

## NHT Survey Report

# 2024 Authority Annual Report

Knowsley Council

NHT NETWORK PARTNERS

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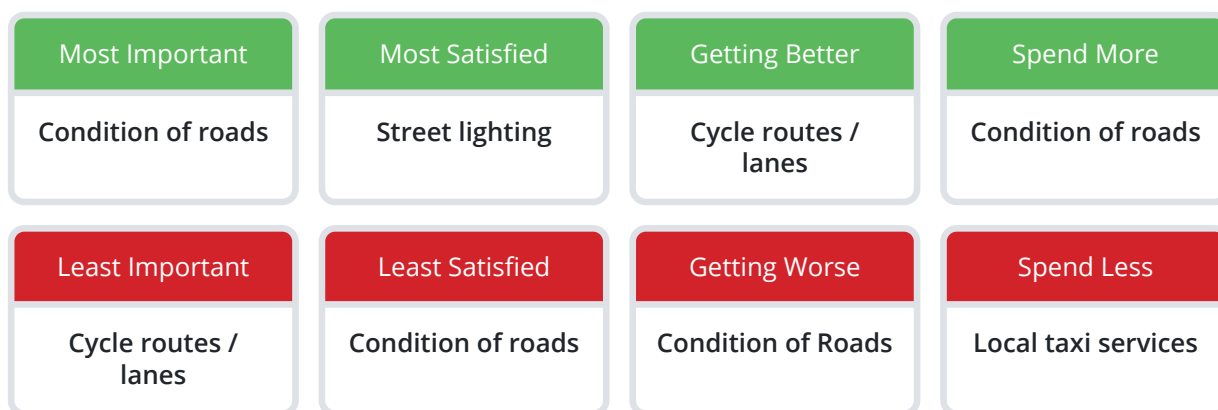
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## Rating Key Services

The Survey asks the public to consider the twelve key services listed below and rate **how important** and **how satisfied** they feel with each one. It goes on to ask whether these services have **got better or worse** in the last few years and if the council should **spend more or less** on each one in the next few years.

- Pavements
- Traffic Pollution
- Condition of Roads
- Cycle Routes/Lanes
- Street Lighting
- Local Rights of Way Network
- Local Bus Services
- Safety on Roads
- Community Transport
- Local Taxi Services
- Traffic Congestion
- Demand Responsive Transport











The table of results below is sorted to show the most important aspect of service first.

Key Aspect of Service	Q1 - How Important	Q2 - How Satisfied	Q3 - Getting Better	Q4 - Spend More
Condition of roads	97	32	25	90
Safety on roads	96	56	40	75
Pavements	95	51	41	72
Street lighting	93	66	53	65
Local bus services	90	57	47	68
Traffic congestion	84	49	32	73
Levels of traffic pollution	84	49	36	71
Rights of way network	83	52	48	59
Community transport	74	55	49	60
Demand responsive transport	72	54	47	62
Local taxi services	71	63	52	47
Cycle routes/lanes	65	51	54	49

The colours in the above table represent scoring quartiles, Q1 - Blue (75% - 100%), Q2 - Green (50% - 75%), Q3 - Amber (25% - 50%), Q4 - Red (0% - 25%).

## Results Overview by Highway and Transport Theme

Knowsley's theme scores are compared with the NHT Average scores and their results last year below. They are highlighted in colour; blue and green for positive and amber and red for negative.

Theme	Knowsley	NHT Average	Trend	Gap
 Overall	51%	46%	-1%	5%
 Accessibility	68%	67%	2%	1%
 Communications	44%	46%	0%	-2%
 Public Transport	52%	51%	-3%	1%
 Walking/Cycling	50%	50%	0%	0%
 Tackling Congestion	46%	42%	1%	4%
 Road Safety	53%	50%	0%	3%
 Highway Maintenance	46%	41%	-2%	5%

