



## NHT Survey Report 2016

Question by Question Results for Calderdale MBC

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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 2016 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

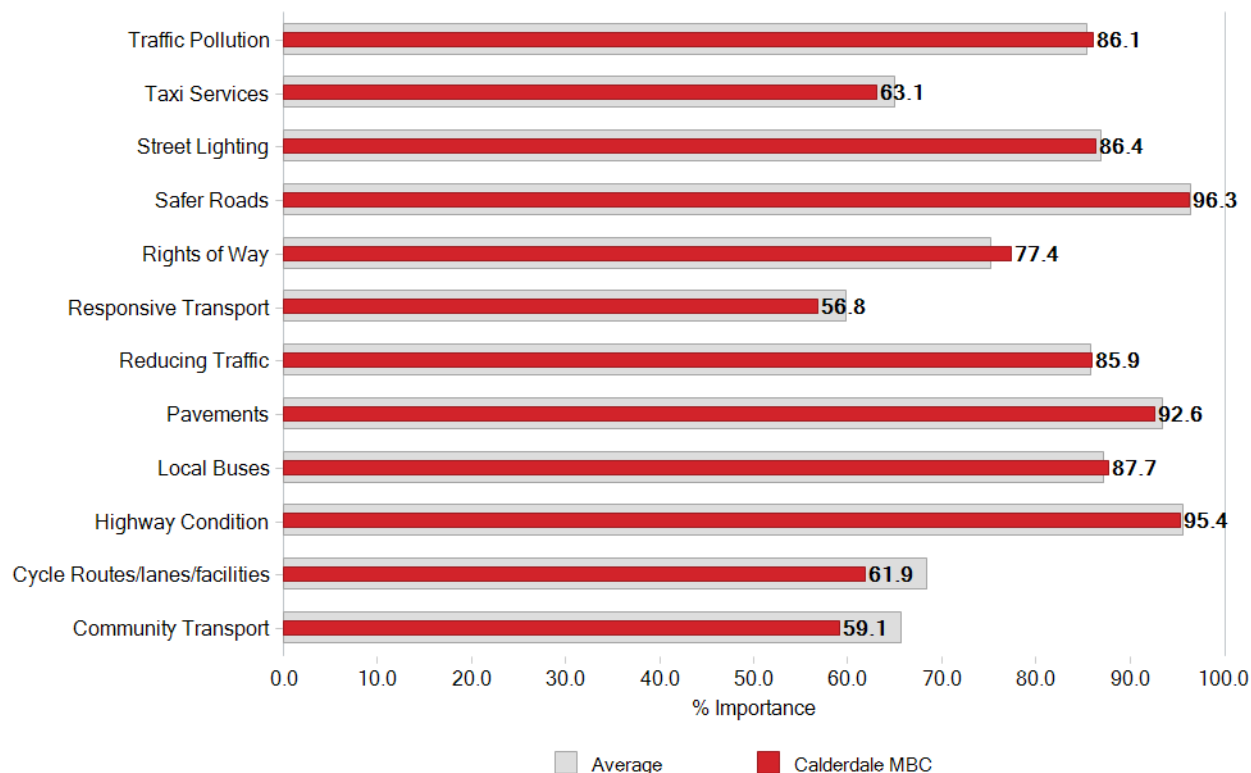
Weighting the data changes the sample profile to improve estimates of the attitudinal characteristics of the 'universe'. One of the circumstances where weighting is required is when there are variable response rates, for example from different sub-groups of the population. Weighting can be used to compensate 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.

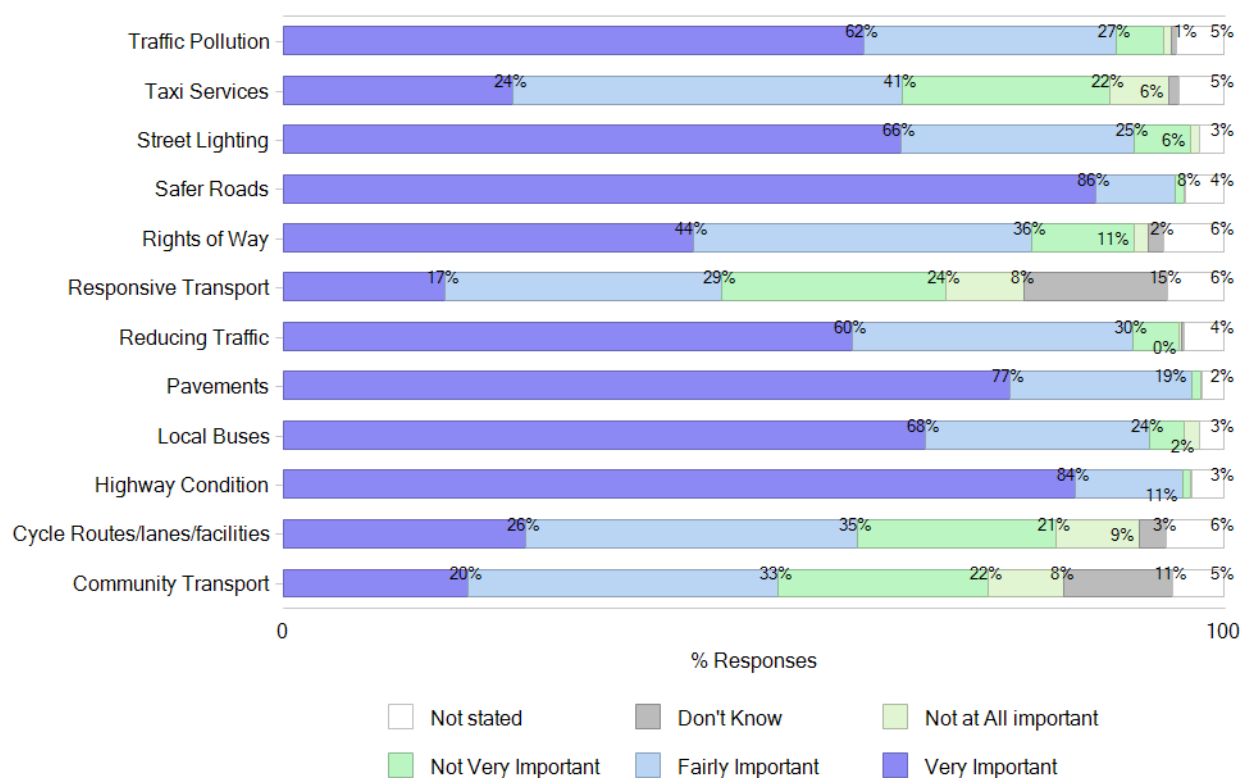
Full details of the NHT Weighting can be found in the Library Section of the NHT website at [www.nhtnetwork.org](http://www.nhtnetwork.org)

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

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

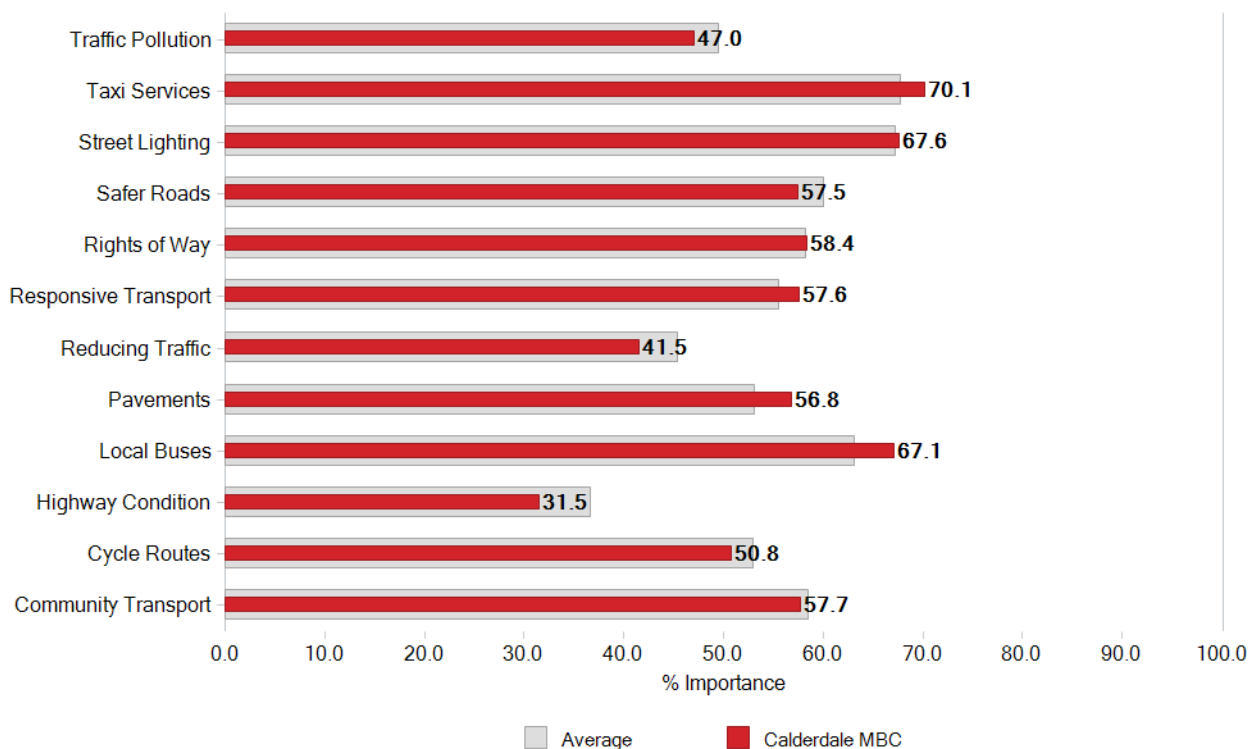


This graph shows the percentage of respondents who selected each answer in Question 1. Uses unweighted data.

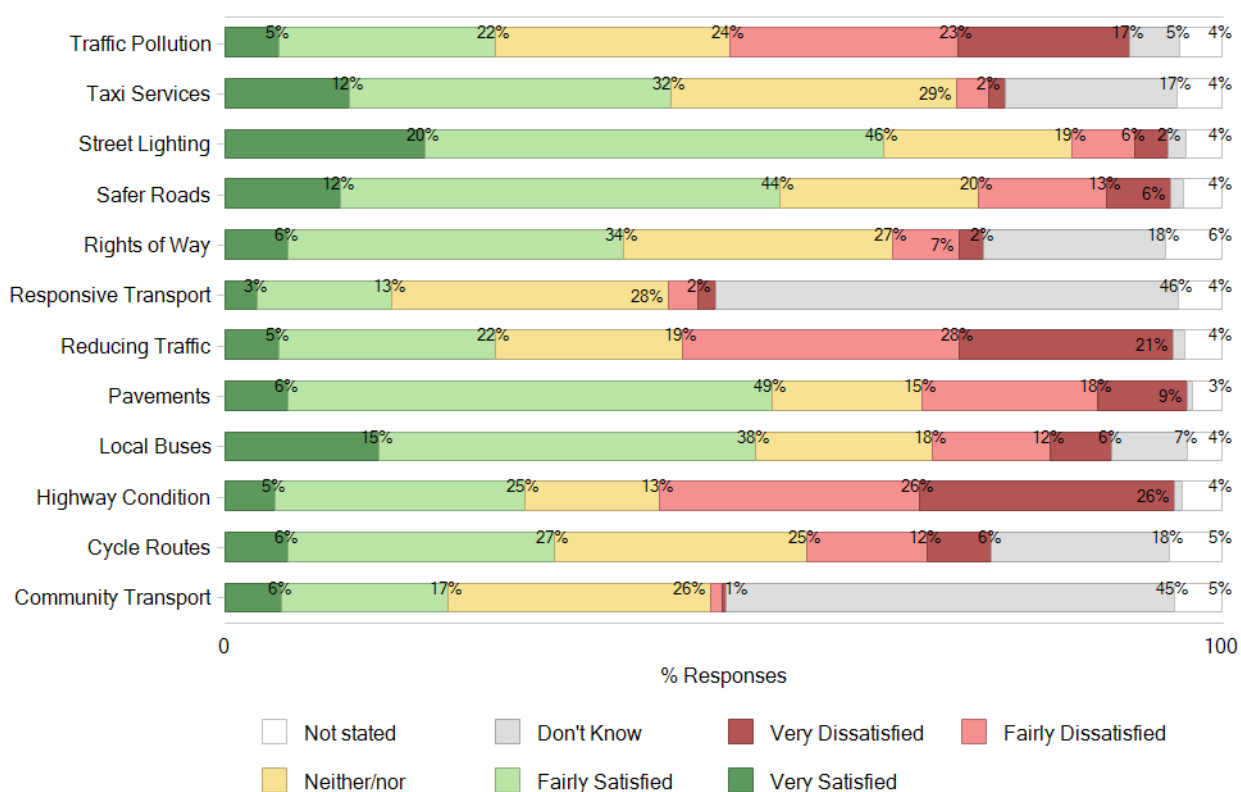


## Q2 Now thinking about roads and transport locally, how satisfied or dissatisfied are you with the following ...?

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.

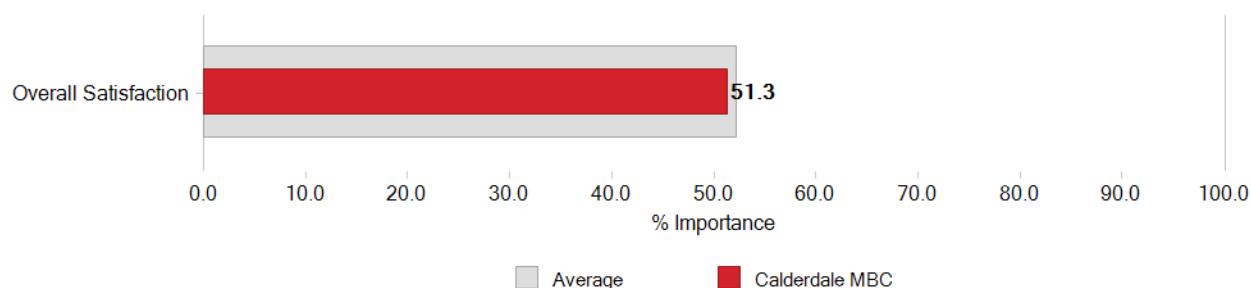


This graph shows the percentage of responses in your area to each option in Question 2. Uses unweighted data.

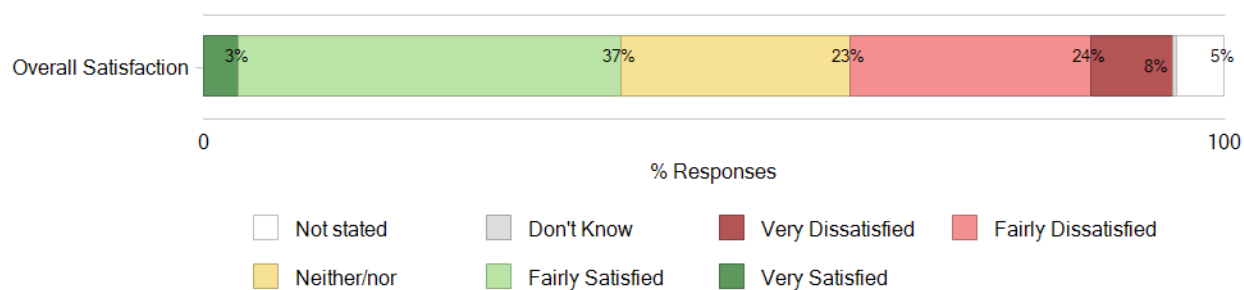


## Question 2.13 How satisfied or dissatisfied are you overall with transport and highway services?

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.

