

NHT Public Representative Survey 2025

LCC need help with a survey that will give it vital information about the Lincolnshire road network. Historically, this survey has been issued to a sample of residents within Lincolnshire (approximately 3000) but this year it is also targeting an additional response from Councillors and Parish / Town Councils as separate groups.

It will use the results to improve its Highways and Transport services. The information provided to the survey is hugely important and will tell LCC vital details about what it has done right, and what it can do better. In a time where unprecedented funding pressures are faced, it wants to ensure it is delivering as much as it can and with the available funding.

QUESTION 1.

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

Good pavements

Very Important	Fairly Important	Not Very Important	Not at All Important	Does Not Apply
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Good cycle routes/lanes

Very Important	Fairly Important	Not Very Important	Not at All Important	Does Not Apply
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Good Local bus services

Very Important	Fairly Important	Not Very Important	Not at All Important	Does Not Apply
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Good local taxi (or mini cab) services

Very Important	Fairly Important	Not Very Important	Not at All Important	Does Not Apply
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Community Transport, e.g. not-for-profit transport for particular groups or communities

Very Important	Fairly Important	Not Very Important	Not at All Important	Does Not Apply
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Demand Responsive Transport, i.e. bus services using flexible routes/timetables

Very Important	Fairly Important	Not Very Important	Not at All Important	Does Not Apply
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Safe Roads

Very Important	Fairly Important	Not Very Important	Not at All Important	Does Not Apply
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Low levels of traffic congestion

Very Important	Fairly Important	Not Very Important	Not at All Important	Does Not Apply
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Low levels of local traffic pollution

Very Important	Fairly Important	Not Very Important	Not at All Important	Does Not Apply
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Good Street lighting

Very Important	Fairly Important	Not Very Important	Not at All Important	Does Not Apply
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Roads being in good condition

Very Important	Fairly Important	Not Very Important	Not at All Important	Does Not Apply
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A good Rights of Way network (Rights of Way are paths or bridleways in the countryside/towns which the public are legally allowed to use as pedestrians or cyclists)

Very Important	Fairly Important	Not Very Important	Not at All Important	Does Not Apply
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QUESTION 2.

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

Pavements

Very Satisfied	Fairly Satisfied	Neither Nor	Fairly Dissatisfied	Very Dissatisfied	Does Not Apply
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Cycle routes/lanes

Very Satisfied	Fairly Satisfied	Neither Nor	Fairly Dissatisfied	Very Dissatisfied	Does Not Apply
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Local bus services

Very Satisfied	Fairly Satisfied	Neither Nor	Fairly Dissatisfied	Very Dissatisfied	Does Not Apply
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Local taxi (or mini cab) services

Very Satisfied	Fairly Satisfied	Neither Nor	Fairly Dissatisfied	Very Dissatisfied	Does Not Apply
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Community Transport, e.g. not-for-profit transport for particular groups or communities

Very Satisfied	Fairly Satisfied	Neither Nor	Fairly Dissatisfied	Very Dissatisfied	Does Not Apply
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Demand Responsive Transport. i.e. bus services using flexible routes/timetables

Very Satisfied	Fairly Satisfied	Neither Nor	Fairly Dissatisfied	Very Dissatisfied	Does Not Apply
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Safety on roads

Very Satisfied	Fairly Satisfied	Neither Nor	Fairly Dissatisfied	Very Dissatisfied	Does Not Apply
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Traffic congestion

Very Satisfied	Fairly Satisfied	Neither Nor	Fairly Dissatisfied	Very Dissatisfied	Does Not Apply
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Levels of local traffic pollution

Very Satisfied	Fairly Satisfied	Neither Nor	Fairly Dissatisfied	Very Dissatisfied	Does Not Apply
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Street lighting

Very Satisfied	Fairly Satisfied	Neither Nor	Fairly Dissatisfied	Very Dissatisfied	Does Not Apply
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The condition of roads

Very Satisfied	Fairly Satisfied	Neither Nor	Fairly Dissatisfied	Very Dissatisfied	Does Not Apply
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The local Rights of Way network

Very Satisfied	Fairly Satisfied	Neither Nor	Fairly Dissatisfied	Very Dissatisfied	Does Not Apply
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And taking everything into account, how satisfied or dissatisfied are you overall with transport and highways services?

Very Satisfied	Fairly Satisfied	Neither Nor	Fairly Dissatisfied	Very Dissatisfied	Does Not Apply
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QUESTION 3.

