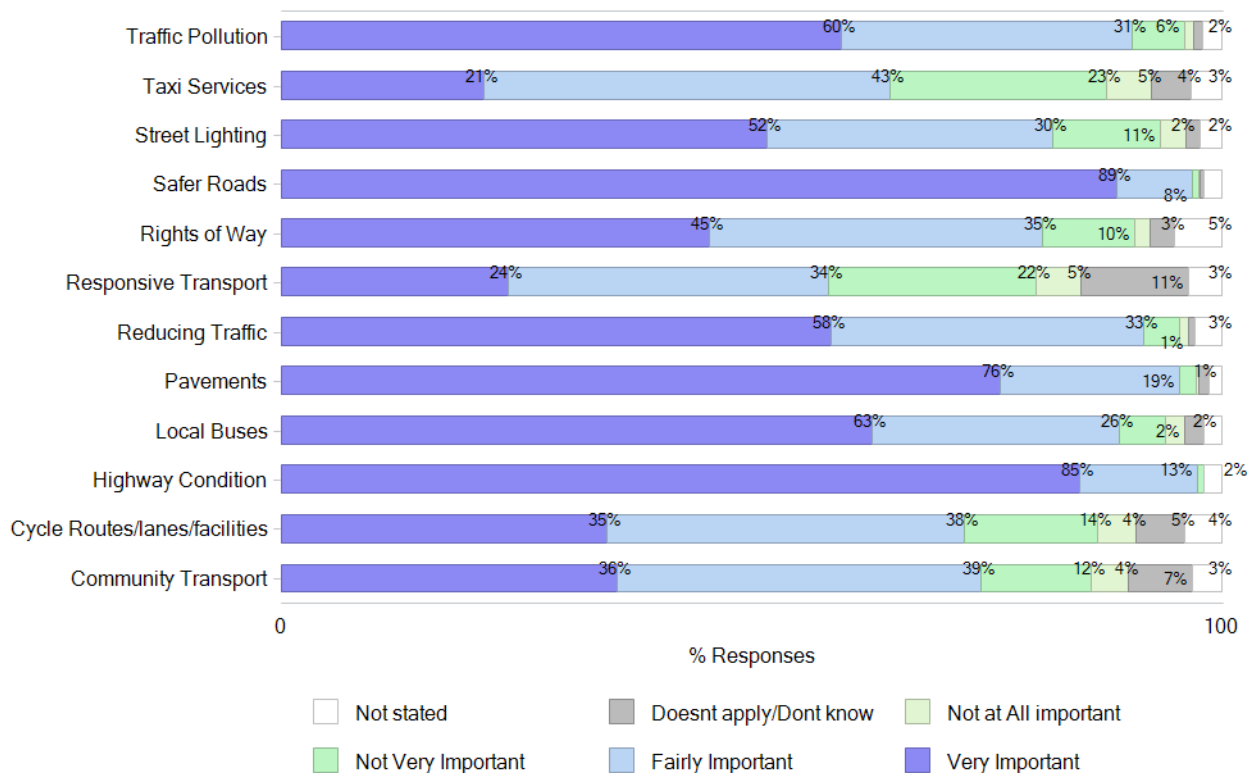
Full details of the NHT Weighting can be found in the Library Section of the NHT website at [www.nhtnetwork.org](http://www.nhtnetwork.org)

**Q1 How important, if at all, do you consider the following ...?**

This graph shows your 'Importance' results for Question 1 and compares them with the average results of all other Authorities in the survey. Uses unweighted data.

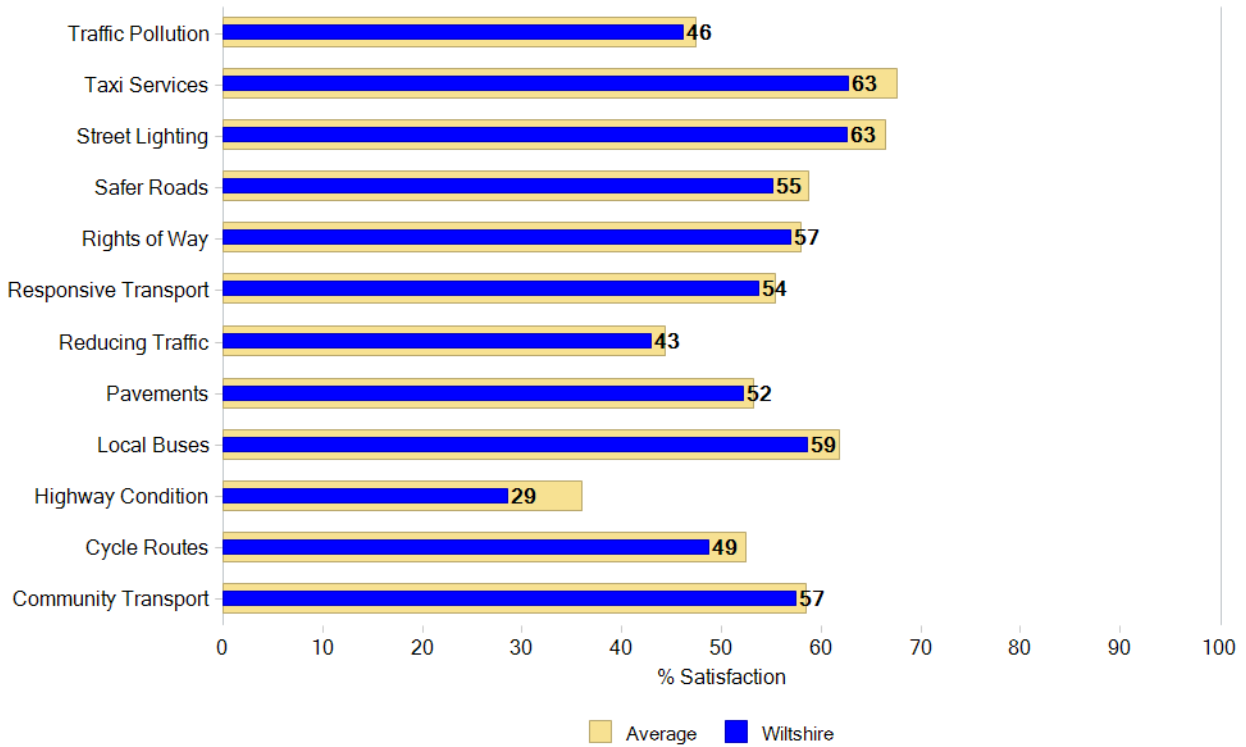


This graph shows the percentage of respondents who selected each answer in Question 1. Uses unweighted data.

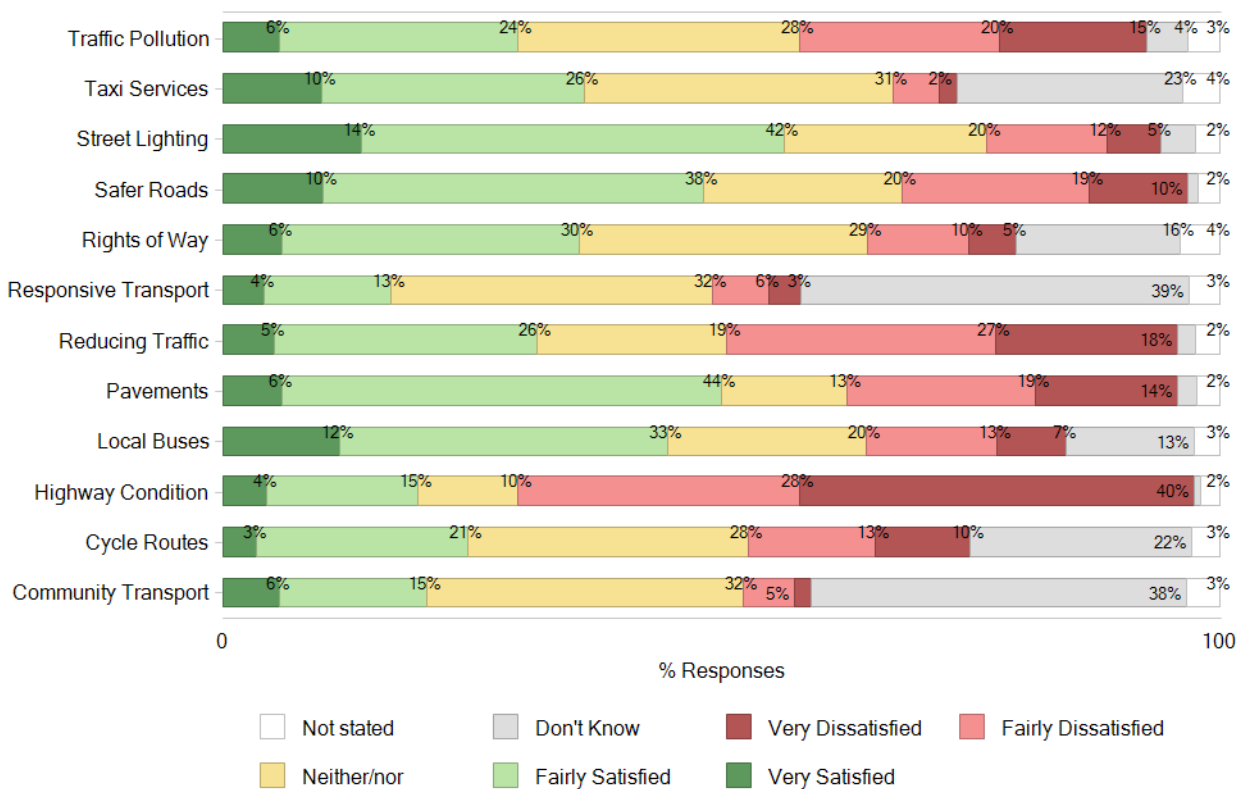


**Q2 Now thinking about roads and transport locally, how satisfied or dissatisfied are you with the following ...?**

This graph shows your 'Satisfaction' results for Question 2 and compares them with the average results of all other Authorities in the survey. Uses unweighted data.



This graph shows the percentage of responses in your area to each option in Question 2. Uses unweighted data.

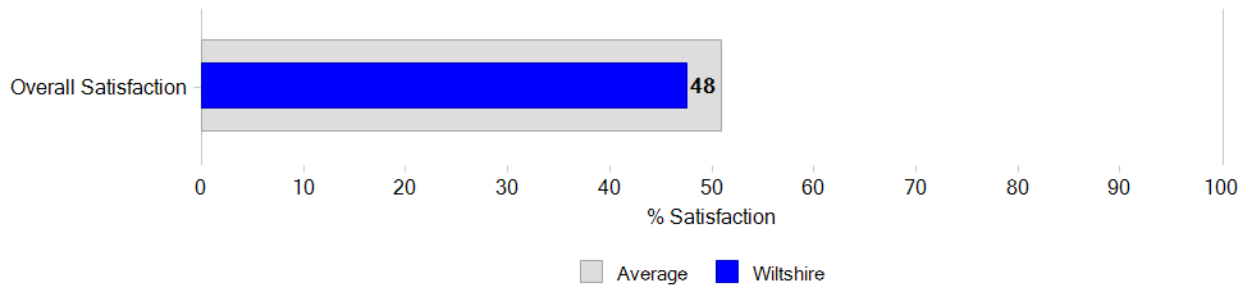


## Question by Question Results for Wiltshire

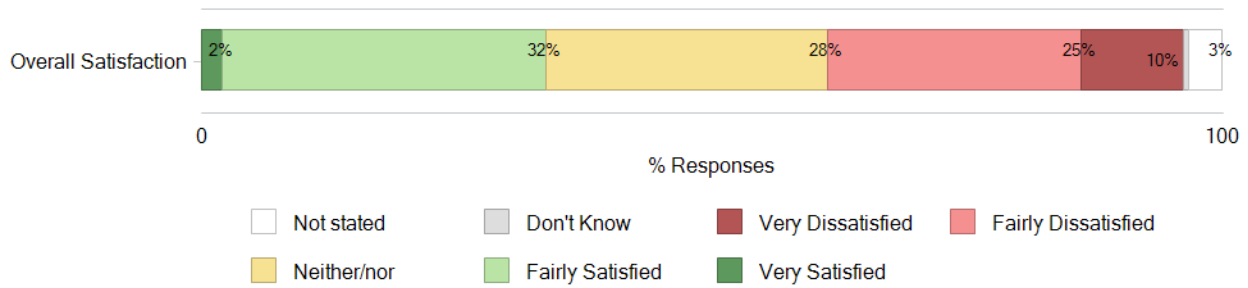
Your views on Transport & Highways Services (Q1 to Q4)

### Question 2.13 How satisfied or dissatisfied are you overall with transport and highway services?

This graph shows your 'Satisfaction' results for Question 2.13 and compares them with the average results of all other Authorities in the survey. Uses weighted data.