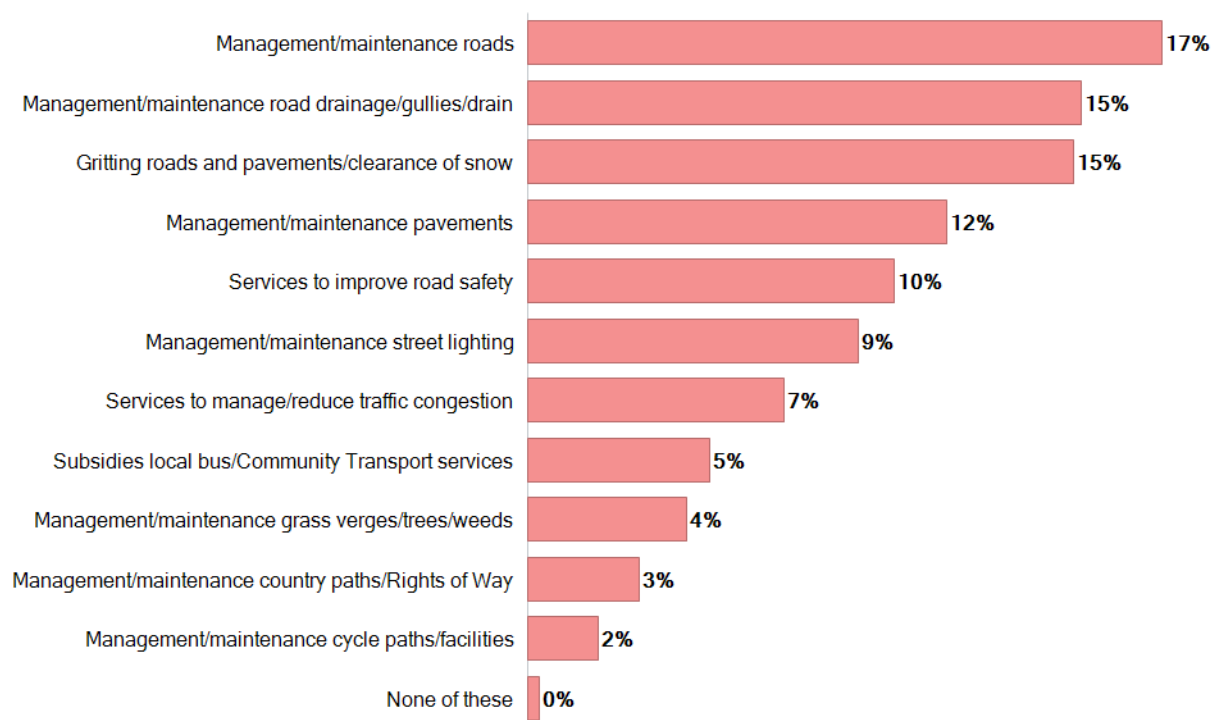


This graph shows the percentage of responses in your area to each option in Question 2.13. Uses unweighted data.



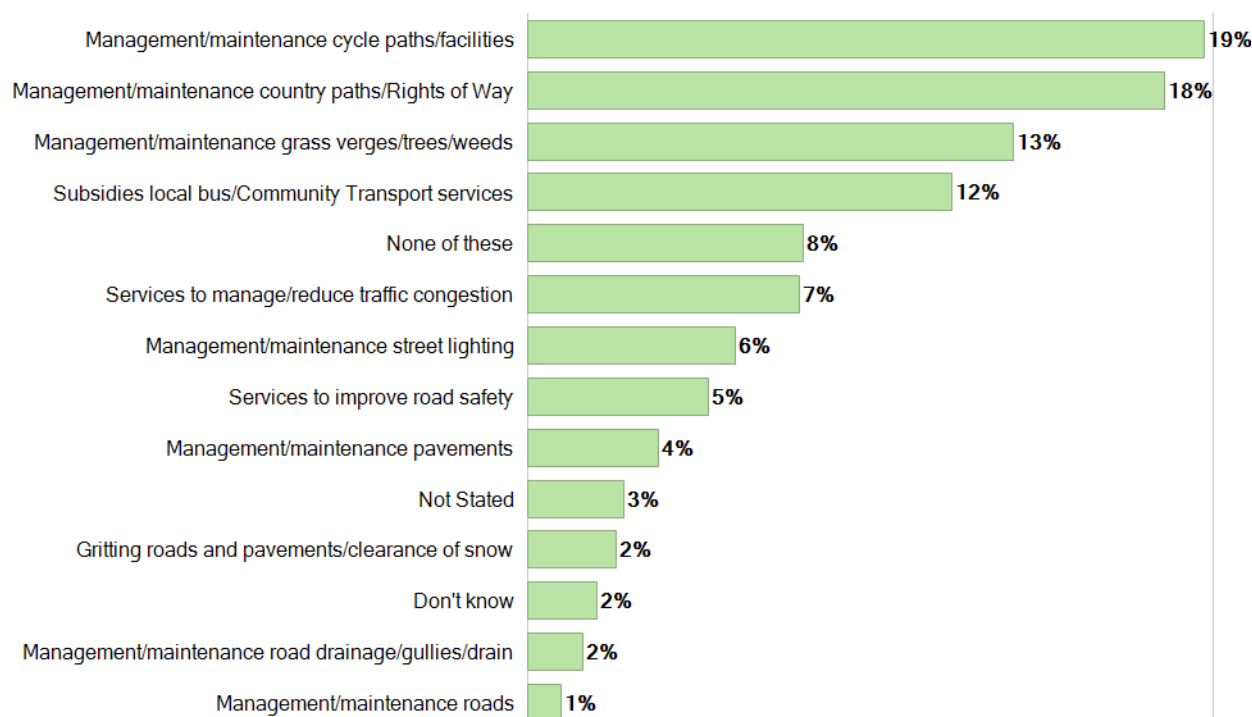
## Q3 For which of the following service areas is it not acceptable to reduce the level of service?

This graph shows the percentage of responses in your area to each option in Question 3. Uses unweighted data.



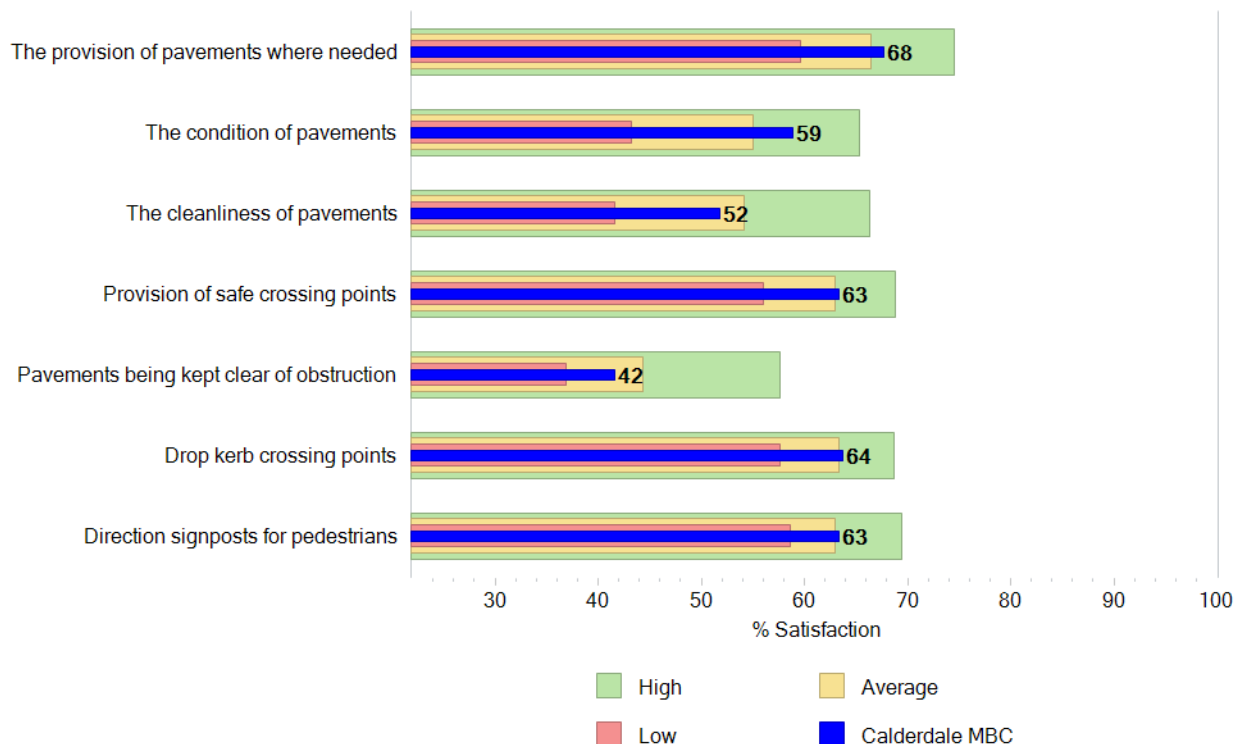
## Q4 For which of the following service areas do you think it is acceptable to reduce the level of service

This graph shows the percentage of responses in your area to each option in Question 4. Uses unweighted data.

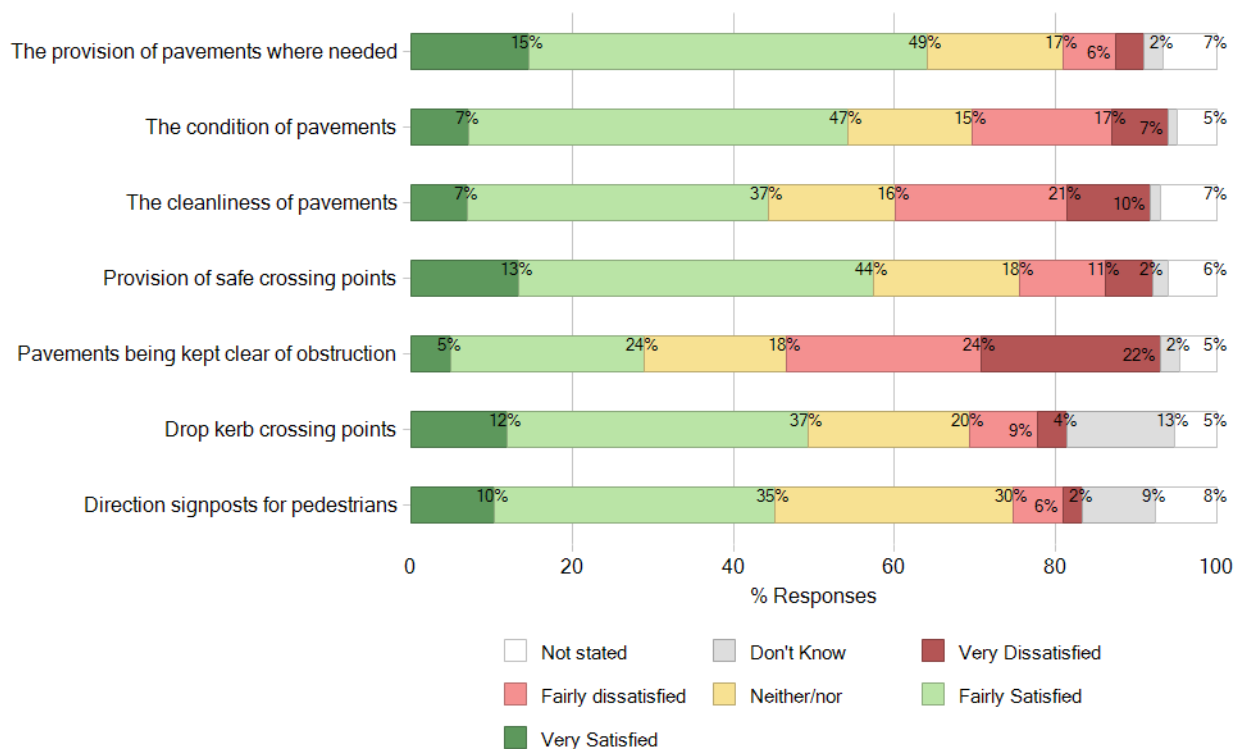


## Q5 How satisfied are you with each of these in your local area ...?

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.



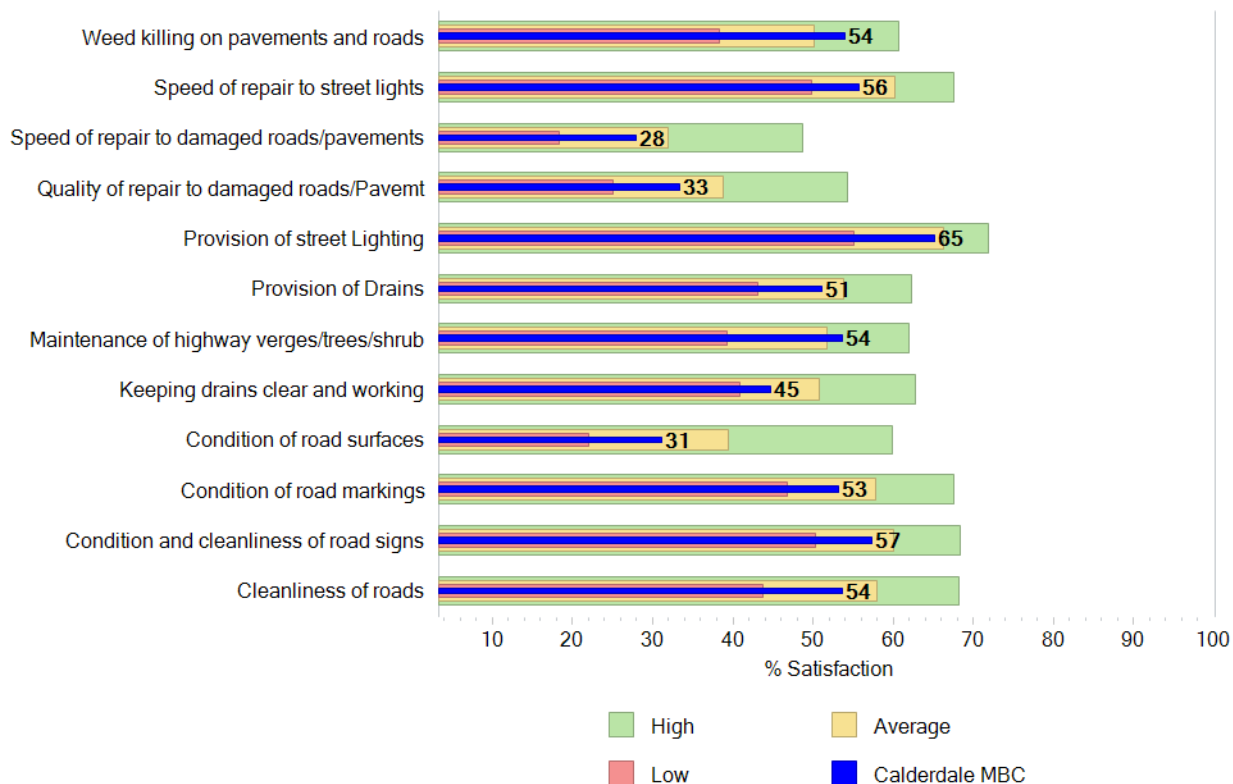


## Question by Question Results for Calderdale MBC

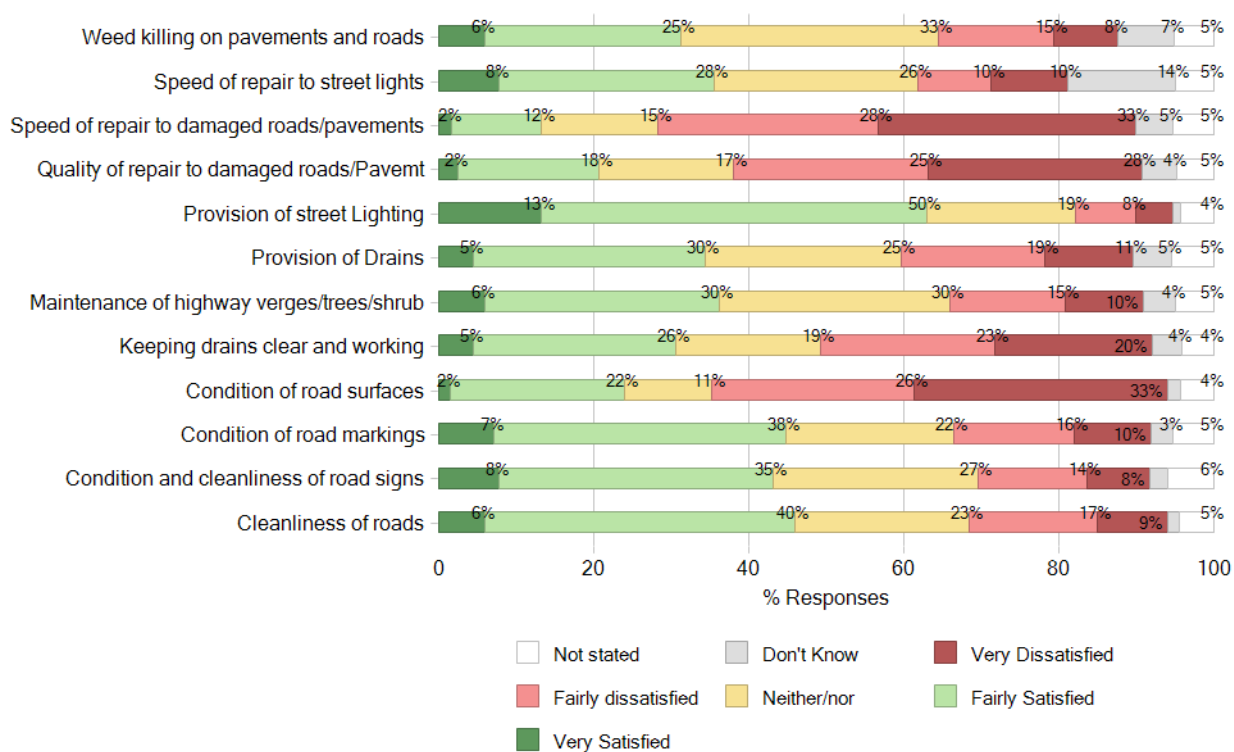
Your views on the Condition of Roads & Pavements (Q6 to Q7)

### Q6 How satisfied or dissatisfied are you with the following ...?

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.