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?

Pavements

Got a Lot Better	Got a Little Better	Stayed the Same	Got a Little Worse	Got a Lot Worse	Doesn't Apply Or Don't Know
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Cycle routes/lanes

Got a Lot Better	Got a Little Better	Stayed the Same	Got a Little Worse	Got a Lot Worse	Doesn't Apply Or Don't Know
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Local bus services

Got a Lot Better	Got a Little Better	Stayed the Same	Got a Little Worse	Got a Lot Worse	Doesn't Apply Or Don't Know
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Local taxi (or mini cab) services

Got a Lot Better	Got a Little Better	Stayed the Same	Got a Little Worse	Got a Lot Worse	Doesn't Apply Or Don't Know
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Community Transport, e.g. not-for-profit transport for particular groups or communities

Got a Lot Better	Got a Little Better	Stayed the Same	Got a Little Worse	Got a Lot Worse	Doesn't Apply Or Don't Know
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Demand Responsive Transport, i.e. bus services using flexible routes/timetables

Got a Lot Better	Got a Little Better	Stayed the Same	Got a Little Worse	Got a Lot Worse	Doesn't Apply Or Don't Know
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Safety on roads

Got a Lot Better	Got a Little Better	Stayed the Same	Got a Little Worse	Got a Lot Worse	Doesn't Apply Or Don't Know
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Traffic congestion

Got a Lot Better	Got a Little Better	Stayed the Same	Got a Little Worse	Got a Lot Worse	Doesn't Apply Or Don't Know
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Levels of local traffic pollution

Got a Lot Better	Got a Little Better	Stayed the Same	Got a Little Worse	Got a Lot Worse	Doesn't Apply Or Don't Know
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Street lighting

Got a Lot Better	Got a Little Better	Stayed the Same	Got a Little Worse	Got a Lot Worse	Doesn't Apply Or Don't Know
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The condition of roads

Got a Lot Better	Got a Little Better	Stayed the Same	Got a Little Worse	Got a Lot Worse	Doesn't Apply Or Don't Know
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The local Rights of Way network

Got a Lot Better	Got a Little Better	Stayed the Same	Got a Little Worse	Got a Lot Worse	Doesn't Apply Or Don't Know
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QUESTION 4.

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?

Pavements

Spend a Lot More	Spend a Little More	Spend The Same	Spend a Little Less	Spend a Lot Less	Doesn't Apply Or Don't Know
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Cycle routes/lanes

Spend a Lot More	Spend a Little More	Spend The Same	Spend a Little Less	Spend a Lot Less	Doesn't Apply Or Don't Know
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Local bus services

Spend a Lot More	Spend a Little More	Spend The Same	Spend a Little Less	Spend a Lot Less	Doesn't Apply Or Don't Know
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Local taxi (or mini cab) services

Spend a Lot More	Spend a Little More	Spend The Same	Spend a Little Less	Spend a Lot Less	Doesn't Apply Or Don't Know
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Community Transport, e.g. not-for-profit transport for particular groups or communities

Spend a Lot More	Spend a Little More	Spend The Same	Spend a Little Less	Spend a Lot Less	Doesn't Apply Or Don't Know
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Demand Responsive Transport, i.e. bus services using flexible routes/timetables

Spend a Lot More	Spend a Little More	Spend The Same	Spend a Little Less	Spend a Lot Less	Doesn't Apply Or Don't Know
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Safety on roads

Spend a Lot More	Spend a Little More	Spend The Same	Spend a Little Less	Spend a Lot Less	Doesn't Apply Or Don't Know
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Traffic congestion

Spend a Lot More	Spend a Little More	Spend The Same	Spend a Little Less	Spend a Lot Less	Doesn't Apply Or Don't Know
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Levels of local traffic pollution

Spend a Lot More	Spend a Little More	Spend The Same	Spend a Little Less	Spend a Lot Less	Doesn't Apply Or Don't Know
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Street lighting

Spend a Lot More	Spend a Little More	Spend The Same	Spend a Little Less	Spend a Lot Less	Doesn't Apply Or Don't Know
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The condition of roads

Spend a Lot More	Spend a Little More	Spend The Same	Spend a Little Less	Spend a Lot Less	Doesn't Apply Or Don't Know
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The local Rights of Way network

Spend a Lot More	Spend a Little More	Spend The Same	Spend a Little Less	Spend a Lot Less	Doesn't Apply Or Don't Know
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QUESTION 5.