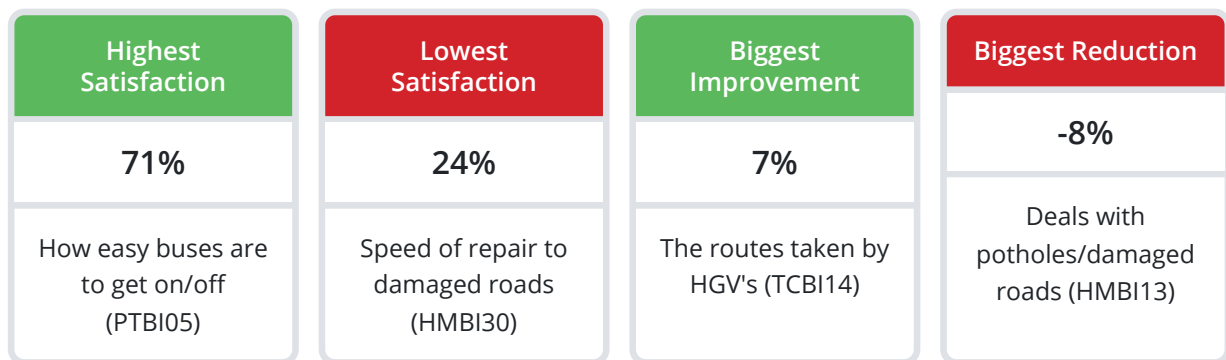
Theme	0-20%	21-30%	31-40%	41-50%	51-60%	61-70%	71-100%	Above Ave	Below Ave
Accessibility	0	0	1	0	0	3	8	11	1
Communications	0	2	2	3	6	0	0	10	3
Highway Maintenance	1	4	6	13	4	1	1	27	3
Overall	0	0	0	1	2	0	0	3	0
Public Transport	0	0	1	6	13	6	2	14	14
Road Safety	0	0	0	4	8	2	0	12	2
Tackling Congestion	0	0	7	7	2	0	0	12	4
Walking/Cycling	0	0	4	19	9	0	1	13	20
<b>Total</b>	<b>1</b>	<b>6</b>	<b>21</b>	<b>53</b>	<b>44</b>	<b>12</b>	<b>12</b>	<b>102</b>	<b>47</b>

## Comparisons and Trends

The gauges below show how Knowsley's results compare with last year and with all other authorities in the survey this year.

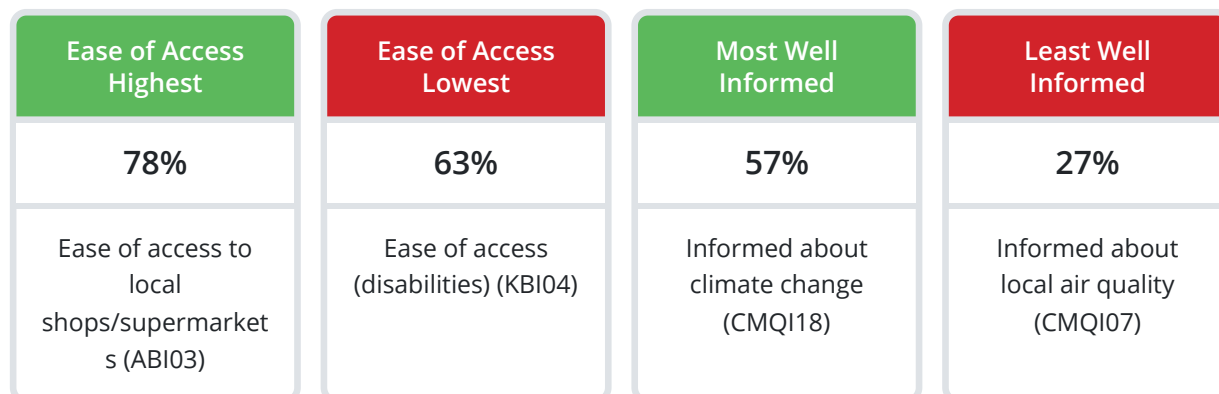


The gauges below show Knowsley's highest and lowest satisfaction scores this year and the largest upward and downward changes in satisfaction since last year.



## Other Highlights

The gauges below show Knowsley's highest and lowest ease of access scores and the highest and lowest well informed scores reported this year.



The table below shows the most popular public views on 'potholes and damaged roads', 'climate change' and their 'contact with the council'.

