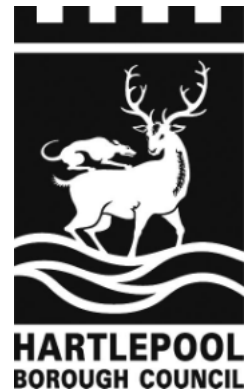


# **TRANSPORT AND NEIGHBOURHOODS PORTFOLIO DECISION SCHEDULE**



**Tuesday, 2 November 2010**

**at 3.00 pm or following Grants Committee  
(which ever is the later)**

**in Committee Room C, Civic Centre, Hartlepool**

The Mayor Stuart Drummond will consider the following items.

**1. KEY DECISIONS**

No items

**2. OTHER ITEMS REQUIRING DECISION**

- 2.1 Burn Road Roundabout - Slip Road – *Assistant Director (Transportation and Engineering)*
- 2.2 Stanhope Avenue – Residents Only Permit Parking Scheme – *Assistant Director (Transportation and Engineering)*

**3. ITEMS FOR INFORMATION**

- 3.1 National Highways & Transport Public Satisfaction Survey 2010 – *Assistant Director (Transportation and Engineering)*

**4. REPORTS FROM OVERVIEW OF SCRUTINY FORUMS**

No items

## **TRANSPORT AND NEIGHBOURHOODS PORTFOLIO**

Report to Portfolio Holder  
2 November 2010



**Report of:** Assistant Director (Transportation and Engineering)

**Subject:** BURN ROAD ROUNDABOUT - SLIP ROAD

---

### SUMMARY

#### **1. PURPOSE OF REPORT**

- 1.1 To update on proposed improvements to the slip road at the A689/ Burn Road roundabout.

#### **2. SUMMARY OF CONTENTS**

- 2.1 The report summarises the different options for improving the existing slip road.

#### **3. RELEVANCE TO PORTFOLIO MEMBER**

- 3.1 The Portfolio Holder has responsibility for Traffic and Transportation issues.

#### **4. TYPE OF DECISION**

- 4.1 Non-Key

#### **5. DECISION MAKING ROUTE**

- 5.1 This is an executive decision made by the Portfolio Holder.

**6. DECISION(S) REQUIRED**

- 6.1 The Portfolio Holder approves the implementation of the 3 lane approach to the roundabout (as shown in **Appendix 1**).

**Report of:** Assistant Director (Transportation and Engineering)

**Subject:** BURN ROAD ROUNDABOUT - SLIP ROAD

---

**1. PURPOSE OF REPORT**

- 1.1 To update on proposed improvements to the slip road at the A689/Burn Road roundabout.

**2. BACKGROUND**

- 2.1 A report was presented to the Portfolio Holder in May 2010, which gave a comparison of the existing A689/Burn Road roundabout with a proposed traffic signal junction.
- 2.2 At this meeting, the Portfolio Holder approved the retention of the roundabout, and asked that consideration be given to improvements to the slip road, along with better pedestrian facilities at the junction.

**3. FINDINGS**

- 3.1 2 options have been investigated to bring about an improvement:
- 3 lane approach to the roundabout.
  - Extended acceleration lane.

**3 lane approach to roundabout (Appendix 1)**

- 3.2 This option would see the left turn lane, for traffic wishing to travel south onto the A689, approach the roundabout parallel to the straight ahead and right turn lanes. This would mean motorists would have a much improved angle from which to view oncoming traffic, while maintaining the existing 3 lane approach and associated junction capacity benefits.
- 3.3 The re-aligned footpath will also allow for an improved pedestrian crossing point further away from the roundabout, and therefore in a safer position than the current location. This layout also enables the existing zebra crossing to be maintained to assist pedestrians crossing the left turn lane.

### **Extended acceleration lane (Appendix 2)**

- 3.4 This option would bring about an improvement from the existing slip road, by extending its length to around 3 times that of the current layout. It would still require traffic to merge with other vehicles heading out of town, but at an improved angle, which would enable the use of wing mirrors to assist manoeuvres. A disadvantage is that traffic would then be merging at higher speeds than at present, increasing the risk of collisions.
- 3.5 Speeds would also be higher on the slip road itself due to there being no “give way” and traffic having a longer lane in which to join the main carriageway. Again, acceleration would be greater than it currently is when approaching the zebra crossing, due to the removal of the give way arrangement just beyond it.
- 3.6 The Portfolio Holder also asked that improved pedestrian facilities for people crossing the A689 be investigated. Whilst the 3 lane approach outlined in section 3.2 would improve the uncontrolled crossing facilities, the provision of a light controlled crossing has also been assessed.
- 3.7 On a standard 30mph road, a puffin crossing is required to be a minimum of 20 metres away from a junction, however, on a busy dual carriageway of this nature and with such a significant volume of left turning traffic, it would need to be 80 metres away.
- 3.8 This would be further complicated should option 2 be taken forward, with accelerating traffic from the extended slip road precluding the possibility of a crossing at this location. A new crossing at such a distance away from the roundabout would bring it into conflict with the existing puffin at the side of Tesco, and is also highly unlikely to be used by pedestrians heading east/west along Burn Road, either side of the roundabout.

## **4. FINANCIAL CONSIDERATIONS**

- 4.1 Both options, including the necessary statutory utility works, are estimated to cost in the region of £175,000.

## **5. RECOMMENDATIONS**

- 5.1 That the 3 lane approach to the roundabout (as shown in **Appendix 1**) be approved.

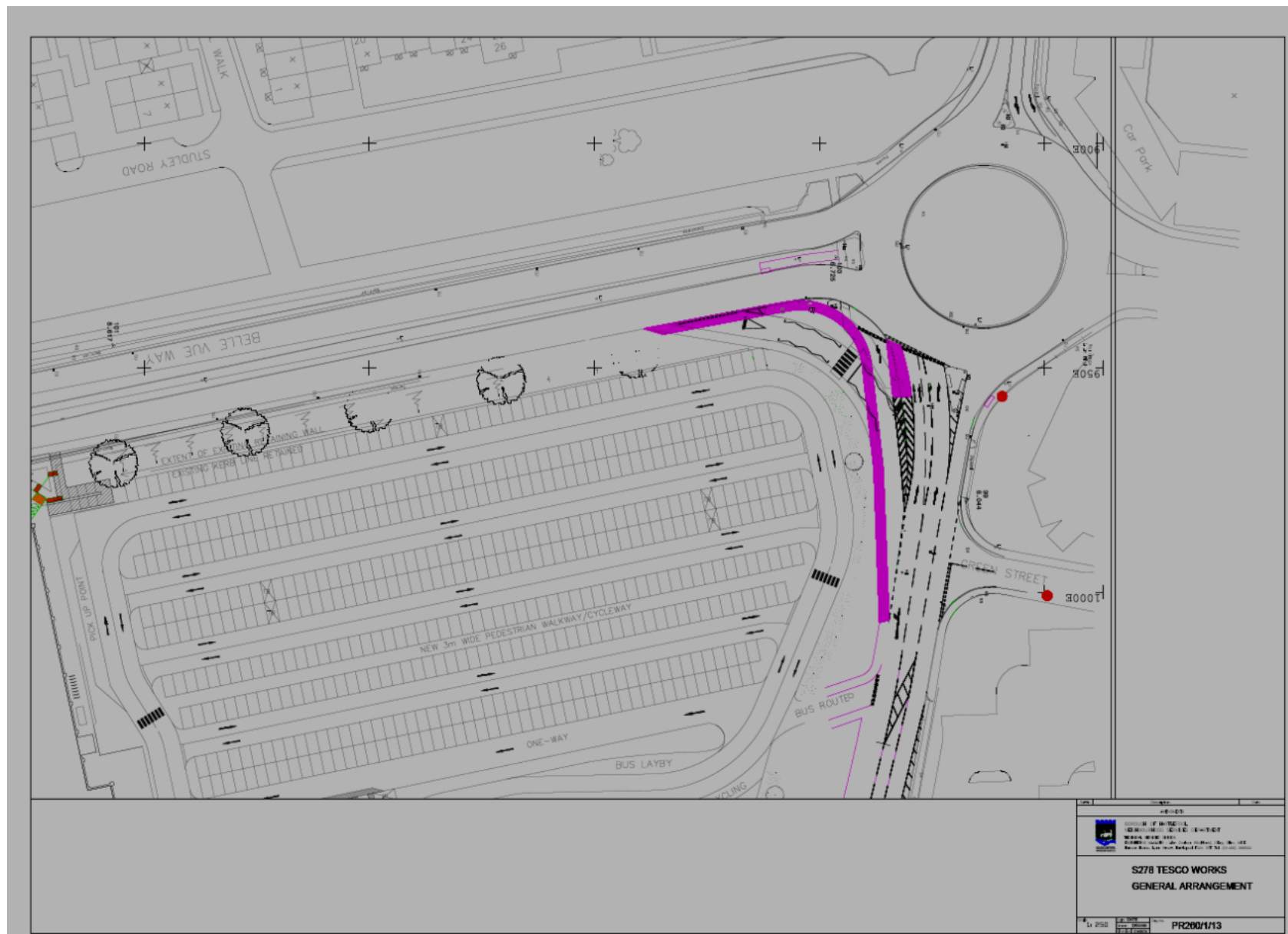
**6. REASONS FOR RECOMMENDATIONS**

- 6.1 To maintain the increased vehicular capacity at the A689/Burn Road junction, to give improved safety benefits for left turning vehicles and provide a safer pedestrian crossing facility.

