



NHT Survey Report

2025 Authority Annual Report

Knowsley Council

NHT NETWORK PARTNERS

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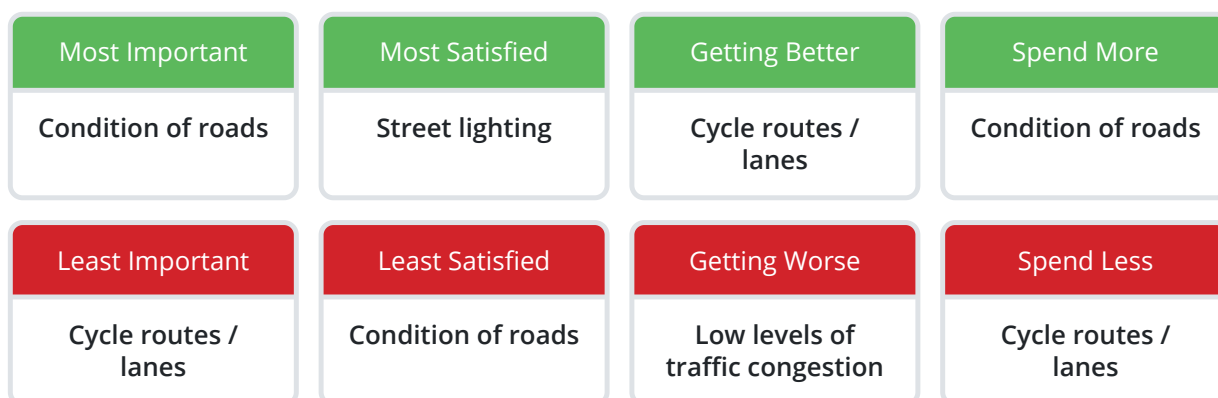
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Rating Key Services

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	98	36	29	86
Safety on roads	97	58	39	77
Street lighting	94	67	54	65
Local bus services	92	57	47	70
Pavements	92	51	44	70
Traffic congestion	86	42	26	77
Levels of traffic pollution	85	47	35	70
Rights of way network	81	54	49	61
Community transport	74	53	52	58
Demand responsive transport	73	53	44	59
Local taxi services	69	63	51	49
Cycle routes/lanes	65	51	58	47

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	52%	48%	1%	4%
 Accessibility	70%	67%	2%	3%
 Communications	44%	46%	0%	-2%
 Public Transport	52%	52%	0%	0%
 Walking/Cycling	51%	51%	1%	0%
 Tackling Congestion	42%	42%	-4%	0%
 Road Safety	53%	50%	0%	3%
 Highway Maintenance	49%	43%	3%	6%

The table below shows the distribution of Knowsley's scores in this year's Survey and the number of their scores above and below the NHT Average.

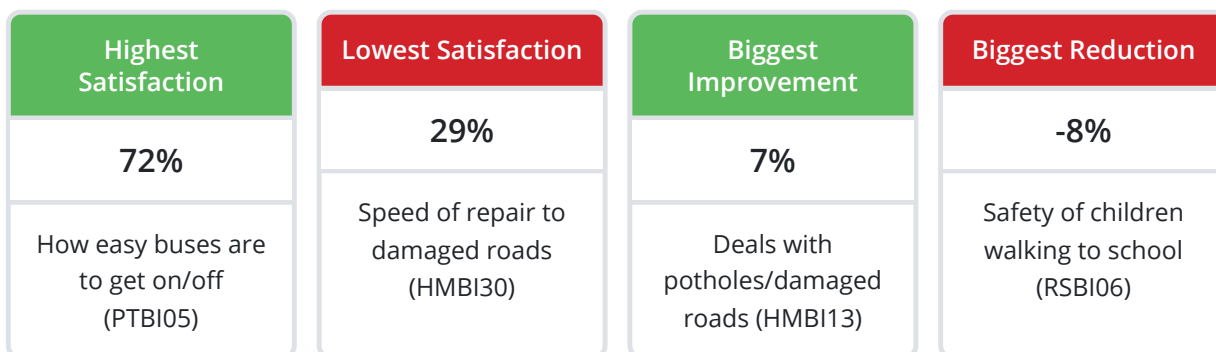
Theme	21-30 %	31-40 %	41-50 %	51-60 %	61-70 %	71-80 %	81-90 %	Above Ave	Below Ave
Accessibility	0	1	0	0	4	7	0	9	3
Communications	3	2	6	2	0	0	0	1	12
Highway Maintenance	2	8	11	6	2	1	0	26	4
Overall	0	0	1	2	0	0	0	3	0
Public Transport	0	1	8	11	6	1	1	13	15
Road Safety	0	1	5	6	2	0	0	10	4
Tackling Congestion	0	9	6	1	0	0	0	8	8
Walking/Cycling	0	2	16	14	0	0	1	18	15
Total	5	24	53	42	14	9	2	88	61