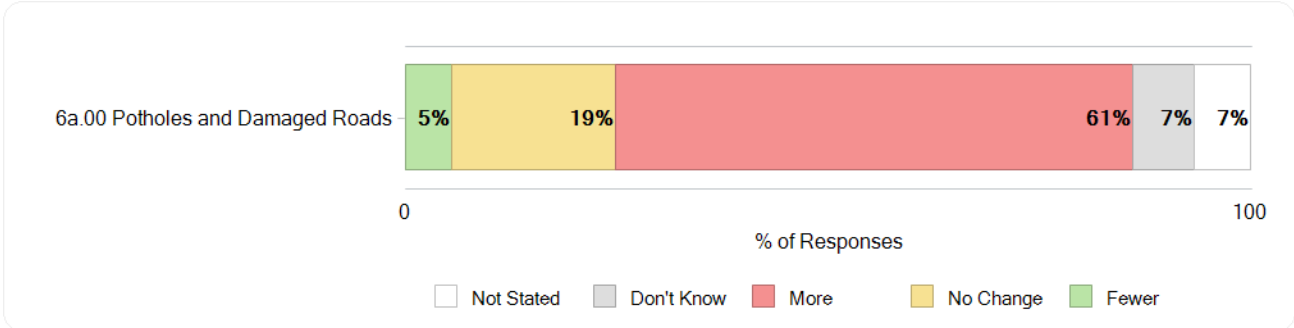


This graph shows the percentage of responses in your area to each option in Question 6. Uses unweighted data.



**Q6a Compared to a year ago are there more, no change, or fewer potholes and damaged roads ?**

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

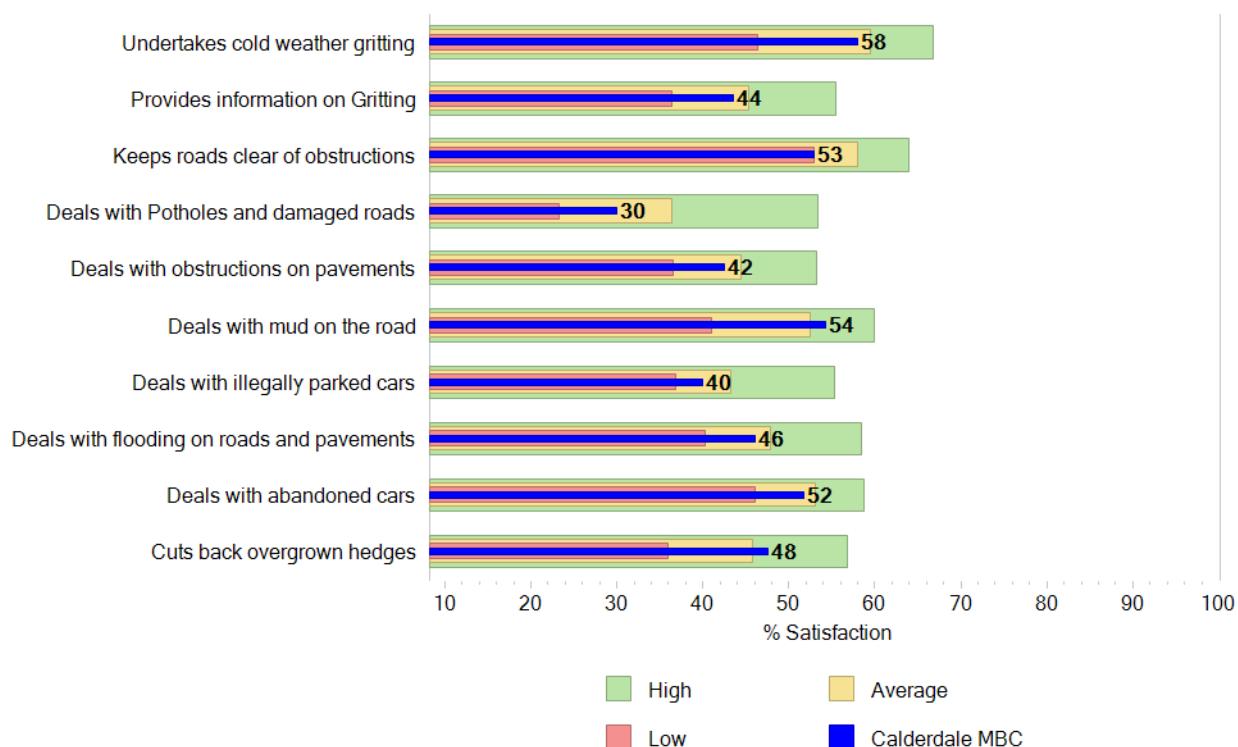


## Question by Question Results for Calderdale MBC

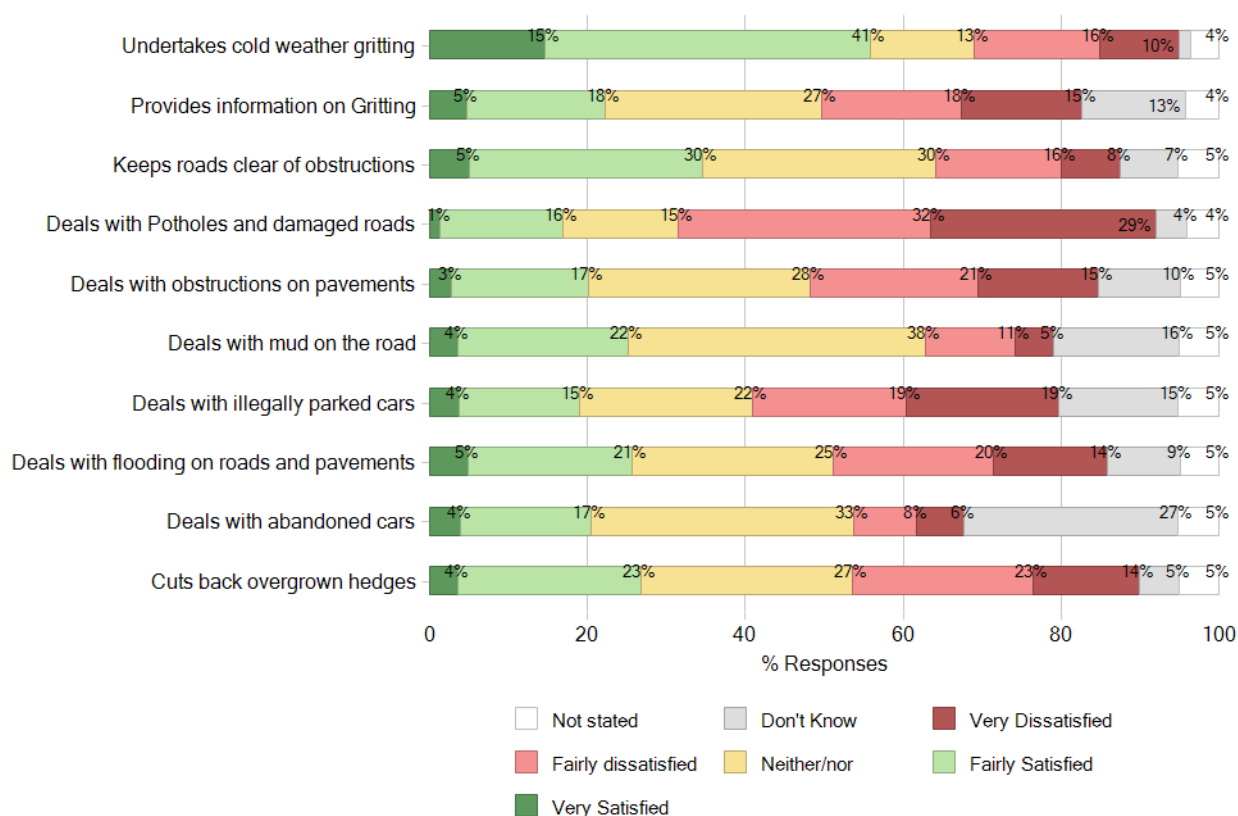
Your views on the Condition of Roads & Pavements (Q6 to Q7)

### 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.

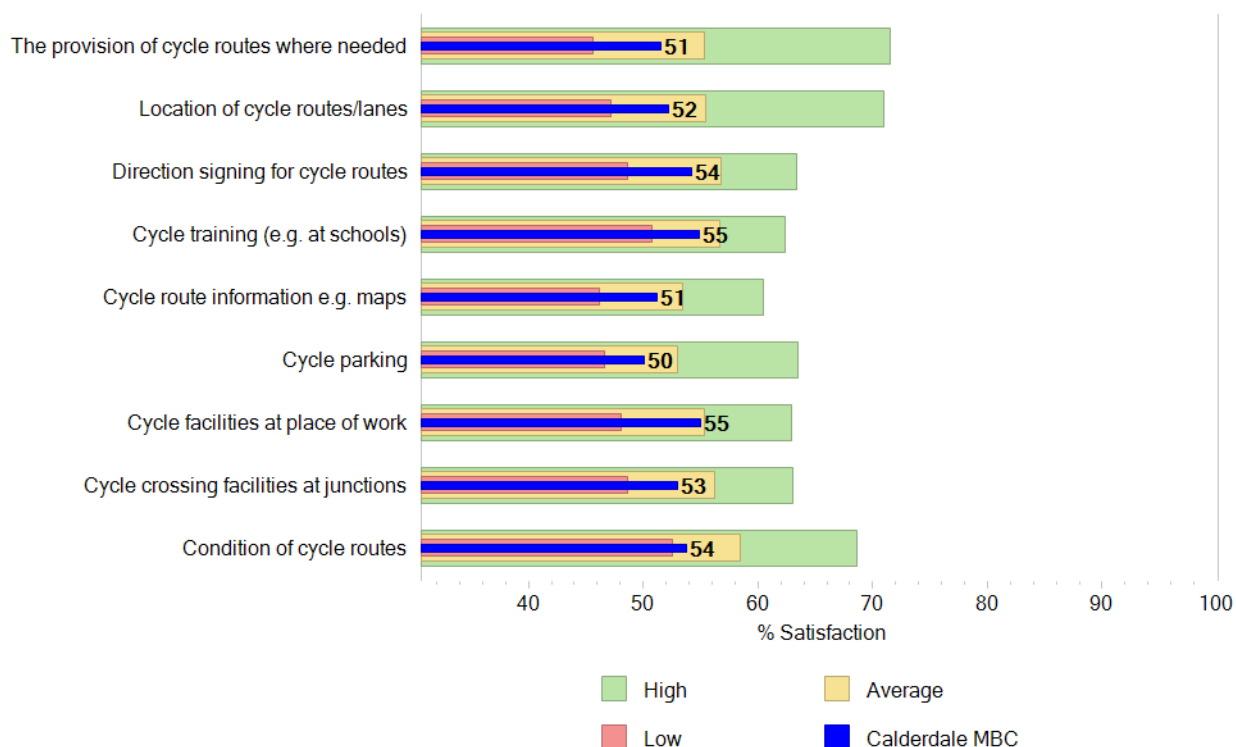


This graph shows the percentage of responses in your area to each option in Question 7. Uses unweighted data.

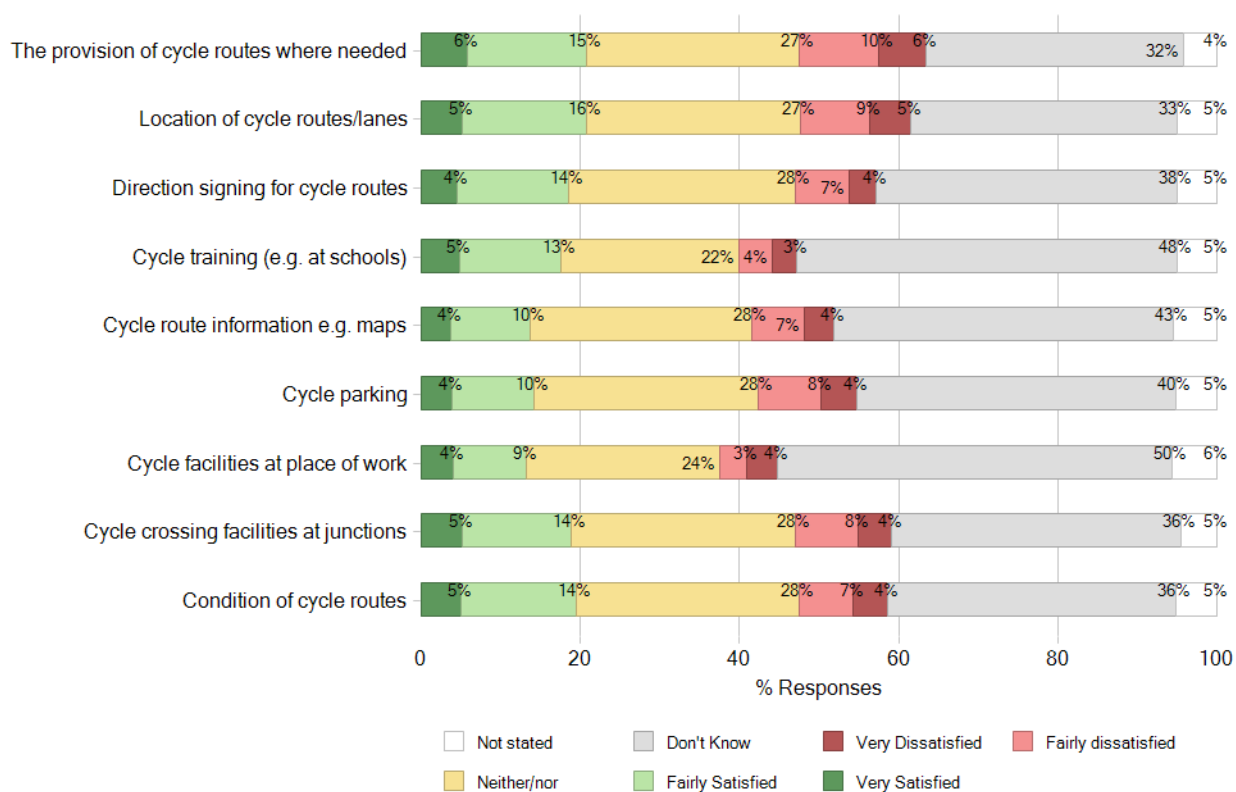


## Q8 How satisfied or dissatisfied are you with each of these locally?

This graph shows your 'Satisfaction' results for Question 8 and compares them with the average results of all other Authorities in the survey. Uses weighted data.