**7. CONTACT OFFICER**

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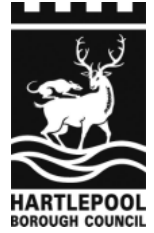






## **TRANSPORT AND NEIGHBOURHOODS PORTFOLIO**

Report to Portfolio Holder  
2 November 2010



**Report of:** Assistant Director (Transport and Engineering)

**Subject:** STANHOPE AVENUE – RESIDENTS ONLY  
PERMIT PARKING SCHEME

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### SUMMARY

#### **1. PURPOSE OF REPORT**

To consider the re-introduction of a resident only permit controlled parking restrictions and provide an update in relation to the consultation carried out with residents.

#### **2. SUMMARY OF CONTENTS**

This report outlines the background and considers the implications of the resident's consultation responses regarding the proposal.

#### **3. RELEVANCE TO PORTFOLIO MEMBER**

The Portfolio Holder has responsibility for traffic and transport related issues.

#### **4. TYPE OF DECISION**

Non key

#### **5. DECISION MAKING ROUTE**

This is an executive decision by the Portfolio Holder.

#### **6. DECISION(S) REQUIRED**

That the request to reintroduce Stanhope Avenue into the resident only permit controlled zone be refused.

**Report of:** Assistant Director (Transport and Engineering)

**Subject:** STANHOPE AVENUE - RESIDENTS ONLY  
PERMIT PARKING SCHEME

---

**1. PURPOSE OF REPORT**

- 1.1 To consider the re-introduction of a resident only permit controlled parking restrictions and provide an update in relation to the consultation carried out with residents.

**2. BACKGROUND**

- 2.1 Stanhope Avenue is located on the fringe of the current town centre parking area between Osborne Road and Eltringham Road.
- 2.2 This location was previously included within the Hartlepool residents permit zone A, but was removed from the scheme in 2007 following consultation with residents over increased permit charge costs. Stanhope Avenue was deemed to be outside of the subsidised charge area and as a result the cost of a permit would have increased over a phased three year programme to £20 per annum.
- 2.3 Residents affected by the proposed higher band charge were consulted and in the case of Stanhope Avenue, the majority of residents opted to be removed from the scheme.
- 2.4 Since this decision was made a number of residents, particularly those towards the eastern end of Stanhope Avenue (Osborne Road) have noted an increase in vehicular activity. The Council has received complaints of instances of congestion and obstruction to driveways together with a lack of parking availability for residents.
- 2.5 As the street is now unrestricted a number of motorists are parking for long periods of time limiting the amount of on street parking availability for residents. Without any formal parking restrictions, the Council has no jurisdiction to prevent such vehicles parking and some residents have therefore requested that a consultation be carried out with the entire street to assess the popularity, or otherwise of re-introducing the residents only permit parking scheme.

### 3. PROPOSALS

- 3.1 The residents consultation included detailed information in relation to how the permit controlled scheme worked, cost per permit, hours of enforcement etc.,
- 3.2 Stanhope Avenue would be reintroduced onto Zone A of the Hartlepool Resident permit zone. The annual permits for this zone were renewed on 1 October 2010. Should Stanhope Avenue be re-introduced into the controlled parking zone the restrictions would therefore take place with immediate effect.
- 3.3 The results of the consultation with residents are shown in the table below:

Location	Number of properties consulted	Number of returned forms	% of returned forms in favour of reinstating residents permit parking	% of returned forms against the reinstatement of resident permit parking
Stanhope Avenue	30	23	48% (11)	52% (12)

- 3.4 The consultation generated a good number of responses from residents (77%), which showed a balanced split to the proposal. However the majority of those residents who responded indicated they would not support the reintroduction of resident only permit controls. The responses did show pre-dominant support from those residents residing in the eastern end of Stanhope Avenue (Osborne Road), where the reports of problematic parking was perceived to be most frequent, however the responses in favour of the re-introduction of permit controls were not unanimous.
- 3.5 In the past where support can warrant a split within the street, consideration has been given to the partial introduction of permit controls, but in this instance the responses would indicate that this would not work. Furthermore a partial introduction would merely displace the problem to the western end of Stanhope Avenue.
- 3.6 A plan identifying the properties involved in the consultation and the subsequent resident responses/preferred options will be made available at the Portfolio meeting.

#### **4. FINANCIAL CONSIDERATIONS**

- 4.1 Resident permit costs are reviewed and considered by Cabinet. The charge, should Stanhope Avenue be reintroduced into the permit controlled scheme, would be £20 per annum. This charge is consistent with the charge for non central residential parking zones within the town centre. The inclusion of Stanhope Avenue into the controlled zone would require the advertising of legal orders. This cost would be met from the Parking Services operational budget.

#### **5. LEGAL CONSIDERATIONS**

- 5.1 The Traffic Regulations would require the creation of a Legal Order and would be enforceable under the Traffic Management Act 2004. The Order would be required to be advertised as part of the formal legal process.

#### **6. CONSULTATION**

- 6.1 Consultation has taken place with the residents affected by the proposal. The local ward councillors have also been consulted as part of the consultation process

#### **7. RECOMMENDATIONS**

- 7.1 That the request to re-introduce Stanhope Avenue into the resident only permit controlled zone be refused.

#### **8. REASONS FOR RECOMMENDATIONS**

- 8.1 To reflect the insufficient support of the majority of residents who responded to the consultation.

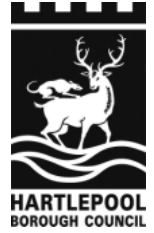
#### **9. CONTACT OFFICER**

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## **TRANSPORT AND NEIGHBOURHOODS PORTFOLIO**

Report to Portfolio Holder  
2 November 2010



**Report of:** Assistant Director (Transportation and Engineering)

**Subject:** NATIONAL HIGHWAYS & TRANSPORT  
PUBLIC SATISFACTION SURVEY 2010

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### **SUMMARY**

#### **1. PURPOSE OF REPORT**

To provide analysis of the data which is shown in the National Highways and Transport report.

#### **2. SUMMARY OF CONTENTS**

An analysis of how a random sample of members of the local public, have “rated” the Highways and Transport Services, delivered by Hartlepool Borough Council.

#### **3. RELEVANCE TO PORTFOLIO MEMBER**

The Portfolio Holder has responsibility for Traffic and Transportation issues.

#### **4. TYPE OF DECISION**

Non key.

#### **5. DECISION MAKING ROUTE**

This is an executive decision by the Portfolio Holder.

#### **6. DECISION(S) REQUIRED**

That the Portfolio Holder notes the outcome of the survey.

**Report of:** Assistant Director (Transportation and Engineering)

**Subject:** NATIONAL HIGHWAYS & TRANSPORT  
PUBLIC SATISFACTION SURVEY 2010

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**1. PURPOSE OF REPORT**

- 1.1 To provide analysis of the data which is shown in the National Highways & Transport Network report (**Appendix 1**).

**2. BACKGROUND AND RESULTS SUMMARY**

- 2.1 The NHT Survey, is a postal survey, undertaken by Ipsos MORI (appointed by the NHT Network).

- 2.2 In 2008 (the surveys 1<sup>st</sup> year), a total of 33 local councils across England took part and in 2009, this rose to 76 Authorities and increased to 95 participants for the 2010 survey. The standard sample size is 4500 residents, but Authorities can choose to determine their own sample sizes, and many participants chose to increase these for the 2009 and 2010 surveys. The recipient list is compiled for each participating Authority, by Ipsos MORI. As a result of the 2009 survey, over 69,300 responses were received by the 76 Authorities who took part (an average response rate of 18.7%). The 2010 survey yielded a total of 81,614 responses from the 95 participants (the percentage average response rate has not been given as yet).

- 2.3 The survey forms, for each participating Authority, included their own logo and a letter signed by a Council representative. The survey consists of 12 pages of questions, relating to a variety of transport/highway/accessibility/road safety issues etc. (the **Appendix 1** report shows the details of all categories).

- 2.4 The fundamental purpose of the survey is to assist all participating Highway Authorities to improve their services.

- 2.5 The survey and the subsequent reporting flowing from it, help to answer 5 key questions in order to identify potential service improvements.

- What service areas need improving the most?
- Which service areas have the most potential to improve?
- Who should improvements be targeted at?

- Where should improvements be made?
  - How can improvements be delivered?
- 2.6 The survey questionnaires were distributed and returned to Ipsos MORI during June / July 2010.
- 2.7 From a total of 4500 sent to households within Hartlepool, a total of 563 were returned (12.51%). This is slightly down against our 2009 return of 589 from 4500 (13.1%).
- 2.8 In most Authorities, the response rate was relatively strong, although perhaps not as strong as 2008, and Ipsos MORI have attributed such factors as post election fatigue as one possible reason for this.
- 2.9 Of the 95 participating Authorities, 25 of these were Unitary (Urban), which included Hartlepool BC. The remaining 70 consisted of Unitary Authorities (Rural), County Councils, Metropolitan Boroughs and London Boroughs.
- 2.10 The report shows 7 Benchmarking Indicators, which are each sub-divided into Key Benchmarking Indicators (KBI's – a total of 26). The KBI scores for Hartlepool BC are each calculated out of 100, using the "weighted" data provided by Ipsos MORI, and in line with the place survey weightings. The KBI's correspond to Local Transport Plan (LTP) themes.
- 2.11 The "scope to improve" scores, for each KBI, were calculated using the highest performance from a survey participant – the best score achieved for each KBI, from the 95 who participated. The scope to improve is, therefore, the difference between the HBC scores and the best scores in each KBI category:

Example – KBI 03 Ease of access to Key Services (All people)

HBC score is 78.68 out of 100, and the ranking out of 95 is 27<sup>th</sup>

Isle Of Anglesey (top scorer in this category of the 95 participants) scored 81.80 out of 100.