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.

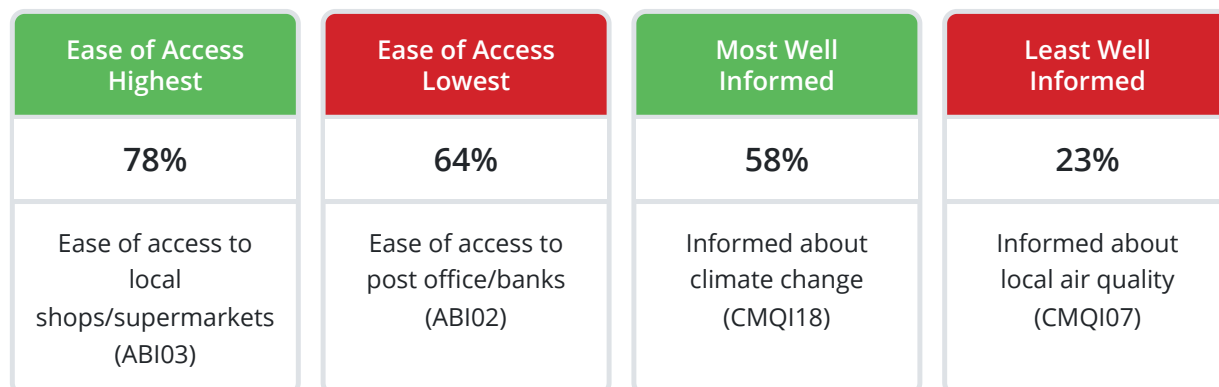


The gauges below show Knowsley's highest and lowest satisfaction scores this year and the largest upward and downward changes in satisfaction since last year.



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 - **About the Same**

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 At All 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	72%
KBI25	KBI	Street lighting	Highway Maintenance	67%
PTBI09	BI	Helpfulness of drivers	Public Transport	67%
PTBI02	BI	Number of bus stops	Public Transport	65%
RSBI01	BI	Speed limits	Road Safety	65%
PTBI07	BI	Bus fares	Public Transport	64%
PTBI12	BI	Raised kerbs at bus stops	Public Transport	63%
PTBI08	BI	Quality and cleanliness of buses	Public Transport	63%
KBI09	KBI	Taxi/mini cab services	Public Transport	63%
HMBI05	BI	Provision of street Lighting	Highway Maintenance	62%

