

**Help us improve our  
motorways and A roads by  
better understanding your needs**

We would like to hear your views on how we work so we can continue to improve engagement throughout the region. This survey takes between five and 10 minutes to complete and will help us understand what you think, what we are good at, what we need to improve, what your priorities are and what we need to consider in the future.

Anyone with an interest or who is impacted by our business can take part. We want to hear from a wide range of people – whether you use our roads or are impacted by them, such as living or working near them.

You can complete our survey in one of two ways. Either:



**Visit our online survey at:**

[www.highwaysengland.citizenspace.com/he/national-highways-yne-regional-stakeholder-survey](http://www.highwaysengland.citizenspace.com/he/national-highways-yne-regional-stakeholder-survey)

Complete the questionnaire and submit your views



**Alternatively**, if you are unable to complete the online survey, you can:

Complete a paper copy of the stakeholder survey. Fold and return it using the printed freepost address on the reverse.

**Your answers will be kept strictly confidential.**

Reference: YNE-RSS-2022

To request large print, phone us for free on 0300 123 5000

**About you**

**Name:** .....

**Organisation:** ..... **Post code:** .....

**Role** (If representing an organisation): .....

**Contact number:** .....

**Email:** .....

**I am responding as:** *(tick appropriate)*

<input type="checkbox"/> An individual	<input type="checkbox"/> A resident	<input type="checkbox"/> A business owner/leader	<input type="checkbox"/> A road user
<input type="checkbox"/> A pedestrian, walker, cyclist, horse rider		<input type="checkbox"/> A representative of a community/residents group	
<input type="checkbox"/> A representative of a council	<input type="checkbox"/> Other		

**What are your preferred methods of interaction with National Highways?** *(tick all appropriate)*

<input type="checkbox"/> Email updates	<input type="checkbox"/> Newsletters	<input type="checkbox"/> Direct mail	<input type="checkbox"/> Website resources	<input type="checkbox"/> Face to face
<input type="checkbox"/> Telephone	<input type="checkbox"/> Teams/Skype/Zoom	<input type="checkbox"/> Events	<input type="checkbox"/> Social media	<input type="checkbox"/> Other

**What is your preferred frequency of engagement?** *(tick appropriate)*

<input type="checkbox"/> Weekly	<input type="checkbox"/> Monthly	<input type="checkbox"/> Quarterly	<input type="checkbox"/> Yearly	<input type="checkbox"/> When required	<input type="checkbox"/> Other
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**Are you happy for National Highways to use the information supplied in this survey to contact you about future works that you may be interested in?** *(tick appropriate)*

<input type="checkbox"/> Yes	<input type="checkbox"/> No
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1. **Are you familiar with any of the following National Highways projects?** *(tick all appropriate)*

A1 Birtley to Coalhouse	
A1 Doncaster to Darrington (Pipeline Scheme)	
A1 Morpeth to Ellingham dualling	
A1 Scotswood to North Brunton	
A19 Downhill Lane junction improvement	
A19 Norton to Wynyard	
A19 Testo's junction	
A63 Castle Street	
A64 Hopgrove (Pipeline Scheme)	
A66 Northern Trans-Pennine	
M1/M62 Lofthouse Interchange (Pipeline Scheme)	
M621 junctions 1 to 7	

Other roadworks: .....

**Pipeline Scheme:** Pipeline Schemes are potential future schemes. We have developed them by working closely with the Department for Transport (DfT) and other stakeholders. Not all Pipeline Schemes will progress into construction, but the work we are doing to develop options for each of these schemes is important. It will help DfT decide which of the schemes may be selected for construction from 2025 and beyond.

2. **Do you regularly receive updates from National Highways?** *(tick appropriate)*

Yes  No

**If not, would you like National Highways to keep you informed with future updates?** *(tick appropriate)*

Yes  No

3. **In your interactions with National Highways (by phone, email and in person) did you find them:** *(tick appropriate)*

Accessible and easy to deal with?

Excellent		Poor	
Good		Disappointing	
Satisfactory			

Understanding of your needs and concerns?

Excellent		Poor	
Good		Disappointing	
Satisfactory			

Open and honest in discussions with you?

Excellent		Poor	
Good		Disappointing	
Satisfactory			

Responsive in following up your enquiries?

Excellent		Poor	
Good		Disappointing	
Satisfactory			

Trusted to display integrity, dependability, and competence.

Excellent		Poor	
Good		Disappointing	
Satisfactory			

Comments: .....

4. **How highly do you rate National Highways engagement about:** *(tick appropriate)*

The benefits of a project?