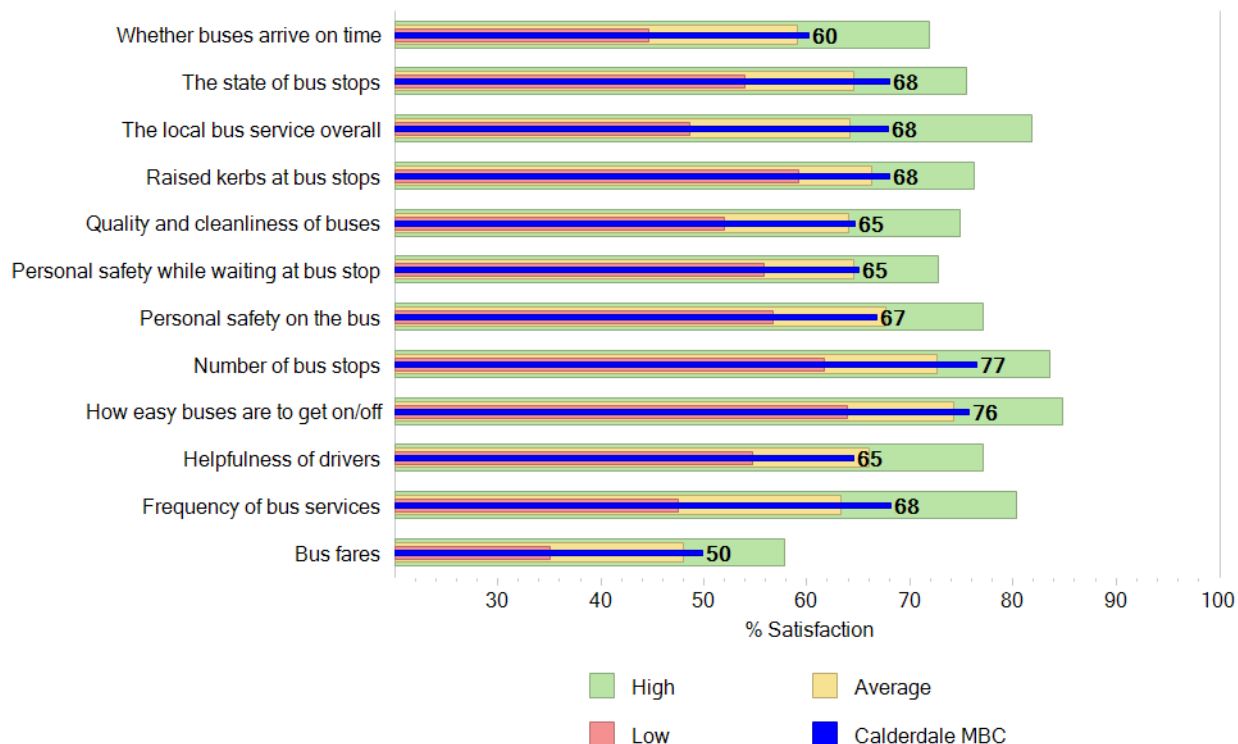


This graph shows the percentage of responses in your area to each option in Question 8. Uses unweighted data.

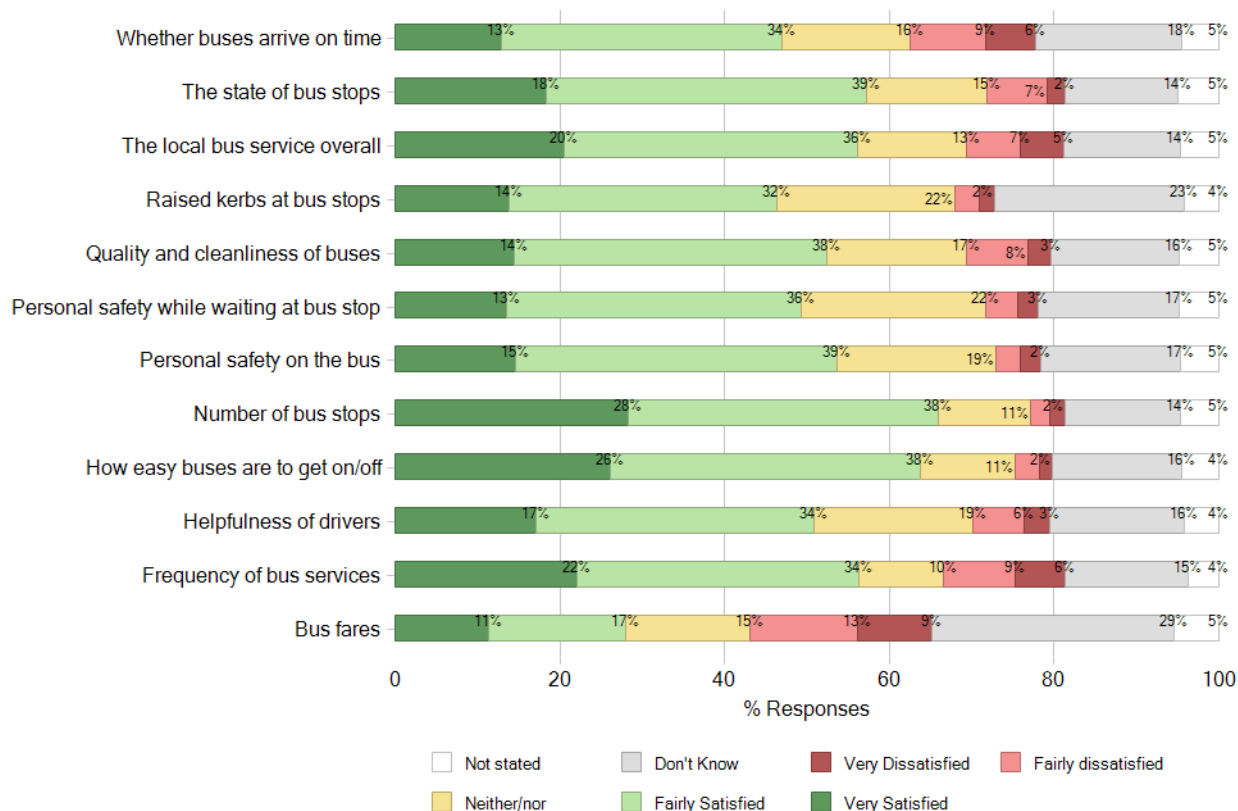


## Q9 How satisfied or dissatisfied are you with each of these locally?

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.

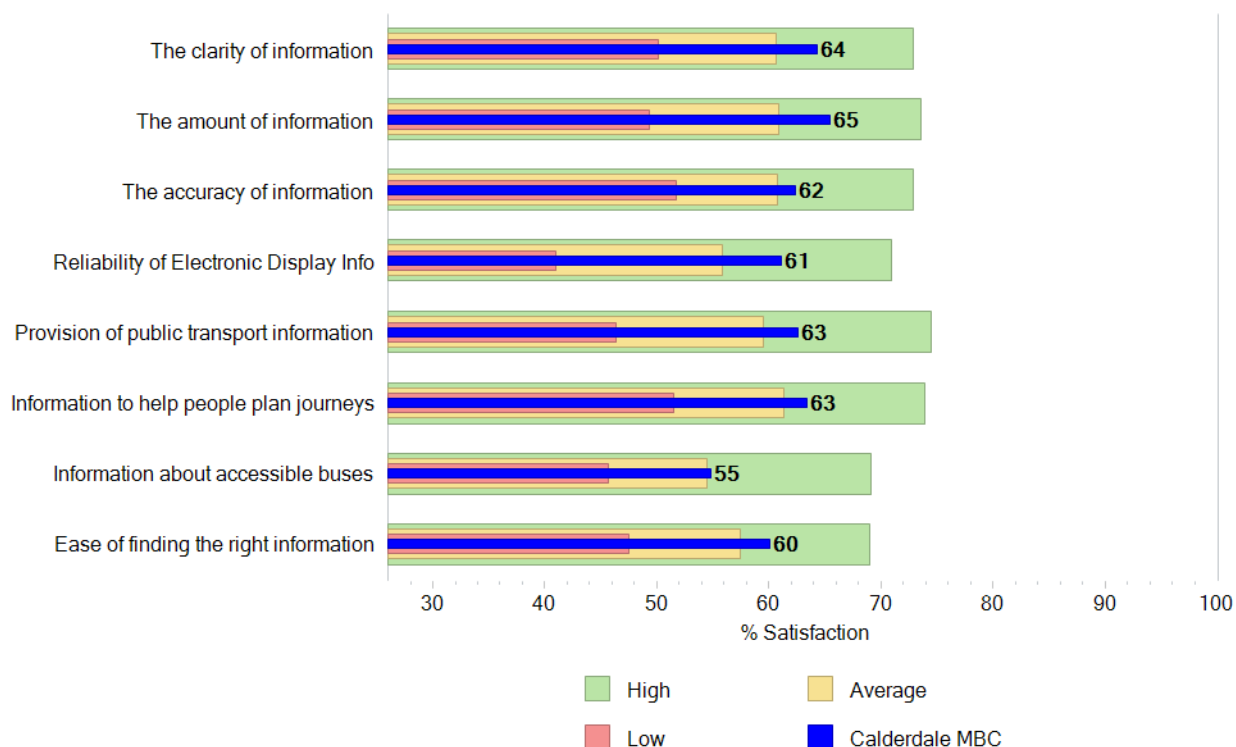


This graph shows the percentage of responses in your area to each option in Question 9. Uses unweighted data.

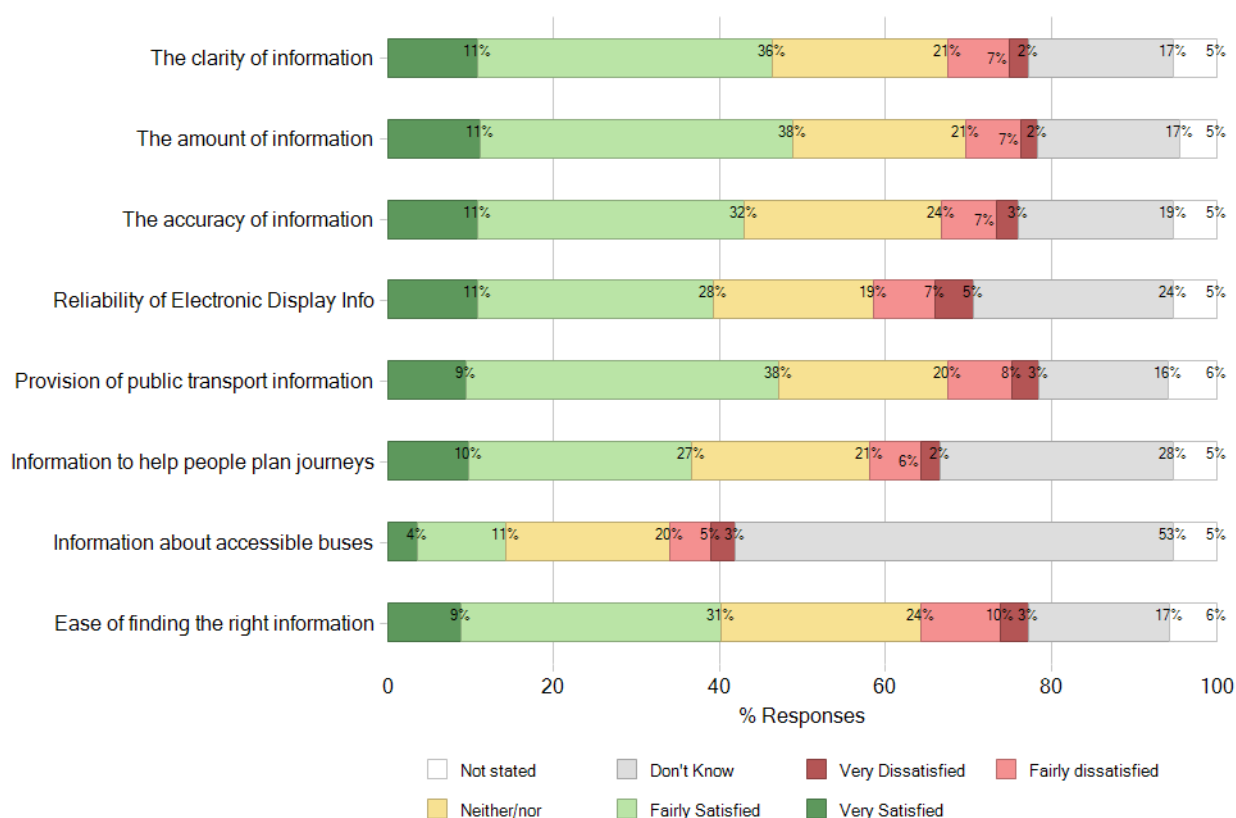


## Q10 How satisfied or dissatisfied are you with each of these locally? Uses weighted data.

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.

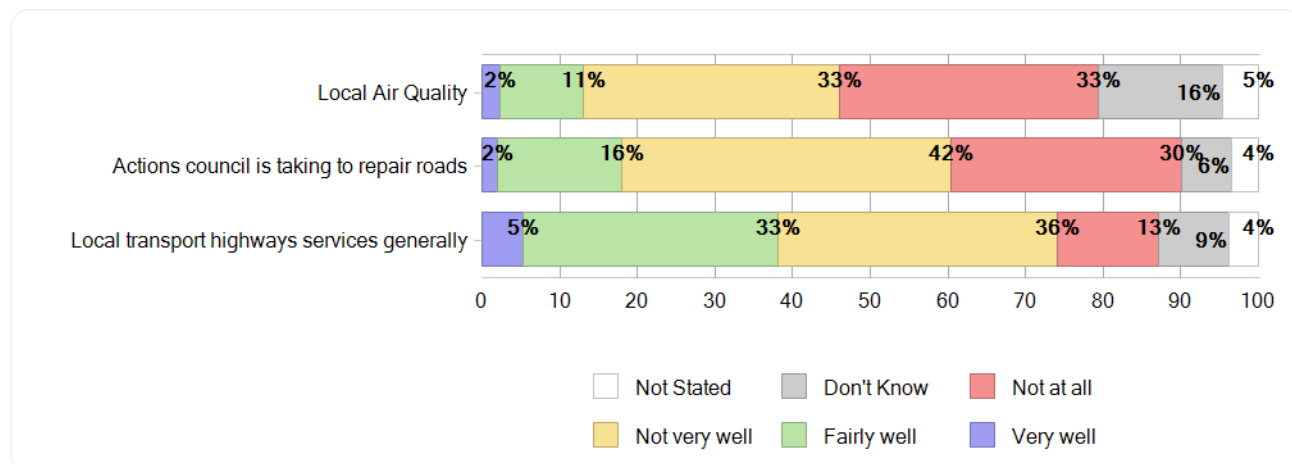


This graph shows the percentage of responses in your area to each option in Question 10. Uses unweighted data.



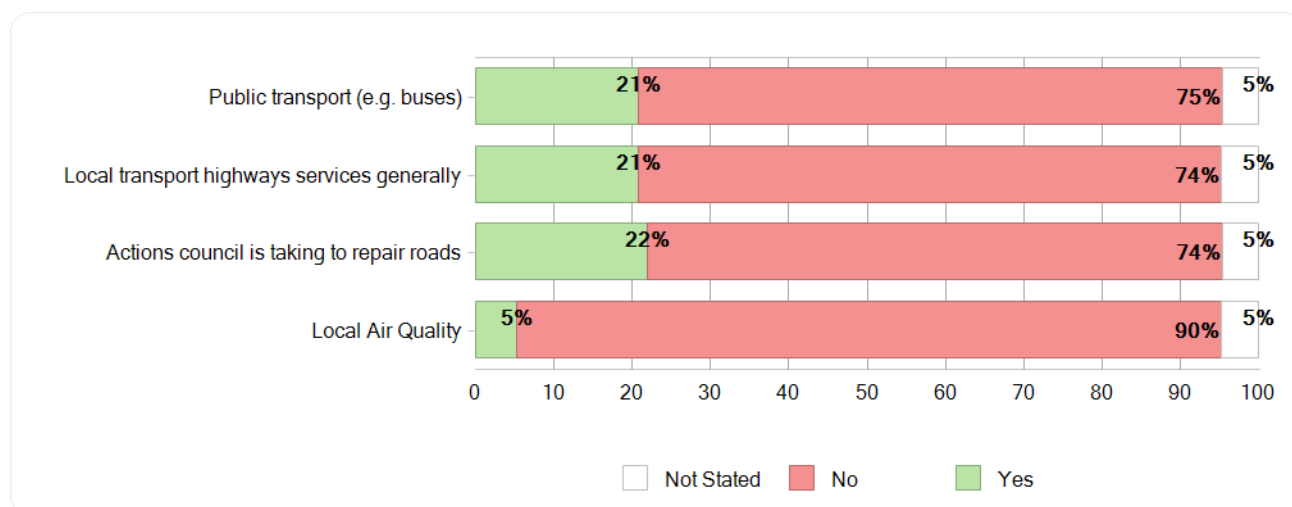
## Q11a How well informed, if at all, do you feel about the following?

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



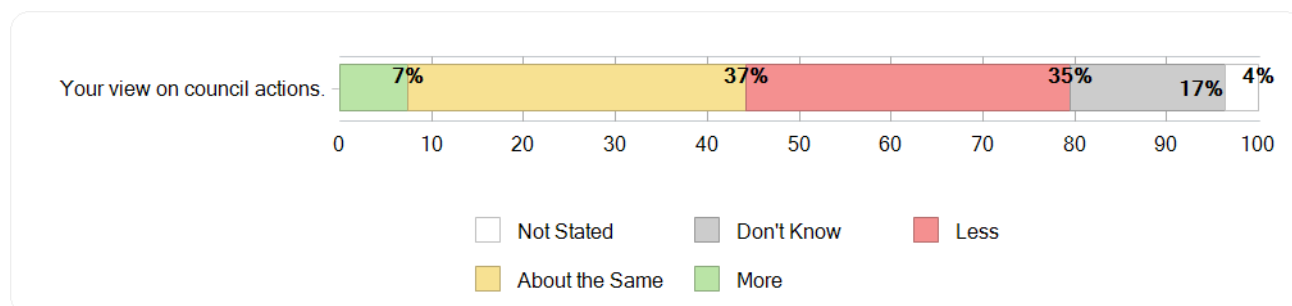
## Q11b Thinking about the last 12 months or so, do you recall seeing or hearing anything about the following, or not?