10 Lowest Scores

Reference	Type	Indicator	Theme	Knowsley
HMBI30	BI	Speed of repair to damaged roads	Highway Maintenance	29%
HMBI01	BI	Condition of road surfaces	Highway Maintenance	31%
TCBI11	BI	Tackling illegal onstreet parking	Tackling Congestion	32%
TCBI03	BI	Time taken to complete roadworks	Tackling Congestion	34%
WCBI07	BI	Pavements clear of obstruction	Walking/Cycling	34%
HMBI18	BI	Provides information on Gritting	Highway Maintenance	35%
HMBI13	BI	Deals with potholes/damaged roads	Highway Maintenance	36%
TCBI12	BI	Restrictions of parking on busy roads	Tackling Congestion	36%
TCBI13	BI	Good park and ride schemes	Tackling Congestion	36%
HMBI31	BI	Quality of repair to damaged roads	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
HMBI23	BI	Speed of repair to damaged pavements	Highway Maintenance	41%	3
HMBI32	BI	Weed killing on roads	Highway Maintenance	52%	3
KBI20	KBI	Road safety locally	Road Safety	58%	3
KBI25	KBI	Street lighting	Highway Maintenance	67%	3
HMBI22	BI	Deals with flooding on roads	Highway Maintenance	46%	4
HMBI12	BI	Keeping drains clear and working	Highway Maintenance	51%	4
HMBI20	BI	Deals with mud on the road	Highway Maintenance	50%	5
HMBI13	BI	Deals with potholes/damaged roads	Highway Maintenance	36%	5
HMBI11	BI	Provision of Drains	Highway Maintenance	52%	6
HMBI09	BI	Maintenance of verges/trees/shrub	Highway Maintenance	47%	6





10 Lowest Ranked Scores

Name	Type	Indicator	Theme	Knowsley	Rank
WCBI18	BI	Bridleways for horse riding/cycling	Walking/Cycling	48%	108
HMBI28	BI	Undertakes cold weather gritting (salting)	Highway Maintenance	44%	108
WCBI17	BI	Footpaths for walking/running	Walking/Cycling	55%	107
HMBI29	BI	Undertakes snow clearance	Highway Maintenance	40%	107
RSBI02	BI	Speed controls (e.g. road humps)	Road Safety	46%	104
HMBI18	BI	Provides information on Gritting	Highway Maintenance	35%	104
PTBI10	BI	Personal safety on the bus	Public Transport	59%	100
RSBI06	BI	Safety of children walking to school	Road Safety	48%	94
WCBI13	BI	Direction signing for cycle routes	Walking/Cycling	47%	94
PTBI11	BI	Personal safety at bus stops	Public Transport	55%	93

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	2	0	13	4
 0-3% above last year	18	2	43	7
 0-3% below last year	6	2	26	2
 4%+ below last year	1	0	14	9

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

Name	Type	Indicator	Theme	Trend	Knowsley
HMBI13	BI	Deals with potholes/damaged roads	Highway Maintenance	7%	36%
HMQI11	QI	Number of potholes	Highway Maintenance	7%	24%
WCQI15	QI	Provision of cycle routes	Walking/Cycling	7%	55%
HMQI12	QI	Action to repair local roads	Highway Maintenance	6%	36%
KBI05	KBI	Ease of access (no car)	Accessibility	6%	74%
HMBI25	BI	Weed killing on pavements	Highway Maintenance	6%	45%
HMBI23	BI	Speed of repair to damaged pavements	Highway Maintenance	5%	41%
HMBI32	BI	Weed killing on roads	Highway Maintenance	5%	52%
HMBI31	BI	Quality of repair to damaged roads	Highway Maintenance	5%	36%
HMBI30	BI	Speed of repair to damaged roads	Highway Maintenance	5%	29%

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

Ref	Type	Indicator	Theme	Trend	Knowsley
CMQI31	QI	How easy to get in touch to report a problem	Communications	-12%	43%
CMQI33	QI	The speed of response from council staff	Communications	-10%	41%
CMQI32	QI	How easy to get in touch to find something out	Communications	-9%	43%
RSBI06	BI	Safety of children walking to school	Road Safety	-8%	48%
KBI17	KBI	Traffic levels & congestion	Tackling Congestion	-7%	42%
TCBI02	BI	Efforts to reduce delays to traffic	Tackling Congestion	-7%	37%
RSBI07	BI	Safety of children cycling to school	Road Safety	-7%	40%
CMQI14	QI	Informed about council transport and highways services	Communications	-7%	33%
CMQI34	QI	The quality of response from council staff	Communications	-7%	48%

Ref	Type	Indicator	Theme	Trend	Knowsley
ABI01	BI	Ease of access to where you work (if you do)	Accessibility	-6%	67%

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
+ 4%+ above average	8	22	0	3
+ 0 to 3% above average	15	35	2	3
- 0 to 3% below average	4	25	2	10
- 4%+ below average	0	14	0	6

