

NHT Survey Report

2023 Authority Annual Report

Knowsley Council

NHT NETWORK PARTNERS

www.nhtnetwork.org



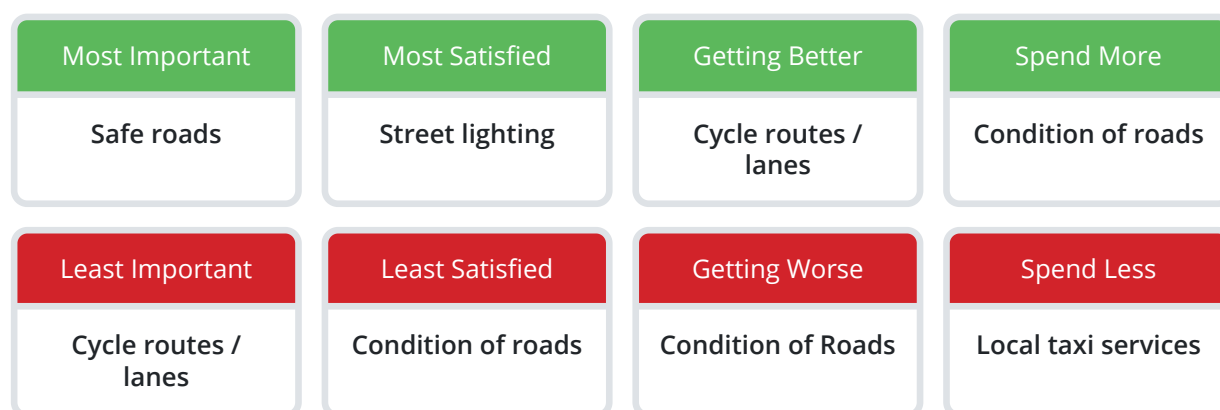
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Rating Key Services

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
- Cycle Routes/Lanes
- Local Bus Services
- Local Taxi Services
- Traffic Pollution
- Street Lighting
- Safety on Roads
- Traffic Congestion
- Condition of Roads
- Local Rights of Way Network
- Community Transport
- 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
Safety on roads	99	56	42	79
Condition of roads	98	33	29	88
Street lighting	97	68	55	64
Pavements	95	50	42	74
Local bus services	91	60	46	70
Traffic congestion	90	47	31	78
Levels of traffic pollution	87	47	37	75
Rights of way network	84	53	49	65
Community transport	78	55	52	62
Demand responsive transport	75	55	48	64
Local taxi services	73	63	49	53
Cycle routes/lanes	67	51	59	53

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%	47%	1%	5%
 Accessibility	66%	66%	-2%	0%
 Communications	44%	45%	3%	-1%
 Public Transport	55%	50%	4%	5%
 Walking/Cycling	50%	50%	2%	0%
 Tackling Congestion	45%	42%	1%	3%
 Road Safety	53%	50%	3%	3%
 Highway Maintenance	48%	43%	1%	5%