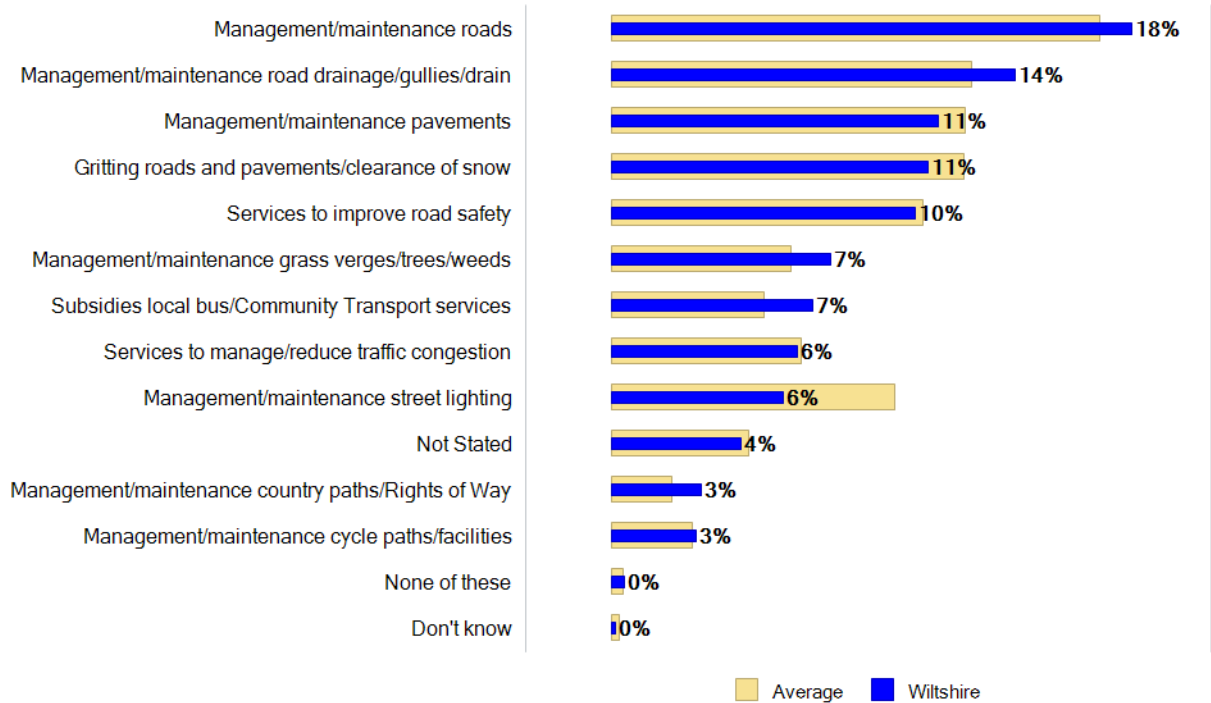


This graph shows the percentage of responses in your area to each option in Question 2.13. Uses unweighted data.



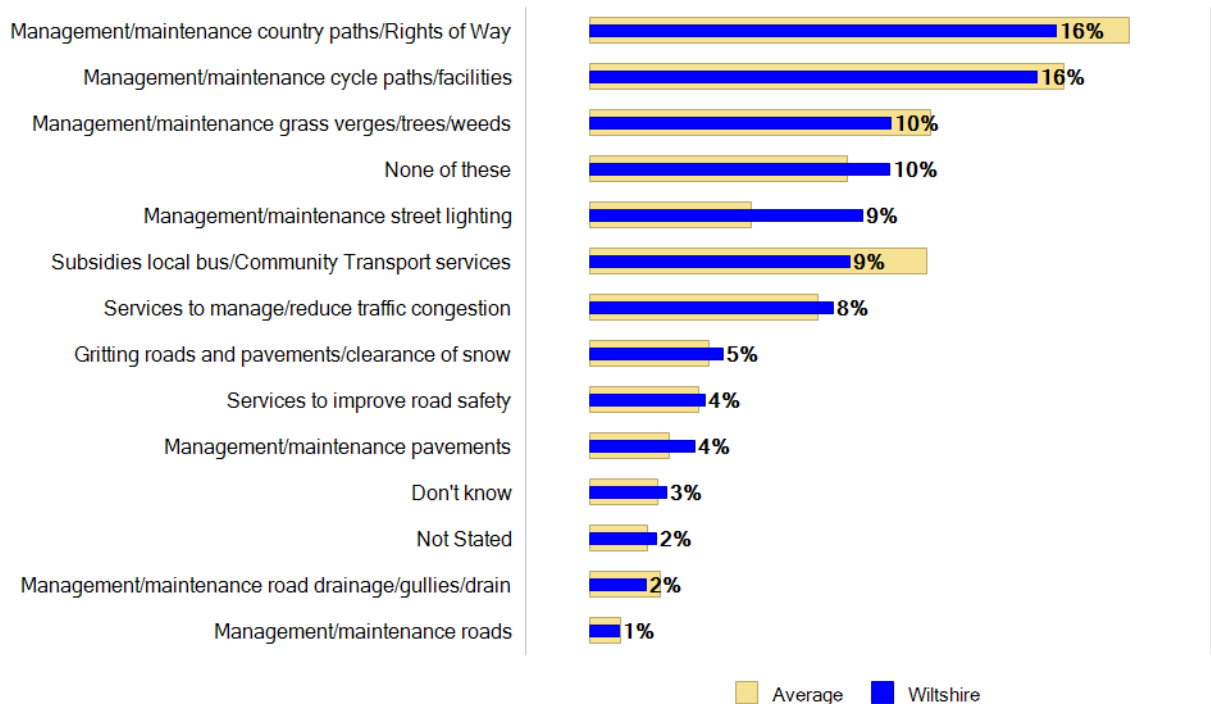
**Q3 For which of the following service areas is it not acceptable to reduce the level of service?**

This graph shows the percentage of responses in your area to each option in Question 3 and compares them with the average results of all other Authorities in the survey. Uses unweighted data.



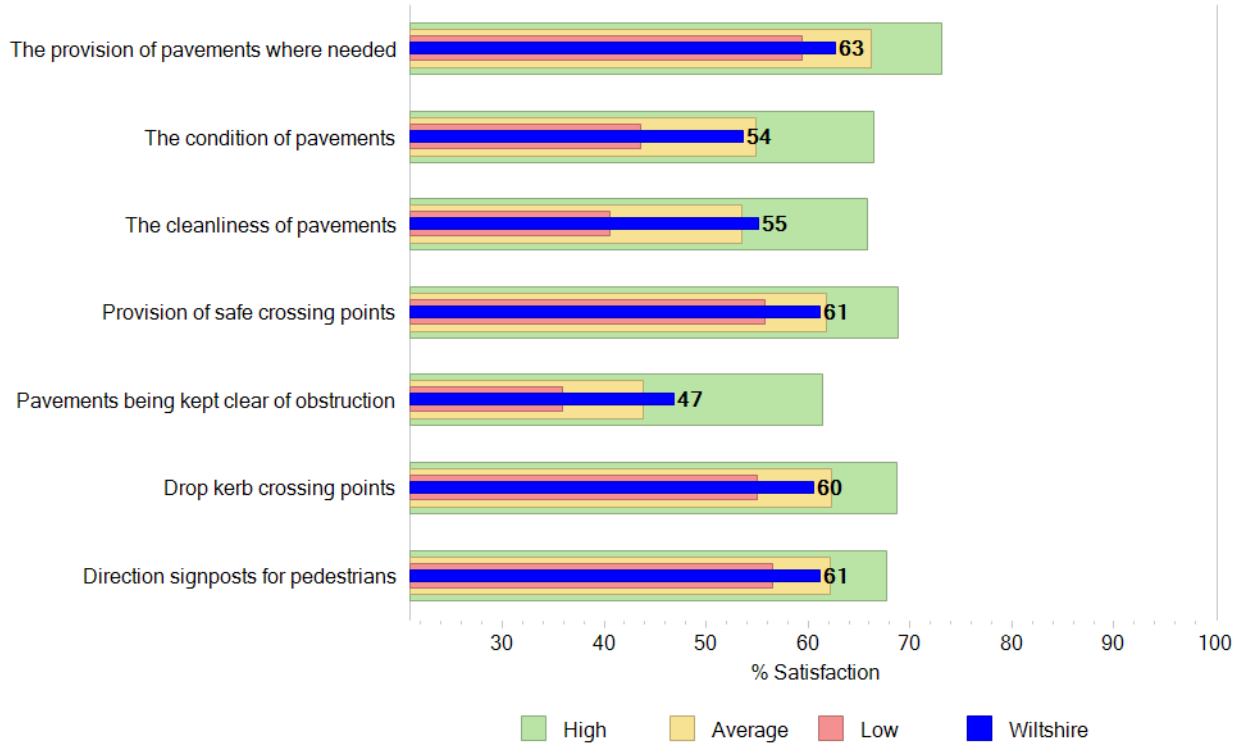
**Q4 For which of the following service areas do you think it is acceptable to reduce the level of service**

This graph shows the percentage of responses in your area to each option in Question 4 and compares them with the average results of all other Authorities in the survey. Uses unweighted data.

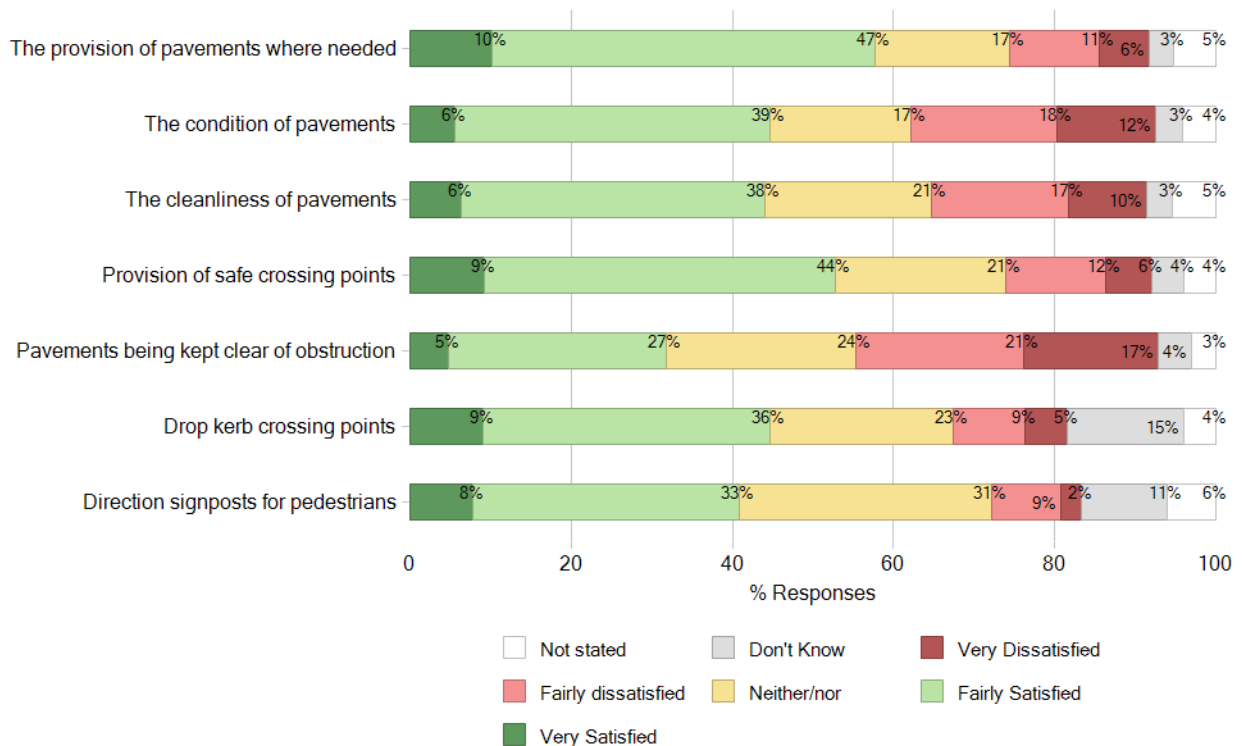


**Q5 Thinking about the local area, how satisfied or dissatisfied with each of these ...?**

This graph shows your 'Satisfaction' results for Question 5 and compares them with the average results of all other Authorities in the survey. Uses weighted data.