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



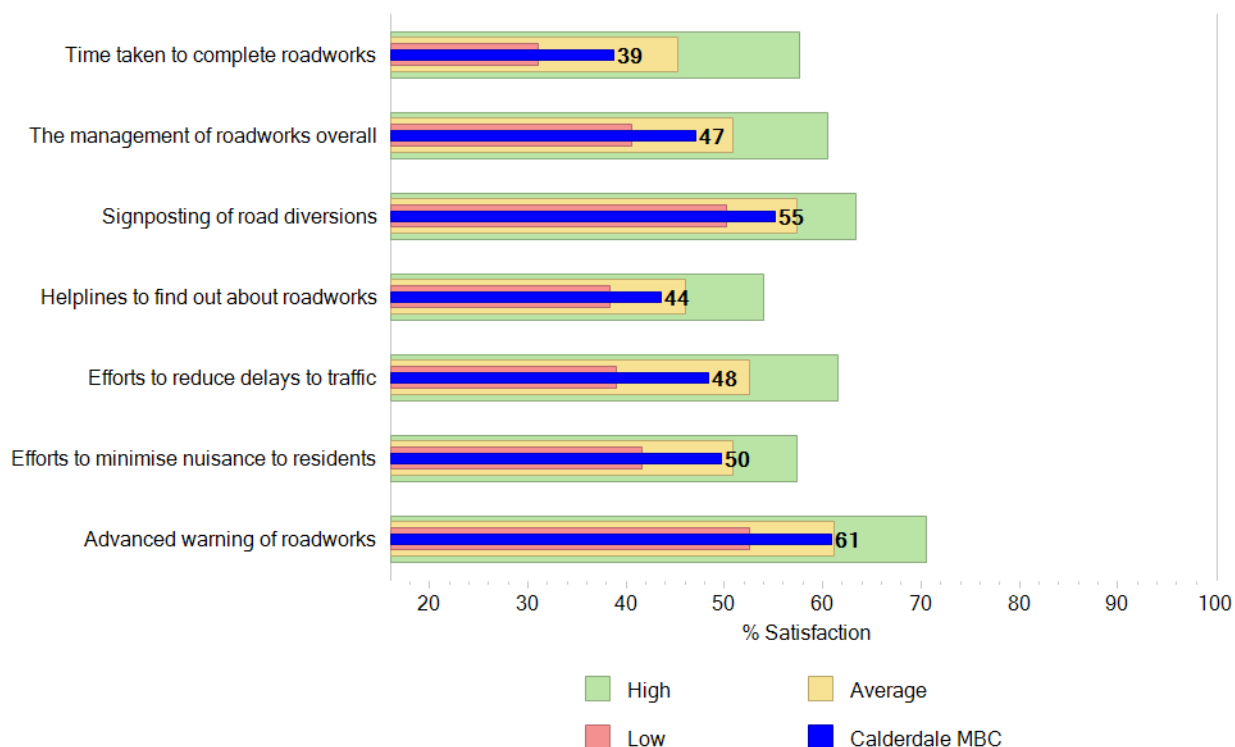
## Q11c From what you know or have heard and compared to a year ago, would you say that the Council is doing more to repair local roads, or doing less, or about the same.

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

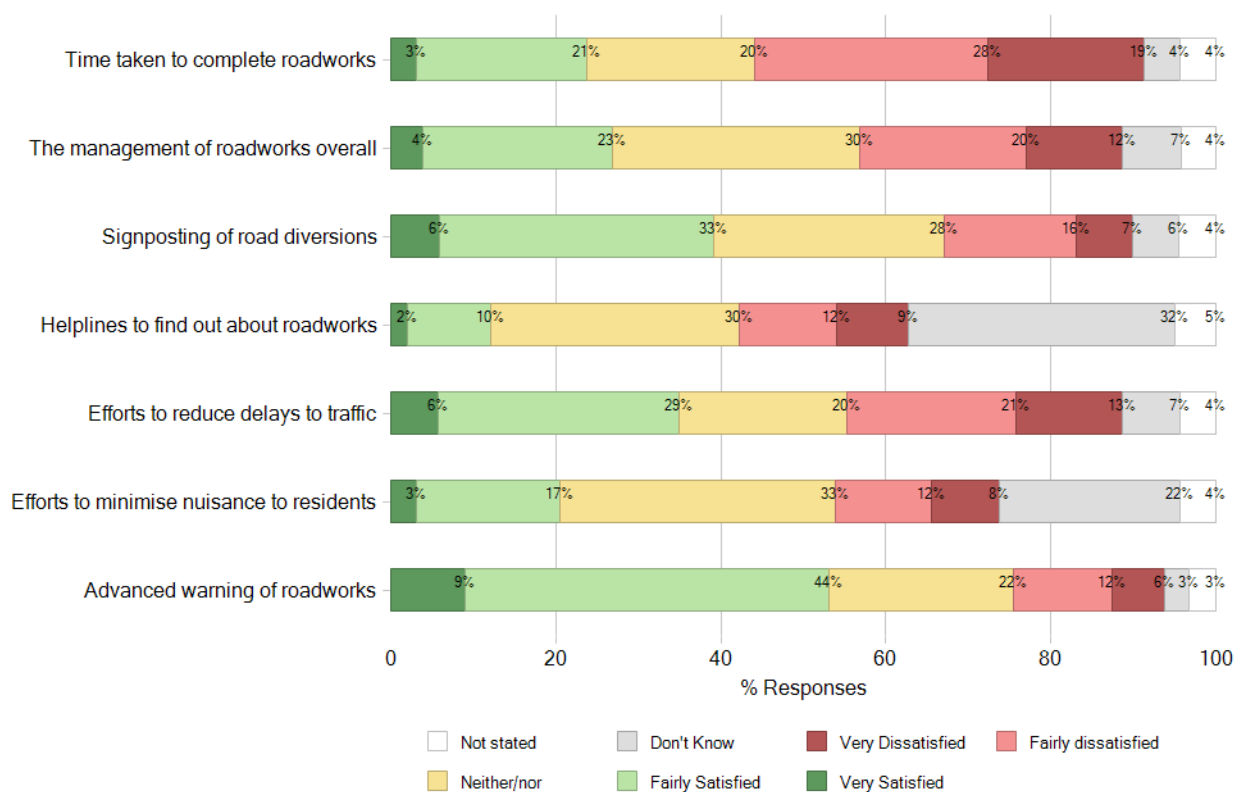


## Q12 How satisfied or dissatisfied are you with each of these locally?

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



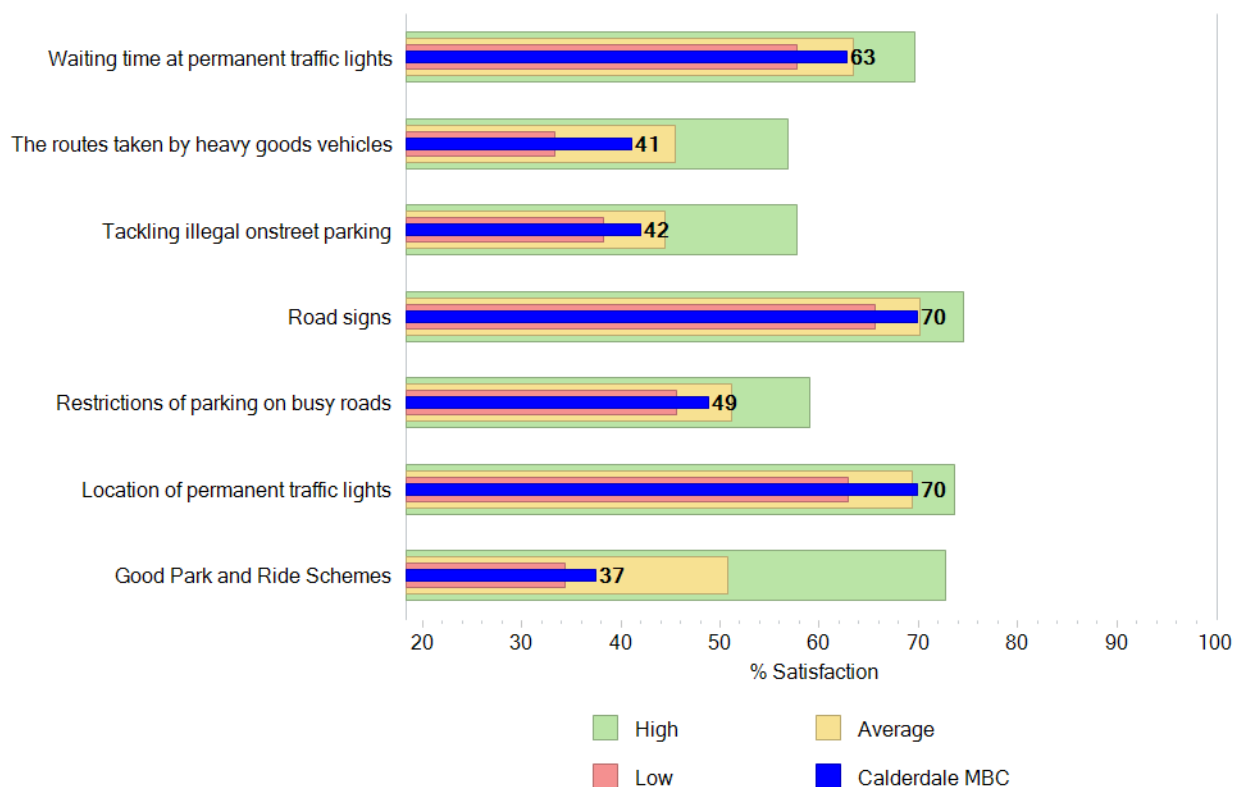
This graph shows the percentage of responses in your area to each option in Question 12. Uses unweighted data.



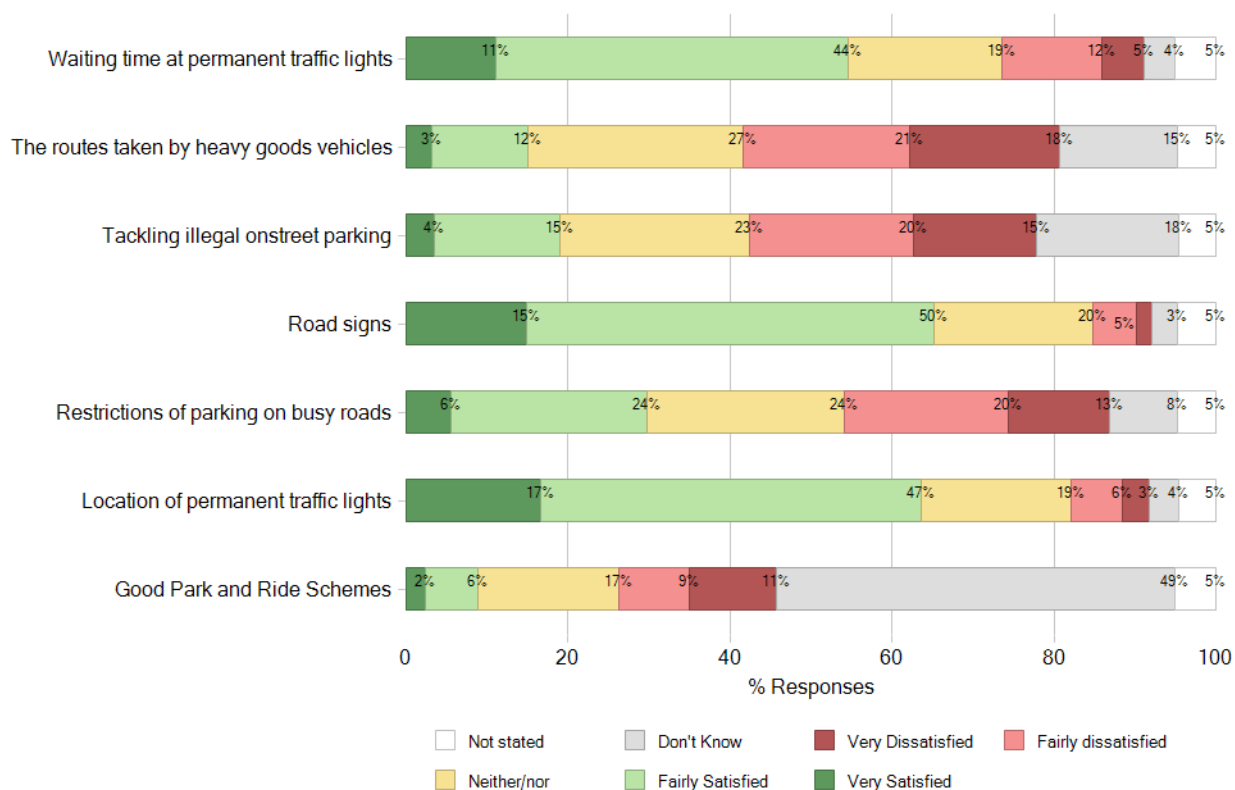


## Q13 How satisfied or dissatisfied are you with each of these locally?

This graph shows your 'Satisfaction' results for Question 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 13. Uses unweighted data.