### Potholes and Damaged Roads

*Compared to a year ago would you say:*

- There are more potholes and damaged roads, there are fewer or no change - **More**
- The Council is doing more to repair local roads, doing less, or about the same - **Less**

### Climate Change and Traffic Pollution

*The public were asked... 'How well informed do you feel about the following':*

- Climate change - sometimes called 'global warming' - **Fairly Well Informed**
- The level of pollution caused by traffic in the local area - **Not Very Well Informed**
- The actions the Council is taking to help tackle climate change - **Not Very Well Informed**
- The actions you can take personally to help tackle climate change - **Fairly Well Informed**
- The quality of air alongside local roads - **Not Very Well Informed**

### Contacting the Council

*The public were asked...*

- Which method do you use to contact the council - **By telephone (during normal office hours)**
- How easy is it to get in touch to report a problem - **Fairly Good**
- How easy is it to get in touch to find something out - **Fairly Good**
- The speed of response of council staff - **Fairly Good**
- The quality of response of council staff - **Fairly Good**

## Highest and Lowest Scores

Knowsley's 10 Highest and 10 Lowest Satisfaction Scores are shown in the tables below.

### 10 Highest Scores

Reference	Type	Indicator	Theme	Knowsley
PTBI05	BI	How easy buses are to get on/off	Public Transport	71%
PTBI09	BI	Helpfulness of drivers	Public Transport	68%
PTBI07	BI	Bus fares	Public Transport	66%
PTBI02	BI	Number of bus stops	Public Transport	66%
KBI25	KBI	Street lighting	Highway Maintenance	66%
RSBI01	BI	Speed limits	Road Safety	65%
KBI09	KBI	Taxi/mini cab services	Public Transport	63%
PTBI10	BI	Personal safety on the bus	Public Transport	62%
RSBI04	BI	Safety of walking	Road Safety	62%
PTBI12	BI	Raised kerbs at bus stops	Public Transport	61%

### 10 Lowest Scores

Reference	Type	Indicator	Theme	Knowsley
HMBI30	BI	Speed of repair to damaged roads	Highway Maintenance	24%
HMBI01	BI	Condition of road surfaces	Highway Maintenance	28%
HMBI13	BI	Deals with potholes/damaged roads	Highway Maintenance	29%
HMBI31	BI	Quality of repair to damaged roads	Highway Maintenance	31%
KBI23	KBI	Condition of highways	Highway Maintenance	32%
TCBI11	BI	Tackling illegal onstreet parking	Tackling Congestion	32%
KBI08	KBI	Public transport information	Public Transport	34%
WCBI07	BI	Pavements clear of obstruction	Walking/Cycling	34%
HMBI23	BI	Speed of repair to damaged pavements	Highway Maintenance	36%
HMBI18	BI	Provides information on Gritting	Highway Maintenance	36%

*Note: The following types of indicator are not included in these tables; Ease of Access, Provision, More or Less or Well Informed.*

## Highest Ranked and Lowest Ranked

Knowsley's 10 Highest and 10 Lowest Ranked Satisfaction Scores (ranking is out of 111) are shown in the tables below.

### 10 Highest Ranked Scores

Name	Type	Indicator	Theme	Knowsley	Rank
HMBI06	BI	Speed of repair to street lights	Highway Maintenance	58%	3
HMBI12	BI	Keeping drains clear and working	Highway Maintenance	49%	3
HMBI11	BI	Provision of Drains	Highway Maintenance	50%	4
HMBI09	BI	Maintenance of verges/trees/shrub	Highway Maintenance	44%	5
KBI20	KBI	Road safety locally	Road Safety	56%	5
KBI17	KBI	Traffic levels & congestion	Tackling Congestion	49%	6
TCBI04	BI	Signposting of road diversions	Tackling Congestion	56%	6
RSBI06	BI	Safety of children walking to school	Road Safety	56%	6
RSBI04	BI	Safety of walking	Road Safety	62%	6
HMBI32	BI	Weed killing on roads	Highway Maintenance	47%	6