Indicators 4%+ above NHT Average (top 10)

Ref	Type	Indicator	Theme	Gap	Knowsley
HMBI12	BI	Keeping drains clear and working	Highway Maintenance	12%	51%
KBI23	KBI	Condition of highways	Highway Maintenance	9%	36%
PTBI07	BI	Bus fares	Public Transport	9%	64%
HMBI32	BI	Weed killing on roads	Highway Maintenance	9%	52%
HMBI13	BI	Deals with potholes/damaged roads	Highway Maintenance	9%	36%
HMBI11	BI	Provision of Drains	Highway Maintenance	8%	52%
HMBI23	BI	Speed of repair to damaged pavements	Highway Maintenance	8%	41%
HMBI31	BI	Quality of repair to damaged roads	Highway Maintenance	8%	36%
KBI25	KBI	Street lighting	Highway Maintenance	7%	67%
KBI05	KBI	Ease of access (no car)	Accessibility	7%	74%

Indicators 4%+ below NHT Average (bottom 10)

Ref	Type	Indicator	Theme	Gap	Knowsley
HMBI28	BI	Undertakes cold weather gritting (salting)	Highway Maintenance	-13%	44%
HMBI29	BI	Undertakes snow clearance	Highway Maintenance	-12%	40%
CMQI31	QI	How easy to get in touch to report a problem	Communications	-9%	43%
WCBI18	BI	Bridleways for horse riding/cycling	Walking/Cycling	-8%	48%
HMBI18	BI	Provides information on Gritting	Highway Maintenance	-8%	35%
CMQI21	QI	Informed about personal actions on climate change	Communications	-7%	52%
RSBI02	BI	Speed controls (e.g. road humps)	Road Safety	-6%	46%
PTBI10	BI	Personal safety on the bus	Public Transport	-6%	59%
CMQI18	QI	Informed about climate change	Communications	-6%	58%

Ref	Type	Indicator	Theme	Gap	Knowsley
WCBI17	BI	Footpaths for walking/running	Walking/Cycling	-5%	55%

Accessibility Theme

Getting Better

7

Getting Worse

5

Above Average

9

Below Average

3

Key Benchmark Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
KBI03 Ease of access (all)	72%	-2%	71%	1%	2	42
KBI04 Ease of access (disabilities)	65%	2%	62%	3%	1	25
KBI05 Ease of access (no car)	74%	6%	67%	7%	1	12

Benchmark Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
ABI01 Ease of access to where you work (if you do)	67%	-6%	71%	-4%	4	101
ABI02 Ease of access to post office/banks	64%	-5%	68%	-4%	4	103
ABI03 Ease of access to local shops/supermarkets	78%	0%	78%	0%	2	51
ABI04 Ease of access to hospital	69%	-2%	63%	6%	1	12
ABI05 Ease of access to doctors and health facilities	77%	2%	73%	4%	1	8
ABI06 Ease of access to school/college	77%	3%	74%	3%	1	24
ABI07 Ease of access to leisure facilities	71%	-4%	71%	0%	3	57
ABI08 Ease of access to visit friends/family	73%	0%	71%	2%	1	24

Quality Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
ACQI25 Provision of electric vehicle charging points	39%	3%	41%	-2%	3	66

Active Travel Theme

Getting Better	Getting Worse	Above Average	Below Average
28	5	18	15

Key Benchmark Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
KBI11 Pavements & footpaths (overall)	51%	0%	50%	1%	2	40
KBI12 Pavements & footpaths (aspects)	50%	0%	49%	1%	2	40
KBI13 Cycle routes and facilities (overall)	51%	0%	50%	1%	2	46
KBI14 Cycle routes and facilities (aspects)	49%	2%	50%	-1%	2	55
KBI15 Rights of Way (overall)	54%	2%	54%	0%	3	60
KBI16 Rights of Way (aspects)	48%	2%	50%	-2%	3	78