Difference is, therefore,  $81.80 - 78.68 = 3.12$  (HBC scope to improve)

- 2.12 A higher scope to improve score, indicates a greater need to progress against the higher ranked Authorities. Therefore, a lower Scope To Improve score indicates that HBC is performing nearer to the standard of the highest ranked Authority.

Key Benchmarking Indicators (KBIs) – See **Appendix 1**

- 2.13 KBI scorings are categorised as follows:

0 (very dissatisfied) to 25 (fairly dissatisfied)

26 (fairly dissatisfied) to 50 (neither dissatisfied nor satisfied)

51 (neither dissatisfied or satisfied) to 75 (fairly satisfied)

76 (fairly satisfied) to 100 (very satisfied)

All KBIs are scored out of 100 (satisfaction parameters shown above).

2.14 Every Authority received “rankings” for each of the 26 KBIs – one ranking relates to positions for all 95 participants, and the other is for the 25 urban Unitary Authorities only.

2.15 HBC have scored favourably in the following areas, and also achieved low scope to improve scores:

#### Accessibility KBI

KBI 03 – Ease of access to key services (all people)

- Scored 78.68 – ranked 27<sup>th</sup> out of 95 (all Authorities) and 6<sup>th</sup> out of 25 urban UAs
- HBC scope to improve, against all Authorities, is 3.12. Highest score was achieved by Isle Of Anglesey, 81.80.

KBI 04 – Ease of access to key services (people with disabilities)

- Scored 73.62 – ranked 17<sup>th</sup> out of 95 (all Authorities) and 5<sup>th</sup> out of 25 urban UAs
- HBC scope to improve, against all Authorities, is 3.76. Highest score was achieved by Telford & Wrekin Council, 77.38.

KBI 05 – Ease of access to key services (no car households)

- Scored 78.45 – ranked 17<sup>th</sup> out of 95 (all Authorities) and 4<sup>th</sup> out of 25 urban UAs
- HBC scope to improve, against all Authorities, is 5.32. Highest score was achieved by Lancashire CC, 83.77.

#### Walking / Cycling KBI

KBI 15 – Overall satisfaction with the local rights of way network

- Scored 60.49 – ranked 10<sup>th</sup> out of 95 (all Authorities) and 3<sup>rd</sup> out of 25 urban UAs
- HBC scope to improve, against all Authorities, is 2.42. Highest score was achieved by Borough of Poole, 62.91



### Road Safety KBI

#### KBI 20 – Overall satisfaction with road safety locally

- Scored 61.10 – ranked 23<sup>rd</sup> out of 95 (all Authorities) and 10<sup>th</sup> out of 25 urban UAs
- HBC scope to improve, against all Authorities, is 4.33. Highest score was achieved by Newcastle City, 65.43.

#### KBI 21 – Satisfaction with road safety environment

- Scored 58.83 – ranked 8<sup>th</sup> out of 95 (all Authorities) and 6<sup>th</sup> out of 25 urban UAs
- HBC scope to improve, against all Authorities, is 3.42. Highest score was achieved by Stockton-on-Tees BC, 62.25.

#### KBI 22 – Satisfaction with road safety education

- Scored 57.49 – ranked 5<sup>th</sup> out of 95 (all Authorities) and 3<sup>rd</sup> out of 25 urban UAs
- HBC scope to improve, against all Authorities, is 1.71. Highest score was achieved by Isle of Anglesey, 59.21.

- 2.16 Conversely, there are areas where public opinion suggests that they are clearly dissatisfied with Hartlepool Borough Council's performance. The following indicates categories where low ranking positions coincide with large scope to improve scores:

### Walking / Cycling KBI

#### KBI 11 – Overall satisfaction with pavements & footpaths

- Scored 44.31 – ranked 94<sup>th</sup> out of 95 (all Authorities) and 25<sup>th</sup> out of 25 urban UAs
- HBC scope to improve, against all Authorities, is 26.76. Highest score was achieved by the RB Kensington & Chelsea, 71.07.

#### KBI 12 – Satisfaction with specific aspects of pavements & footpaths

- Scored 51.67 – ranked 93<sup>rd</sup> out of 95 (all Authorities) and 25<sup>th</sup> out of 25 urban UAs
- HBC scope to improve, against all Authorities, is 15.72. Highest score was achieved by the RB Kensington & Chelsea, 67.39.

### Highway Maintenance / Enforcement KBI

#### KBI 23 – Overall satisfaction with the condition of highways i.e. roads and pavements.

- Scored 30.67 – ranked 81<sup>st</sup> out of 95 (all Authorities) and 23<sup>rd</sup> out of 25 urban UAs
- HBC scope to improve, against all Authorities, is 27.72. Highest score was achieved by RB Kensington & Chelsea, 58.40.

#### KBI 24 – Satisfaction with Highway Maintenance

- Scored 46.24 – ranked 82<sup>nd</sup> out of 95 (all Authorities) and 23<sup>rd</sup> out of 25 urban UAs
- HBC scope to improve, against all Authorities, is 14.88. Highest score was achieved by RB Kensington & Chelsea, 61.12.

2.17 Please refer to page one of **Appendix 1**, for the complete list of results for all 26 Indicators.

#### Summary Of HBC Scope To Improve results

Scope to Improve scores from 1 to 5

<u>KBI</u>	<u>Rank (of 95)</u>	<u>Rank (of 25)</u>
KBI 03	27	6
KBI 04	17	5
KBI 10	20	6
KBI 15	10	3
KBI 20	23	10
KBI 21	8	6
KBI 22	5	3

Scope to Improve scores from 6 to 10

<u>KBI</u>	<u>Rank (of 95)</u>	<u>Rank (of 25)</u>
KBI 01	44	11
KBI 02	46	12
KBI 05	17	4
KBI 09	18	8
KBI 14	17	10
KBI 16	58	17
KBI 17	9	3
KBI 18	52	19
KBI 19	72	19
KBI 25	35	11
KBI 26	50	17

Scope to Improve scores from 11 to 15

<u>KBI</u>	<u>Rank (of 95)</u>	<u>Rank (of 25)</u>
KBI 06	41	12
KBI 13	24	12
KBI 24	82	23

Scope to Improve scores from 16 to 20

<u>KBI</u>	<u>Rank (of 95)</u>	<u>Rank (of 25)</u>
KBI 07	43	13
KBI 12	93	25

Scope to Improve scores from 21 to 28

<u>KBI</u>	<u>Rank (of 95)</u>	<u>Rank (of 25)</u>
KBI 08	51	15
KBI 11	94	25
KBI 23	81	23

- 2.18 These results indicate that out of 26 KBIs, Hartlepool BC is within 10 points (or less), of the highest scoring Authority, for 18 of these indicators (despite the low rankings achieved against some of them - this indicates that the individual KBI scores, for many of the Authorities are very close).
- 2.19 The remaining 8 KBIs (within 11 to 28 points), reflect widening “gaps” between Hartlepool BC, and the top scoring Authority in each of these 8 KBIs. There are, however, some reasonable ranking positions, indicating that Hartlepool BC have scored far better than many of the other Authorities in certain categories (e.g. KBI 06, KBI 13, KBI 07 are all ranked in the top 50% of all Authorities). Conversely, KBI 24, KBI 12, KBI 11 and KBI 23, are areas for concern (satisfaction with highway maintenance, satisfaction with specific aspects of pavements and footpaths (cycling / walking), overall satisfaction with pavements and footpaths (cycling / walking) and overall satisfaction with the condition of highways i.e. roads & pavements). All of these have low rankings and high “scope to improve” scores, against the best performing Authorities in these 4 categories.

Hartlepool BC – KBI scores vs Average KBI scores

<u>KBI</u>	<u>Hartlepool BC Actual Score</u>	<u>Average Score Of 25 Urban UAs</u>	<u>Difference</u>
01	56.42	56.83	-0.41
02	56.28	56.82	-0.54
03	78.68	77.40	1.28
04	73.62	70.69	2.93
05	78.45	75.06	3.39
06	62.41	62.32	0.09
07	60.35	60.50	-0.15
08	44.58	47.14	-2.56
09	70.88	69.19	1.69
10	59.79	58.32	1.47
11	44.31	55.72	-11.41
12	51.67	56.42	-4.75
13	55.22	54.30	0.92
14	52.62	51.48	1.14
15	60.49	58.60	1.89
16	53.19	54.19	-1.00
17	54.27	44.79	9.48
18	48.49	49.23	-0.74
19	52.99	54.40	-1.41
20	61.10	60.75	0.35
21	58.83	56.64	2.19
22	57.49	51.75	5.74
23	30.67	39.47	-8.80
24	46.24	50.72	-4.48
25	70.30	70.06	0.24
26	50.06	51.20	-1.14

- 2.20 Hartlepool BC have achieved above average KBI scores in 14 of the 26 categories, the best of which are KBI 17 (overall satisfaction with traffic levels & congestion i.e. queues), KBI 22 (satisfaction with road safety education), KBI 05 (ease of access to key services – no car households), KBI 04 (ease of access to key services – people with disabilities) and KBI 21 (satisfaction with road safety environment). The worst average scores were achieved by KBI 23 (overall satisfaction with the condition of highways i.e. roads & pavements), KBI 12 (satisfaction with specific aspects of pavements & footpaths – cycling and walking), KBI 24 (Satisfaction with highway maintenance), KBI 11 (overall satisfaction with pavements & footpaths – cycling & walking) and KBI 08 (satisfaction with local public transport information).