### 10 Lowest Ranked Scores





Name	Type	Indicator	Theme	Knowsley	Rank
HMBI18	BI	Provides information on Gritting	Highway Maintenance	36%	92
HMBI29	BI	Undertakes snow clearance	Highway Maintenance	44%	92
WCBI18	BI	Bridleways for horse riding/cycling	Walking/Cycling	49%	91
HMBI28	BI	Undertakes cold weather gritting (salting)	Highway Maintenance	49%	90
PTBI17	BI	Information about accessible buses	Public Transport	42%	88
WCBI13	BI	Direction signing for cycle routes	Walking/Cycling	46%	86
WCBI12	BI	Cycle parking	Walking/Cycling	44%	85
WCBI19	BI	Signposting of rights of way	Walking/Cycling	50%	81
WCBI14	BI	Cycle route information e.g. maps	Walking/Cycling	43%	78
WCBI31	BI	The facilities for cyclists overall	Walking/Cycling	43%	77

*Note: The following types of indicator are not included in these tables; Ease of Access, Provision, More or Less or Well Informed.*



## Year on Year Changes

The table below summarises the change in Knowsley's results compared with last year.

Change from last year	Key Benchmark Indicators	Key Quality Indicators	Benchmark Indicators	Quality Indicators
 4%+ above last year	0	0	4	5
 0-3% above last year	14	2	35	6
 0-3% below last year	11	2	43	6
 4%+ below last year	2	0	14	5

### Indicators 4% or more up on last year (10 largest increases)

Name	Type	Indicator	Theme	Trend	Knowsley
CMQI33	QI	The speed of response from council staff	Communications	11%	51%
CMQI34	QI	The quality of response from council staff	Communications	11%	55%
CMQI32	QI	How easy to get in touch to find something out	Communications	8%	52%
TCBI14	BI	The routes taken by HGV's	Tackling Congestion	7%	44%
ABI07	BI	Ease of access to leisure facilities	Accessibility	6%	75%
CMQI31	QI	How easy to get in touch to report a problem	Communications	6%	55%
WCBI27	BI	The number of cycle lanes provided	Walking/Cycling	5%	49%
WCQI30	QI	Pavements, footpaths and pedestrian areas	Walking/Cycling	4%	82%
ABI01	BI	Ease of access to where you work (if you do)	Accessibility	4%	73%

### Indicators 4% or more down on last year (10 largest reductions)

Ref	Type	Indicator	Theme	Trend	Knowsley
WCQI15	QI	Provision of cycle routes	Walking/Cycling	-11%	48%
HMBI13	BI	Deals with potholes/damaged roads	Highway Maintenance	-8%	29%
PTBI17	BI	Information about accessible buses	Public Transport	-7%	42%
HMBI01	BI	Condition of road surfaces	Highway Maintenance	-7%	28%
WCQI16	QI	Provision of cycle lanes	Walking/Cycling	-7%	48%
KBI08	KBI	Public transport information	Public Transport	-6%	34%
HMBI03	BI	Condition of road markings	Highway Maintenance	-5%	47%
HMBI09	BI	Maintenance of verges/trees/shrub	Highway Maintenance	-5%	44%

Ref	Type	Indicator	Theme	Trend	Knowsley
WCBI21	BI	Ease of use by those with disabilities	Walking/Cycling	-5%	40%
HMBI30	BI	Speed of repair to damaged roads	Highway Maintenance	-5%	24%

## Difference from Average

The table below summarises the difference between Knowsley's results and the NHT average.

Difference from Average	Key Benchmark Indicators	Benchmark Indicator	Key Quality Indicators	Quality Indicators
<span style="color: blue;">+</span> 4%+ above average	10	27	1	10
<span style="color: green;">+</span> 0 to 3% above average	13	36	1	4
<span style="color: orange;">-</span> 0 to 3% below average	4	26	2	4
<span style="color: red;">-</span> 4%+ below average	0	7	0	4

### Indicators 4%+ above NHT Average (top 10)

Ref	Type	Indicator	Theme	Gap	Knowsley
HMBI12	BI	Keeping drains clear and working	Highway Maintenance	12%	49%
KBI17	KBI	Traffic levels & congestion	Tackling Congestion	9%	49%
HMBI11	BI	Provision of Drains	Highway Maintenance	9%	50%
CMQI34	QI	The quality of response from council staff	Communications	9%	55%
KBI23	KBI	Condition of highways	Highway Maintenance	8%	32%
HMBI09	BI	Maintenance of verges/trees/shrub	Highway Maintenance	8%	44%
ABI04	BI	Ease of access to hospital	Accessibility	8%	71%
PTBI07	BI	Bus fares	Public Transport	7%	66%
CMQI33	QI	The speed of response from council staff	Communications	7%	51%
KBI00	KBI	Overall Satisfaction	Overall	6%	48%

