

NHT SURVEY 2014
EXECUTIVE SUMMARY
CLACKMANNANSHIRE COUNCIL



Clackmannanshire
Council

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KBI SUMMARY

The Key Benchmark Indicator (KBI) Summary Report shows the KBI performance of Clackmannanshire Council in 2014. The report shows the ranking of Clackmannanshire Council against all 78 Authorities in the Survey, its scope for improvement compared with the best performing Authorities (see traffic light scale below) and 'year on year' changes in performance (if applicable).

The scope to improve traffic light scale is as follows.....

0% to -5% is Green, between -5 & -10% is Amber and -10% or more is Red

KBI scores are derived by aggregating the responses to individual survey questions, for details on the method for calculating KBI's please go to www.NHTsurvey.org (This report uses weighted data)

	Satisfaction Score	Ranking	Year on Year	Scope to improve
01. GENERAL KBI				
KBI 01 - Overall (local)	61.1	2	-0.1	-1.8 ■
KBI 02 - Overall (national)	61.0	2	-0.1	-1.7 ■
02. ACCESSIBILITY KBI				
KBI 03 - Ease of Access (all)	79.2	11	-3.3	-2.9 ■
KBI 04 - Ease of Access (disabilities)	69.5	39	-6.9	-8.6 ■
KBI 05 - Ease of Access (no car)	76.6	12	2.1	-7.6 ■
03. PUBLIC TRANSPORT KBI				
KBI 06 - Local bus services	62.7	33	-1.8	-19.6 ■
KBI 07 - Local bus services (BVPI 104)	63.9	30	0.3	-21.8 ■
KBI 08 - Public transport info (BVPI 103)	49.5	34	4.0	-28.2 ■
KBI 09 - Taxi/mini cab services	66.8	39	-1.4	-7.6 ■
KBI 10 - Community Transport	60.6	9	0.8	-4.8 ■
04. WALKING/ CYCLING KBI				
KBI 11 - Pavements & Footpaths	61.5	9	-1.2	-4.1 ■
KBI 12 - Pavements & Footpaths (aspects)	58.6	7	0.3	-1.4 ■
KBI 13 - Cycle routes and facilities	63.2	1	2.7	0.0 ■
KBI 14 - Cycle routes and facilities (aspects)	56.6	4	0.6	-1.6 ■
KBI 15 - Rights of Way	62.7	1	0.4	0.0 ■
KBI 16 - Satisfaction - Rights of Way (aspects)	51.6	55	-8.3	-6.4 ■
05. TACKLING CONGESTION KBI				
KBI 17 - Traffic levels & congestion	62.5	2	-1.6	-0.4 ■
KBI 18 - Management of roadworks	57.6	3	-2.1	-1.1 ■
KBI 19 - Traffic management	60.0	4	-0.5	-4.2 ■
06. ROAD SAFETY KBI				
KBI 20 - Road safety locally	65.0	4	1.2	-2.5 ■
KBI 21 - Road safety environment	58.4	9	1.3	-2.0 ■
KBI 22 - Road safety education	55.3	8	0.4	-1.7 ■
07. HIGHWAY MAINTENANCE/ ENFORCEMENT KBI				
KBI 23 - Condition of highways	39.6	22	3.4	-12.1 ■
KBI 24 - Highway maintenance	53.2	12	1.0	-4.1 ■
KBI 25 - Street lighting	71.0	12	-1.6	-4.8 ■
KBI 26 - Highway enforcement/obstructions	52.6	4	1.1	-4.9 ■

GREATEST SCOPE FOR IMPROVEMENT

This report lists the five KBIs that represent the greatest scope for improvement for Clackmannanshire Council when compared with the best performing Authority in the 2014 Survey for each respective KBI. (This report uses weighted data)

For details on the method for calculating KBIs please go to www.NHTsurvey.org.