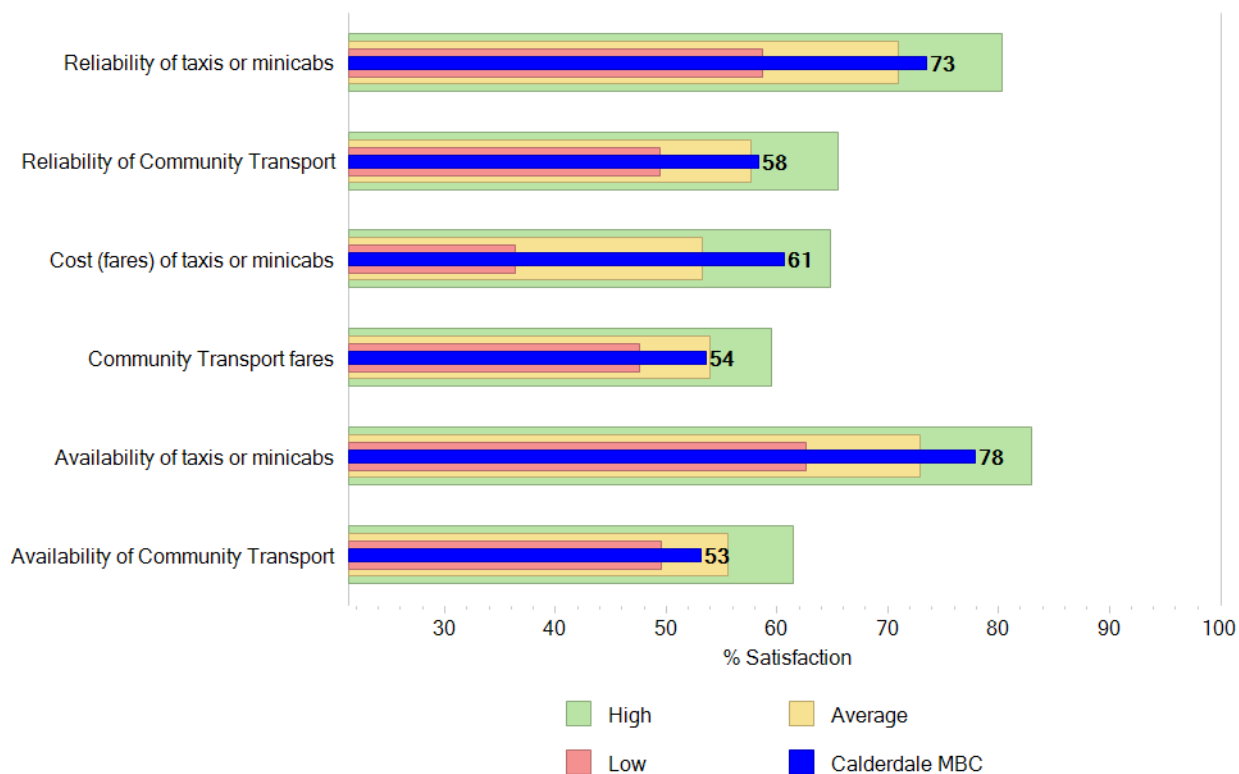


## Question by Question Results for Calderdale MBC

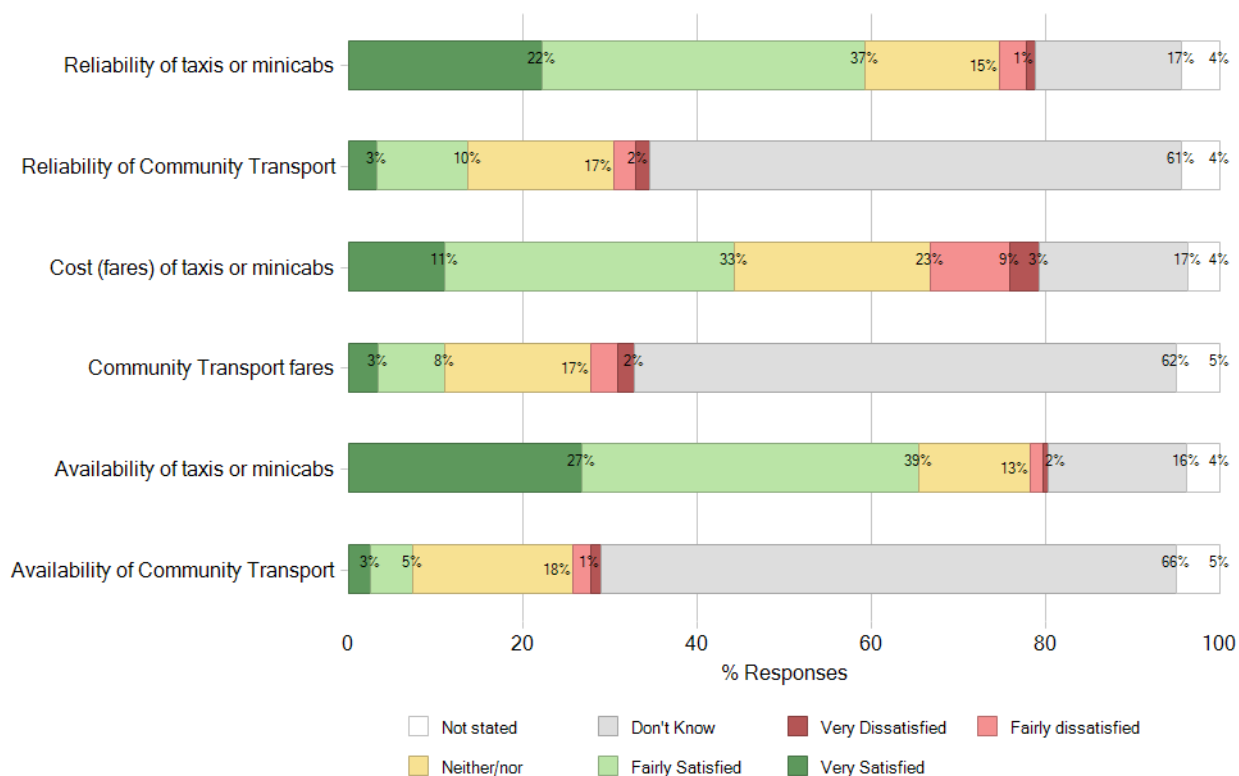
Your views on Taxis, Mini Cabs and Community Transport (Q14)

### Q14 Thinking about other possible ways of getting around, how satisfied or dissatisfied are you with each of these locally?

This graph shows your 'Satisfaction' results for Question 14 and compares them with the average results of all other Authorities in the survey. Uses weighted data.

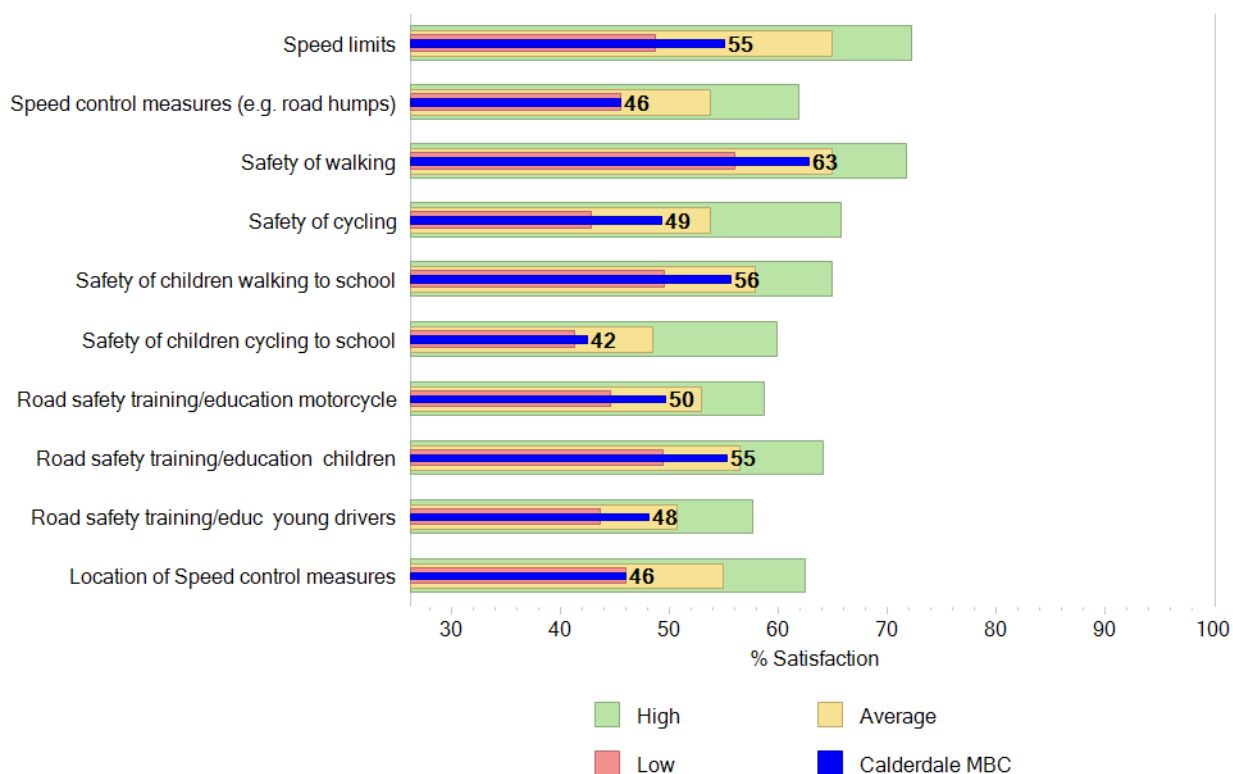


This graph shows the percentage of responses in your area to each option in Question 14. Uses unweighted data.

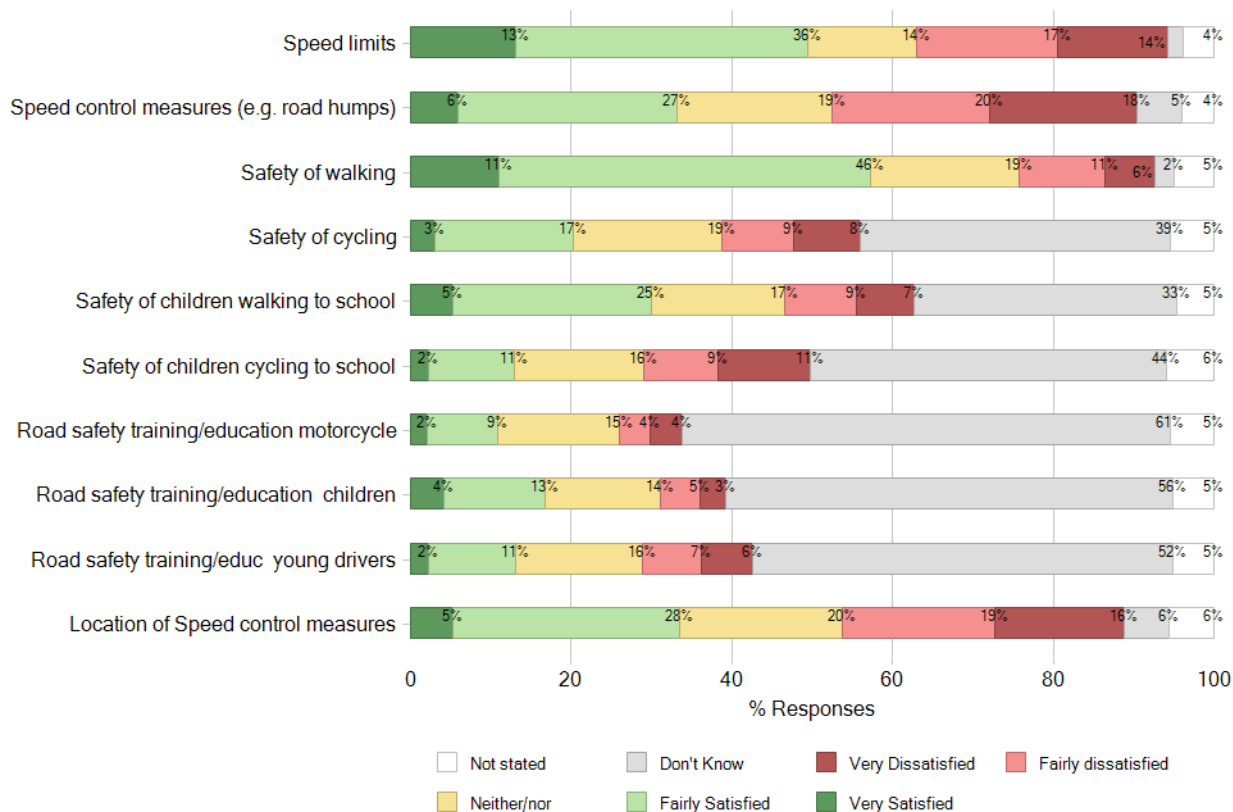


## Q15 How satisfied or dissatisfied are you with the following in your local area?

This graph shows your 'Satisfaction' results for Question 15 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 15. Uses unweighted data.

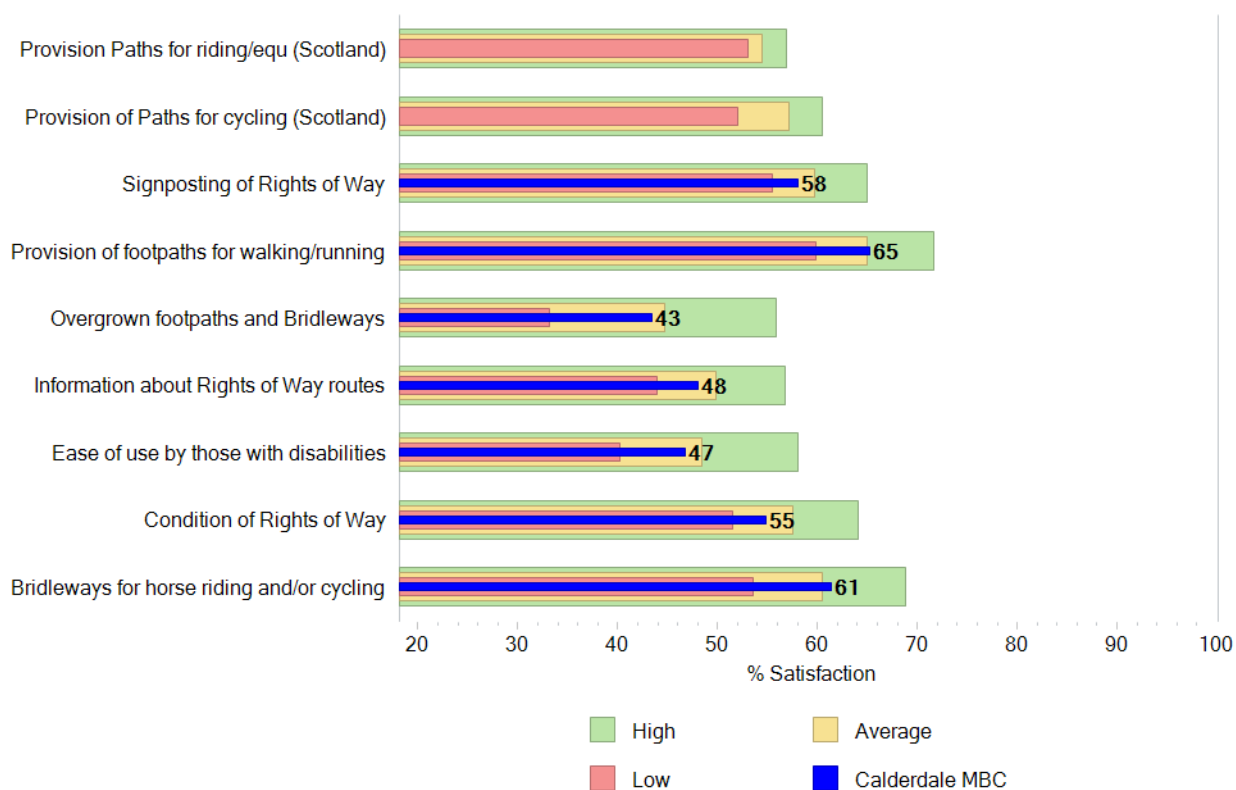


## Question by Question Results for Calderdale MBC

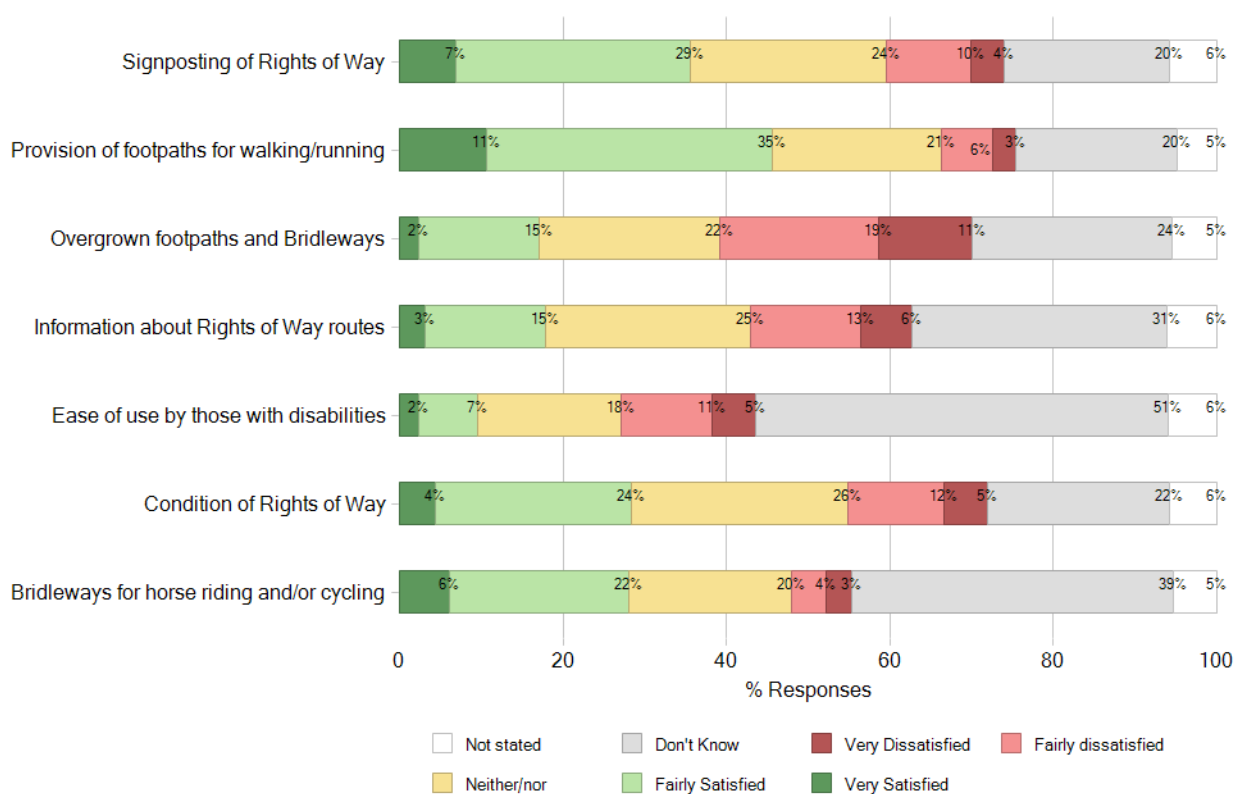
Your views on Rights of Way (Q16a)

### Q16a How Satisfied or dissatisfied are you with each of these locally ...?

This graph shows your 'Satisfaction' results for Question 16 and compares them with the average results of all other Authorities in the survey. Uses weighted data.