### Indicators 4%+ below NHT Average (bottom 10)

Ref	Type	Indicator	Theme	Gap	Knowsley
HMBI29	BI	Undertakes snow clearance	Highway Maintenance	-8%	44%
HMBI18	BI	Provides information on Gritting	Highway Maintenance	-7%	36%
HMBI28	BI	Undertakes cold weather gritting (salting)	Highway Maintenance	-7%	49%
WCQI15	QI	Provision of cycle routes	Walking/Cycling	-7%	48%
CMQI18	QI	Informed about climate change	Communications	-6%	57%
WCBI18	BI	Bridleways for horse riding/cycling	Walking/Cycling	-5%	49%
WCBI13	BI	Direction signing for cycle routes	Walking/Cycling	-5%	46%
CMQI21	QI	Informed about personal actions on climate change	Communications	-5%	52%
WCBI14	BI	Cycle route information e.g. maps	Walking/Cycling	-4%	43%
PTBI17	BI	Information about accessible buses	Public Transport	-4%	42%

## Accessibility Theme

Getting Better

11

Getting Worse

1

Above Average

11

Below Average

1

Key Benchmark Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
KBI03 Ease of access (all)	74%	3%	71%	3%	1	7
KBI04 Ease of access (disabilities)	63%	2%	62%	1%	2	42
KBI05 Ease of access (no car)	68%	3%	67%	1%	2	44

Benchmark Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
ABI01 Ease of access to where you work (if you do)	73%	4%	71%	2%	2	28
ABI02 Ease of access to post office/banks	69%	2%	69%	0%	2	37
ABI03 Ease of access to local shops/supermarkets	78%	2%	78%	0%	2	40
ABI04 Ease of access to hospital	71%	3%	63%	8%	1	3
ABI05 Ease of access to doctors and health facilities	75%	-1%	73%	2%	2	28
ABI06 Ease of access to school/college	74%	3%	74%	0%	2	44
ABI07 Ease of access to leisure facilities	75%	6%	71%	4%	1	6
ABI08 Ease of access to visit friends/family	73%	0%	71%	2%	1	18

Quality Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
ACQI25 Provision of electric vehicle charging points	36%	2%	38%	-2%	3	64

## Active Travel Theme

Getting Better

13

Getting Worse

20

Above Average

13

Below Average

20

Key Benchmark Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
KBI11 Pavements & footpaths (overall)	51%	1%	49%	2%	2	25
KBI12 Pavements & footpaths (aspects)	50%	-1%	48%	2%	2	28
KBI13 Cycle routes and facilities (overall)	51%	0%	50%	1%	2	33
KBI14 Cycle routes and facilities (aspects)	47%	0%	49%	-2%	3	72
KBI15 Rights of Way (overall)	52%	-1%	53%	-1%	3	61
KBI16 Rights of Way (aspects)	46%	-3%	48%	-2%	4	73

Benchmark Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
WCBI01 The provision of pavements	60%	1%	58%	2%	2	23
WCBI02 The condition of pavements	48%	1%	45%	3%	1	22
WCBI03 The cleanliness of pavements	39%	-2%	39%	0%	3	55
WCBI04 Direction signposts for pedestrians	57%	0%	54%	3%	1	8
WCBI05 Provision of safe crossing points	56%	-3%	54%	2%	2	28
WCBI06 Drop kerb crossing points	55%	0%	53%	2%	2	25
WCBI07 Pavements clear of obstruction	34%	-2%	35%	-1%	3	47
WCBI10 Condition of cycle routes	55%	3%	53%	2%	2	29
WCBI11 Cycle crossing facilities at junctions	48%	-1%	50%	-2%	3	72
WCBI12 Cycle parking	44%	-1%	47%	-3%	4	85
WCBI13 Direction signing for cycle routes	46%	-2%	51%	-5%	4	86
WCBI14 Cycle route information e.g. maps	43%	-2%	47%	-4%	4	78
WCBI17 Footpaths for walking/running	55%	-2%	57%	-2%	4	74
WCBI18 Bridleways for horse riding/cycling	49%	-2%	54%	-5%	4	91
WCBI19 Signposting of rights of way	50%	-2%	53%	-3%	4	81
WCBI20 Condition of rights of way	49%	-2%	50%	-1%	3	67
WCBI21 Ease of use by those with disabilities	40%	-5%	41%	-1%	3	63
WCBI22 Information on rights of way	43%	-2%	45%	-2%	4	72
WCBI23 Overgrown footpaths and bridleways	39%	-2%	34%	5%	1	13
WCBI27 The number of cycle lanes provided	49%	5%	48%	1%	2	41
WCBI28 The number of cycle routes provided	47%	2%	49%	-2%	3	67
WCBI29 The location of the cycle lanes provided	46%	1%	48%	-2%	3	64
WCBI30 The location of the cycle routes provided	48%	2%	50%	-2%	3	59
WCBI31 The facilities for cyclists overall	43%	-2%	46%	-3%	4	77