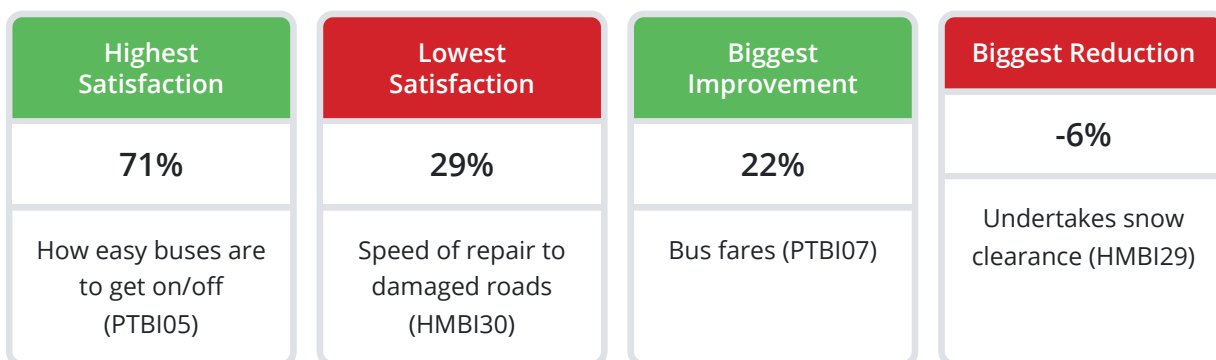
Theme	0-20%	21-30%	31-40%	41-50%	51-60%	61-70%	71-100%	Above Ave	Below Ave
Accessibility	0	0	1	0	0	6	5	6	6
Communications	0	2	3	6	2	0	0	5	8
Highway Maintenance	0	2	7	14	4	2	1	27	3
Overall	0	0	0	0	3	0	0	3	0
Public Transport	0	0	1	2	16	7	2	24	4
Road Safety	0	0	0	5	6	3	0	12	2
Tackling Congestion	0	0	7	7	2	0	0	12	4
Walking/Cycling	0	0	1	17	14	0	1	17	16
Total	0	4	20	51	47	18	9	106	43

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.

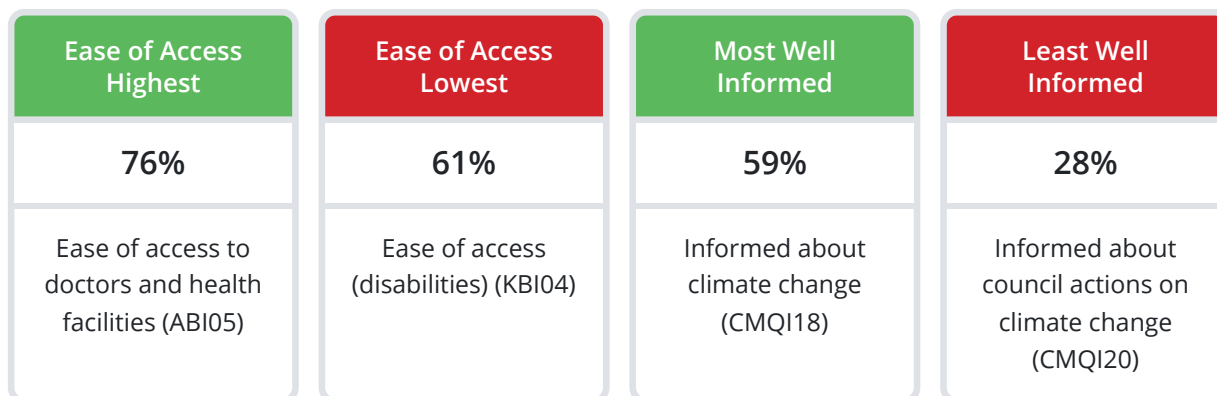


The gauges below show Knowsley's highest and lowest satisfaction scores this year and the largest upward and downward changes in satisfaction since last year.



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 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%
KBI25	KBI	Street lighting	Highway Maintenance	68%
PTBI02	BI	Number of bus stops	Public Transport	68%
PTBI09	BI	Helpfulness of drivers	Public Transport	67%
RSBI01	BI	Speed limits	Road Safety	65%
KBI09	KBI	Taxi/mini cab services	Public Transport	63%
PTBI07	BI	Bus fares	Public Transport	63%
PTBI10	BI	Personal safety on the bus	Public Transport	63%
HMBI05	BI	Provision of street Lighting	Highway Maintenance	62%
PTBI12	BI	Raised kerbs at bus stops	Public Transport	62%