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

The provision of pavements where these are needed

Very Satisfied	Fairly Satisfied	Neither Nor	Fairly Dissatisfied	Very Dissatisfied	Does Not Apply
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The condition of pavements

Very Satisfied	Fairly Satisfied	Neither Nor	Fairly Dissatisfied	Very Dissatisfied	Does Not Apply
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Speed of repair to damaged pavements

Very Satisfied	Fairly Satisfied	Neither Nor	Fairly Dissatisfied	Very Dissatisfied	Does Not Apply
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Quality of repair to damaged pavements

Very Satisfied	Fairly Satisfied	Neither Nor	Fairly Dissatisfied	Very Dissatisfied	Does Not Apply
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Weed killing on pavements

Very Satisfied	Fairly Satisfied	Neither Nor	Fairly Dissatisfied	Very Dissatisfied	Does Not Apply
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The cleanliness of pavements

Very Satisfied	Fairly Satisfied	Neither Nor	Fairly Dissatisfied	Very Dissatisfied	Does Not Apply
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Direction signposts for pedestrians

Very Satisfied	Fairly Satisfied	Neither Nor	Fairly Dissatisfied	Very Dissatisfied	Does Not Apply
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Provision of safe crossing points

Very Satisfied	Fairly Satisfied	Neither Nor	Fairly Dissatisfied	Very Dissatisfied	Does Not Apply
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Drop kerb crossing points (e.g. for pushchairs or wheelchairs)

Very Satisfied	Fairly Satisfied	Neither Nor	Fairly Dissatisfied	Very Dissatisfied	Does Not Apply
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Pavements being kept clear of obstructions (e.g. parked cars, advertising boards)

Very Satisfied	Fairly Satisfied	Neither Nor	Fairly Dissatisfied	Very Dissatisfied	Does Not Apply
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QUESTION 6.

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

Condition of road surfaces

Very Satisfied	Fairly Satisfied	Neither Nor	Fairly Dissatisfied	Very Dissatisfied	Does Not Apply
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Cleanliness of roads

Very Satisfied	Fairly Satisfied	Neither Nor	Fairly Dissatisfied	Very Dissatisfied	Does Not Apply
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Condition of road markings (e.g. white lines)

Very Satisfied	Fairly Satisfied	Neither Nor	Fairly Dissatisfied	Very Dissatisfied	Does Not Apply
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Condition of road signs

Very Satisfied	Fairly Satisfied	Neither Nor	Fairly Dissatisfied	Very Dissatisfied	Does Not Apply
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Cleanliness of road signs

Very Satisfied	Fairly Satisfied	Neither Nor	Fairly Dissatisfied	Very Dissatisfied	Does Not Apply
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The provision of street lighting where this is needed

Very Satisfied	Fairly Satisfied	Neither Nor	Fairly Dissatisfied	Very Dissatisfied	Does Not Apply
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Speed of repair to street light

Very Satisfied	Fairly Satisfied	Neither Nor	Fairly Dissatisfied	Very Dissatisfied	Does Not Apply
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Speed of repair to damaged roads

Very Satisfied	Fairly Satisfied	Neither Nor	Fairly Dissatisfied	Very Dissatisfied	Does Not Apply
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Quality of repair to damaged roads

Very Satisfied	Fairly Satisfied	Neither Nor	Fairly Dissatisfied	Very Dissatisfied	Does Not Apply
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Maintenance of highway verges, trees and shrubs

Very Satisfied	Fairly Satisfied	Neither Nor	Fairly Dissatisfied	Very Dissatisfied	Does Not Apply
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Weed killing on roads

Very Satisfied	Fairly Satisfied	Neither Nor	Fairly Dissatisfied	Very Dissatisfied	Does Not Apply
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The provision of drains along the sides of roads where these are needed

Very Satisfied	Fairly Satisfied	Neither Nor	Fairly Dissatisfied	Very Dissatisfied	Does Not Apply
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Keeping drains clear and working

Very Satisfied	Fairly Satisfied	Neither Nor	Fairly Dissatisfied	Very Dissatisfied	Does Not Apply
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QUESTION 7.**Still thinking about the local area...****7a.**

Would you say that compared to a year ago there are more potholes and damaged roads, there are fewer, or has there been no change in the number?