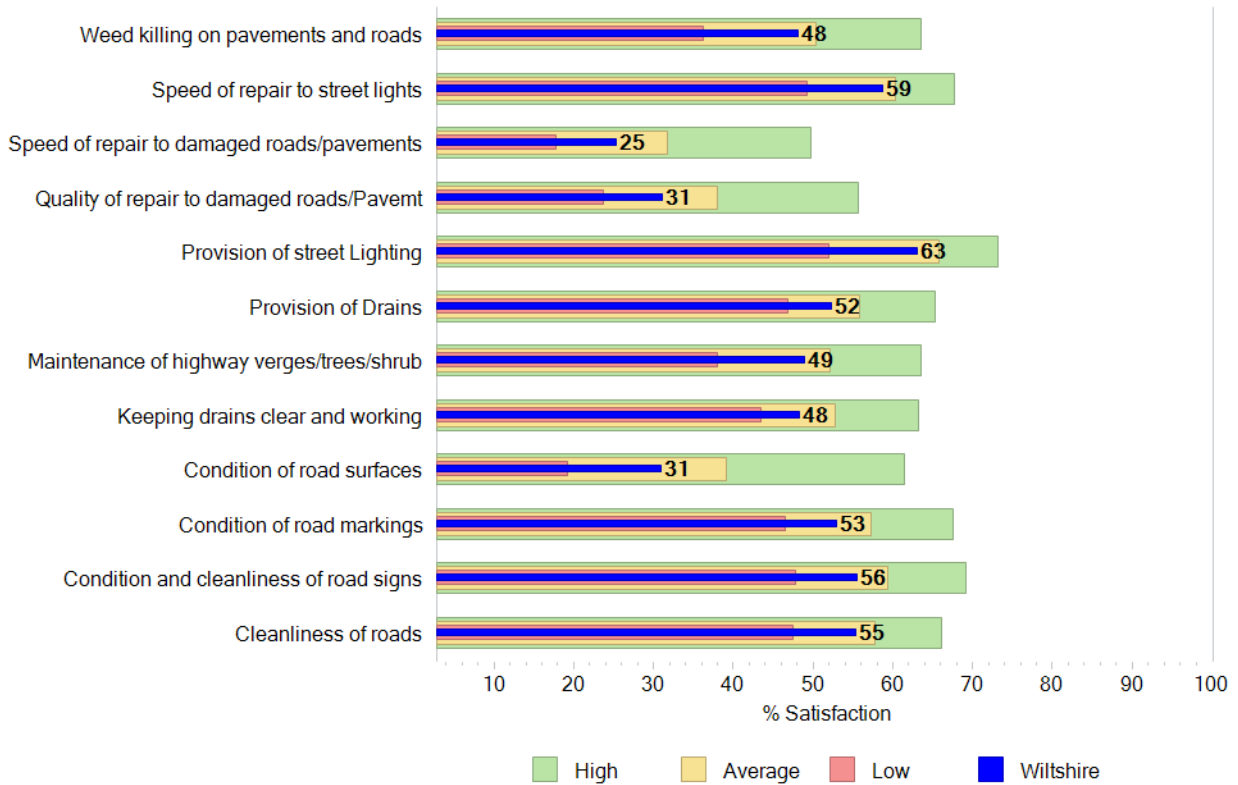
This graph shows the percentage of responses in your area to each option in Question 5. Uses unweighted data.



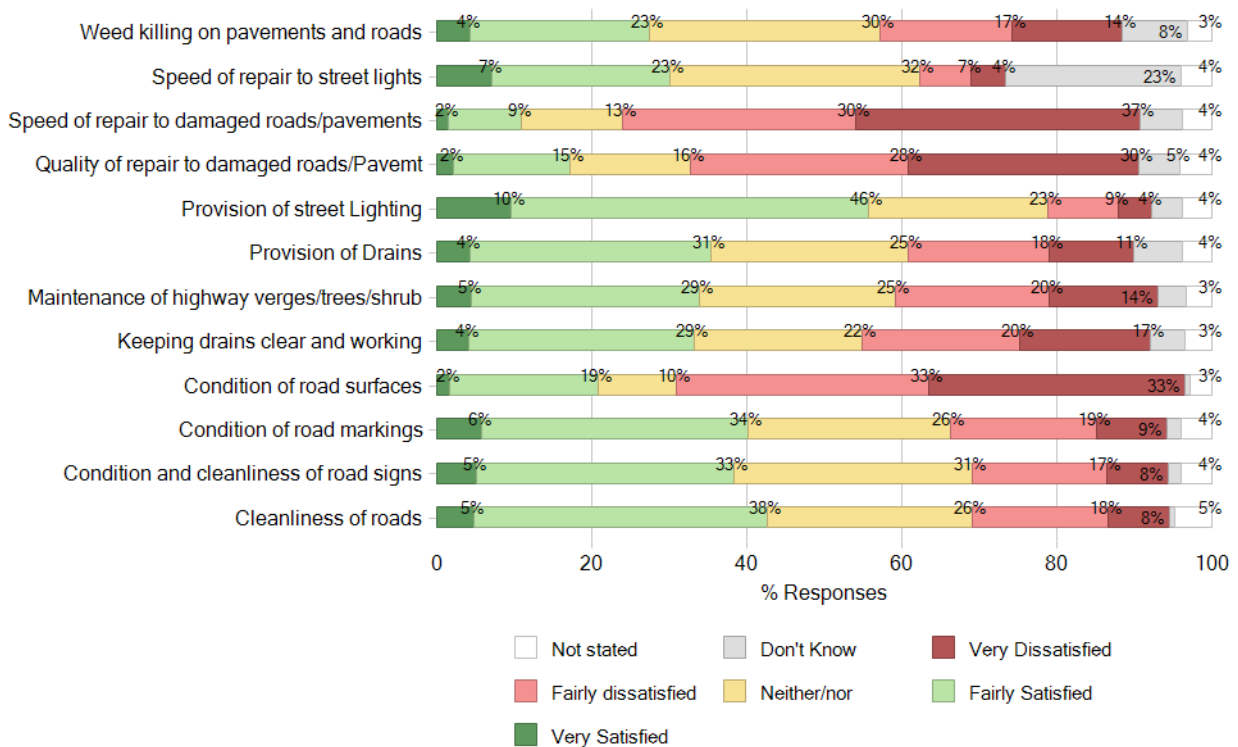


**Q6 How satisfied or dissatisfied are you with each of these locally ...?**

This graph shows your 'Satisfaction' results for Question 6 and compares them with the average results of all other Authorities in the survey. Uses weighted data.

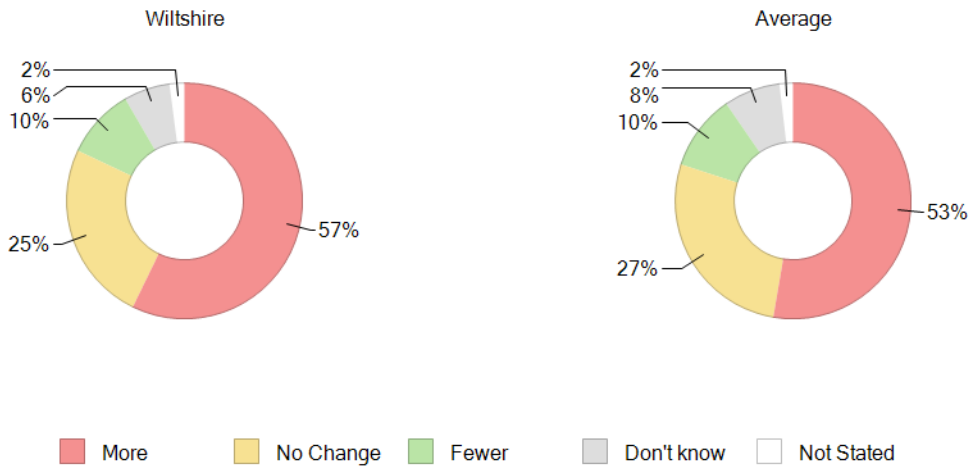


This graph shows the percentage of responses in your area to each option in Question 6. Uses unweighted data.



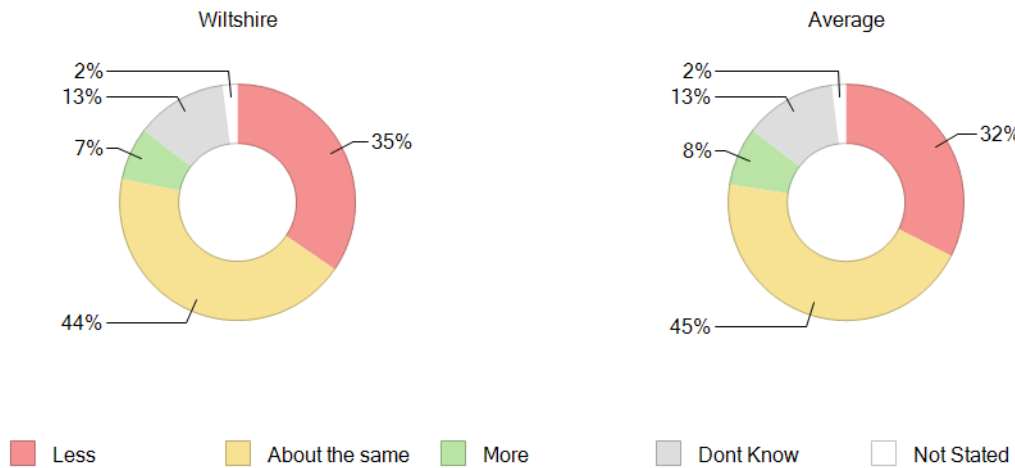
**Q6a Still thinking about the local area, would you say that compared to a year ago there are more potholes and damaged roads, there are fewer, or there has been no change in the number?**

This graph shows the percentage of responses in your area to each option in Question 6a. Uses unweighted data.



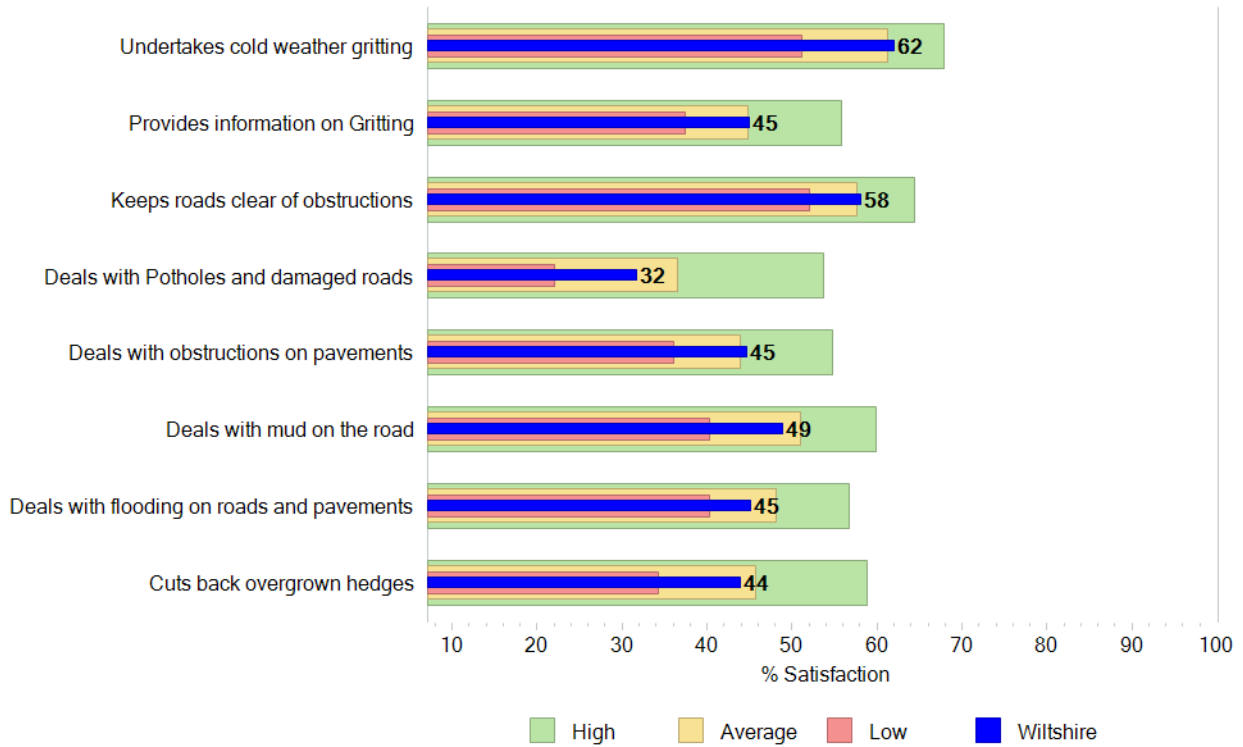
**Q6b From what you know or have heard and compared to a year ago, would you say that the Council is doing more to repair local roads, doing less, or about the same?**

This graph shows the percentage of responses in your area to each option in Question 6b. Uses unweighted data.