10 Lowest Scores

Reference	Type	Indicator	Theme	Knowsley
HMBI30	BI	Speed of repair to damaged roads	Highway Maintenance	29%
KBI23	KBI	Condition of highways	Highway Maintenance	33%
HMBI01	BI	Condition of road surfaces	Highway Maintenance	35%
HMBI18	BI	Provides information on Gritting	Highway Maintenance	35%
TCBI11	BI	Tackling illegal onstreet parking	Tackling Congestion	35%
WCBI07	BI	Pavements clear of obstruction	Walking/Cycling	36%
HMBI31	BI	Quality of repair to damaged roads	Highway Maintenance	36%
HMBI13	BI	Deals with potholes/damaged roads	Highway Maintenance	37%
TCBI12	BI	Restrictions of parking on busy roads	Tackling Congestion	37%
TCBI14	BI	The routes taken by HGV's	Tackling Congestion	37%

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
PTBI07	BI	Bus fares	Public Transport	63%	1
KBI25	KBI	Street lighting	Highway Maintenance	68%	2
HMBI09	BI	Maintenance of verges/trees/shrub	Highway Maintenance	49%	3
TCBI04	BI	Signposting of road diversions	Tackling Congestion	55%	3
HMBI13	BI	Deals with potholes/damaged roads	Highway Maintenance	37%	4
WCBI05	BI	Provision of safe crossing points	Walking/Cycling	59%	4
KBI00	KBI	Overall Satisfaction	Overall	51%	4
HMBI05	BI	Provision of street Lighting	Highway Maintenance	62%	5
RSBI01	BI	Speed limits	Road Safety	65%	5
HMBI27	BI	Cleanliness of road signs	Highway Maintenance	56%	5





10 Lowest Ranked Scores

Name	Type	Indicator	Theme	Knowsley	Rank
HMBI18	BI	Provides information on Gritting	Highway Maintenance	35%	109
HMBI29	BI	Undertakes snow clearance	Highway Maintenance	44%	106
HMBI28	BI	Undertakes cold weather gritting (salting)	Highway Maintenance	50%	97
RSBI02	BI	Speed controls (e.g. road humps)	Road Safety	48%	96
WCBI18	BI	Bridleways for horse riding/cycling	Walking/Cycling	51%	96
TCBI12	BI	Restrictions of parking on busy roads	Tackling Congestion	37%	91
TCBI14	BI	The routes taken by HGV's	Tackling Congestion	37%	84
WCBI28	BI	The number of cycle routes provided	Walking/Cycling	45%	83
WCBI27	BI	The number of cycle lanes provided	Walking/Cycling	44%	82
WCBI30	BI	The location of the cycle routes provided	Walking/Cycling	46%	82

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	9	1	38	12
 0-3% above last year	13	3	46	8
 0-3% below last year	3	0	10	1
 4%+ below last year	2	0	2	1

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

Name	Type	Indicator	Theme	Trend	Knowsley
PTBI07	BI	Bus fares	Public Transport	22%	63%
WCQI15	QI	Provision of cycle routes	Walking/Cycling	13%	59%
WCQI16	QI	Provision of cycle lanes	Walking/Cycling	10%	55%
RSBI05	BI	Safety of cycling	Road Safety	10%	53%
RSBI01	BI	Speed limits	Road Safety	8%	65%
PTBI03	BI	The state of bus stops	Public Transport	7%	56%
RSQI09	QI	Provision of speed controls	Road Safety	7%	62%
TCBI13	BI	Good park and ride schemes	Tackling Congestion	7%	40%
WCBI14	BI	Cycle route information e.g. maps	Walking/Cycling	7%	45%
RSBI06	BI	Safety of children walking to school	Road Safety	7%	57%

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

Ref	Type	Indicator	Theme	Trend	Knowsley
HMBI29	BI	Undertakes snow clearance	Highway Maintenance	-6%	44%
KBI05	KBI	Ease of access (no car)	Accessibility	-5%	65%
HMBI28	BI	Undertakes cold weather gritting (salting)	Highway Maintenance	-5%	50%
HMQI11	QI	Number of potholes	Highway Maintenance	-5%	21%
KBI23	KBI	Condition of highways	Highway Maintenance	-4%	33%

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	12	34	1	7
+ 0 to 3% above average	11	33	2	6
- 0 to 3% below average	4	21	1	5
- 4%+ below average	0	8	0	4