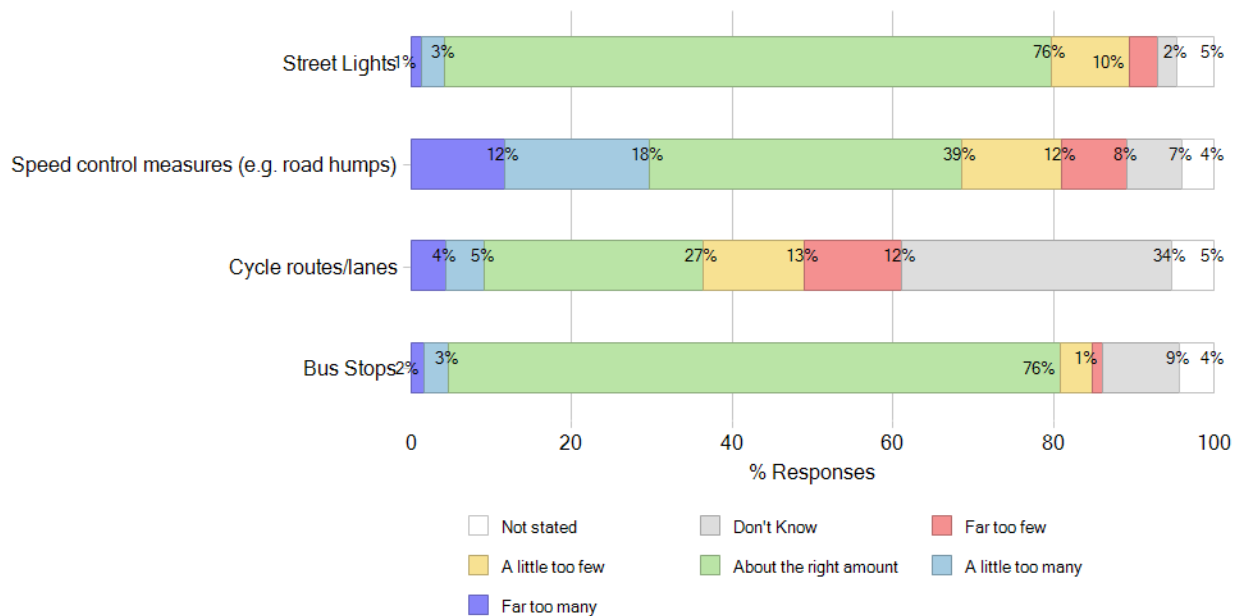


This graph shows the percentage of responses in your area to each option in Question 16a. Uses unweighted data.



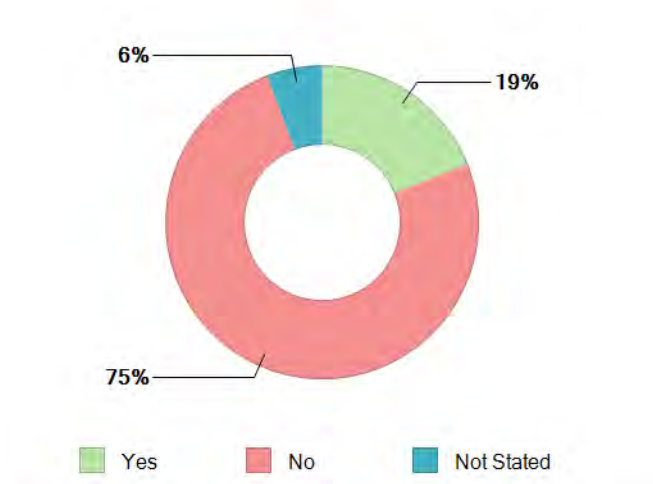
## Q16b Thinking about the following, to what extent do you think there are too many, too few, or do you think there are about the right amount in your local area ...?

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



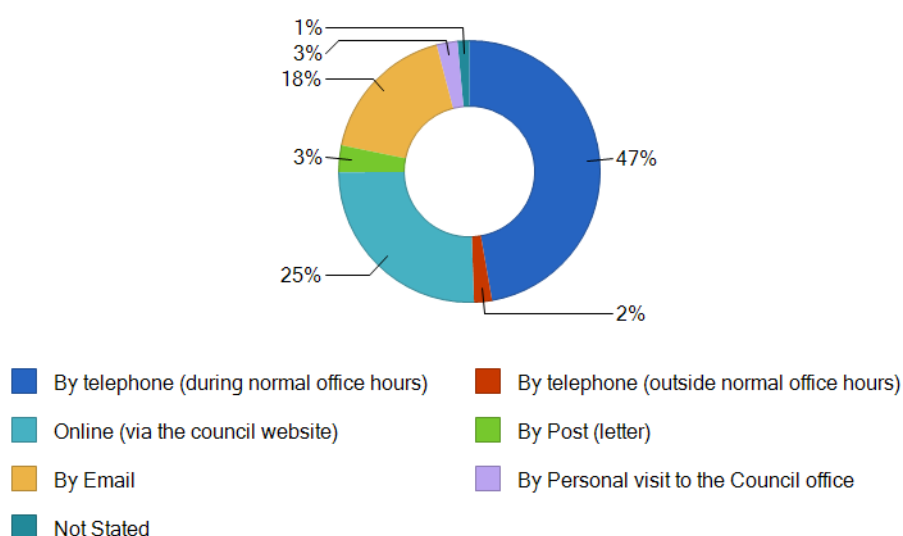
## Q17a Have you contacted the Council to report a highways and/or transport issue or make a highways and/or transport enquiry over the last 12 months?

This graph shows the percentage of responses in your area to each option in Question 17a. Uses unweighted data.



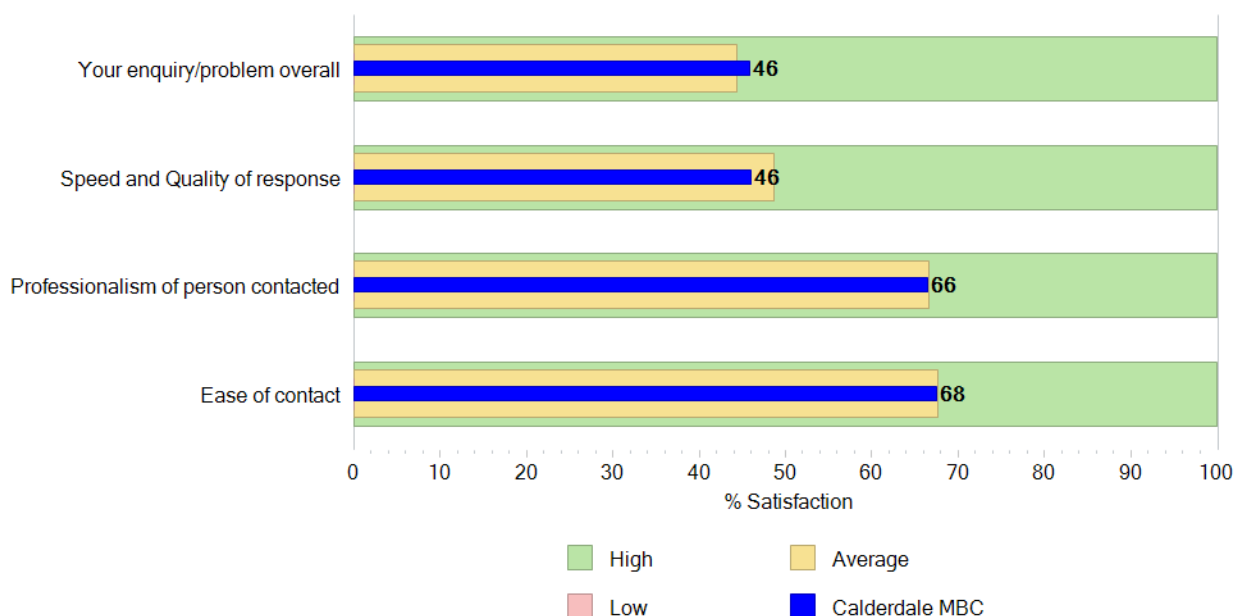
## Q17b How did you contact the Council?

This graph shows the percentage of responses in your area to each option in Question 17b. Uses unweighted data.

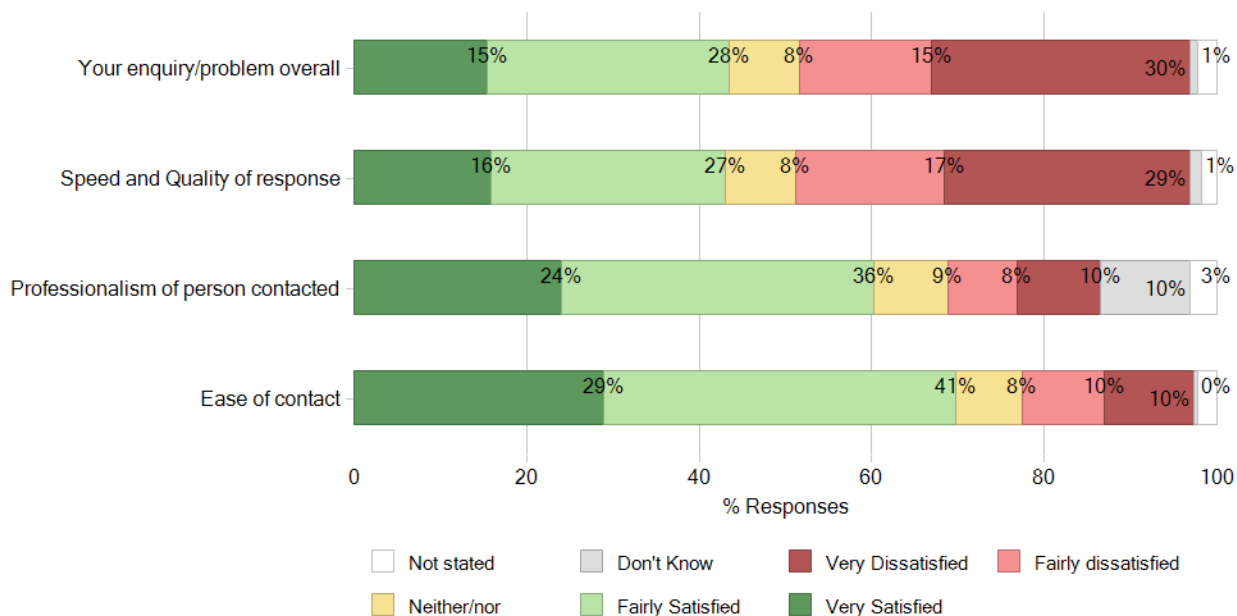


## Q17c How satisfied or dissatisfied are you with the following aspects of how your enquiry was handled?

This graph shows your 'Satisfaction' results for Question 17c and compares them with the average results of all other Authorities in the survey. Uses unweighted data.

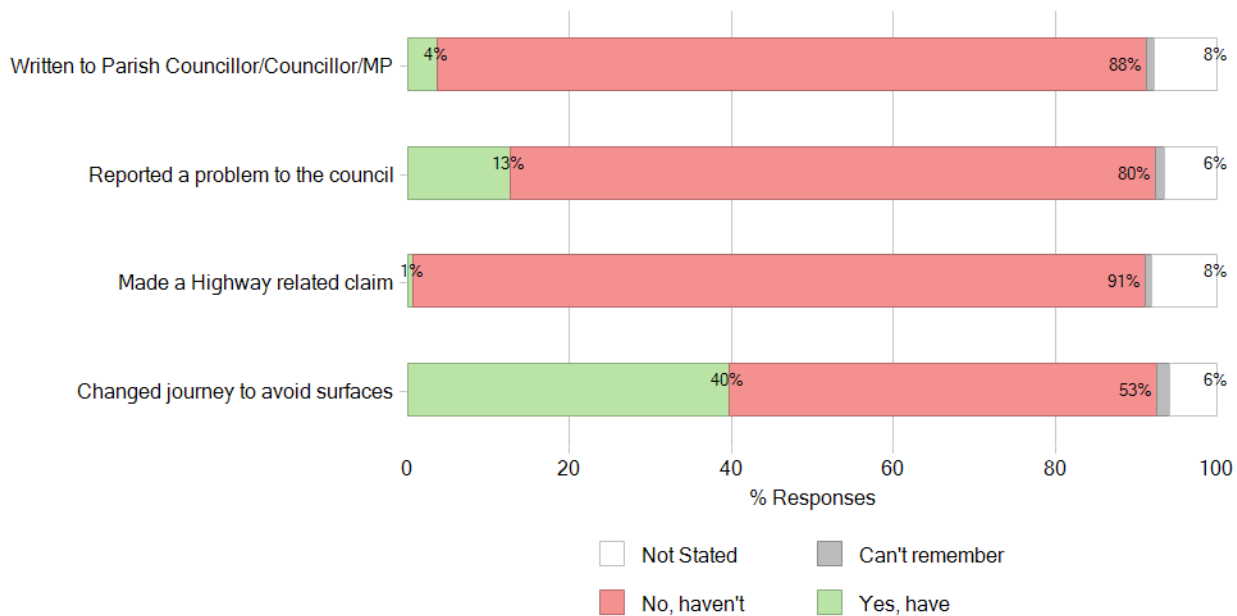


This graph shows the percentage of responses in your area to each option in Question 17c. Uses unweighted data.



## Q18 Thinking about the last 12 months, have you done each of the following because of a pothole or problem with the condition of a local road?

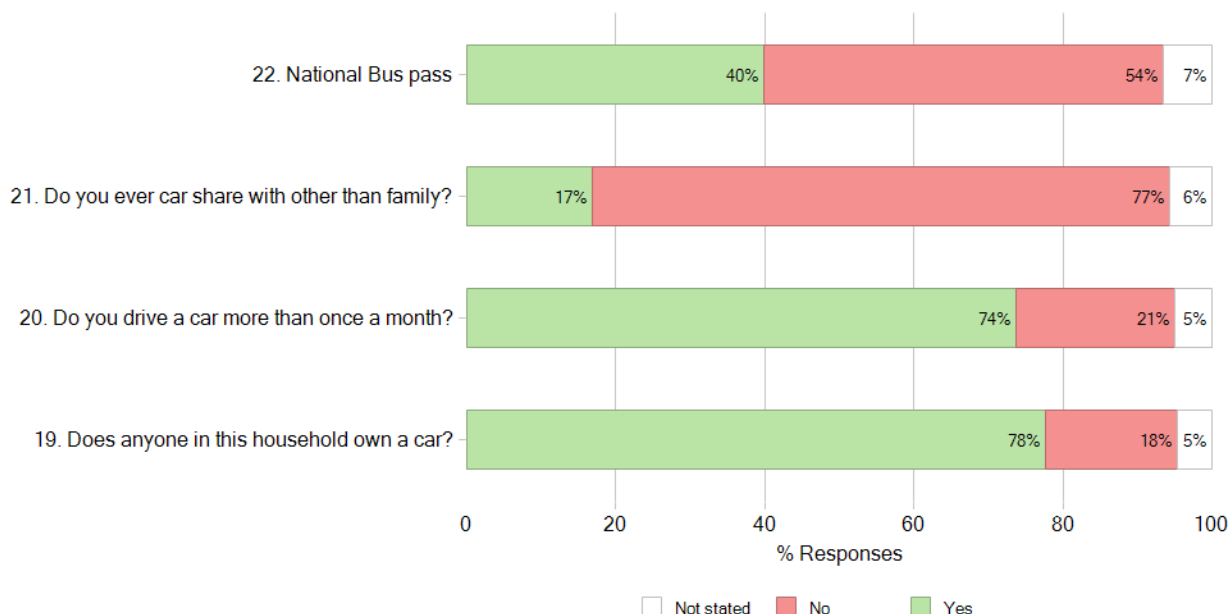
This graph shows the percentage of responses in your area to each option in Question 18. Uses unweighted data.