	Scope to Improve
KBI 08 - Public transport info (BVPI 103)	-28.2
KBI 07 - Local bus services (BVPI 104)	-21.8
KBI 06 - Local bus services	-19.6
KBI 23 - Condition of highways	-12.1
KBI 04 - Ease of Access (disabilities)	-8.6

POSITIVE TRENDS

This report lists the five most improved KBI scores, when comparing results of Clackmannanshire Council in 2014 with their results in 2013. (This report uses weighted data)

	% Change
KBI 08 - Public transport info (BVPI 103)	4.0
KBI 23 - Condition of highways	3.4
KBI 13 - Cycle routes and facilities	2.7
KBI 05 - Ease of Access (no car)	2.1
KBI 21 - Road safety environment	1.3

NEGATIVE TRENDS

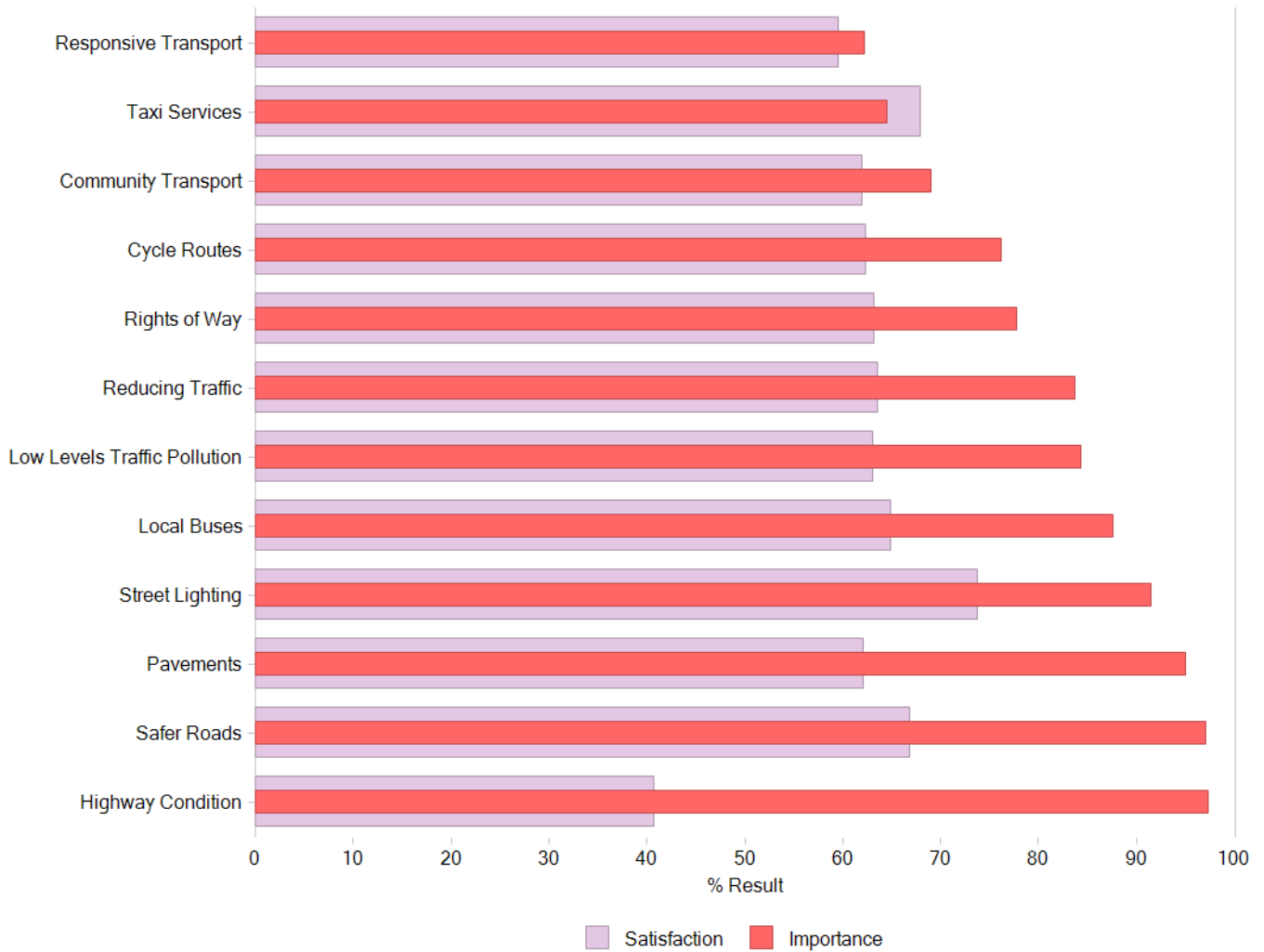
This report lists the five KBI results that have reduced by the most when comparing the results of Clackmannanshire Council in 2014 with their results in 2013. (This report uses weighted data).