Indicators 4%+ above NHT Average (top 10)

Ref	Type	Indicator	Theme	Gap	Knowsley
KBI07	KBI	Local bus services (aspects)	Public Transport	12%	59%
HMBI13	BI	Deals with potholes/damaged roads	Highway Maintenance	11%	37%
HMBI01	BI	Condition of road surfaces	Highway Maintenance	10%	35%
HMBI09	BI	Maintenance of verges/trees/shrub	Highway Maintenance	10%	49%
HMBI12	BI	Keeping drains clear and working	Highway Maintenance	9%	49%
PTBI07	BI	Bus fares	Public Transport	9%	63%
KBI00	KBI	Overall Satisfaction	Overall	8%	51%
HMBI03	BI	Condition of road markings	Highway Maintenance	8%	52%
HMBI31	BI	Quality of repair to damaged roads	Highway Maintenance	8%	36%
HMQI12	QI	Action to repair local roads	Highway Maintenance	8%	35%

Indicators 4%+ below NHT Average (bottom 10)

Ref	Type	Indicator	Theme	Gap	Knowsley
HMBI18	BI	Provides information on Gritting	Highway Maintenance	-8%	35%
HMBI29	BI	Undertakes snow clearance	Highway Maintenance	-8%	44%
HMBI28	BI	Undertakes cold weather gritting (salting)	Highway Maintenance	-6%	50%
CMQI21	QI	Informed about personal actions on climate change	Communications	-6%	52%
ABI06	BI	Ease of access to school/college	Accessibility	-4%	71%
TCBI12	BI	Restrictions of parking on busy roads	Tackling Congestion	-4%	37%
WCBI18	BI	Bridleways for horse riding/cycling	Walking/Cycling	-4%	51%
WCBI27	BI	The number of cycle lanes provided	Walking/Cycling	-4%	44%
WCBI28	BI	The number of cycle routes provided	Walking/Cycling	-4%	45%
CMQI18	QI	Informed about climate change	Communications	-4%	59%

Accessibility Theme

Getting Better

6

Getting Worse

6

Above Average

6

Below Average

6

Key Benchmark Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
KBI03 Ease of access (all)	71%	0%	71%	0%	3	56
KBI04 Ease of access (disabilities)	61%	-2%	61%	0%	3	60
KBI05 Ease of access (no car)	65%	-5%	66%	-1%	3	71

Benchmark Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
ABI01 Ease of access to where you work (if you do)	69%	1%	71%	-2%	3	80
ABI02 Ease of access to post office/banks	67%	-1%	69%	-2%	3	78
ABI03 Ease of access to local shops/supermarkets	76%	-1%	78%	-2%	4	90
ABI04 Ease of access to hospital	68%	2%	63%	5%	1	11
ABI05 Ease of access to doctors and health facilities	76%	1%	73%	3%	1	8
ABI06 Ease of access to school/college	71%	-1%	75%	-4%	4	96
ABI07 Ease of access to leisure facilities	69%	-2%	71%	-2%	4	86
ABI08 Ease of access to visit friends/family	73%	1%	71%	2%	1	20

Quality Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
ACQI25 Provision of electric vehicle charging points	34%	4%	32%	2%	2	30

Active Travel Theme

Getting Better

31

Getting Worse

2

Above Average

17

Below Average

16

Key Benchmark Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
KBI11 Pavements & footpaths (overall)	50%	-3%	50%	0%	2	56
KBI12 Pavements & footpaths (aspects)	51%	3%	49%	2%	1	20
KBI13 Cycle routes and facilities (overall)	51%	6%	50%	1%	2	33
KBI14 Cycle routes and facilities (aspects)	47%	5%	49%	-2%	3	65
KBI15 Rights of Way (overall)	53%	1%	54%	-1%	3	64
KBI16 Rights of Way (aspects)	49%	4%	49%	0%	2	48