Excellent		Poor	
Good		Disappointing	
Satisfactory			

The rationale for road improvements?

Excellent		Poor	
Good		Disappointing	
Satisfactory			

The development process?

Excellent		Poor	
Good		Disappointing	
Satisfactory			

The construction process?

Excellent		Poor	
Good		Disappointing	
Satisfactory			

Explaining how National Highways benefits you or your organisation?

Excellent		Poor	
Good		Disappointing	
Satisfactory			

Understanding your priorities as an individual or an organisation?

Excellent		Poor	
Good		Disappointing	
Satisfactory			

Comments: .....

5. **How have you received or accessed information about National Highways?** *(tick all appropriate)*

Website information	
Email updates	
Newsletters	
Personalised letters	
Digital resources (aerial images and video)	
Social media	
None	

6. **Can you rate National Highways engagement and materials in terms of:** *(tick appropriate)*

Quality and accuracy?

Excellent		Poor	
Good		Disappointing	
Satisfactory			

Relevance to you?

Excellent		Poor	
Good		Disappointing	
Satisfactory			

User friendliness?

Excellent		Poor	
Good		Disappointing	
Satisfactory			

7. **Have you asked questions, raised concerns, or complained to National Highways?** *(tick appropriate)*

Yes  No

Comments: .....

If so, do you feel your enquiry or complaint was considered, addressed, and responded to in a timely manner?

Yes  No  Neutral

Comments: .....

8. **Overall, I rate the process of dealing with National Highways as:** *(tick appropriate)*

Excellent		Poor	
Good		Disappointing	
Satisfactory			

Comments: .....

9. **Overall, I rate the outcome of dealing with National Highways as:** *(tick appropriate)*

Excellent		Poor	
Good		Disappointing	
Satisfactory			

Comments: .....

10. **Overall, I rate my relationship with National Highways as:** *(tick appropriate)*

Excellent		Poor	
Good		Disappointing	
Satisfactory			

Comments: .....

**If you want to make any further comments and suggestions or provide extra detail in support of your answers, please use the following section to provide us with any further comments or questions that you may have.**

Comments: .....

**Thank you for taking the time to share your thoughts on how National Highways can better understand your needs.**

If you have any questions relating to this survey, any issues that you would like to bring to our attention or require a copy of the survey sent to you in the post, we ask that you please contact a member of the Regional Stakeholder Team on **0300 123 5000** or email **RIPStakeholder@nationalhighways.co.uk**

**UK GDPR statement:**

Personal data collected will be processed and retained by National Highways and its appointed contractors until the scheme is complete. Under the UK GDPR regulations you have the right to request the following information from us:

1. Right of access to the data (Subject Access Request).
2. Right for the rectification of errors.
3. Right to erasure of personal data – this is not an absolute right under the legislation.
4. Right to restrict processing or to object to processing.
5. Right to data portability.

If, at any point, National Highways plans to process the personal data we hold for a purpose other than that for which it was originally collected, we will provide you with information about what that other purpose is. This will be done prior to any further processing taking place. The extra information will include any relevant further information as referred to above, including the right to object to that further processing. You have the right to lodge a complaint with the supervisory authority, the Information Commissioners Office. If you'd like more information about how we manage data, or a copy of our privacy notice, please contact [DataProtectionAdvice@NationalHighways.co.uk](mailto:DataProtectionAdvice@NationalHighways.co.uk)

Fold B



## Freepost RIP YNE STAKEHOLDER SURVEY

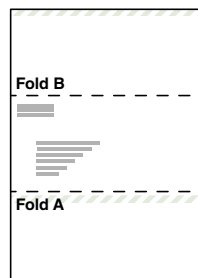
Fold A

### Folding instructions

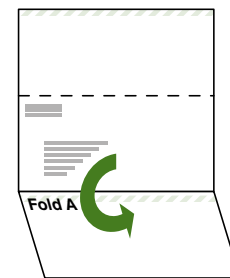
Once you've completed the questionnaire please follow these instructions before returning it to us:

1. With the return address facing you...
2. fold the bottom part backwards along Fold A;
3. fold the top part backwards along Fold B;
4. turn the folded questionnaire over; and
5. secure it by sticking clear tape along the length of hatched area.
6. There's no need for a stamp, just pop it in the post.

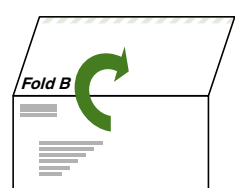
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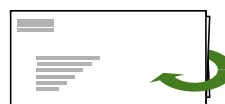
2.



3.



4.



5.



6.