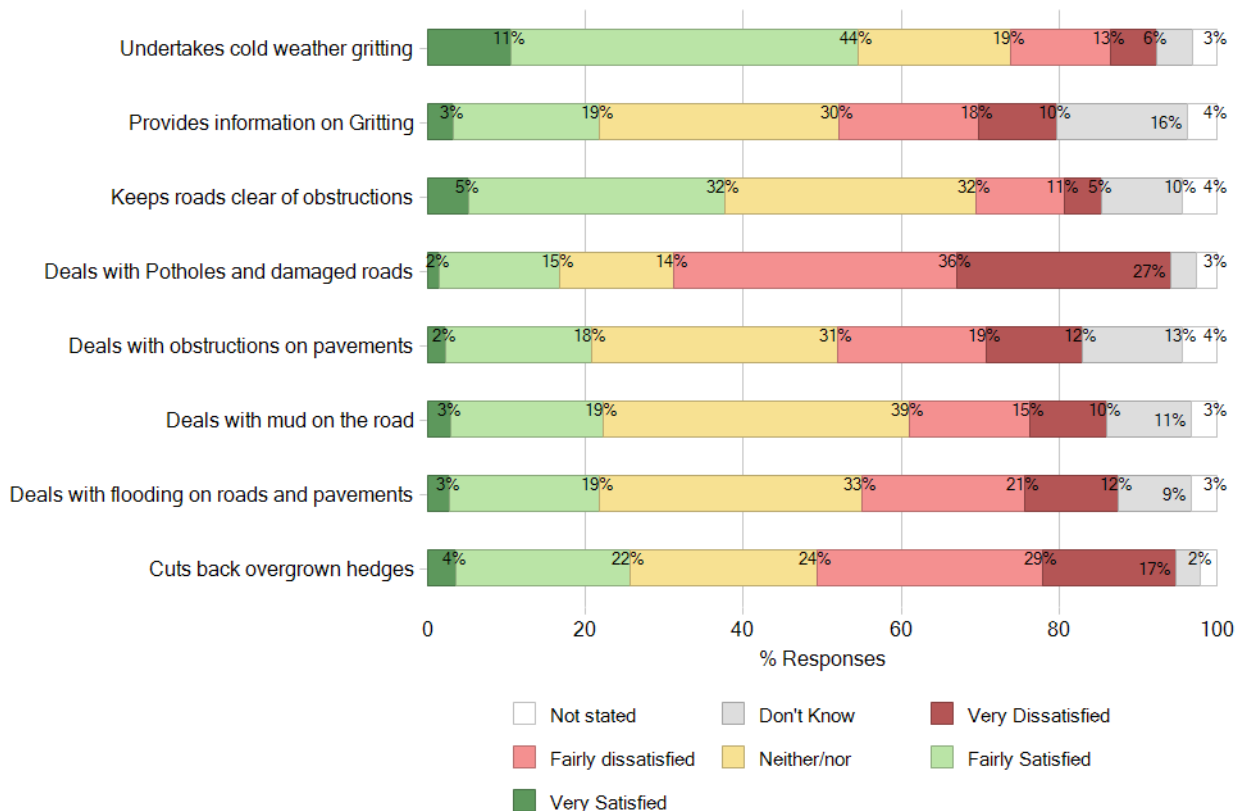


**Q7 How satisfied or dissatisfied are you with the way the council ...?**

This graph shows your 'Satisfaction' results for Question 7 and compares them with the average results of all other Authorities in the survey. Uses weighted data.

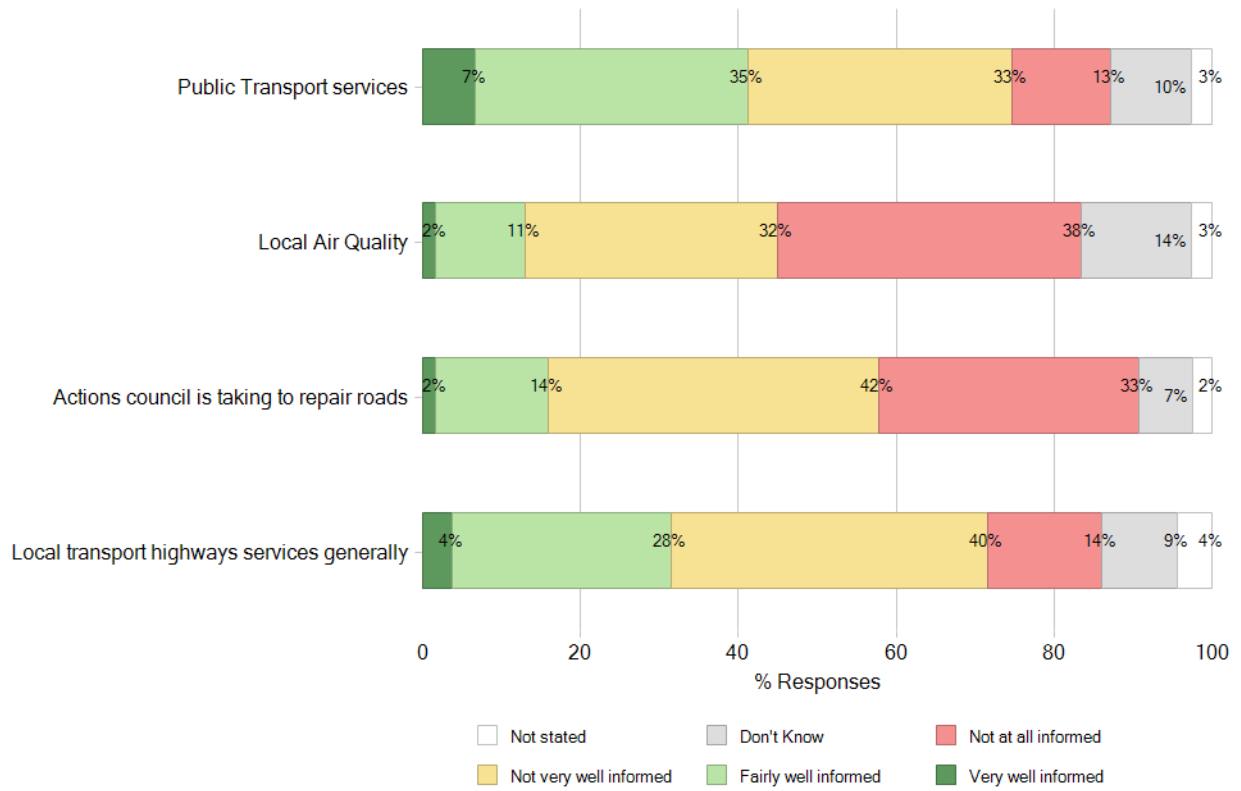


This graph shows the percentage of responses in your area to each option in Question 7. Uses unweighted data.



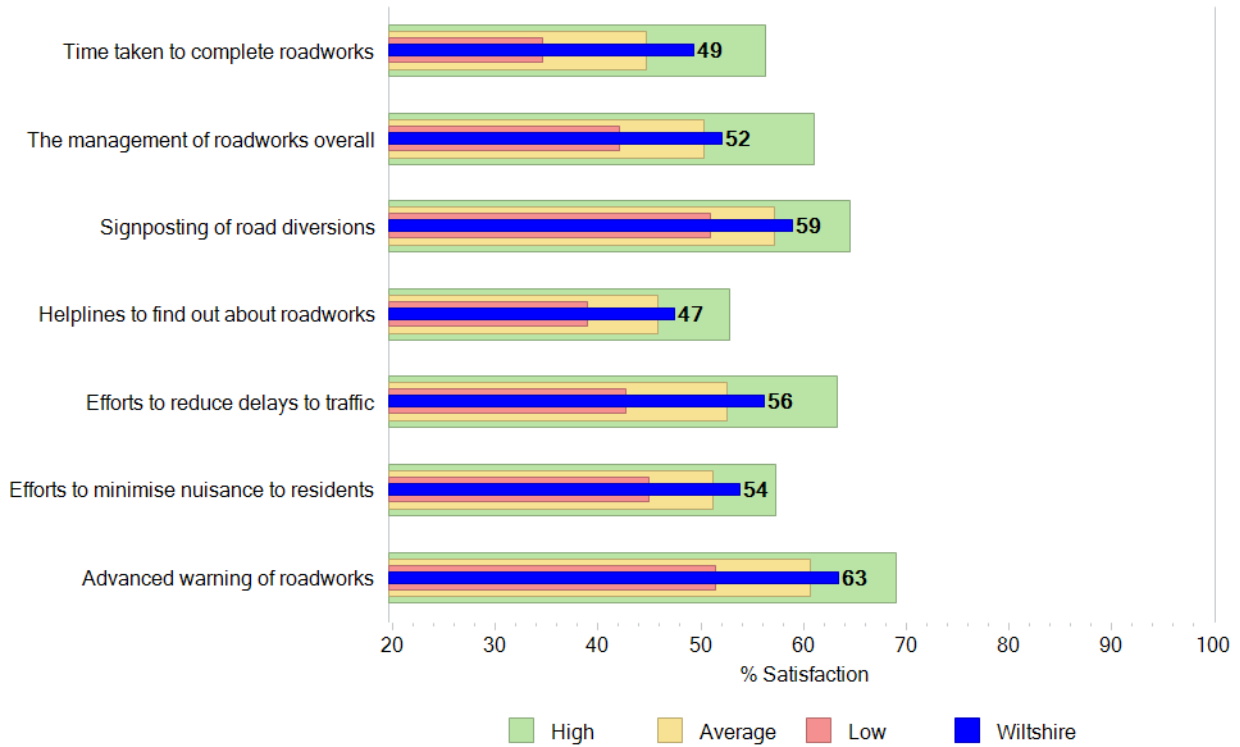
**Q8 How well informed, if at all, do you feel about the following...?**

This graph shows the percentage of responses in your area to each option in Question 8. Uses unweighted data.