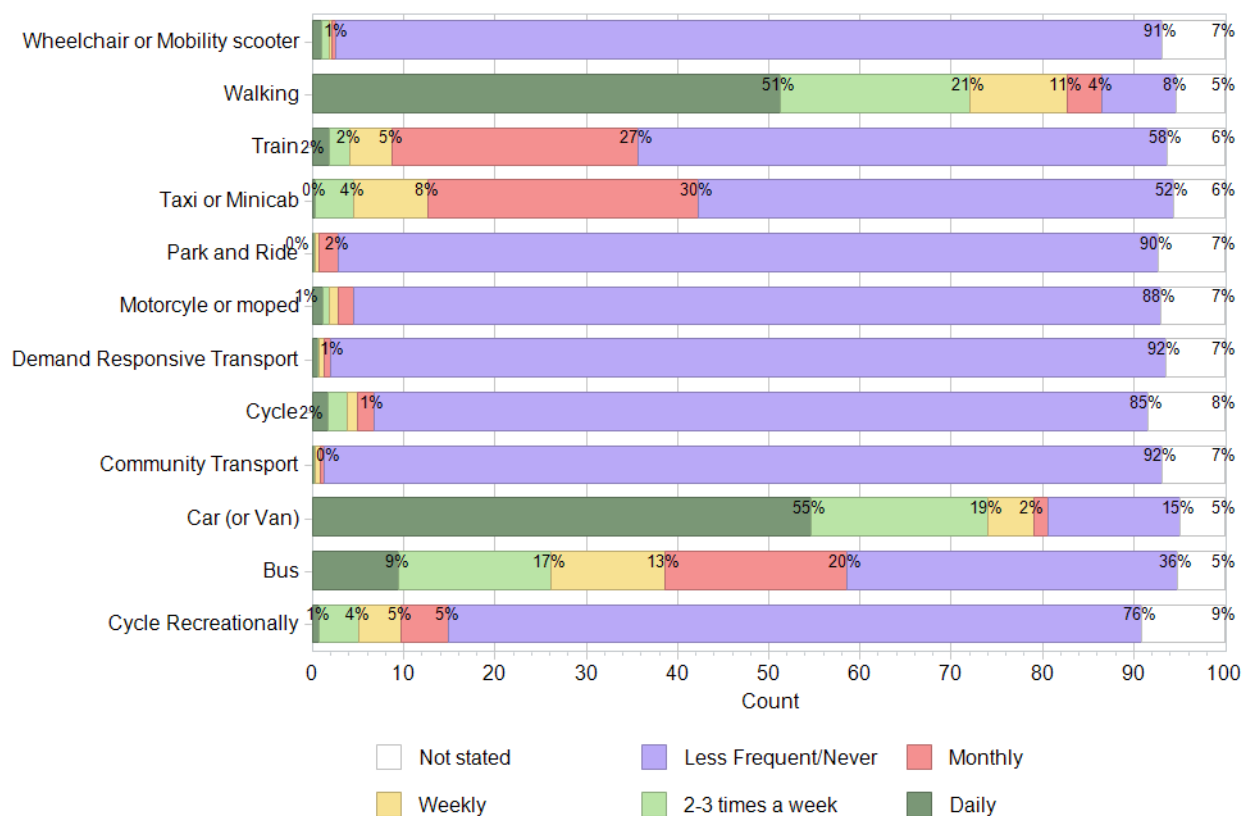
## Q19 to 22 Your use of transport

This graph shows the percentage of responses in your area to each option in Questions 19 to 22. Uses unweighted data.



## Q23 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 Q23. Uses unweighted data.

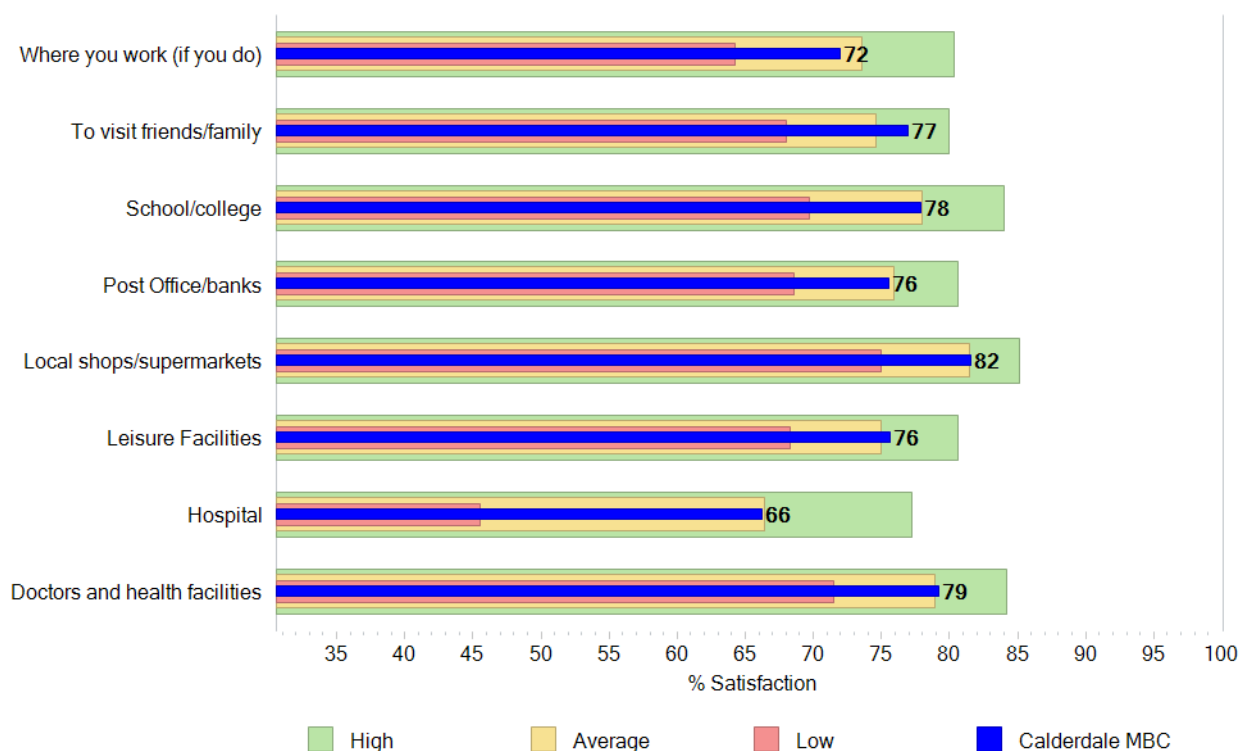


## Question by Question Results for Calderdale MBC

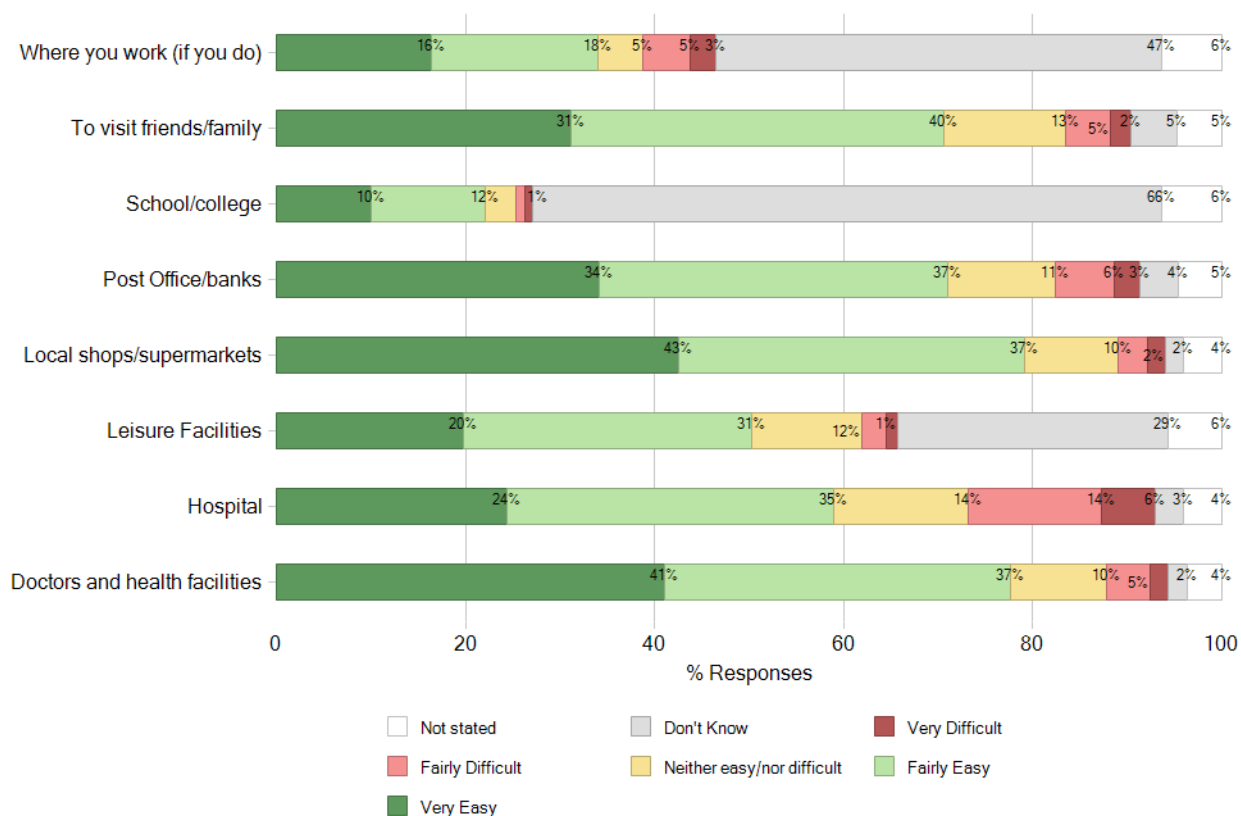
Your Use of Transport (Q19 to Q24)

### Q24 How easy or difficult do you find travelling to the following places?

This graph shows your 'Ease of travel' results for Question Q24 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 24. Uses unweighted data.

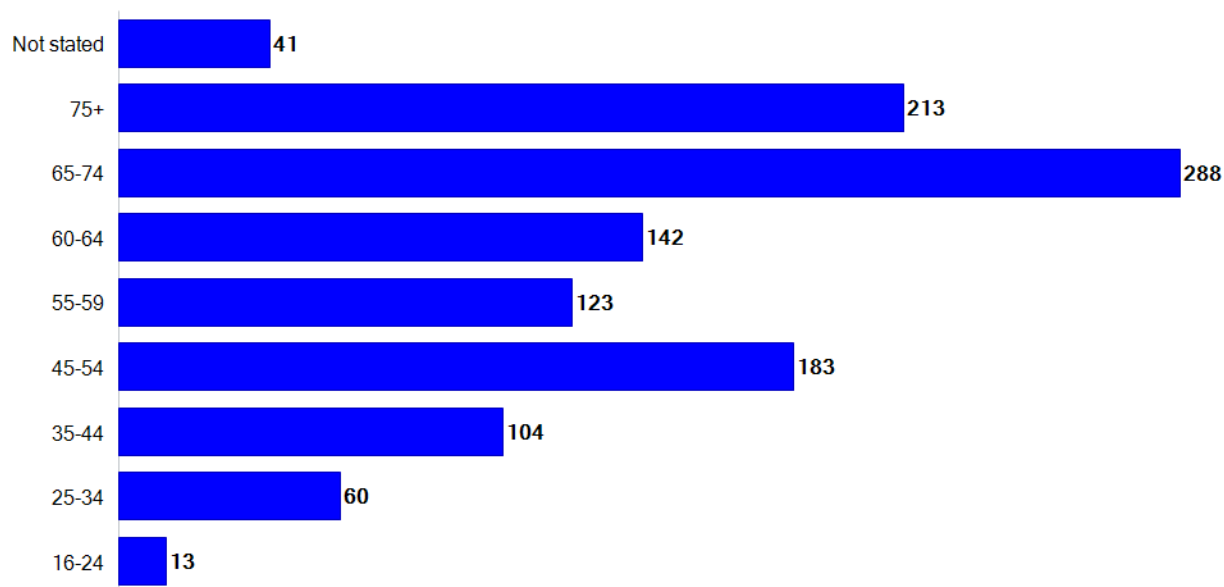


## Q25 Comments

This question collects anonymous comments for the Local Authority on their service and the results are not included in this report. These comments will be sent to each authority in a separate report

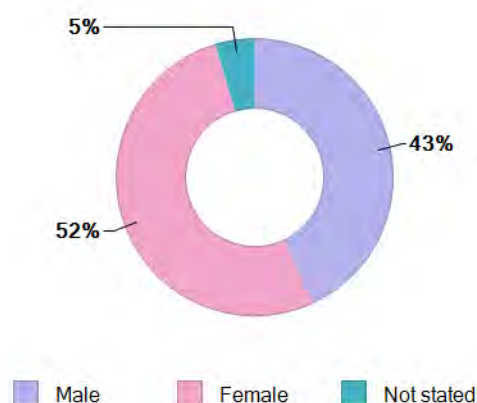
## Q26 Age Groups

This graph shows a breakdown of your respondents by age group, Q26. Uses unweighted data.



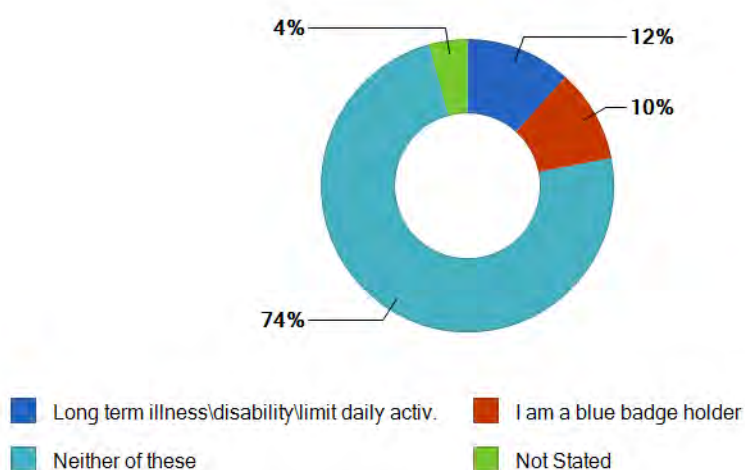
## Q27 Gender

This graph shows a breakdown of your respondents by gender, Q27. Uses unweighted data.



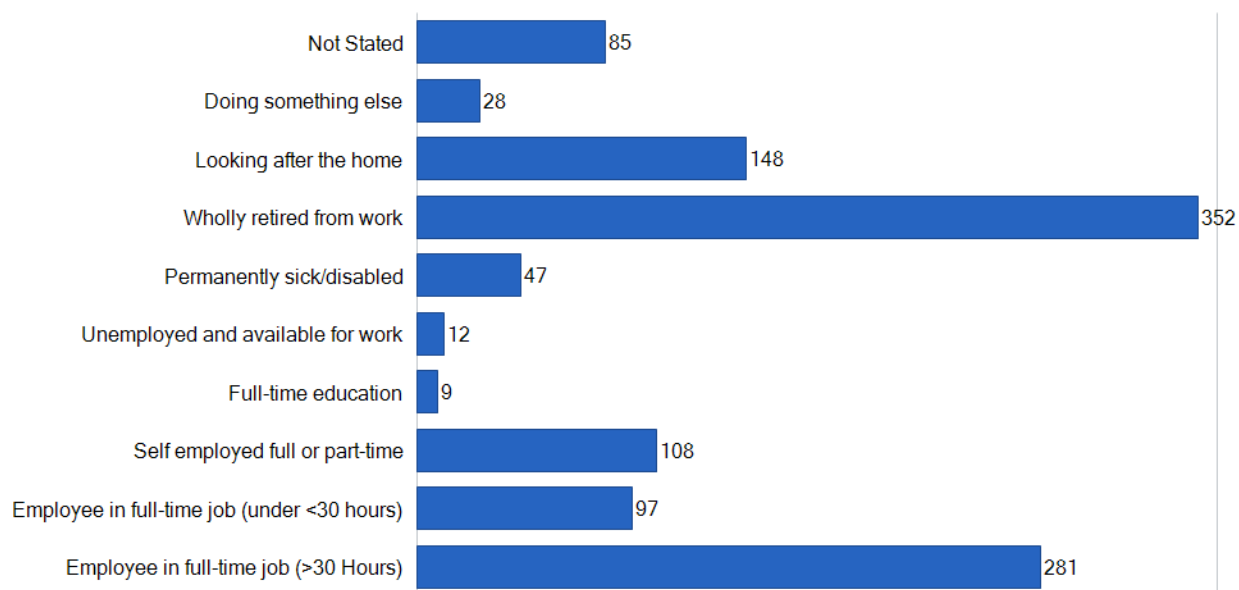
## Q28 Long standing illness, disability or infirmity and Blue Badge holders

This graph shows a breakdown of your respondents with a long standing illness, disability or infirmity, or a Blue Badge holder Q38. Uses unweighted data.



## Q29 Employment

This graph shows a breakdown of your respondents by employment status, Q33. Uses unweighted data.



## Q30 Ethnicity

This graph shows a breakdown of your respondents by ethnicity (survey question 34). Uses unweighted data.