- 2.21 The above figures are depicted in **Appendix 2**, which contains every individual KBI score for each of the 25 Urban UAs. It also shows the sum total scored, per Authority, for all 26 KBIs. For example, Hartlepool BC scored 1489.40 for the 26 KBIs, which is an average of 57.28 per KBI. Based on this average, we have an overall ranking position of equal 14<sup>th</sup> out of 25 Urban UAs. The best “average”, of 62.98, was achieved by Nottingham City, and the worst was 53.15, achieved by Thurrock BC.

KBI Scores Of UNDER 50.00 ( All 25 Urban UAs )

<u>Scores of under 50</u>	<u>Number of Urban UAs</u>	<u>Total Scores of UNDER 50</u>
1	1	1
2	2	4
3	7	21
4	0	0
5	7 ( Includes HBC)	35
6	2	12
7	3	21
8	1	8
9	0	0
10	2	20
	25	122

The AVERAGE number of KBI scores under 50, per Authority, is 122 divided by 25 which = 4.88. Hartlepool BC has 5 KBI scores of under 50, just above the calculated average.

- 2.22 **Appendix 2** also highlights every KBI score of under 50, for all Urban UAs.
- 2.23 This table also identifies those KBIs, scoring under 50, which are “common” to the majority of participating Authorities.
- KBI 08 – 15 out of 26 Urban UAs scored under 50. Average was 47.14
  - KBI 17 – 19 out of 26 Urban UAs scored under 50. Average was 44.79, and Hartlepool BC scored above 50 ( achieved 54.27 )
  - KBI 18 – 15 out of 20 Urban UAs scored under 50. Average was 49.23
  - KBI 23 – 24 out of 25 Urban UAs scored under 50. Average was 39.47. Only Portsmouth City managed a score over 50 ( 53.50 ).
- 2.24 In general, the data indicates that HBC needs to focus on all the KBI scores of under 50, as scores between 26 to 50 reflect a situation of local residents who range from being “fairly dissatisfied” to “neither dissatisfied nor satisfied”.

- 2.25 National Traffic Managers are currently investigating the use of this data for performance indicator outturns to monitor the success of Local Authority's requirements to comply with the legislation contained in the Traffic Management Act 2004.

### **3. PROPOSALS**

- 3.1 To allow Hartlepool BC participation to continue in this annual survey.

### **4. FINANCIAL CONSIDERATIONS**

- 4.1 The cost of participating in the 2010 Survey, was £7,500 + VAT. This cost was for 4,500 Ipsos MORI questionnaires, their distribution and subsequent collation of data, and was funded by the Local Transport Plan Budgets.

### **5. CONSULTATION**

- 5.1 Consultation with local residents was via the questionnaire, with copies being sent to 4,500 households, during June/July 2010, randomly selected from the Post Code database.

### **6. RECOMMENDATIONS**

- 6.1 This survey provides the Council with an opportunity to benchmark itself against other Authorities in the country, both on an overall and like for like basis. This having been said the cost of participating in the survey this year was £7500, met from the Local Transport Plan budget. It is recommended that the outcomes from the survey are noted and that Officers continue to monitor the national situation with regard to performance indicators for the Traffic Management Act with a view to reconsidering participation in future surveys.

### **7. REASONS FOR RECOMMENDATIONS**

- 7.1 Survey results provide useful data, indicating areas of strengths and weaknesses, across a range of Highways and Transport topics. It also indicates how Hartlepool Borough Council is performing, compared to other Authorities and may be required to provide PI data for Traffic Management Act purposes.

**8. BACKGROUND PAPERS**

Copy of National Highways & Transport Public Satisfaction Survey 2010, produced by the National Highways & Transport Network.

Copy of NHT 2010 Comparisons – Unitary Authorities (Urban).

Both of the above reports are attached.

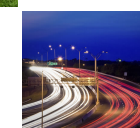
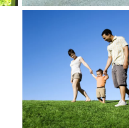
**9. CONTACT OFFICER**

Mike Blair  
Highways, Traffic and Transportation Manager  
Regeneration and Neighbourhoods Department  
Church Street Office  
Hartlepool

Telephone: (01429) 523252  
E-mail: [mike.blair@hartlepool.gov.uk](mailto:mike.blair@hartlepool.gov.uk)

# National Highways and Transport Public Satisfaction Survey 2010

## Hartlepool BC



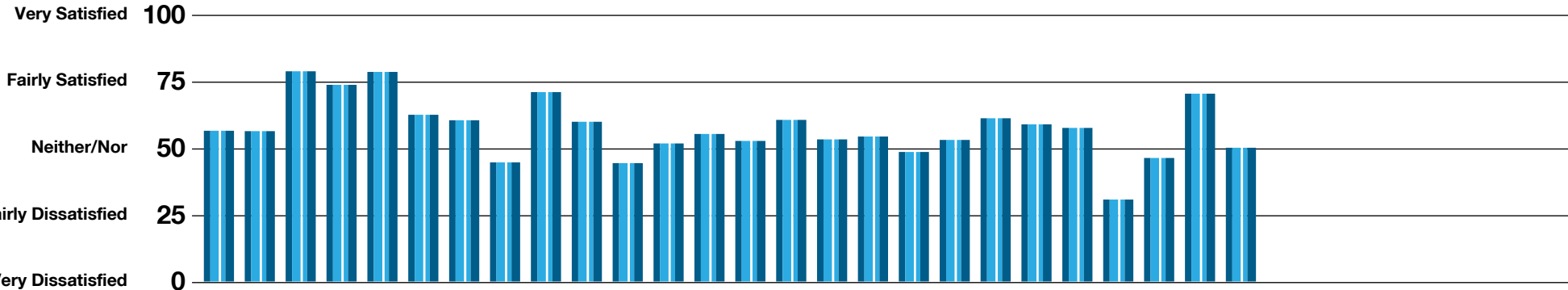
Indicator Reference	Benchmarking Indicator	Score (out of 100)	Ranking (of 95)	Scope to Improve	UA rank (of 25)	Year on Year
	<b>01. General KBI</b>					
<b>KBI 01</b>	Overall Satisfaction with Highways and Transport (against local importance)	56.42	44	+5.44	11	-1.05
<b>KBI 02</b>	Overall Satisfaction with Highways and Transport (against national importance)	56.28	46	+5.42	12	-1.08
	<b>02. Accessibility KBI</b>					
<b>KBI 03</b>	Ease of Access to Key Services (All People)	78.68	27	+3.12	6	+0.33
<b>KBI 04</b>	Ease of Access to Key Services (People with disabilities)	73.62	17	+3.76	5	-3.92
<b>KBI 05</b>	Ease of Access to Key Services (No car households)	78.45	17	+5.32	4	-0.92
	<b>03. Public Transport KBI</b>					
<b>KBI 06</b>	Overall Satisfaction with Local Bus Services	62.41	41	+12.71	12	-2.92
<b>KBI 07</b>	Satisfaction with Local Bus Services (BVPI 104)	60.35	43	+16.36	13	-7.50
<b>KBI 08</b>	Satisfaction with Local PT Information (BVPI103)	44.58	51	+25.89	15	-2.63
<b>KBI 09</b>	Satisfaction with Local Taxi (or mini-cab) Services	70.88	18	+6.10	8	-3.14
<b>KBI 10</b>	Overall Satisfaction with Community Transport, eg Dial-a-Ride and volunteer cars.	59.79	20	+3.35	6	-2.90
	<b>04. Walking/ Cycling KBI</b>					
<b>KBI 11</b>	Overall Satisfaction with Pavements and Footpaths	44.31	94	+26.76	25	-1.97
<b>KBI 12</b>	Satisfaction with specific aspects of Pavements and Footpaths	51.67	93	+15.72	25	-1.75
<b>KBI 13</b>	Overall Satisfaction with Cycle Routes and Facilities	55.22	24	+13.88	12	+0.10
<b>KBI 14</b>	Satisfaction with specific aspects of Cycle Routes and Facilities	52.62	17	+6.02	10	+3.56
<b>KBI 15</b>	Overall Satisfaction with The Local Rights of Way Network	60.49	10	+2.42	3	+1.13
<b>KBI 16</b>	Satisfaction with specific aspects of The Local Rights of Way Network	53.19	58	+6.17	17	-1.59
	<b>05. Tackling Congestion KBI</b>					
<b>KBI 17</b>	Overall Satisfaction with Traffic Levels and Congestion ie. queues	54.27	9	+8.30	3	-0.54
<b>KBI 18</b>	Satisfaction with Management of Roadworks	48.49	52	+6.88	19	-5.62
<b>KBI 19</b>	Satisfaction with Traffic Management	52.99	72	+9.87	19	-2.86
	<b>06. Road Safety KBI</b>					
<b>KBI 20</b>	Overall Satisfaction with Road Safety Locally	61.10	23	+4.33	10	+0.09
<b>KBI 21</b>	Satisfaction with Road Safety Environment	58.83	8	+3.42	6	+0.72
<b>KBI 22</b>	Satisfaction with Road Safety Education	57.49	5	+1.71	3	+2.66
	<b>07. Highway Maintenance/ Enforcement KBI</b>					
<b>KBI 23</b>	Overall Satisfaction with the Condition of Highways ie. roads and pavements	30.67	81	+27.72	23	-1.64
<b>KBI 24</b>	Satisfaction with Highway Maintenance	46.24	82	+14.88	23	-4.39
<b>KBI 25</b>	Overall Satisfaction with Street lighting	70.30	35	+7.22	11	+0.79
<b>KBI 26</b>	Highway Enforcement/ Obstructions	50.06	50	+9.45	17	-1.60