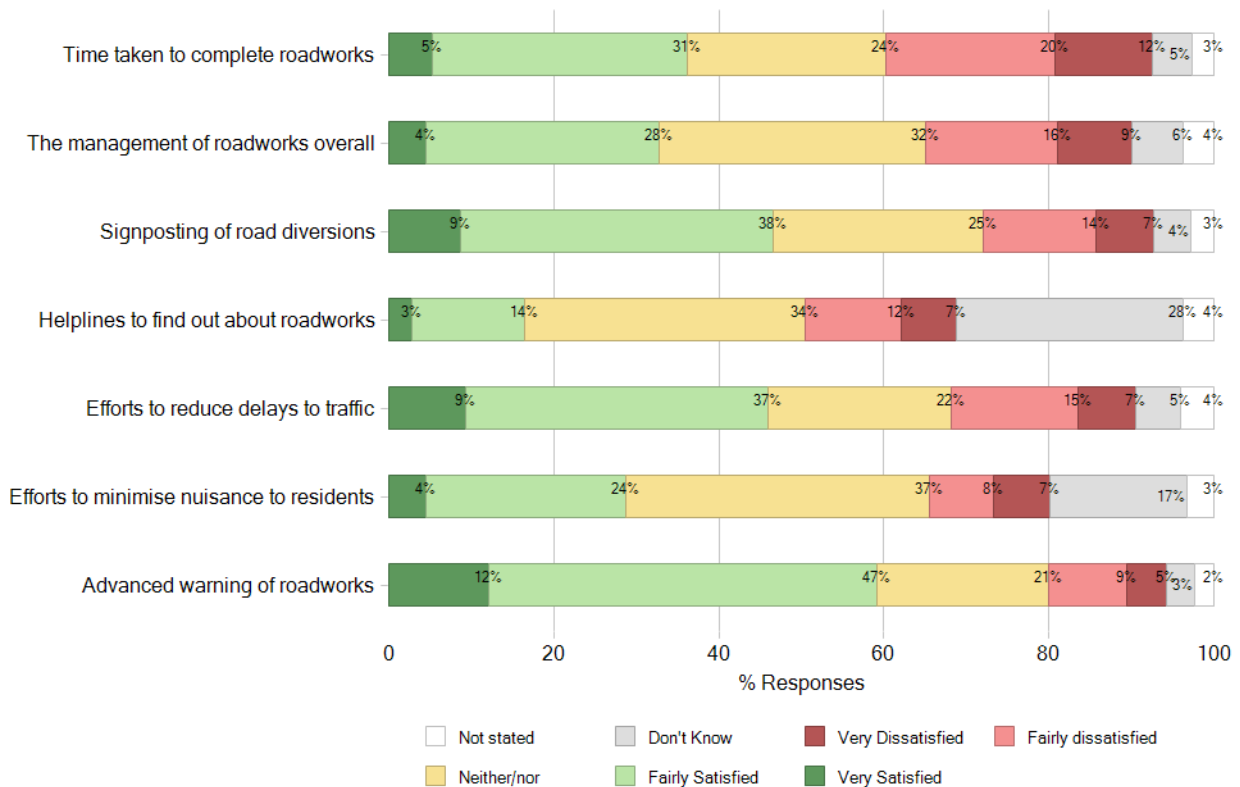


**Q9 Still thinking about the local situation, how satisfied or dissatisfied are you with ..?**

This graph shows your 'Satisfaction' results for Question 9 and compares them with the average results of all other Authorities in the survey. Uses weighted data.

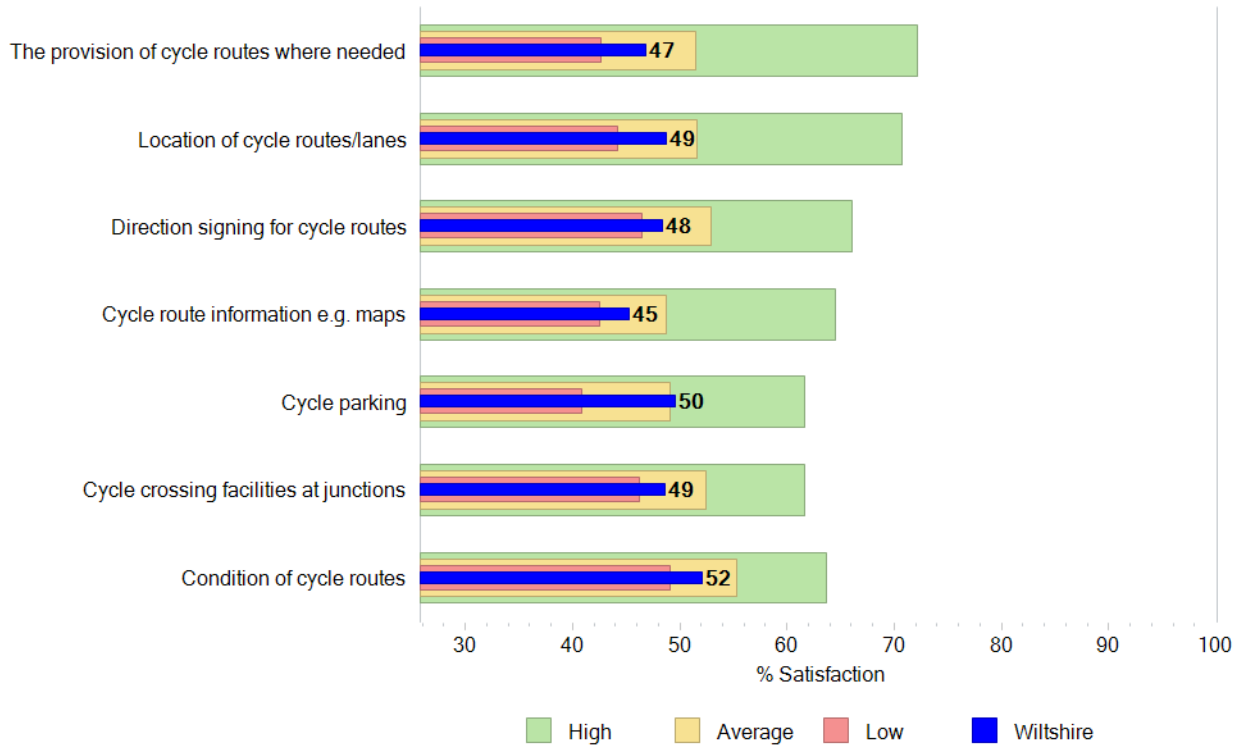


This graph shows the percentage of responses in your area to each option in Question 9. Uses unweighted data.

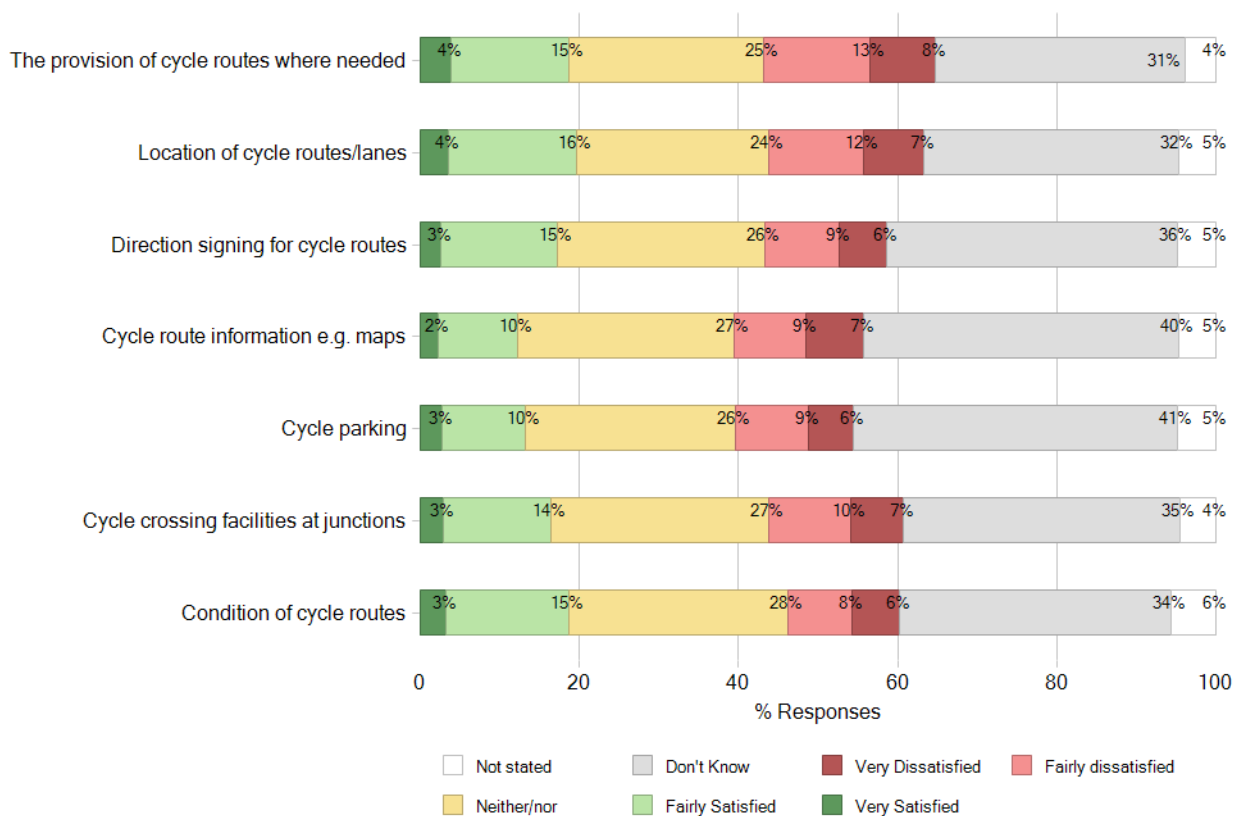


**Q10 How satisfied or dissatisfied are you with each of these locally?**

This graph shows your 'Satisfaction' results for Question 10 and compares them with the average results of all other Authorities in the survey. Uses weighted data.

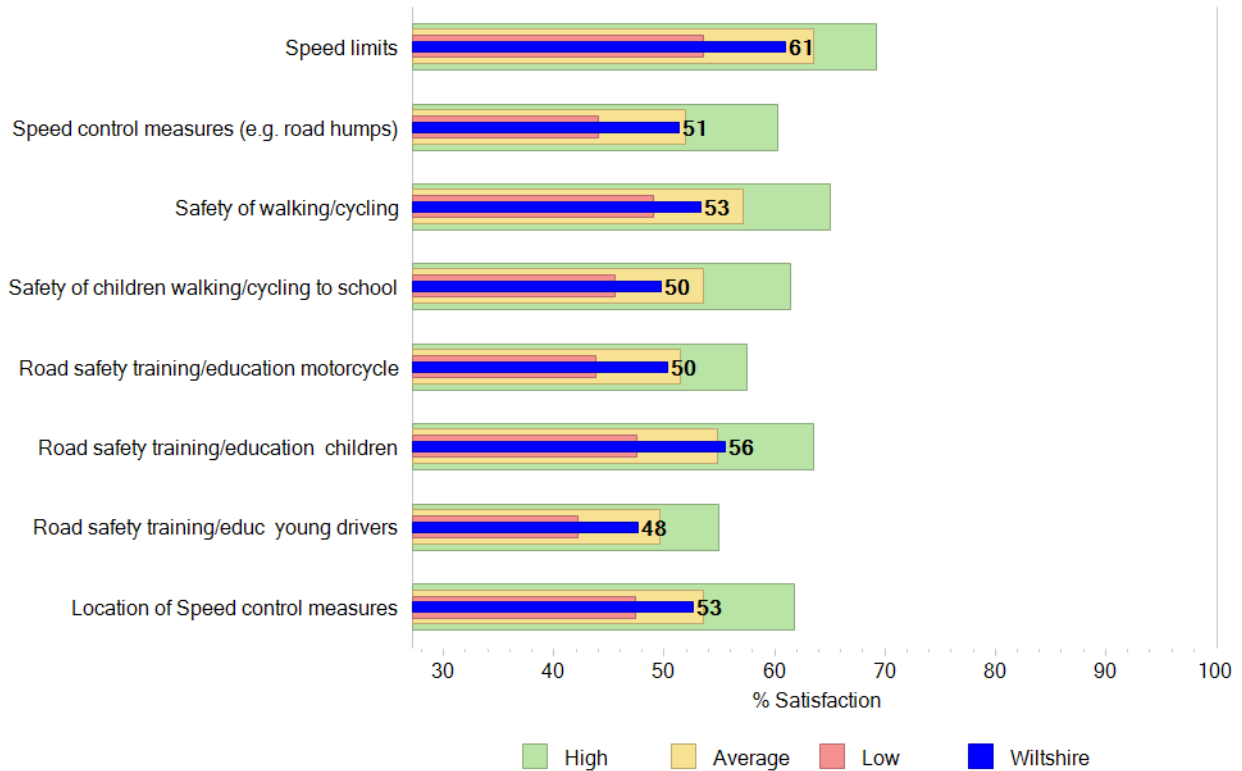


This graph shows the percentage of responses in your area to each option in Question 10. Uses unweighted data.