Benchmark Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
WCBI01 The provision of pavements	59%	-1%	58%	1%	2	39
WCBI02 The condition of pavements	48%	0%	46%	2%	2	35
WCBI03 The cleanliness of pavements	41%	2%	41%	0%	2	50
WCBI04 Direction signposts for pedestrians	57%	0%	55%	2%	1	26
WCBI05 Provision of safe crossing points	55%	-1%	55%	0%	3	59
WCBI06 Drop kerb crossing points	55%	0%	54%	1%	2	40
WCBI07 Pavements clear of obstruction	34%	0%	35%	-1%	3	72
WCBI10 Condition of cycle routes	57%	2%	53%	4%	1	24
WCBI11 Cycle crossing facilities at junctions	52%	4%	51%	1%	2	37
WCBI12 Cycle parking	46%	2%	47%	-1%	3	67
WCBI13 Direction signing for cycle routes	47%	1%	51%	-4%	4	94
WCBI14 Cycle route information e.g. maps	45%	2%	47%	-2%	3	72
WCBI17 Footpaths for walking/running	55%	0%	60%	-5%	4	107
WCBI18 Bridleways for horse riding/cycling	48%	-1%	56%	-8%	4	108
WCBI19 Signposting of rights of way	52%	2%	54%	-2%	4	87
WCBI20 Condition of rights of way	53%	4%	53%	0%	2	47
WCBI21 Ease of use by those with disabilities	44%	4%	43%	1%	2	48
WCBI22 Information on rights of way	44%	1%	46%	-2%	3	82
WCBI23 Overgrown footpaths and bridleways	40%	1%	37%	3%	1	24
WCBI27 The number of cycle lanes provided	48%	-1%	49%	-1%	3	63
WCBI28 The number of cycle routes provided	48%	1%	50%	-2%	3	65
WCBI29 The location of the cycle lanes provided	48%	2%	49%	-1%	3	63
WCBI30 The location of the cycle routes provided	47%	-1%	50%	-3%	4	88
WCBI31 The facilities for cyclists overall	44%	1%	47%	-3%	3	81

Quality Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
WCQI15 Provision of cycle routes	55%	7%	55%	0%	2	48
WCQI16 Provision of cycle lanes	52%	4%	51%	1%	2	45
WCQI30 Pavements, footpaths and pedestrian areas	83%	1%	78%	5%	1	11

Communications Theme

Getting Better

3

Getting Worse

10

Above Average

1

Below Average

12

Key Quality Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
KQI02 Communication (aspects)	44%	0%	46%	-2%	3	82

Quality Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
CMQI04 Informed about public transport	43%	-6%	46%	-3%	3	76
CMQI05 Informed about highways and transport	39%	-6%	43%	-4%	4	99
CMQI06 Informed about action to repair local roads	27%	-4%	29%	-2%	3	81
CMQI07 Informed about local air quality	23%	-4%	25%	-2%	4	88
CMQI14 Informed about council transport and highways services	33%	-7%	37%	-4%	4	103
CMQI18 Informed about climate change	58%	1%	64%	-6%	4	108
CMQI20 Informed about council actions on climate change	28%	-1%	30%	-2%	4	88
CMQI21 Informed about personal actions on climate change	52%	0%	59%	-7%	4	110
CMQI31 How easy to get in touch to report a problem	43%	-12%	52%	-9%	4	108
CMQI32 How easy to get in touch to find something out	43%	-9%	48%	-5%	4	99
CMQI33 The speed of response from council staff	41%	-10%	44%	-3%	4	85
CMQI34 The quality of response from council staff	48%	-7%	47%	1%	2	50

Highway Maintenance Theme

Getting Better

25

Getting Worse

5

Above Average

26

Below Average

4

Key Benchmark Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
KBI23 Condition of highways	36%	4%	27%	9%	1	7
KBI24 Highway maintenance	47%	2%	43%	4%	1	10
KBI25 Street lighting	67%	1%	60%	7%	1	3
KBI26 Highway enforcement/obstructions	45%	3%	40%	5%	1	7