Quality Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
WCQI15 Provision of cycle routes	48%	-11%	55%	-7%	4	89
WCQI16 Provision of cycle lanes	48%	-7%	51%	-3%	4	73
WCQI30 Pavements, footpaths and pedestrian areas	82%	4%	78%	4%	1	8

## Communications Theme

Getting Better

10

Getting Worse

3

Above Average

10

Below Average

3

Key Quality Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
KQI02 Communication (aspects)	44%	0%	46%	-2%	3	62

Quality Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
CMQI04 Informed about public transport	49%	3%	44%	5%	1	14
CMQI05 Informed about highways and transport	45%	2%	42%	3%	1	16
CMQI06 Informed about action to repair local roads	31%	-2%	27%	4%	1	19
CMQI07 Informed about local air quality	27%	-2%	25%	2%	1	23
CMQI14 Informed about council transport and highways services	40%	2%	36%	4%	1	15
CMQI18 Informed about climate change	57%	-2%	63%	-6%	4	91
CMQI20 Informed about council actions on climate change	29%	1%	29%	0%	2	39
CMQI21 Informed about personal actions on climate change	52%	0%	57%	-5%	4	89
CMQI31 How easy to get in touch to report a problem	55%	6%	51%	4%	1	20
CMQI32 How easy to get in touch to find something out	52%	8%	48%	4%	1	15
CMQI33 The speed of response from council staff	51%	11%	44%	7%	1	5
CMQI34 The quality of response from council staff	55%	11%	46%	9%	1	3

## Highway Maintenance Theme

Getting Better

7

Getting Worse

23

Above Average

27

Below Average

3

Key Benchmark Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
KBI23 Condition of highways	32%	-1%	24%	8%	1	14
KBI24 Highway maintenance	45%	-2%	41%	4%	1	15
KBI25 Street lighting	66%	-2%	60%	6%	1	9
KBI26 Highway enforcement/obstructions	42%	-1%	38%	4%	1	8

Benchmark Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
HMBI01 Condition of road surfaces	28%	-7%	22%	6%	1	24
HMBI02 Cleanliness of roads	46%	-4%	44%	2%	2	29
HMBI03 Condition of road markings	47%	-5%	42%	5%	1	15
HMBI05 Provision of street Lighting	59%	-3%	56%	3%	2	24
HMBI06 Speed of repair to street lights	58%	2%	52%	6%	1	3
HMBI09 Maintenance of verges/trees/shrub	44%	-5%	36%	8%	1	5
HMBI11 Provision of Drains	50%	0%	41%	9%	1	4
HMBI12 Keeping drains clear and working	49%	0%	37%	12%	1	3
HMBI13 Deals with potholes/damaged roads	29%	-8%	23%	6%	1	22
HMBI18 Provides information on Gritting	36%	1%	43%	-7%	4	92
HMBI19 Cuts back overgrown hedges	38%	-3%	34%	4%	1	15
HMBI20 Deals with mud on the road	46%	0%	43%	3%	1	18
HMBI22 Deals with flooding on roads	42%	-1%	37%	5%	1	9
HMBI23 Speed of repair to damaged pavements	36%	-1%	33%	3%	1	19
HMBI24 Quality of repair to damaged pavements	42%	0%	39%	3%	1	16
HMBI25 Weed killing on pavements	39%	-4%	36%	3%	2	28
HMBI26 Condition of road signs	55%	-3%	50%	5%	1	13
HMBI27 Cleanliness of road signs	52%	-4%	48%	4%	1	14
HMBI28 Undertakes cold weather gritting (salting)	49%	-1%	56%	-7%	4	90
HMBI29 Undertakes snow clearance	44%	0%	52%	-8%	4	92
HMBI30 Speed of repair to damaged roads	24%	-5%	20%	4%	2	25
HMBI31 Quality of repair to damaged roads	31%	-5%	26%	5%	1	19
HMBI32 Weed killing on roads	47%	-3%	41%	6%	1	6