	% Change
KBI 16 - Satisfaction - Rights of Way (aspects)	-8.3
KBI 04 - Ease of Access (disabilities)	-6.9
KBI 03 - Ease of Access (all)	-3.3
KBI 18 - Management of roadworks	-2.1
KBI 06 - Local bus services	-1.8

IMPORTANCE V SATISFACTION

Question 1 of the survey asks the public 'how important do you consider...' and Question 2 'how satisfied you are with...' key aspects of service. This graph overlays the importance and satisfaction results for Clackmannanshire Council (responses to Question 1 vs responses to Question 2)

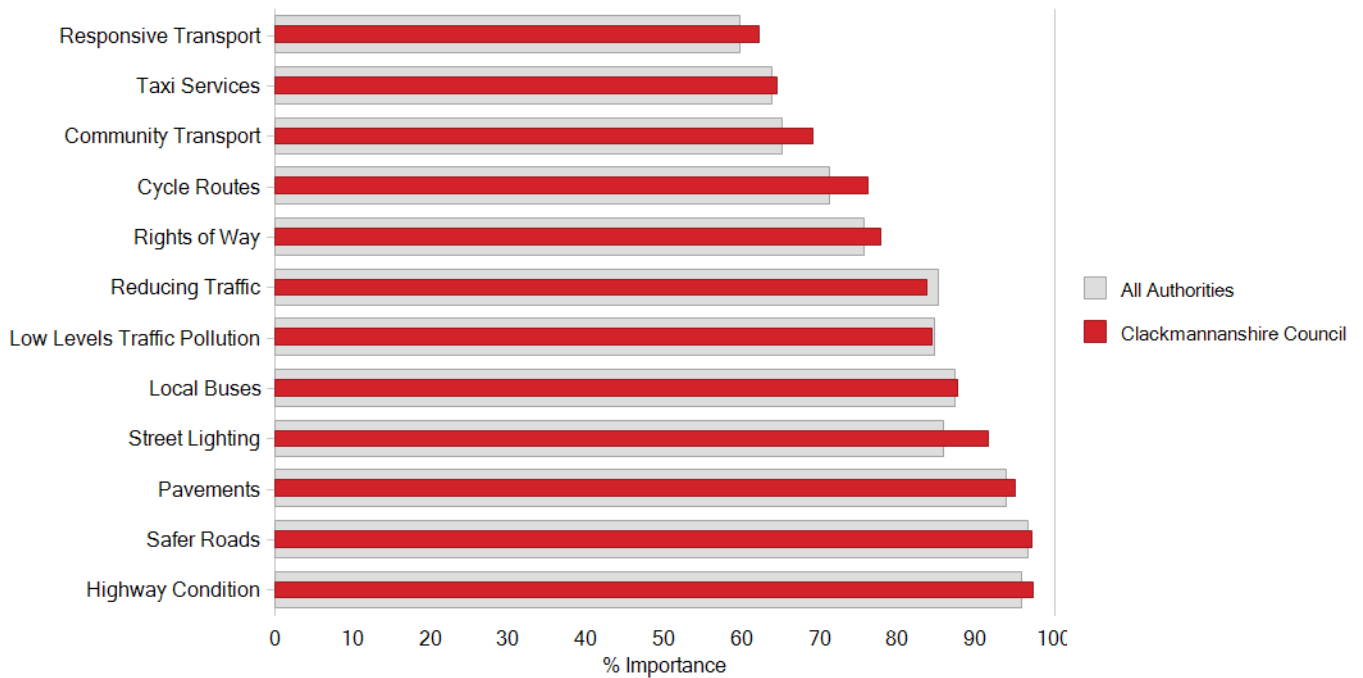
This graph is produced using unweighted data.