Benchmark Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
HMBI01 Condition of road surfaces	31%	3%	26%	5%	2	29
HMBI02 Cleanliness of roads	47%	1%	45%	2%	2	45
HMBI03 Condition of road markings	47%	0%	43%	4%	1	23
HMBI05 Provision of street Lighting	62%	3%	57%	5%	1	9
HMBI06 Speed of repair to street lights	55%	-3%	52%	3%	1	27
HMBI09 Maintenance of verges/trees/shrub	47%	3%	40%	7%	1	6
HMBI11 Provision of Drains	52%	2%	44%	8%	1	6
HMBI12 Keeping drains clear and working	51%	2%	39%	12%	1	4
HMBI13 Deals with potholes/damaged roads	36%	7%	27%	9%	1	5
HMBI18 Provides information on Gritting	35%	-1%	43%	-8%	4	104
HMBI19 Cuts back overgrown hedges	39%	1%	36%	3%	1	25
HMBI20 Deals with mud on the road	50%	4%	44%	6%	1	5
HMBI22 Deals with flooding on roads	46%	4%	39%	7%	1	4
HMBI23 Speed of repair to damaged pavements	41%	5%	33%	8%	1	3
HMBI24 Quality of repair to damaged pavements	43%	1%	39%	4%	1	18
HMBI25 Weed killing on pavements	45%	6%	38%	7%	1	7
HMBI26 Condition of road signs	56%	1%	51%	5%	1	10
HMBI27 Cleanliness of road signs	54%	2%	48%	6%	1	8
HMBI28 Undertakes cold weather gritting (salting)	44%	-5%	57%	-13%	4	108
HMBI29 Undertakes snow clearance	40%	-4%	52%	-12%	4	107
HMBI30 Speed of repair to damaged roads	29%	5%	22%	7%	1	12
HMBI31 Quality of repair to damaged roads	36%	5%	28%	8%	1	8
HMBI32 Weed killing on roads	52%	5%	43%	9%	1	3

Quality Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
HMQ11 Number of potholes	24%	7%	19%	5%	1	14
HMQ12 Action to repair local roads	36%	6%	32%	4%	1	24
HMQ13 Provision of street-lights	77%	-3%	78%	-1%	3	74

Public Transport Theme

Getting Better	Getting Worse	Above Average	Below Average
15	13	13	15

Key Benchmark Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
KBI06 Local bus services (overall)	57%	0%	56%	1%	2	50
KBI07 Local bus services (aspects)	55%	0%	50%	5%	2	34
KBI08 Public transport information	37%	3%	36%	1%	2	43
KBI09 Taxi/mini cab services	63%	0%	62%	1%	2	54
KBI10 Community transport	53%	-2%	55%	-2%	4	89

Key Quality Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
KQI03 Responsive transport	53%	-1%	52%	1%	2	51
KQI05 Public transport information (aspects)	49%	0%	51%	-2%	3	67

Benchmark Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
PTBI01 Frequency of bus services	52%	-2%	54%	-2%	3	64
PTBI02 Number of bus stops	65%	-1%	66%	-1%	3	69
PTBI03 The state of bus stops	55%	1%	55%	0%	3	57
PTBI04 Whether buses arrive on time	52%	4%	50%	2%	2	36
PTBI05 How easy buses are to get on/off	72%	1%	71%	1%	2	43
PTBI06 The local bus service overall	58%	0%	56%	2%	2	39
PTBI07 Bus fares	64%	-2%	55%	9%	1	14
PTBI08 Quality and cleanliness of buses	63%	4%	61%	2%	2	34
PTBI09 Helpfulness of drivers	67%	-1%	67%	0%	3	57
PTBI10 Personal safety on the bus	59%	-3%	65%	-6%	4	100
PTBI11 Personal safety at bus stops	55%	-3%	60%	-5%	4	93
PTBI12 Raised kerbs at bus stops	63%	2%	64%	-1%	3	57
PTBI13 The amount of information	48%	-5%	52%	-4%	4	87
PTBI14 The clarity of information	50%	-1%	52%	-2%	3	74
PTBI15 The accuracy of information	49%	-2%	52%	-3%	4	86
PTBI16 Ease of finding the right information	48%	0%	49%	-1%	3	61
PTBI17 Information about accessible buses	45%	3%	47%	-2%	3	65
PTBI18 Info to help people plan journeys	55%	2%	54%	1%	2	42
PTBI19 Reliability of electronic display info	45%	-1%	48%	-3%	3	75
PTBI20 Provision of public transport info	48%	-2%	51%	-3%	3	72