# National Highways and Transport Public Satisfaction Survey 2010

## Hartlepool BC



Hartlepool BC	56.42	56.28	78.68	73.62	78.45	62.41	60.35	44.58	70.88	59.79	44.31	51.67	55.22	52.62	60.49	53.19	54.27	48.49	52.99	61.10	58.83	57.49	30.67	46.24	70.30	50.06
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KBI 26 - Highway enforcement/obstructions

KBI 25 - Street lighting

KBI 24 - Highway maintenance

KBI 23 - Condition of highways

KBI 22 - Road safety education

KBI 21 - Road safety environment

KBI 20 - Road safety locally

KBI 19 - Traffic management

KBI 18 - Management of roadworks

KBI 17 - Traffic levels & congestion

KBI 16 - Satisfaction - Rights of Way (aspects)

KBI 15 - Rights of Way

KBI 14 - Cycle routes and facilities (aspects)

KBI 13 - Cycle routes and facilities

KBI 12 - Pavements & Footpaths (aspects)

KBI 11 - Pavements & Footpaths

KBI 10 - Community Transport

KBI 09 - Taxi/mini cab services

KBI 08 - Public transport info (BVPI 103)

KBI 07 - Local bus services (BVPI 104)

KBI 06 - Local bus services

KBI 05 - Ease of Access (no car)

KBI 04 - Ease of Access (disabilities)

KBI 03 - Ease of Access (all)

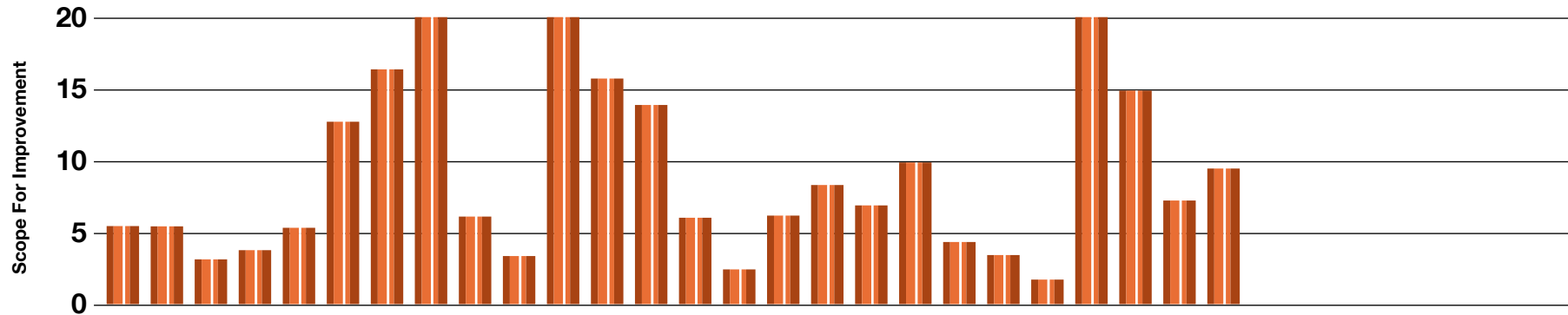
KBI 02 - Overall (national)

KBI 01 - Overall (local)



# National Highways and Transport Public Satisfaction Survey 2010

## Hartlepool BC



Hartlepool BC	5.44	5.42	3.12	3.76	5.32	12.71	16.36	25.89	6.10	3.35	26.76	15.72	13.88	6.02	2.42	6.17	8.30	6.88	9.87	4.33	3.42	1.71	27.72	14.88	7.22	9.45
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KBI 01 - Overall (local)

KBI 02 - Overall (national)

KBI 03 - Ease of Access (all)

KBI 04 - Ease of Access (disabilities)

KBI 05 - Ease of Access (no car)

KBI 06 - Local bus services

KBI 07 - Local bus services (BVPI 104)

KBI 08 - Public transport info (BVPI 103)

KBI 09 - Taxi/mini cab services

KBI 10 - Community Transport

KBI 11 - Pavements & Footpaths

KBI 12 - Pavements & Footpaths (aspects)

KBI 13 - Cycle routes and facilities

KBI 14 - Cycle routes and facilities (aspects)

KBI 15 - Rights of Way

KBI 16 - Satisfaction - Rights of Way (aspects)

KBI 17 - Traffic levels & congestion

KBI 18 - Management of roadworks

KBI 19 - Traffic management

KBI 20 - Road safety locally

KBI 21 - Road safety environment

KBI 22 - Road safety education

KBI 23 - Condition of highways

KBI 24 - Highway maintenance

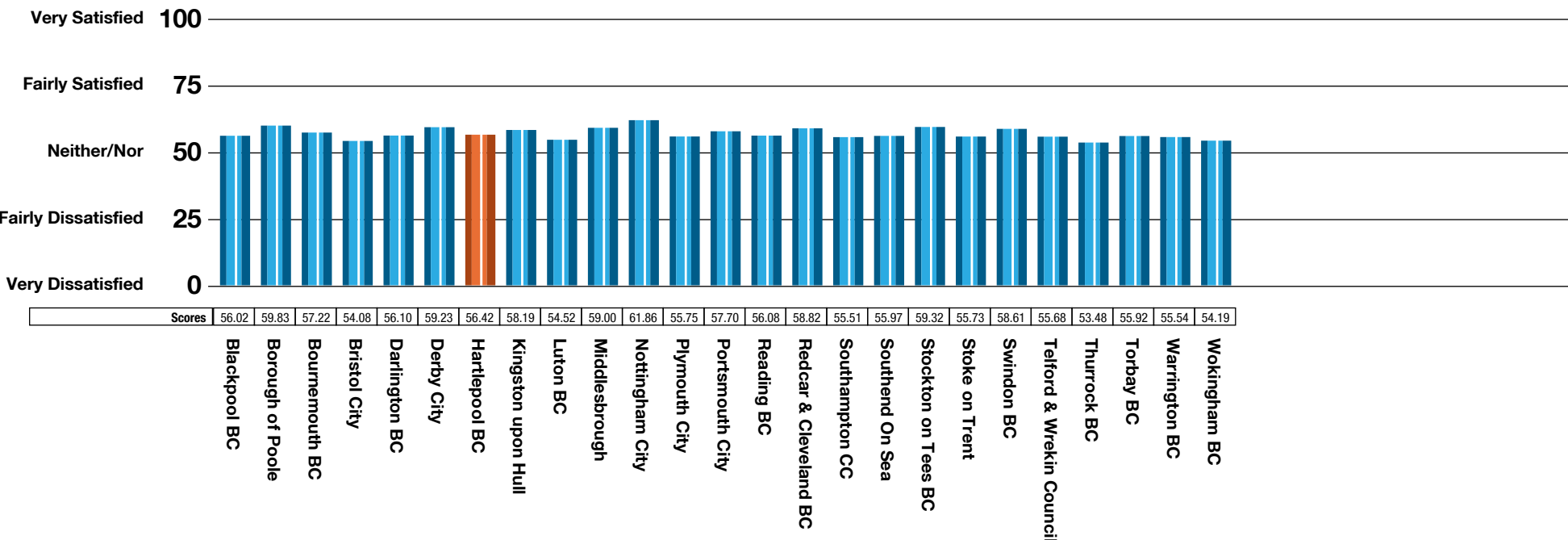
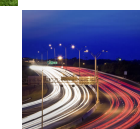
KBI 25 - Street lighting

KBI 26 - Highway enforcement/obstructions



## National Highways and Transport Public Satisfaction Survey 2010

Overall Satisfaction with Highways and Transport (against local importance)



### Top 5 Authorities

1	Nottingham City	61.86
2	Gateshead Council	61.61
3	Gwynedd	61.26
4	Newcastle City	61.18
5	Isle of Anglesey	61.03

### Top 5 County Councils

1	Leicestershire CC	58.70
2	Derbyshire CC	58.06
3	Devon CC	57.96
4	Suffolk CC	57.56
5	Norfolk CC	57.41

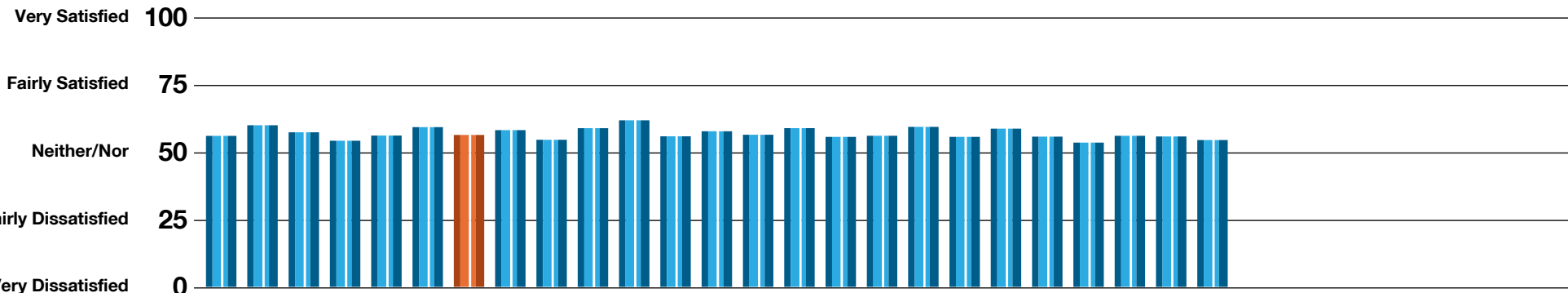
### Top 5 Unitary Authority (Urban)

1	Nottingham City	61.86
2	Borough of Poole	59.83
3	Stockton on Tees BC	59.32
4	Derby City	59.23
5	Middlesbrough	59.00



## National Highways and Transport Public Satisfaction Survey 2010

Overall Satisfaction with Highways and Transport (against national importance)