3. COMPARISON OF IMPORTANCE VS SATISFACTION

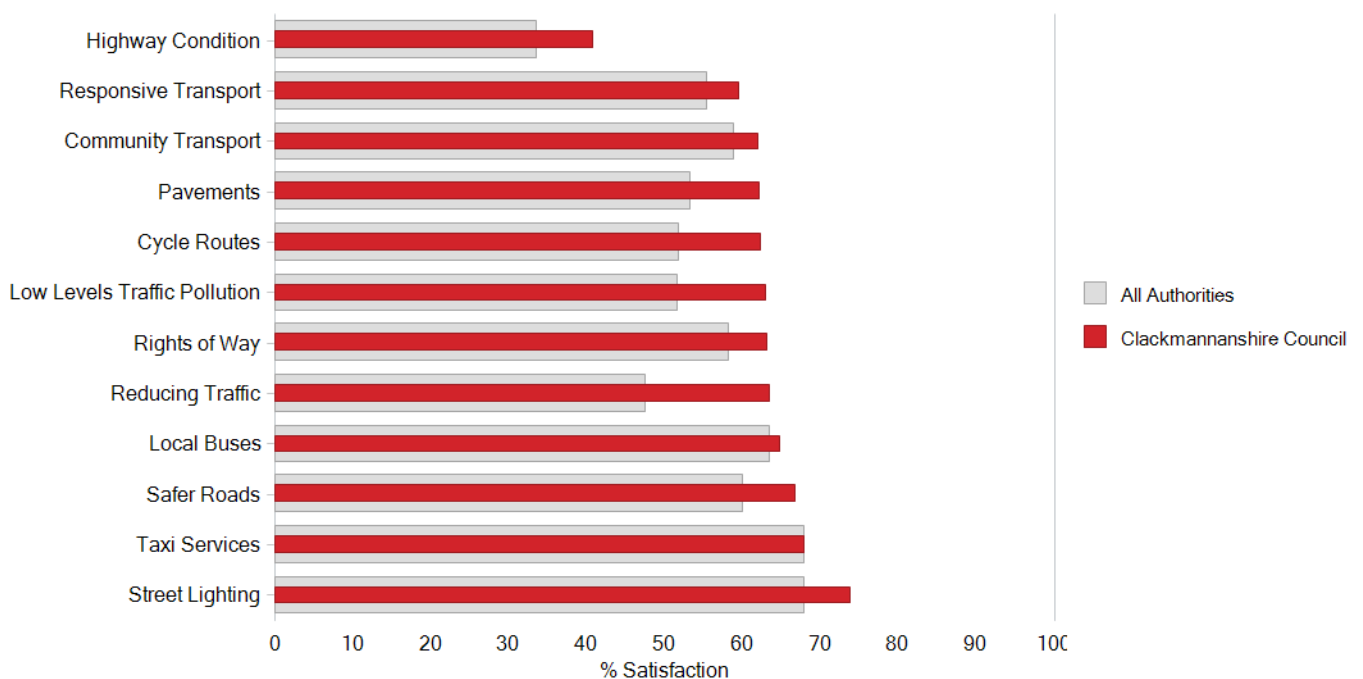
WHAT'S IMPORTANT

This graph plots the results of Question 1 of the survey for Clackmannanshire Council, which asks the public 'how important, if at all, do you consider each of the following...?' It compares the results for Clackmannanshire Council with the results for all other Authorities in the survey. (This graph is produced using unweighted data)



HOW SATISFIED

This graph plots the results of Question 1 of the survey for Clackmannanshire Council, which asks the public 'thinking about roads and transport locally, how satisfied or dissatisfied are you with the following ...?' It compares the results for Clackmannanshire Council with the results for all other Authorities in the survey. (This graph is produced using unweighted data)