More No Change Fewer Don't Know

7b.

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?

More About the Same Less Don't Know

QUESTION 8.

How satisfied or dissatisfied are you with the way the Council...

Deals with potholes and damaged roads

Very Satisfied	Fairly Satisfied	Neither Nor	Fairly Dissatisfied	Very Dissatisfied	Does Not Apply
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Undertakes cold weather gritting (salting)

Very Satisfied	Fairly Satisfied	Neither Nor	Fairly Dissatisfied	Very Dissatisfied	Does Not Apply
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Undertakes snow clearance

Very Satisfied	Fairly Satisfied	Neither Nor	Fairly Dissatisfied	Very Dissatisfied	Does Not Apply
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Provides information to residents on cold weather gritting (salting) and snow clearance)

Very Satisfied	Fairly Satisfied	Neither Nor	Fairly Dissatisfied	Very Dissatisfied	Does Not Apply
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Cuts back overgrown/overhanging hedges or trees next to roads and pavements

Very Satisfied	Fairly Satisfied	Neither Nor	Fairly Dissatisfied	Very Dissatisfied	Does Not Apply
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Deals with mud on the roads

Very Satisfied	Fairly Satisfied	Neither Nor	Fairly Dissatisfied	Very Dissatisfied	Does Not Apply
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Deals with flooding on roads and pavements

Very Satisfied	Fairly Satisfied	Neither Nor	Fairly Dissatisfied	Very Dissatisfied	Does Not Apply
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QUESTION 9.

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

Local transport highways services in general

Very Well Informed	Fairly Well Informed	Not Very Well Informed	Not at All Informed	Does Not Apply
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Public transport services

Very Well Informed	Fairly Well Informed	Not Very Well Informed	Not at All Informed	Does Not Apply
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The transport and highways services provided by the Council

Very Well Informed	Fairly Well Informed	Not Very Well Informed	Not at All Informed	Does Not Apply
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The actions the Council is taking to maintain or improve the condition of local roads

Very Well Informed	Fairly Well Informed	Not Very Well Informed	Not at All Informed	Does Not Apply
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The quality of air alongside local roads

Very Well Informed	Fairly Well Informed	Not Very Well Informed	Not at All Informed	Does Not Apply
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QUESTION 10.

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

Climate change – sometimes known as global warming

Very Well Informed	Fairly Well Informed	Not Very Well Informed	Not at All Informed	Does Not Apply
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The level of pollution caused by traffic in the local area

Very Well Informed	Fairly Well Informed	Not Very Well Informed	Not at All Informed	Does Not Apply
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The actions the Council is taking to help tackle climate change

Very Well Informed	Fairly Well Informed	Not Very Well Informed	Not at All Informed	Does Not Apply
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The actions you can take personally to help tackle climate change

Very Well Informed	Fairly Well Informed	Not Very Well Informed	Not at All Informed	Does Not Apply
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General comments – if you have any specific comments you would like to pass on, please comment below.

The general feeling, is that generally, most things are in decline, and not very good, and money needs to be spent to bring amenities up to a standard that is acceptable.

There is also concern about the usage of scooters in the town area, although an important device for mobility, some clarification on pavement usage could be considered.

With relation to specific questions:-

Question 2

- **Local Bus Services.**

Planning Issue. Ensure new larger estates have a circular system to ensure bus services can be incorporated.

- **Community Transport**

A lack of knowledge of the available services that exist.

- **Traffic Congestion**

Stewton Lane onto Newmarket is becoming more of an issue with congestion.

- **Street Lighting**

The Town Centre is poorly illuminated, and streets could be better illuminated for late night safety.

Question 3

- **Local Bus Services**

Further expansion of bus services to connect the villages to Louth Town Centre. Some improvement in this area has occurred, but further work required.

- **Local Taxi (or mini cab) services**

School runs performed by local taxi firms has change availability at key times, and changed the dynamic of usage.

Question 4

- **Local Taxi (or mini Cab) services**

These are private businesses, it would seem difficult to affect their operation.

- **Community Transport**

These are managed by Private Organisations, again difficult to affect their operation.

Question 5

- **Provision Of Pavements**

Louth Garden Centre needs to be connected to the pavement network. Too many people are observed walking along the road.

Question 8

- **Undertakes snow clearance**

Snow clearance dissatisfaction is based on historical experience, though for our specific area it has not been required for recent winters.