

# NHT Public Satisfaction Survey on Highway Maintenance-1065121

## Scoring

Completed

Template

NHT Public Satisfaction Survey on Highway Maintenance

## Scorecard Details

Authority

Lancashire County Council

Date Issued

21/01/2026

Reference

1065121

Respondent

Person

Asset Group

Notes

District

Weighting

Serial

m2iFocus

Ward

Scoring Interval

## Audit

Created Date

21/01/2026 11:58

Created By

Survey User

Updated Date

Updated By



NHT Public Satisfaction Survey on Highway Maintenance-1065121

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

Safe Roads

Low levels of traffic congestion

Low levels of traffic pollution

Good street lighting

Roads being in good condition

Electric Vehicle charging provision

Q2 Thinking about roads and transport locally, how satisfied or dissatisfied are you with the following?

Safety on roads

Traffic congestion

Levels of traffic pollution

Street lighting

The condition of roads

Electric Vehicle charging provision

Q3 Still thinking about the local situation and about the last few years or so, do you think that each of the following has got better, got worse or stayed about the same?

Safety on roads

Traffic congestion

Levels of traffic pollution

Street lighting

The condition of roads

Electric Vehicle charging provision

Q4 In principle, do you think the council should spend more, less, or about the same on each of the following in the next few years?

Safety on roads

Traffic congestion

Levels of traffic pollution

Street lighting

The condition of roads

Electric Vehicle charging provision

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

The condition of pavements

Speed of repair to damaged pavements

Quality of repair to damaged pavements

Electric Vehicle charging provision

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

Condition of road surfaces

Cleanliness of roads

Condition of road markings (e.g. white lines).

Condition of road signs

Cleanliness of road signs

The provision of street lighting where this is needed

Speed of repair to street lights

Speed of repair to damaged roads

Quality of repair to damaged roads

Maintenance of highway verges, trees & shrubs

Weed killing on roads

The provision of drains along the sides of roads where these are needed

Keeping drains clear and working

Electric Vehicle charging provision

## Q7 Still thinking about the local area...

Q7a 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?

Q7b 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?

## Q8 How satisfied or dissatisfied are you with the way the Council...?

Deals with potholes and damaged roads

Undertakes cold weather gritting (salting)

Undertakes snow clearance

Provides information to residents on cold weather gritting (salting) and snow clearance

Cuts back overgrown/overhanging hedges or trees next to roads and pavements

Deals with mud on the road

Deals with flooding on roads and pavements

## Q9 How well informed, if at all, do you feel about the following?

The transport and highways services provided by the Council

The actions the Council is taking to maintain or improve the condition of local roads

## Q10 Still thinking about the local situation, how satisfied or dissatisfied are you with...?

Notice of roadworks before they happen

Efforts to reduce delays to traffic (e.g. during roadworks)

Time taken to complete roadworks

Signposting of road diversions

How easy it is to find out about roadworks

Efforts to minimise the impact of roadworks on residents (e.g. noise and dust etc.)

The management of roadworks overall

## Q11 How well informed, if at all, do you feel about the following?

Climate change sometimes known as global warming

The level of pollution caused by traffic in the local area

The actions the Council is taking to help tackle climate change

The actions you can take personally to help tackle climate change

Q12 Approximately, how often, if at all, do you do/use each of the following to get about?

Walking

Cycle (commuting to from work/school)

Cycle (recreationally on or off road)

Bus

Car (or van) as driver

Car (or van) as passenger

## Q13 Just to finish off, please complete the following questions.

This will help us to see if there are differences between the views of different groups of people. YOUR ANSWERS WILL BE CONFIDENTIAL

Does anyone in this household own a car?

Do you make use of the national free bus pass?

Thinking now about the car or van that you personally use the most, whether as driver or passenger, what fuel does the engine use? Please indicate if you dont own/have access to a car/van.

Which ONE of the following places do you/your household use to park a car/van most of the time? If you dont own or have access to a car/van, please indicate which one place you would use most of the time if you did have one.

What type of motor vehicle do you expect to replace your existing vehicle with:

What prevents you from considering Electric Car/Van

Which of these age groups are you in?

Which of these do you consider yourself to be?

Which of these apply to you? Please tick all that apply

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

To which of these groups do you belong?

Please tell us your Postcode we only use this information to identify the ward you live in, we will not retain this information on file and it is not visible to anyone in the authority.

General Comments if you have any specific comments you would like to pass on please complete this section.