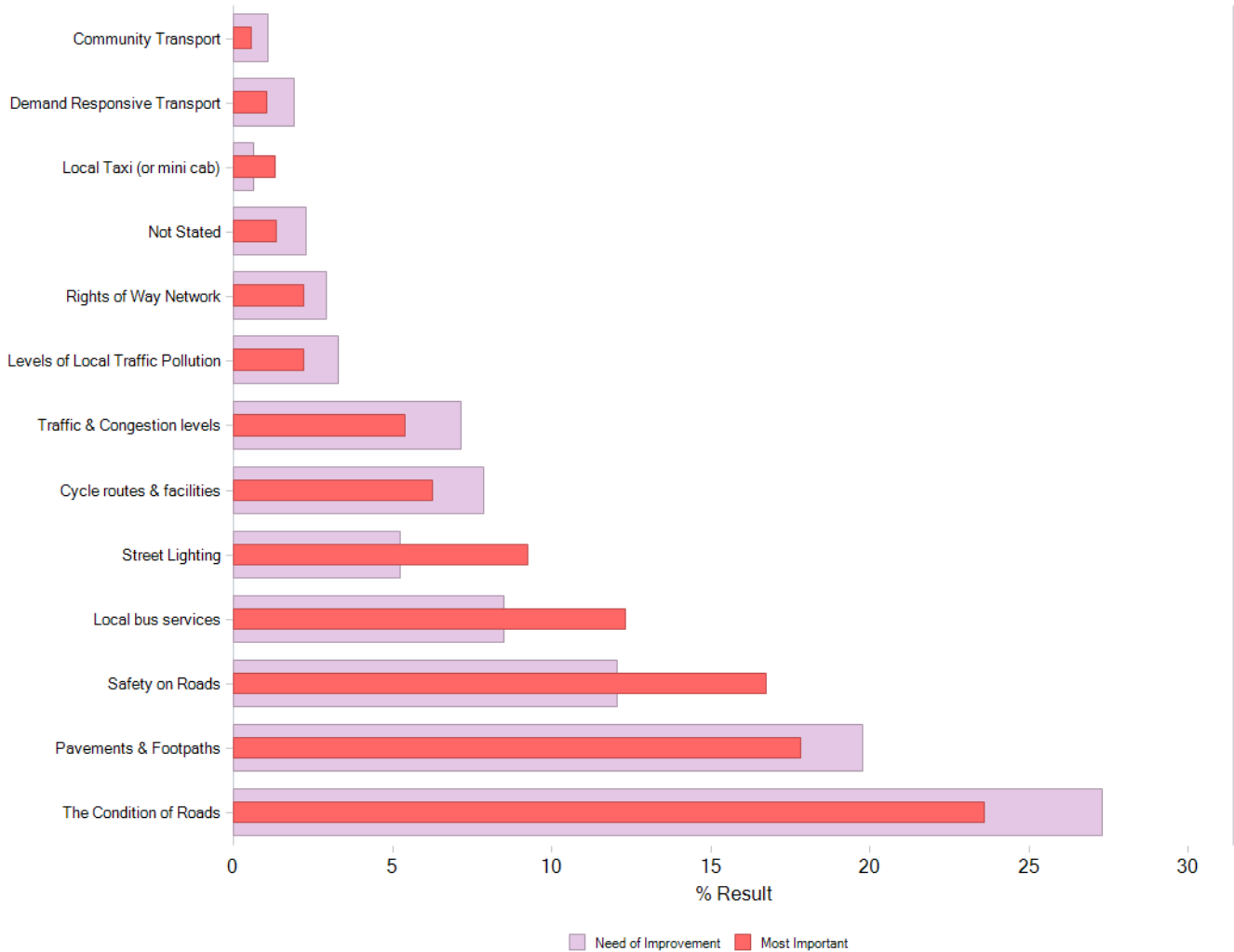


4. COMPARISON OF MOST IMPORTANT VS MOST IN NEED OF IMPROVEMENT

MOST IMPORTANT V MOST IN NEED OF IMPROVEMENT

Questions 3 and 4 of the survey ask the public to pick the three aspects of services that are 'most important to you personally' and 'most in need of improvement'. This graph overlays 'most important' and 'most in need of improvement' results for Clackmannanshire Council (responses to Question 3 vs responses to Question 4).