Benchmark Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
WCBI01 The provision of pavements	59%	1%	58%	1%	2	36
WCBI02 The condition of pavements	47%	-1%	46%	1%	2	44
WCBI03 The cleanliness of pavements	41%	0%	41%	0%	2	55
WCBI04 Direction signposts for pedestrians	57%	6%	54%	3%	1	12
WCBI05 Provision of safe crossing points	59%	4%	55%	4%	1	4
WCBI06 Drop kerb crossing points	55%	4%	54%	1%	1	26
WCBI07 Pavements clear of obstruction	36%	3%	36%	0%	2	49
WCBI10 Condition of cycle routes	52%	6%	53%	-1%	2	54
WCBI11 Cycle crossing facilities at junctions	49%	4%	49%	0%	2	49
WCBI12 Cycle parking	45%	3%	46%	-1%	3	61
WCBI13 Direction signing for cycle routes	48%	6%	50%	-2%	3	70
WCBI14 Cycle route information e.g. maps	45%	7%	46%	-1%	3	59
WCBI17 Footpaths for walking/running	57%	5%	59%	-2%	3	79
WCBI18 Bridleways for horse riding/cycling	51%	5%	55%	-4%	4	96
WCBI19 Signposting of rights of way	52%	4%	54%	-2%	3	79
WCBI20 Condition of rights of way	51%	2%	52%	-1%	3	66
WCBI21 Ease of use by those with disabilities	45%	3%	42%	3%	1	23
WCBI22 Information on rights of way	45%	3%	46%	-1%	2	56
WCBI23 Overgrown footpaths and bridleways	41%	3%	37%	4%	1	12
WCBI27 The number of cycle lanes provided	44%	3%	48%	-4%	3	82
WCBI28 The number of cycle routes provided	45%	5%	49%	-4%	3	83
WCBI29 The location of the cycle lanes provided	45%	3%	48%	-3%	3	73
WCBI30 The location of the cycle routes provided	46%	3%	49%	-3%	3	82
WCBI31 The facilities for cyclists overall	45%	7%	46%	-1%	2	54

Quality Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
WCQI15 Provision of cycle routes	59%	13%	55%	4%	1	18
WCQI16 Provision of cycle lanes	55%	10%	51%	4%	1	17
WCQI30 Pavements, footpaths and pedestrian areas	78%	1%	78%	0%	2	52

Communications Theme

Getting Better

13

Getting Worse

0

Above Average

5

Below Average

8

Key Quality Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
KQI02 Communication (aspects)	44%	3%	45%	-1%	3	67

Quality Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
CMQI04 Informed about public transport	46%	6%	43%	3%	1	24
CMQI05 Informed about highways and transport	43%	4%	41%	2%	1	25
CMQI06 Informed about action to repair local roads	33%	4%	28%	5%	1	7
CMQI07 Informed about local air quality	29%	4%	25%	4%	1	10
CMQI14 Informed about council transport and highways services	38%	6%	36%	2%	1	15
CMQI18 Informed about climate change	59%	2%	63%	-4%	4	96
CMQI20 Informed about council actions on climate change	28%	3%	29%	-1%	3	58
CMQI21 Informed about personal actions on climate change	52%	0%	58%	-6%	4	105
CMQI31 How easy to get in touch to report a problem	49%	7%	51%	-2%	3	73
CMQI32 How easy to get in touch to find something out	44%	2%	48%	-4%	4	87
CMQI33 The speed of response from council staff	40%	1%	44%	-4%	4	86
CMQI34 The quality of response from council staff	44%	2%	47%	-3%	3	77

Highway Maintenance Theme

Getting Better

21

Getting Worse

9

Above Average

27

Below Average

3

Key Benchmark Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
KBI23 Condition of highways	33%	-4%	27%	6%	1	19
KBI24 Highway maintenance	47%	1%	43%	4%	1	12
KBI25 Street lighting	68%	3%	61%	7%	1	2
KBI26 Highway enforcement/obstructions	43%	2%	40%	3%	1	15