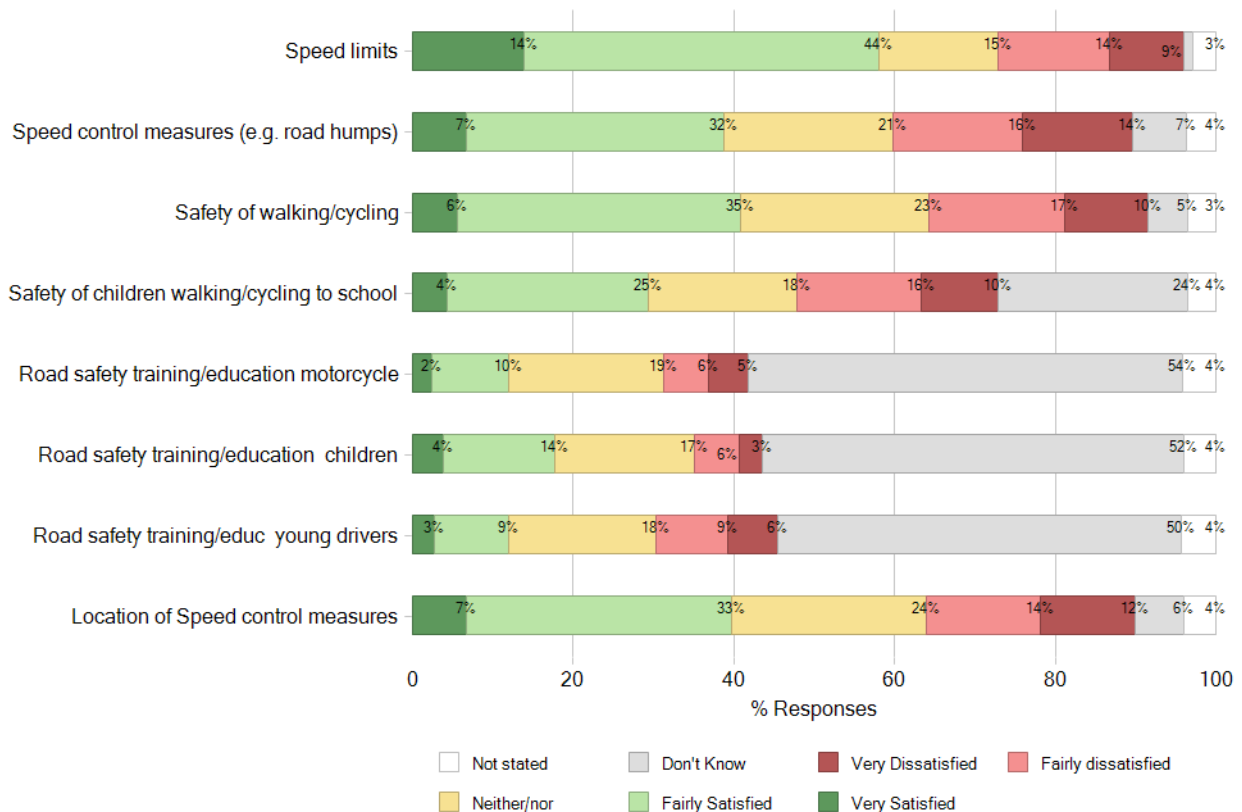


**Q11 How satisfied or dissatisfied are you with the following in your local area?**

This graph shows your 'Satisfaction' results for Question 11 and compares them with the average results of all other Authorities in the survey. Uses weighted data.

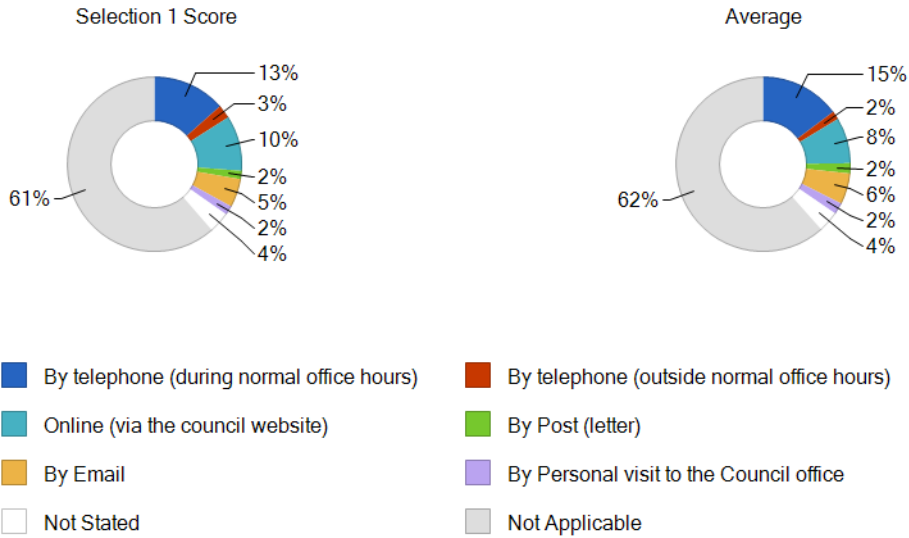


This graph shows the percentage of responses in your area to each option in Question 11. Uses unweighted data.



**Q12 In which of these ways, if any, have you contacted the Council to report a highways and/or transport issue or to make a highways and/or transport enquiry over the last 12 months?**

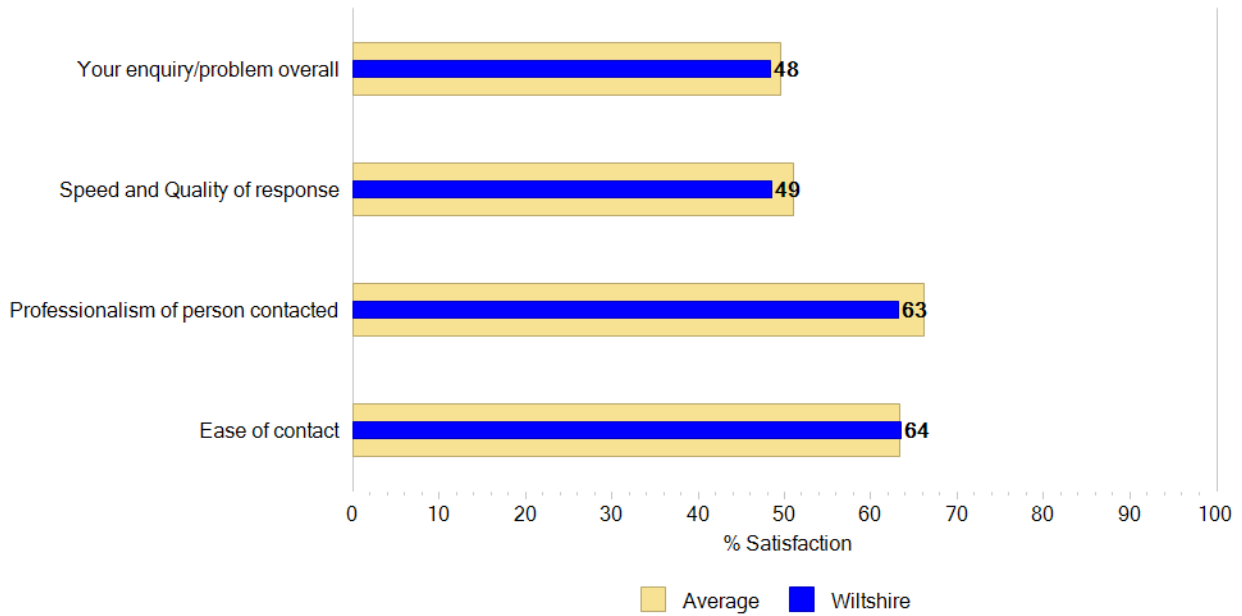
This graph shows the percentage of responses in your area to each option in Question 12 and compares them with the average results of all other Authorities in the survey. Uses unweighted data.



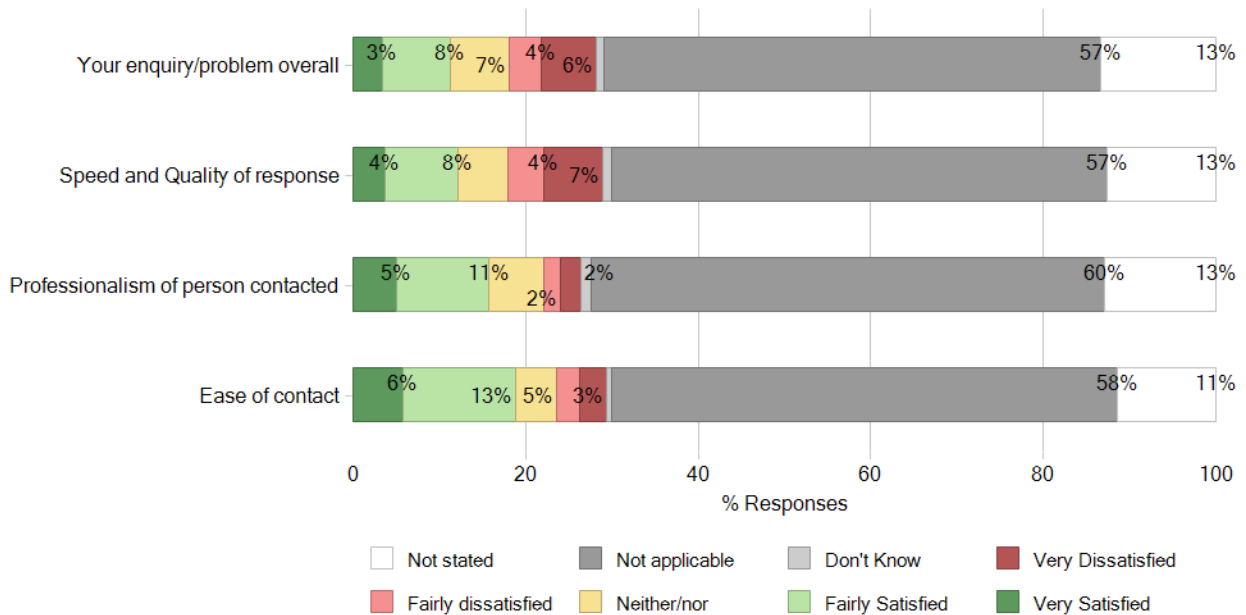


**Q12a How satisfied or dissatisfied are you with the following aspects of how your enquiry was handled?**

This graph shows your 'Satisfaction' results for Question 12a and compares them with the average results of all other Authorities in the survey. Uses unweighted data.

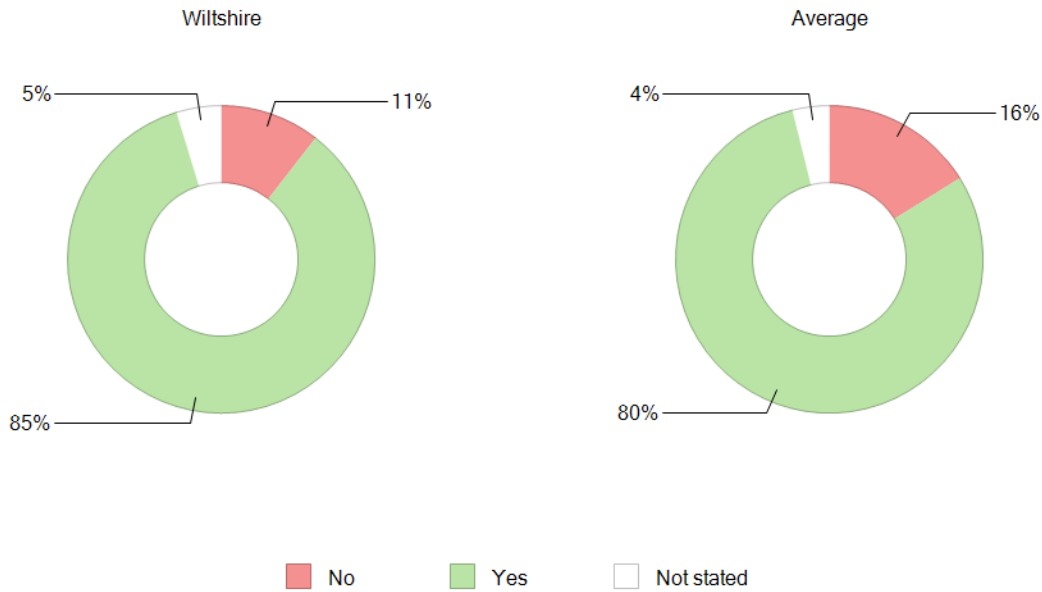


This graph shows the percentage of responses in your area to each option in Question 12a. Uses unweighted data.