Quality Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
PTQI08 Provision of bus stops	84%	1%	85%	-1%	3	66

Road Safety Theme

Getting Better

7

Getting Worse

7

Above Average

10

Below Average

4

Key Benchmark Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
KBI20 Road safety locally	58%	2%	51%	7%	1	3
KBI21 Road safety environment	52%	-3%	52%	0%	2	56
KBI22 Road safety education	48%	1%	46%	2%	1	25

Benchmark Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
RSBI01 Speed limits	65%	0%	61%	4%	1	10
RSBI02 Speed controls (e.g. road humps)	46%	-5%	52%	-6%	4	104
RSBI03 Location of speed control measures	53%	-1%	52%	1%	2	50
RSBI04 Safety of walking	58%	-4%	57%	1%	2	45
RSBI05 Safety of cycling	51%	-1%	49%	2%	2	30
RSBI06 Safety of children walking to school	48%	-8%	51%	-3%	4	94
RSBI07 Safety of children cycling to school	40%	-7%	43%	-3%	4	88
RSBI08 Road safety training/education children	52%	1%	49%	3%	1	19
RSBI09 Road safety education motorcycles	46%	0%	46%	0%	2	51
RSBI10 Road safety education young drivers	46%	1%	43%	3%	1	25

Quality Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
RSQI09 Provision of speed controls	61%	1%	64%	-3%	3	83

Tackling Congestion Theme

Getting Better

2

Getting Worse

14

Above Average

8

Below Average

8

Key Benchmark Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
KBI17 Traffic levels & congestion	42%	-7%	40%	2%	2	37
KBI18 Management of roadworks	43%	-3%	42%	1%	2	51
KBI19 Traffic management	36%	-2%	38%	-2%	3	78

Key Quality Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
KQI04 Traffic pollution	47%	-2%	46%	1%	2	49

Benchmark Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
TCBI01 Advanced warning of roadworks	56%	-1%	55%	1%	2	49
TCBI02 Efforts to reduce delays to traffic	37%	-7%	38%	-1%	3	75
TCBI03 Time taken to complete roadworks	34%	-4%	33%	1%	2	51
TCBI04 Signposting of road diversions	50%	-6%	49%	1%	2	51
TCBI05 Helplines to find out about roadworks	39%	-1%	38%	1%	2	49
TCBI06 Minimising nuisance to residents	41%	-3%	42%	-1%	3	72
TCBI07 The management of roadworks overall	42%	-2%	39%	3%	2	33
TCBI11 Tackling illegal onstreet parking	32%	0%	33%	-1%	3	57
TCBI12 Restrictions of parking on busy roads	36%	-1%	40%	-4%	4	93
TCBI13 Good park and ride schemes	36%	-1%	40%	-4%	3	72
TCBI14 The routes taken by HGV's	38%	-6%	40%	-2%	3	73

Quality Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
TCQI19 Informed about local pollution levels	36%	1%	38%	-2%	3	81

Overall Results



Key Benchmark Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
KBI00 Overall Satisfaction	50%	2%	43%	7%	1	7
KBI01 Overall (local)	53%	0%	50%	3%	1	15
KBI02 Overall (national)	52%	-1%	50%	2%	1	24

Overview

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

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 6.7 million households since it was first launched in 2008 and over 1.4 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

2025 was another year of high levels of participation in the NHT Public Satisfaction Survey with 111 Authorities taking part, which is higher than the number that took part in 2024.

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

Knowsley has taken part in the NHT Survey 14 times. This year the survey was sent to 3,300 households across the authority area and 376 members of the public responded. This represents an overall response rate for Knowsley of 11.4% compared with the national average of 18.1%.

Note:

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.