

National Highways and Transport Network (NHT) Public Satisfaction Survey in West Sussex – Frequently Asked Questions

What is the NHT Survey? The NHT survey is the National Highways and Transport (NHT) Public Satisfaction Survey. This random household postal survey provides information about resident satisfaction with highways and transport services, as well as insights into travel behaviour.

Why are we doing this? The annual NHT Survey is designed to enable benchmarking of highways and transport infrastructure and service performance across local authorities throughout Britain. Approximately 100 local highway authorities take part in the survey each year.

Who coordinates the survey? The survey is coordinated by Measure 2 Improve and carried out by Ipsos Mori on behalf of participating local highway authorities across Britain.

What do we want to know? The survey provides information about resident satisfaction with highways and transport services, as well as insights into travel behaviour.

Why is a prize draw offered as part of the survey? Respondents are invited to participate in a prize draw competition administered across all survey participants nationally (first prize £500, second prize £150, third prize £50). The intention of the prize draw is to increase the number of responses to the survey.

What happens to personal data collected as part of the survey? Nobody outside Ipsos MORI is able to know which answers are given to the questions. Answers are combined and only anonymous data is reported. Data is used for research purposes only and in accordance with the General Data Protection Regulations. Ipsos MORI securely remove personal data from its systems by the end of November following the survey undertaken in that year. A full Privacy Policy, setting out individuals data rights including accessing, amending and deleting data, is available at <https://ipsos.uk/NHTSurveyonline> or on request by contacting nhtsurvey@ipsos.com or **0808 202 2110**.

Where can I find survey results? More information about results from NHT surveys is available at www.nhtsurvey.org and www.westsussex.gov.uk/itp under 'Transport Plan monitoring'.