Benchmark Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
HMBI01 Condition of road surfaces	35%	1%	25%	10%	1	7
HMBI02 Cleanliness of roads	50%	3%	46%	4%	1	18
HMBI03 Condition of road markings	52%	2%	44%	8%	1	6
HMBI05 Provision of street Lighting	62%	3%	57%	5%	1	5
HMBI06 Speed of repair to street lights	56%	3%	53%	3%	1	10
HMBI09 Maintenance of verges/trees/shrub	49%	3%	39%	10%	1	3
HMBI11 Provision of Drains	50%	2%	44%	6%	1	11
HMBI12 Keeping drains clear and working	49%	3%	40%	9%	1	6
HMBI13 Deals with potholes/damaged roads	37%	2%	26%	11%	1	4
HMBI18 Provides information on Gritting	35%	-2%	43%	-8%	4	109
HMBI19 Cuts back overgrown hedges	41%	5%	37%	4%	1	12
HMBI20 Deals with mud on the road	46%	0%	44%	2%	1	24
HMBI22 Deals with flooding on roads	43%	1%	40%	3%	1	18
HMBI23 Speed of repair to damaged pavements	37%	1%	34%	3%	1	21
HMBI24 Quality of repair to damaged pavements	42%	-1%	40%	2%	2	32
HMBI25 Weed killing on pavements	43%	1%	39%	4%	1	19
HMBI26 Condition of road signs	58%	2%	52%	6%	1	6
HMBI27 Cleanliness of road signs	56%	1%	50%	6%	1	5
HMBI28 Undertakes cold weather gritting (salting)	50%	-5%	56%	-6%	4	97
HMBI29 Undertakes snow clearance	44%	-6%	52%	-8%	4	106
HMBI30 Speed of repair to damaged roads	29%	-3%	22%	7%	1	10
HMBI31 Quality of repair to damaged roads	36%	-1%	28%	8%	1	8
HMBI32 Weed killing on roads	50%	3%	44%	6%	1	8

Quality Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
HMQ11 Number of potholes	21%	-5%	14%	7%	1	13
HMQ12 Action to repair local roads	35%	-1%	27%	8%	1	11
HMQ13 Provision of street-lights	83%	5%	78%	5%	1	11

Public Transport Theme

Getting Better

28

Getting Worse

0

Above Average

24

Below Average

4

Key Benchmark Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
KBI06 Local bus services (overall)	60%	4%	54%	6%	1	18
KBI07 Local bus services (aspects)	59%	6%	47%	12%	1	11
KBI08 Public transport information	40%	5%	33%	7%	1	19
KBI09 Taxi/mini cab services	63%	3%	60%	3%	2	30
KBI10 Community transport	55%	1%	54%	1%	2	39

Key Quality Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
KQI03 Responsive transport	55%	3%	51%	4%	1	13
KQI05 Public transport information (aspects)	52%	4%	50%	2%	1	23

Benchmark Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
PTBI01 Frequency of bus services	58%	6%	51%	7%	1	13
PTBI02 Number of bus stops	68%	3%	64%	4%	1	20
PTBI03 The state of bus stops	56%	7%	54%	2%	2	36
PTBI04 Whether buses arrive on time	51%	3%	48%	3%	2	31
PTBI05 How easy buses are to get on/off	71%	4%	69%	2%	1	28
PTBI06 The local bus service overall	59%	4%	54%	5%	1	19
PTBI07 Bus fares	63%	22%	54%	9%	1	1
PTBI08 Quality and cleanliness of buses	61%	4%	61%	0%	2	50
PTBI09 Helpfulness of drivers	67%	4%	66%	1%	2	37
PTBI10 Personal safety on the bus	63%	3%	65%	-2%	3	68
PTBI11 Personal safety at bus stops	58%	1%	60%	-2%	3	67
PTBI12 Raised kerbs at bus stops	62%	2%	63%	-1%	3	56
PTBI13 The amount of information	53%	4%	50%	3%	1	25
PTBI14 The clarity of information	55%	6%	51%	4%	1	15
PTBI15 The accuracy of information	54%	5%	51%	3%	1	20
PTBI16 Ease of finding the right information	52%	3%	48%	4%	1	20
PTBI17 Information about accessible buses	49%	4%	46%	3%	1	19
PTBI18 Info to help people plan journeys	56%	3%	53%	3%	1	21
PTBI19 Reliability of electronic display info	46%	4%	47%	-1%	3	59
PTBI20 Provision of public transport info	52%	5%	49%	3%	1	24