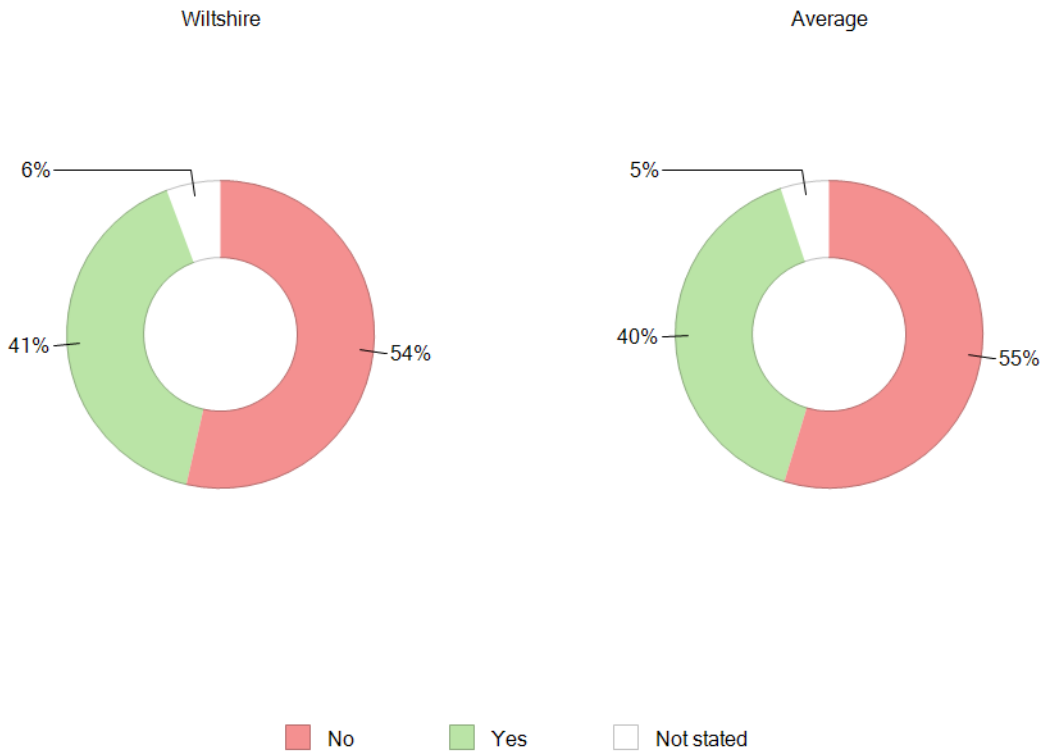
**Q13 Does anyone in your household own a car?**

This graph shows the percentage of responses in your area to each option in Question 13 and compares them with the average results of all other Authorities in the survey. Uses unweighted data.



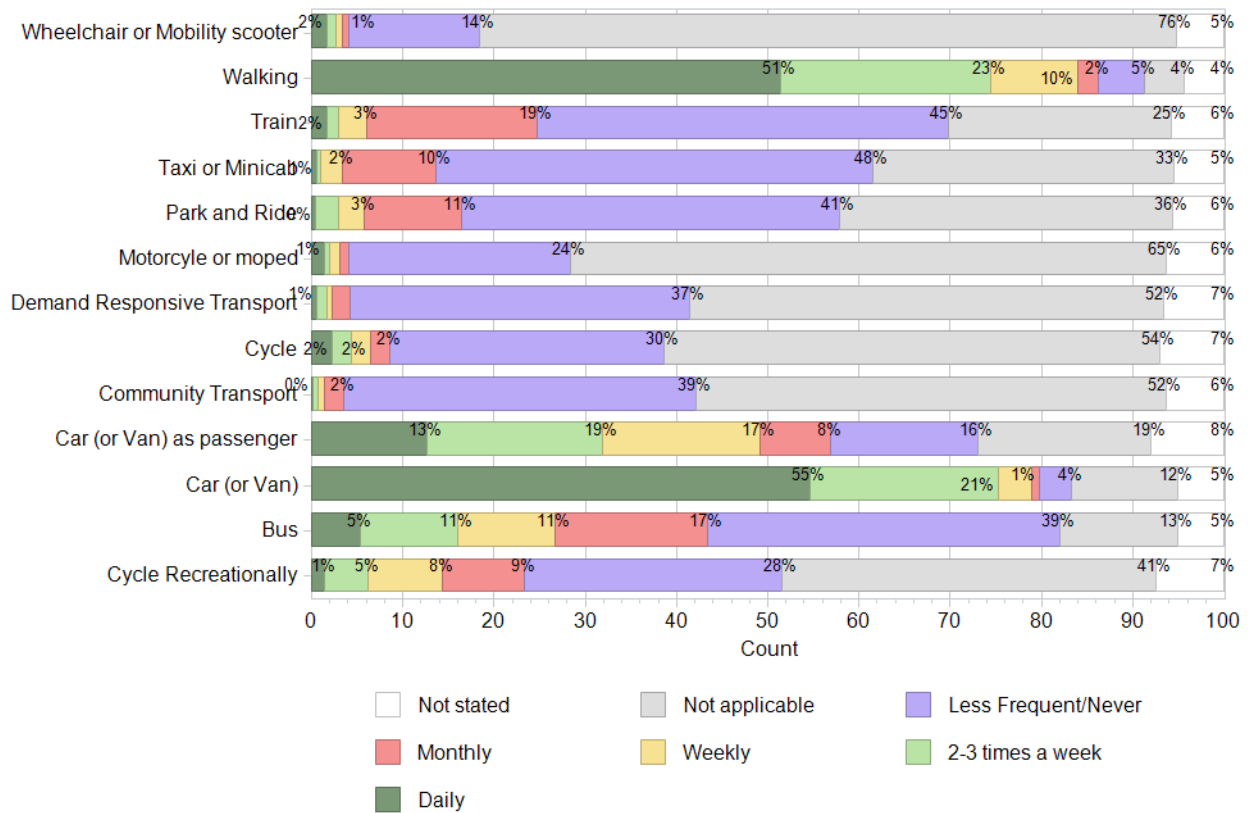
**Q14 Do you make use of the national free bus pass?**

This graph shows the percentage of responses in your area to each option in Question 14 and compares them with the average results of all other Authorities in the survey. Uses unweighted data.



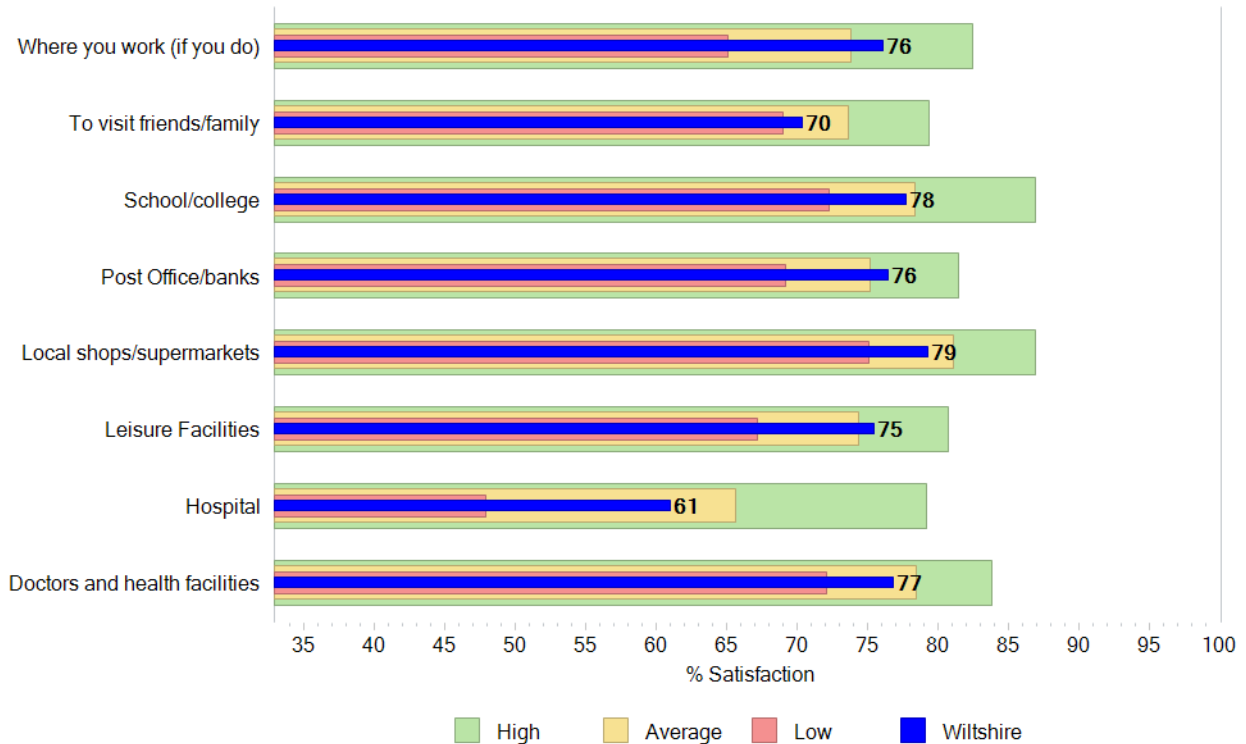
**Q15 Approximately, how often, if at all do you use each of the following to get about?**

This graph shows the percentage of responses in your area to each option in Question Q15. Uses unweighted data.

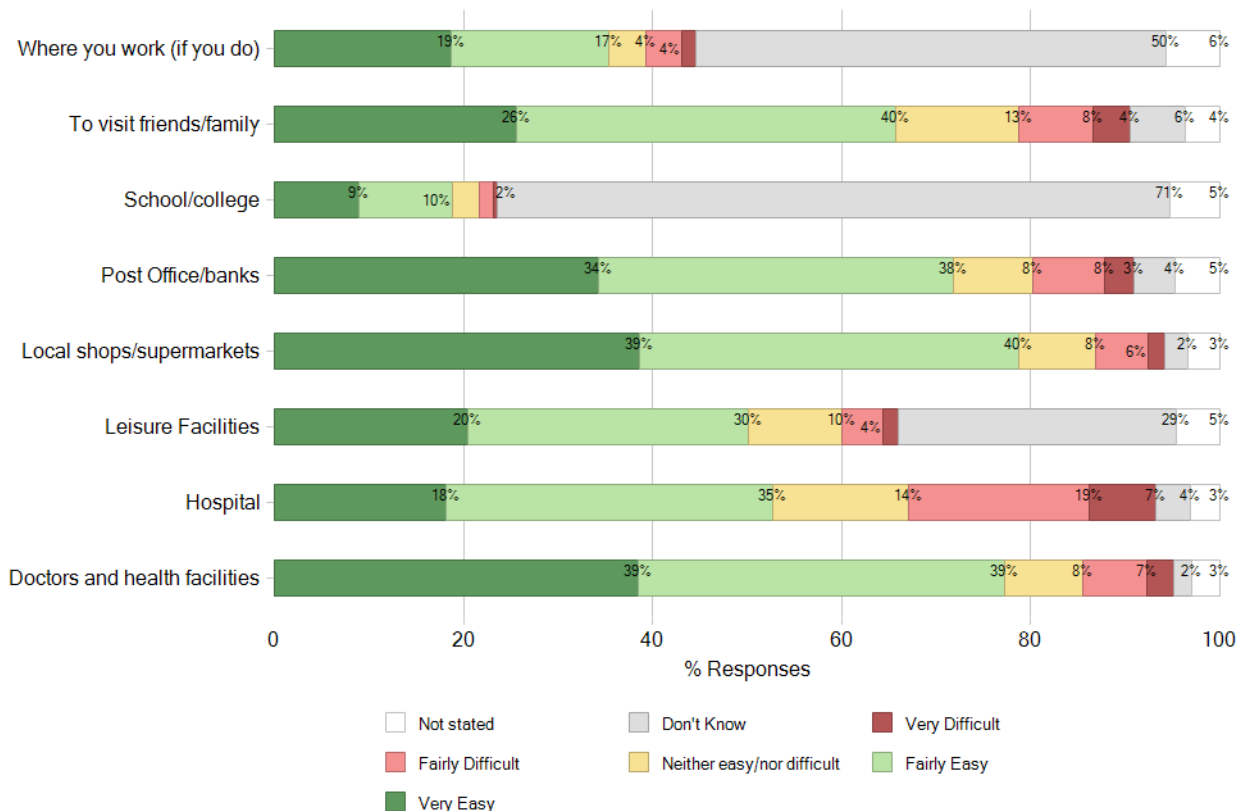


**Q16 How easy or difficult do you find travelling to the following places (by any form of transport)?**

This graph shows your 'Ease of travel' results for Question Q16 and compares them with the average results of all other Authorities in the survey. Uses weighted data.