Quality Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
HMQ11 Number of potholes	17%	-4%	13%	4%	1	22
HMQ12 Action to repair local roads	30%	-5%	26%	4%	1	18
HMQ13 Provision of street-lights	80%	-3%	78%	2%	2	32

## Public Transport Theme

Getting Better

8

Getting Worse

20

Above Average

14

Below Average

14

Key Benchmark Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
KBI06 Local bus services (overall)	57%	-3%	55%	2%	2	43
KBI07 Local bus services (aspects)	55%	-4%	49%	6%	2	27
KBI08 Public transport information	34%	-6%	35%	-1%	3	52
KBI09 Taxi/mini cab services	63%	0%	61%	2%	2	37
KBI10 Community transport	55%	0%	54%	1%	2	32

Key Quality Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
KQI03 Responsive transport	54%	-1%	52%	2%	2	29
KQI05 Public transport information (aspects)	49%	-3%	50%	-1%	3	62

Benchmark Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
PTBI01 Frequency of bus services	54%	-4%	52%	2%	2	44
PTBI02 Number of bus stops	66%	-2%	66%	0%	3	49
PTBI03 The state of bus stops	54%	-2%	55%	-1%	3	55
PTBI04 Whether buses arrive on time	48%	-3%	48%	0%	3	49
PTBI05 How easy buses are to get on/off	71%	0%	70%	1%	2	37
PTBI06 The local bus service overall	58%	-1%	55%	3%	2	36
PTBI07 Bus fares	66%	3%	59%	7%	1	10
PTBI08 Quality and cleanliness of buses	59%	-2%	61%	-2%	3	63
PTBI09 Helpfulness of drivers	68%	1%	67%	1%	2	36
PTBI10 Personal safety on the bus	62%	-1%	65%	-3%	3	68
PTBI11 Personal safety at bus stops	58%	0%	60%	-2%	3	62
PTBI12 Raised kerbs at bus stops	61%	-1%	63%	-2%	3	70
PTBI13 The amount of information	53%	0%	51%	2%	2	35
PTBI14 The clarity of information	51%	-4%	52%	-1%	3	60
PTBI15 The accuracy of information	51%	-3%	52%	-1%	3	55
PTBI16 Ease of finding the right information	48%	-4%	49%	-1%	3	62
PTBI17 Information about accessible buses	42%	-7%	46%	-4%	4	88
PTBI18 Info to help people plan journeys	53%	-3%	54%	-1%	3	59
PTBI19 Reliability of electronic display info	46%	0%	47%	-1%	3	55
PTBI20 Provision of public transport info	50%	-2%	50%	0%	3	52

Quality Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
PTQI08 Provision of bus stops	83%	-4%	85%	-2%	4	73

## Road Safety Theme

Getting Better

7

Getting Worse

7

Above Average

12

Below Average

2

Key Benchmark Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
KBI20 Road safety locally	56%	0%	50%	6%	1	5
KBI21 Road safety environment	55%	1%	52%	3%	1	11
KBI22 Road safety education	47%	-2%	46%	1%	2	36