### Top 5 Authorities

1	Nottingham City	61.70
2	Gateshead Council	61.41
3	Gwynedd	61.29
4	Isle of Anglesey	61.04
5	Newcastle City	60.95

### Top 5 County Councils

1	Leicestershire CC	58.78
2	Devon CC	58.07
3	Derbyshire CC	58.05
4	Suffolk CC	57.65
5	Norfolk CC	57.56

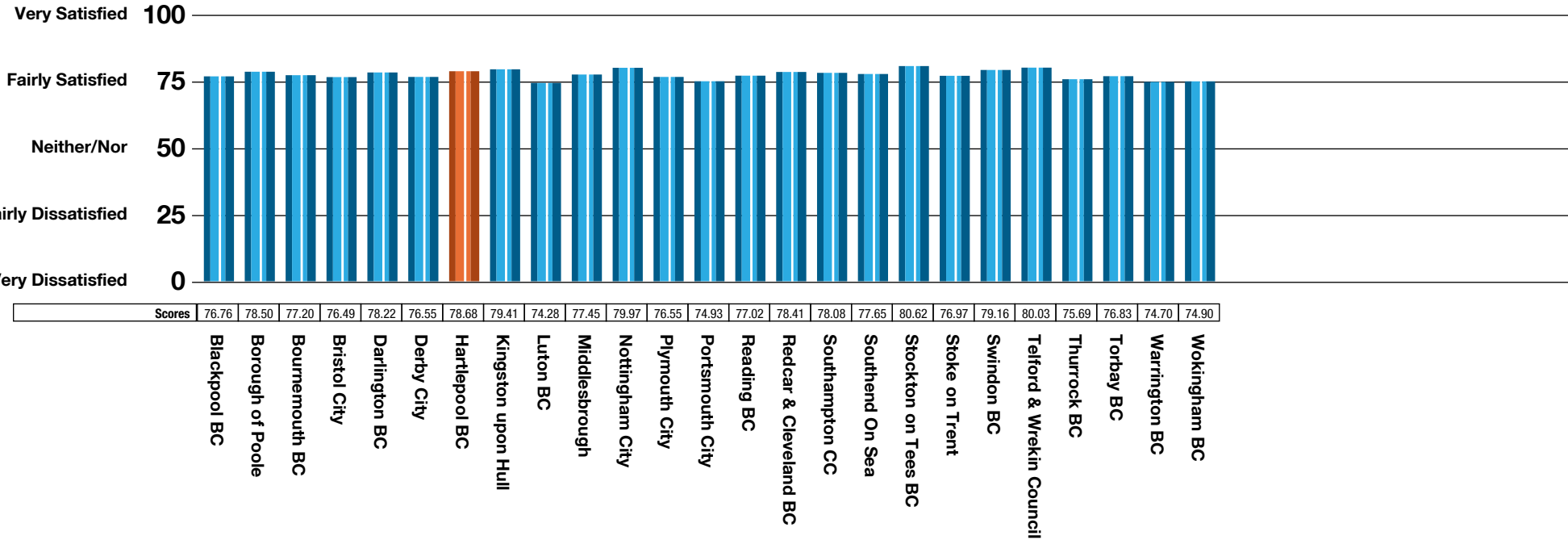
### Top 5 Unitary Authority (Urban)

1	Nottingham City	61.70
2	Borough of Poole	59.87
3	Stockton on Tees BC	59.27
4	Derby City	59.17
5	Redcar & Cleveland BC	58.80



## National Highways and Transport Public Satisfaction Survey 2010

### Ease of Access to Key Services (All People)



#### Top 5 Authorities

1	Isle of Anglesey	81.80
2	RB Kensington & Chelsea	81.23
3	Gwynedd	81.14
4	LB Islington	80.93
5	Stockton on Tees BC	80.62

#### Top 5 County Councils

1	Northamptonshire CC	79.49
2	Lancashire CC	79.11
3	Derbyshire CC	79.03
4	Cumbria CC	78.72
5	Norfolk CC	78.49

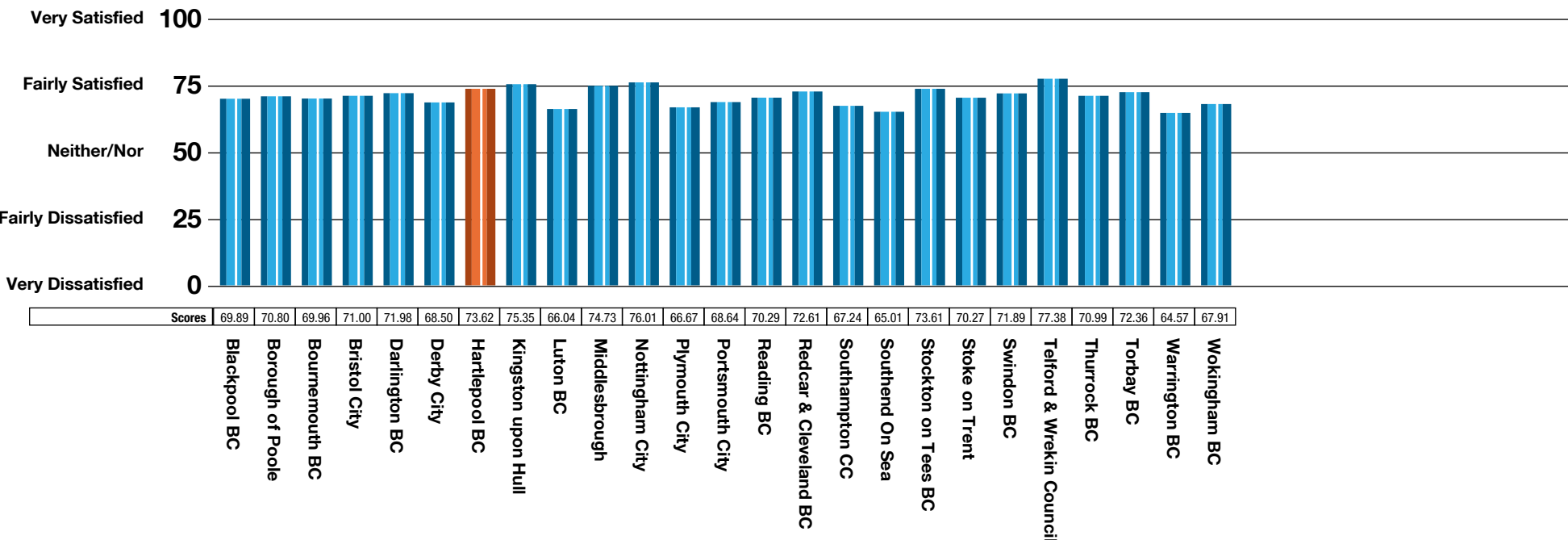
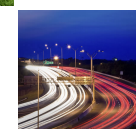
#### Top 5 Unitary Authority (Urban)

1	Stockton on Tees BC	80.62
2	Telford & Wrekin Council	80.03
3	Nottingham City	79.97
4	Kingston upon Hull	79.41
5	Swindon BC	79.16



## National Highways and Transport Public Satisfaction Survey 2010

Ease of Access to Key Services (People with disabilities)



### Top 5 Authorities

1	Telford & Wrekin Council	77.38
2	Liverpool City	76.53
3	Conwy	76.18
4	LB Lambeth	76.15
5	Hampshire CC	76.11

### Top 5 County Councils

1	Hampshire CC	76.11
2	Suffolk CC	75.05
3	Cumbria CC	74.80
4	Derbyshire CC	73.39
5	Nottinghamshire CC	73.29

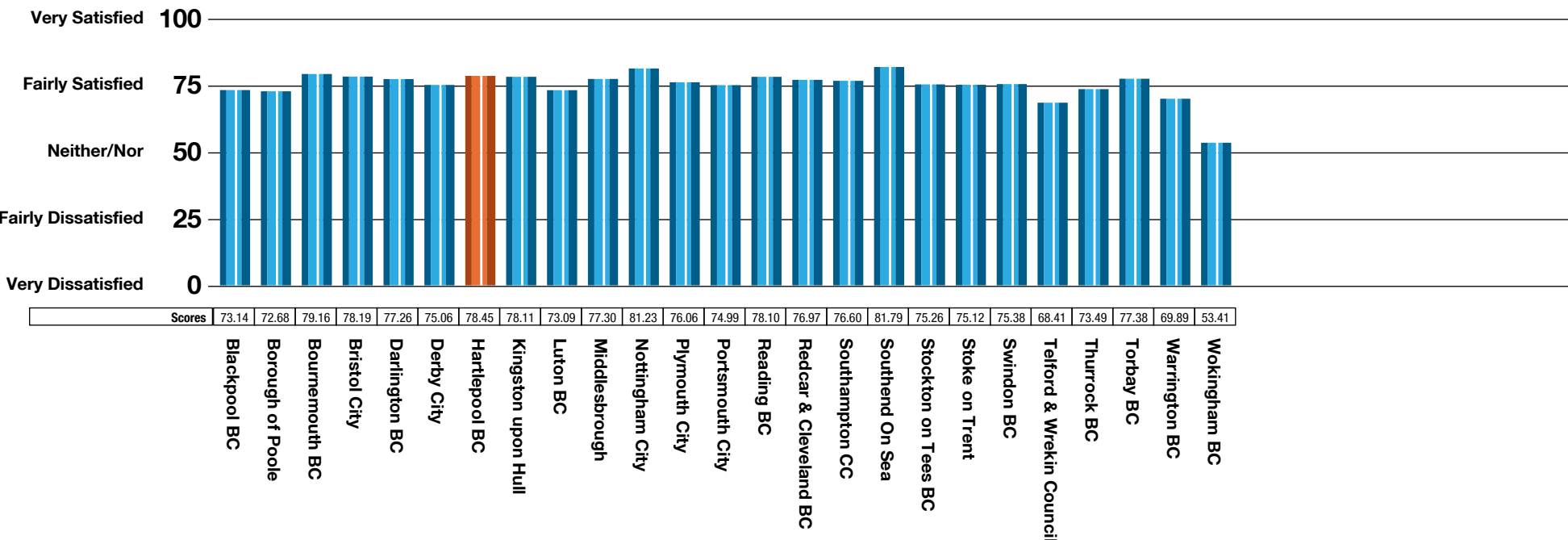
### Top 5 Unitary Authority (Urban)