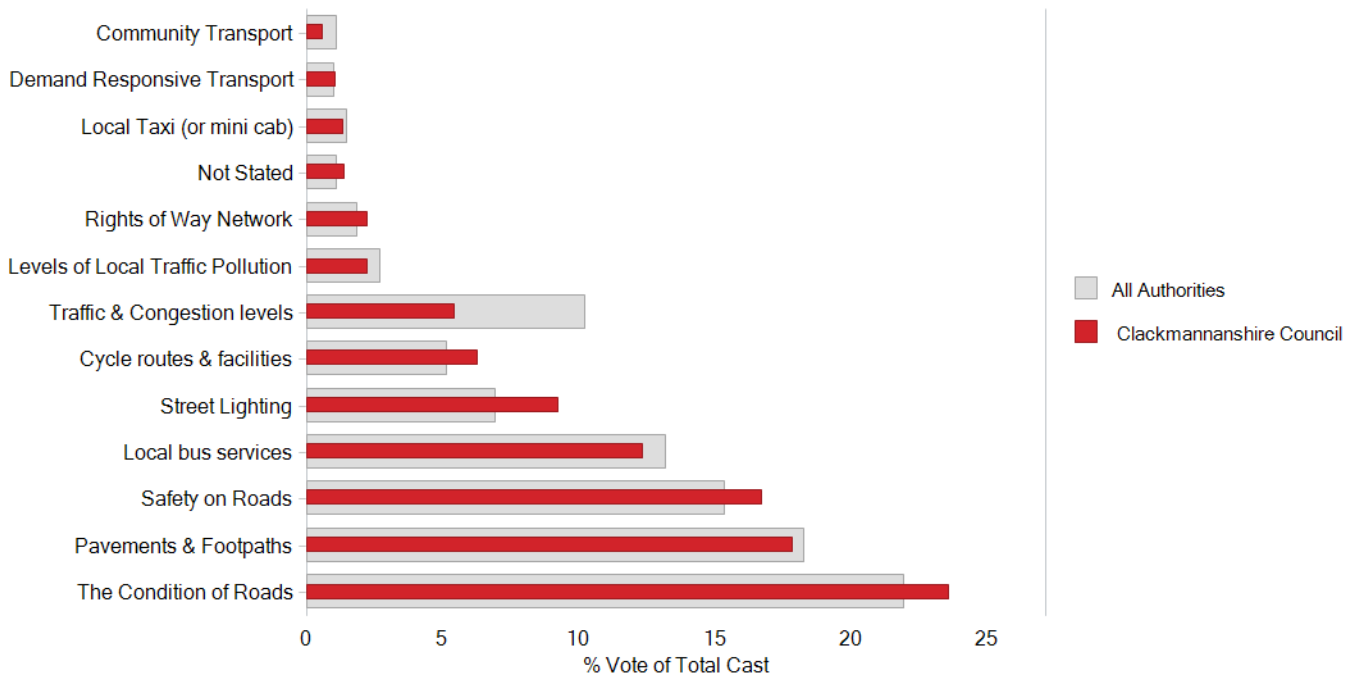
This graph is produced using unweighted data



4. COMPARISON OF MOST IMPORTANT VS MOST IN NEED OF IMPROVEMENT

MOST IMPORTANT

This graph plots the results to Question 3 of the survey for Clackmannanshire Council, which asks the public to pick the 'three most important aspects of service to them personally' and compares them with the results for all other Authorities in the survey. (This graph is produced using unweighted data)



MOST IN NEED OF IMPROVEMENT

This graph plots the results to Question 4 of the survey for Clackmannanshire Council, which asks the public to pick the three aspects of service 'most in need of improvement', and compares them with the results for all other Authorities in the survey. (This graph is produced using unweighted data)

