



Department for Transport

The Resident
<ADDRESS1>
<ADDRESS2>
<ADDRESS3>
<ADDRESS4>
<ADDRESS5>
<POSTCODE>

Your interviewer will be:

Ref:

<LETREF><POINT7>

National Travel Survey

Tell us about your travel habits

Dear Sir or Madam,

Your address has been selected to take part in the National Travel Survey. The Department for Transport uses the study to help improve travel in England. If you would like to see improvements to transport, you can help us understand the current situation.

Last year more than 6,000 helpful households took part. Most people find taking part an interesting experience and are pleased to have their views taken into account by government.



What's next?

An interviewer from the National Centre for Social Research (NatCen) will call at your house in the next week or so to explain more. Of course we all lead busy lives, so they will arrange a convenient time for your interview. So you know who they are, interviewers all carry a photo ID. More details about what the interview involves is provided on the back of this letter.



Thank you

As a gesture of goodwill, please find enclosed a book of First Class stamps. When everyone in your household completes the survey, you will also receive a shopping voucher.



Any questions?

You can find out more about the survey on the reverse of this letter. If you have any further questions, please visit www.natcen.ac.uk/travel, email nts@natcen.ac.uk or call free on 0800 652 4568.

J Wilkins

John Wilkins

Deputy Director, Statistics, Travel & Safety Division
Department for Transport

Frequently Asked Questions

Who is carrying out the survey?

The survey is commissioned by the Department for Transport. Your interview will be completed with an experienced research interviewer from the National Centre for Social Research.

How was I chosen?

We have selected a random sample of addresses from a list of all addresses in England, kept by the Post Office. This is to make sure that the survey represents the whole country. The findings will not identify you or your family because your name and address will not be passed to anyone outside the National Centre for Social Research without your permission.

I do not travel very often – why do you want to interview me?

We are interested in your daily experience of travel – however much or little you do. The results are used to look at how travel changes over time, and to make decisions about the future.

We need information from a wide range of people including those both in or out of work, children, young people and the elderly. Otherwise we will not get a true picture of travel. The study provides current information about travel which cannot be collected in any other way.

What does the interview involve?

The interview will either be conducted by the interviewer in your home or by telephone. This will depend on the current guidance regarding COVID-19. If you are unable to be interviewed in person, or would not like to, your interview can be carried out over the phone. To arrange this, you can let the interviewer know when they visit. Our interviewers are trained in COVID-19 safety measures and adhere to strict procedures. We have included a leaflet with this letter providing more information on this.

What is the survey used for?

Data collected from the National Travel Survey is used to build up a picture of how and why different kinds of people travel for reasons of wider public interest. The information is anonymised and used by local and national government, as well as by consultants, academics, pressure groups and charities.

Some of the specific uses of the survey include studying school children's travel, monitoring road accidents, predicting future traffic levels and finding out the transport needs of minority groups.

What will happen to any information I give?

We will treat your information in the strictest confidence under current data protection legislation. The results are used for statistical purposes only. Your personal details will only be known to the teams processing the survey results at the National Centre for Social Research and the Department for Transport. Personal data will be securely stored and deleted after two years. We will never pass on your personal details to anyone else.

Further information on how we store and use the data is available at: www.gov.uk/guidance/personal-information-and-data-protection#national-travel-survey. Information on how to contact the Data Protection Officer, exercise your rights in relation to your personal data, and on how to complain, can be found at: www.gov.uk/government/organisations/department-for-transport/about/personal-information-charter.

Participation in this research is not compulsory and you have the right to withdraw at any stage.

If you wish to lodge a complaint about the way the survey has been conducted you can do so by contacting the National Centre for Social Research on info@natcen.ac.uk or **0800 652 4568**, quoting your reference number printed on the other side of this letter. If we're not able to resolve your complaint, you can contact the Information Commissioner's Office (www.ico.org.uk).