Quality Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
PTQI08 Provision of bus stops	87%	5%	85%	2%	1	25

Road Safety Theme

Getting Better

14

Getting Worse

0

Above Average

12

Below Average

2

Key Benchmark Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
KBI20 Road safety locally	56%	0%	52%	4%	1	12
KBI21 Road safety environment	54%	5%	52%	2%	1	11
KBI22 Road safety education	49%	4%	47%	2%	1	25

Benchmark Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
RSBI01 Speed limits	65%	8%	60%	5%	1	5
RSBI02 Speed controls (e.g. road humps)	48%	3%	51%	-3%	4	96
RSBI03 Location of speed control measures	52%	2%	52%	0%	2	51
RSBI04 Safety of walking	61%	4%	57%	4%	1	11
RSBI05 Safety of cycling	53%	10%	48%	5%	1	6
RSBI06 Safety of children walking to school	57%	7%	51%	6%	1	5
RSBI07 Safety of children cycling to school	45%	6%	42%	3%	1	25
RSBI08 Road safety training/education children	53%	6%	49%	4%	1	11
RSBI09 Road safety education motorcycles	47%	3%	47%	0%	2	51
RSBI10 Road safety education young drivers	47%	2%	46%	1%	2	36

Quality Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
RSQI09 Provision of speed controls	62%	7%	64%	-2%	3	77

Tackling Congestion Theme

Getting Better

14

Getting Worse

2

Above Average

12

Below Average

4

Key Benchmark Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
KBI17 Traffic levels & congestion	47%	-2%	41%	6%	1	18
KBI18 Management of roadworks	47%	4%	43%	4%	1	7
KBI19 Traffic management	37%	2%	39%	-2%	3	70

Key Quality Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
KQI04 Traffic pollution	47%	0%	45%	2%	2	34

Benchmark Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
TCBI01 Advanced warning of roadworks	58%	6%	54%	4%	1	15
TCBI02 Efforts to reduce delays to traffic	44%	4%	39%	5%	1	15
TCBI03 Time taken to complete roadworks	41%	1%	35%	6%	1	8
TCBI04 Signposting of road diversions	55%	4%	50%	5%	1	3
TCBI05 Helplines to find out about roadworks	39%	2%	38%	1%	2	39
TCBI06 Minimising nuisance to residents	46%	5%	43%	3%	1	13
TCBI07 The management of roadworks overall	46%	5%	40%	6%	1	6
TCBI11 Tackling illegal onstreet parking	35%	3%	34%	1%	2	39
TCBI12 Restrictions of parking on busy roads	37%	3%	41%	-4%	4	91
TCBI13 Good park and ride schemes	40%	7%	40%	0%	2	52
TCBI14 The routes taken by HGV's	37%	-2%	40%	-3%	4	84

Quality Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
TCQI19 Informed about local pollution levels	36%	2%	38%	-2%	3	73

Overall Results



Key Benchmark Indicator	Knowsley	Trend	Average	Gap	Quartile	Rank
KBI00 Overall Satisfaction	51%	2%	43%	8%	1	4
KBI01 Overall (local)	53%	1%	49%	4%	1	6
KBI02 Overall (national)	53%	1%	49%	4%	1	5

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 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

2023 was another year of very high levels of participation in the NHT Public Satisfaction Survey with 111 Authorities taking part, which equals the number that took part in 2022.

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 12 times. This year the survey was sent to 3,300 households across the authority area and 497 members of the public responded. This represents an overall response rate for Knowsley of 15.1% compared with the national average of 22.4%.

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.