1	Telford & Wrekin Council	77.38
2	Nottingham City	76.01
3	Kingston upon Hull	75.35
4	Middlesbrough	74.73
5	Hartlepool BC	73.62



## National Highways and Transport Public Satisfaction Survey 2010

Ease of Access to Key Services (No car households)



### Top 5 Authorities

1	Lancashire CC	83.77
2	Southend On Sea	81.79
3	RB Kensington & Chelsea	81.27
4	Nottingham City	81.23
5	LB Hackney	80.73

### Top 5 County Councils

1	Lancashire CC	83.77
2	Staffordshire CC	79.12
3	Oxfordshire CC	78.30
4	North Yorkshire CC	78.09
5	Devon CC	77.92

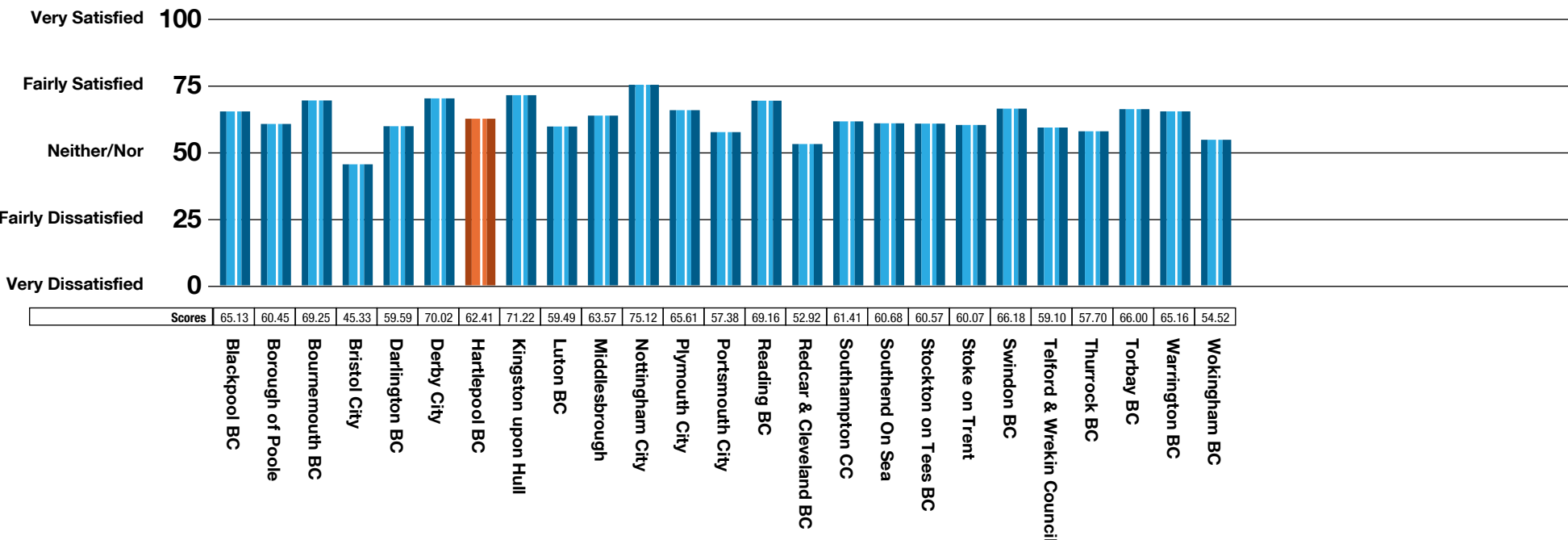
### Top 5 Unitary Authority (Urban)

1	Southend On Sea	81.79
2	Nottingham City	81.23
3	Bournemouth BC	79.16
4	Hartlepool BC	78.45
5	Bristol City	78.19



## National Highways and Transport Public Satisfaction Survey 2010

### Overall Satisfaction with Local Bus Services



#### Top 5 Authorities

1	Nottingham City	75.12
2	LB Lambeth	74.29
3	RB Kensington & Chelsea	73.32
4	LB Islington	73.06
5	LB Hackney	72.43

#### Top 5 County Councils

1	Oxfordshire CC	67.91
2	Nottinghamshire CC	67.32
3	Leicestershire CC	63.32
4	Derbyshire CC	63.31
5	Lancashire CC	63.04

#### Top 5 Unitary Authority (Urban)

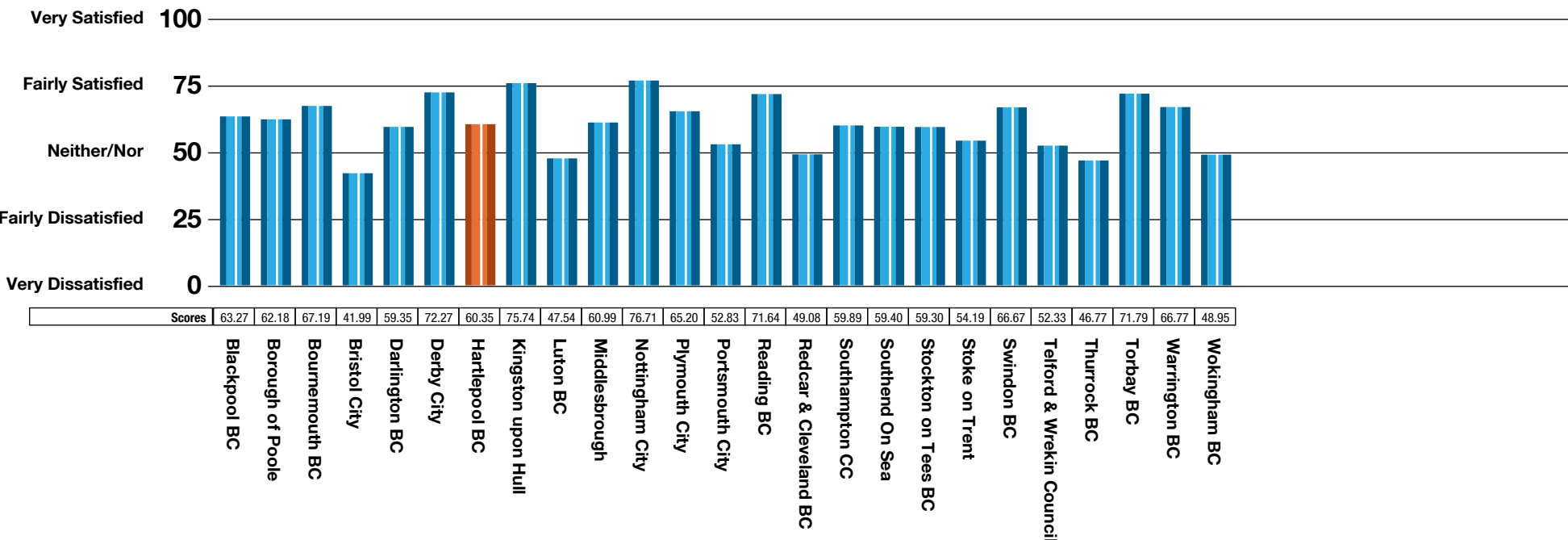
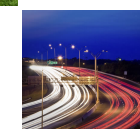
1	Nottingham City	75.12
2	Kingston upon Hull	71.22
3	Derby City	70.02
4	Bournemouth BC	69.25
5	Reading BC	69.16





## National Highways and Transport Public Satisfaction Survey 2010

### Satisfaction with Local Bus Services (BVPI 104)



#### Top 5 Authorities

1	Nottingham City	76.71
2	LB Islington	76.19
3	RB Kensington & Chelsea	75.99
4	Kingston upon Hull	75.74
5	LB Lambeth	75.13