Benchmark Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
RSBI01 Speed limits	65%	0%	60%	5%	1	9
RSBI02 Speed controls (e.g. road humps)	51%	3%	52%	-1%	3	57
RSBI03 Location of speed control measures	54%	2%	52%	2%	1	24
RSBI04 Safety of walking	62%	1%	57%	5%	1	6
RSBI05 Safety of cycling	52%	-1%	49%	3%	1	24
RSBI06 Safety of children walking to school	56%	-1%	50%	6%	1	6
RSBI07 Safety of children cycling to school	47%	2%	42%	5%	1	13
RSBI08 Road safety training/education children	51%	-2%	48%	3%	1	24
RSBI09 Road safety education motorcycles	46%	-1%	46%	0%	3	49
RSBI10 Road safety education young drivers	45%	-2%	44%	1%	2	38

Quality Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
RSQI09 Provision of speed controls	60%	-2%	64%	-4%	4	82

## Tackling Congestion Theme

Getting Better

8

Getting Worse

8

Above Average

12

Below Average

4

Key Benchmark Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
KBI17 Traffic levels & congestion	49%	2%	40%	9%	1	6
KBI18 Management of roadworks	46%	-1%	43%	3%	1	21
KBI19 Traffic management	38%	1%	38%	0%	2	41

Key Quality Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
KQI04 Traffic pollution	49%	2%	45%	4%	1	16

Benchmark Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
TCBI01 Advanced warning of roadworks	57%	-1%	55%	2%	2	29
TCBI02 Efforts to reduce delays to traffic	44%	0%	39%	5%	1	18
TCBI03 Time taken to complete roadworks	38%	-3%	34%	4%	1	24
TCBI04 Signposting of road diversions	56%	1%	50%	6%	1	6
TCBI05 Helplines to find out about roadworks	40%	1%	39%	1%	2	31
TCBI06 Minimising nuisance to residents	44%	-2%	43%	1%	2	40
TCBI07 The management of roadworks overall	44%	-2%	39%	5%	1	21
TCBI11 Tackling illegal onstreet parking	32%	-3%	33%	-1%	3	61
TCBI12 Restrictions of parking on busy roads	37%	0%	39%	-2%	3	69
TCBI13 Good park and ride schemes	37%	-3%	40%	-3%	3	57
TCBI14 The routes taken by HGV's	44%	7%	40%	4%	1	10

Quality Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
TCQI19 Informed about local pollution levels	35%	-1%	38%	-3%	4	80

## Overall Results



Key Benchmark Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
KBI00 Overall Satisfaction	48%	-3%	42%	6%	1	10
KBI01 Overall (local)	53%	0%	49%	4%	1	8
KBI02 Overall (national)	53%	0%	49%	4%	1	8

### Overview

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The National Highway and Transport Public Satisfaction Survey (NHT Survey) collects the public's views on different aspects of Highway and Transport in local authority areas.

The Survey asks detailed questions about each of the following in turn:

- Pavements
- Cycle Routes/Lanes
- Local Bus Services
- Local Taxi (or mini cab) Services
- Community Transport
- Demand Responsive Transport
- Safety on Roads
- Traffic Congestion
- Levels of Traffic Pollution
- Street Lighting
- The Condition of Roads
- The local Rights of Way Network

The Survey also includes questions on methods and frequency of travel, the ease of access to key services and there are also questions canvassing opinion on climate change. .

### Survey Coverage

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The NHT Survey has become an unrivalled resource of public perception on Highways and Transport services in local authority areas going back fourteen years. It has been sent to over 5.6 million households since it was first launched in 2008 and over 1.2 million members of the public have made their views known.

The public's responses can be categorised by; age group, gender, whether they have an illness, disability or infirmity limiting their daily activities or are a blue badge holder, employment status and ethnicity.

### Survey Participation

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2024 was another year of high levels of participation in the NHT Public Satisfaction Survey with 96 Authorities taking part, which is slightly lower than the number that took part in 2023.

A total of 145 Authorities have taken part in the survey since 2008, including 129 English Authorities, nine Scottish Authorities, six Welsh Authorities and the Isle of Man Government.

### Knowsley's Participation

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Knowsley has taken part in the NHT Survey 13 times. This year the survey was sent to 3,300 households across the authority area and 481 members of the public responded. This represents an overall response rate for Knowsley of 14.6% compared with the national average of 22.4%.

#### **Note:**

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This report provides highlights of Knowsley Council's results this year's survey. A full set of results and a comprehensive set of management reports are available on the members website at [www.nhtnetwork.co.uk](http://www.nhtnetwork.co.uk).