

National Highways and Transport (NHT) Public Satisfaction Survey Parish Consultation

All Leicestershire Parish Councils will recently have received a communication inviting them to participate in the annual National Highways and Transport (NHT) Public Representative survey. This survey is part of the Council's continuing effort to understand and respond to the needs of its customers.

The Public Representative survey is essentially an abbreviated version of the Public Satisfaction Survey, the main difference being that results from the Public Representative survey are not made public. Parish details remain confidential and are not retained by the administering company.

The survey is designed to accept one response for each Parish Council, so we would ask that, although the questionnaire is best completed by one person, the responses represent the overall views of the Parish Council on the Highways and Transport matters raised in the survey.

To complete the questionnaire please hold CTRL and click the following link or copy and paste it into your web browser window. If you require any technical assistance, please contact Cassandra Haywood on 0116 3050504.

<https://www.nhtnetwork.co.uk/isolated/data/scorecard/new/bespoke/185>

Alternatively, if you would like to complete a paper copy of the survey please contact Cassandra Haywood on 0116 3050504. Parish Council paper responses should be returned to Cassandra Haywood either by posting the completed survey for her attention to Room 700, County Hall, Glenfield, Leicestershire, LE3 8RJ or by scanning the completed survey and e-mailing it to cassandra.haywood@leics.gov.uk

I should be very grateful if you could complete the survey by 31st October 2020. If your Parish Meeting falls outside of this time please contact Cassandra Haywood on 0116 3050504 and we will do our best to accommodate a later return date.

Once completed responses will be recorded and analysed to help support the findings of the public satisfaction survey.

Your support by participating in this survey to help inform the continuous improvement of Highways and Transportation is very much appreciated.