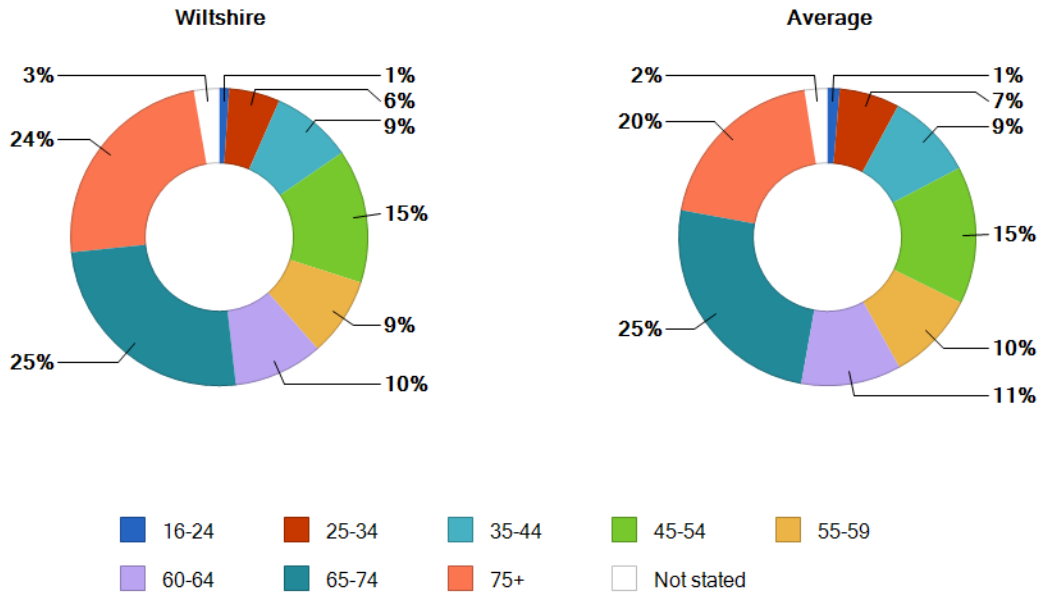


This graph shows the percentage of responses in your area to each option in Question 16. Uses unweighted data.



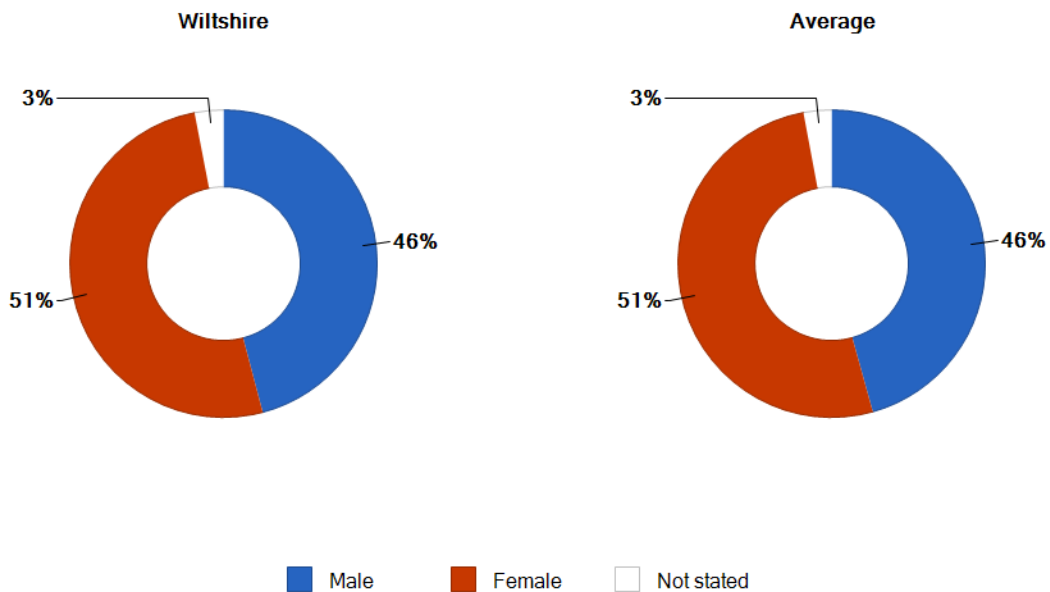
**Q17 Which of these age groups are you in?**

This graph shows a breakdown of your respondents by age group, Q17 and compares them with the average results of all other Authorities in the survey. Uses unweighted data.



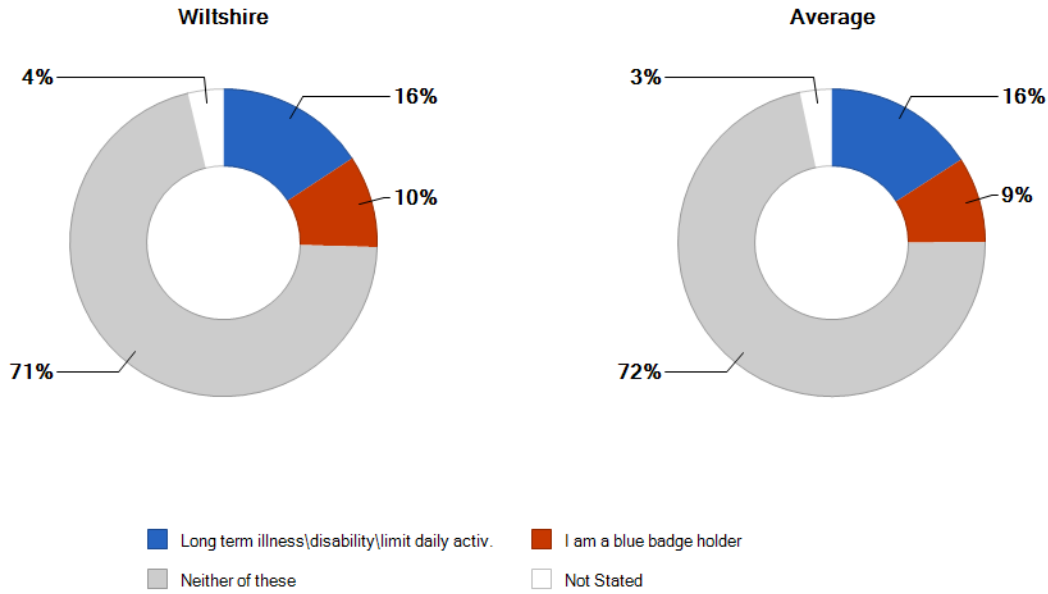
**Q18 Are you?**

This graph shows a breakdown of your respondents by gender, Q18 and compares them with the average results of all other Authorities in the survey. Uses unweighted data.



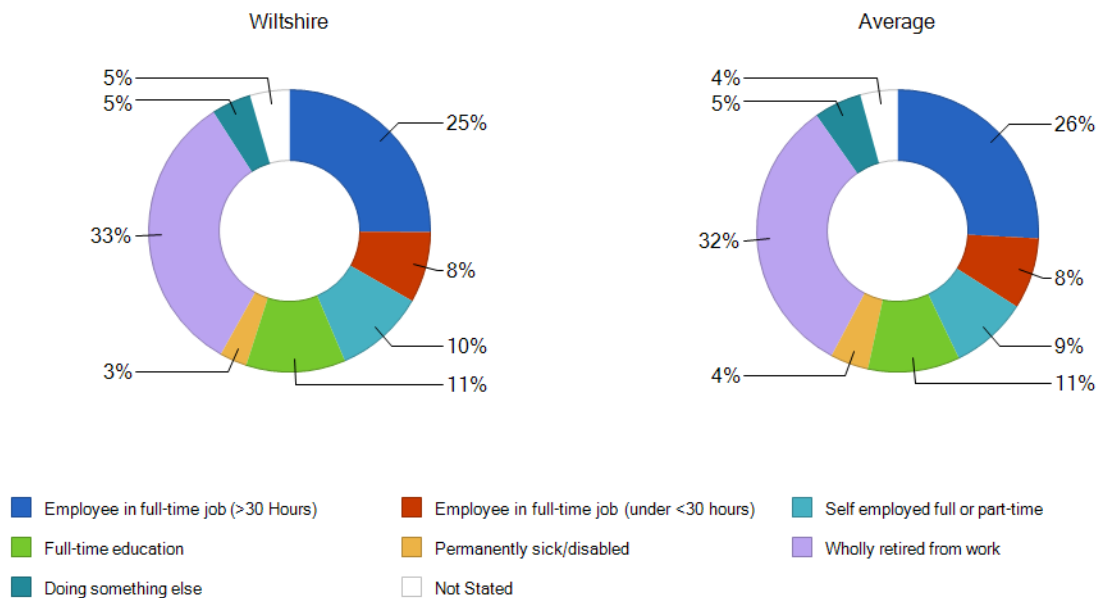
**Q19 Which of these apply to you?**

This graph shows a breakdown of your respondents with a long standing illness, disability or infirmity, or a Blue Badge holder Q19 and compares them with the average results of all other Authorities in the survey. Uses unweighted data.



**Q20 Which of the following best describes what you are doing at the moment?**

This graph shows a breakdown of your respondents by employment status, Q20 and compares them with the average results of all other Authorities in the survey. Uses unweighted data.



**Q21 To which of these groups do you belong?**

This graph shows a breakdown of your respondents by ethnicity (survey question 21) and compares them with the average results of all other Authorities in the survey. Uses unweighted data.



- |                                                                                       |                                                                                          |
|---------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|
| <span style="color: blue;">■</span> White British                                     | <span style="color: brown;">■</span> White Irish                                         |
| <span style="color: teal;">■</span> Other white background                            | <span style="color: green;">■</span> Black or black British Caribbean                    |
| <span style="color: orange;">■</span> Black or black British African                  | <span style="color: purple;">■</span> Any other black background                         |
| <span style="color: darkgreen;">■</span> Mixed white and black Caribbean              | <span style="color: red;">■</span> Mixed white and black African                         |
| <span style="color: lightblue;">■</span> Mixed white and Asian                        | <span style="color: darkblue;">■</span> Any other mixed background                       |
| <span style="color: blue;">■</span> Asian or Asian British Indian                     | <span style="color: lightgreen;">■</span> Asian or Asian British Pakistani               |
| <span style="color: purple;">■</span> Asian or Asian British Bangladeshi              | <span style="color: lightblue;">■</span> Any other Asian background                      |
| <span style="color: yellow;">■</span> Chinese                                         | <span style="color: magenta;">■</span> Other ethnic group                                |
| <span style="color: white;">■</span> Not stated                                       | <span style="color: brown;">■</span> White Scottish                                      |
| <span style="color: teal;">■</span> White Other British                               | <span style="color: green;">■</span> White Gypsy/Traveller                               |
| <span style="color: orange;">■</span> White Polish                                    | <span style="color: purple;">■</span> Pakistani, Pakistani Scottish or Pakistani British |
| <span style="color: darkgreen;">■</span> Indian, Indian Scottish or Indian British    | <span style="color: red;">■</span> Chinese, Chinese Scottish or Chinese British          |
| <span style="color: lightblue;">■</span> African, African Scottish or African British | <span style="color: darkblue;">■</span> Black, Black Scottish or Black British           |
| <span style="color: blue;">■</span> Arab, Arab Scottish or Arab British               |                                                                                          |