#### Top 5 County Councils

1	Nottinghamshire CC	70.71
2	Oxfordshire CC	67.94
3	Leicestershire CC	61.96
4	Derbyshire CC	61.49
5	Norfolk CC	60.38

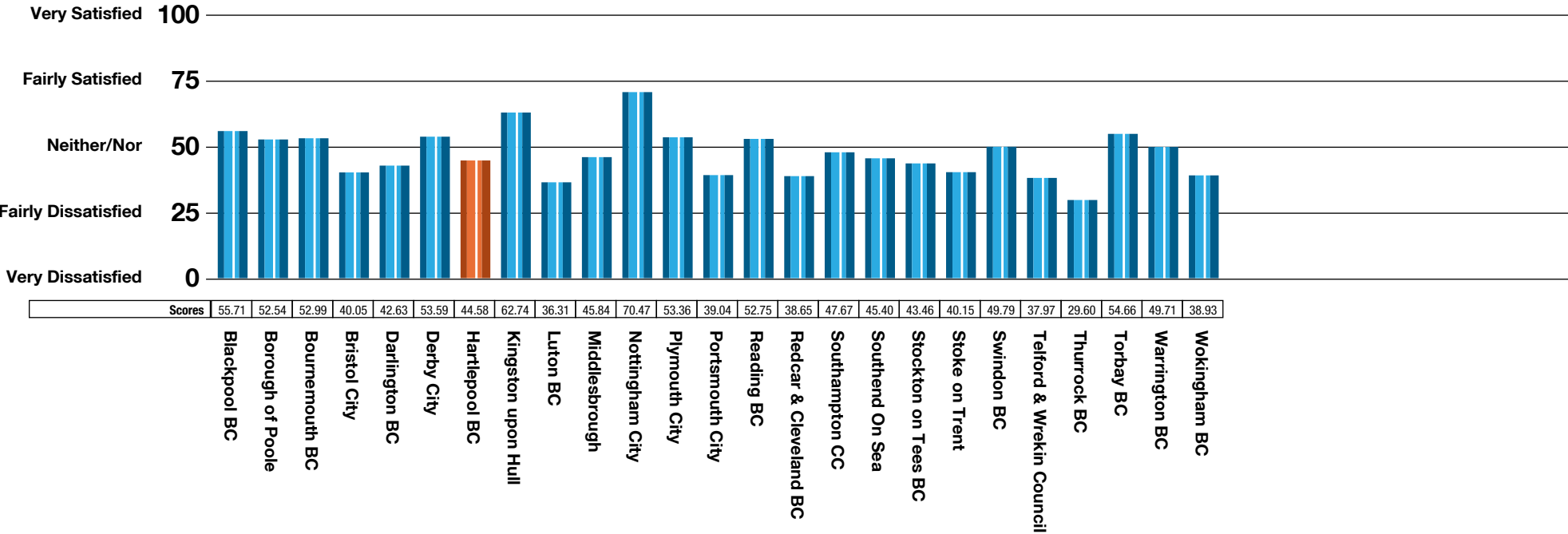
#### Top 5 Unitary Authority (Urban)

1	Nottingham City	76.71
2	Kingston upon Hull	75.74
3	Derby City	72.27
4	Torbay BC	71.79
5	Reading BC	71.64



## National Highways and Transport Public Satisfaction Survey 2010

### Satisfaction with Local PT Information (BVPI103)



#### Top 5 Authorities

1	Nottingham City	70.47
2	LB Islington	66.39
3	RB Kensington & Chelsea	63.72
4	Kingston upon Hull	62.74
5	Liverpool City	62.49

#### Top 5 County Councils

1	Nottinghamshire CC	53.66
2	North Yorkshire CC	49.44
3	Oxfordshire CC	49.31
4	Derbyshire CC	48.15
5	Devon CC	46.99

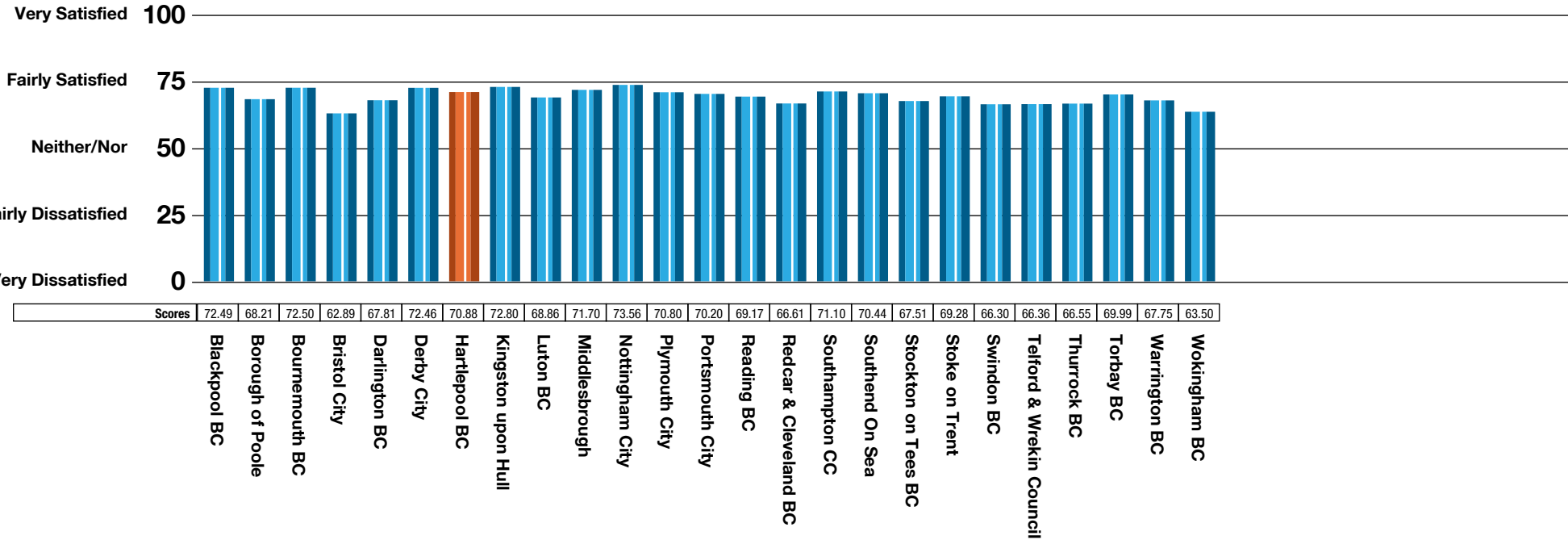
#### Top 5 Unitary Authority (Urban)

1	Nottingham City	70.47
2	Kingston upon Hull	62.74
3	Blackpool BC	55.71
4	Torbay BC	54.66
5	Derby City	53.59



## National Highways and Transport Public Satisfaction Survey 2010

### Satisfaction with Local Taxi (or mini-cab) Services



#### Top 5 Authorities

1	Liverpool City	76.98
2	Newcastle City	74.46
3	Nottingham City	73.56
4	Solihull MBC	73.45
5	North Tyneside	72.84

#### Top 5 County Councils

1	Nottinghamshire CC	69.23
2	Lancashire CC	68.54
3	West Sussex CC	68.18
4	Norfolk CC	67.96
5	Northamptonshire CC	67.32

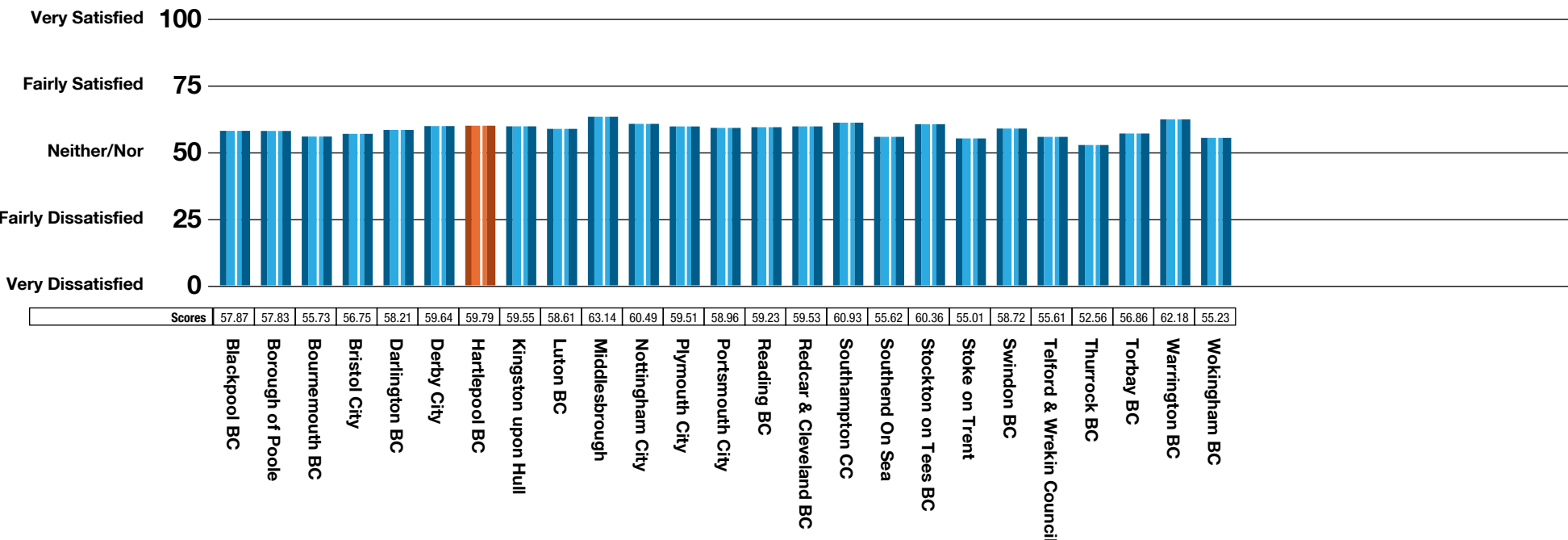
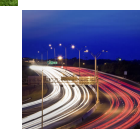
#### Top 5 Unitary Authority (Urban)

1	Nottingham City	73.56
2	Kingston upon Hull	72.80
3	Bournemouth BC	72.50
4	Blackpool BC	72.49
5	Derby City	72.46



## National Highways and Transport Public Satisfaction Survey 2010

Overall Satisfaction with Community Transport, eg Dial-a-Ride and volunteer cars.



### Top 5 Authorities

1	Middlesbrough	63.14
2	Walsall MBC	63.10
3	LB Waltham Forest	62.55
4	Warrington BC	62.18
5	Denbighshire	61.76

### Top 5 County Councils

1	Hampshire CC	59.50
2	Lancashire CC	59.17
3	Suffolk CC	59.17
4	Surrey CC	59.02
5	Norfolk CC	58.71

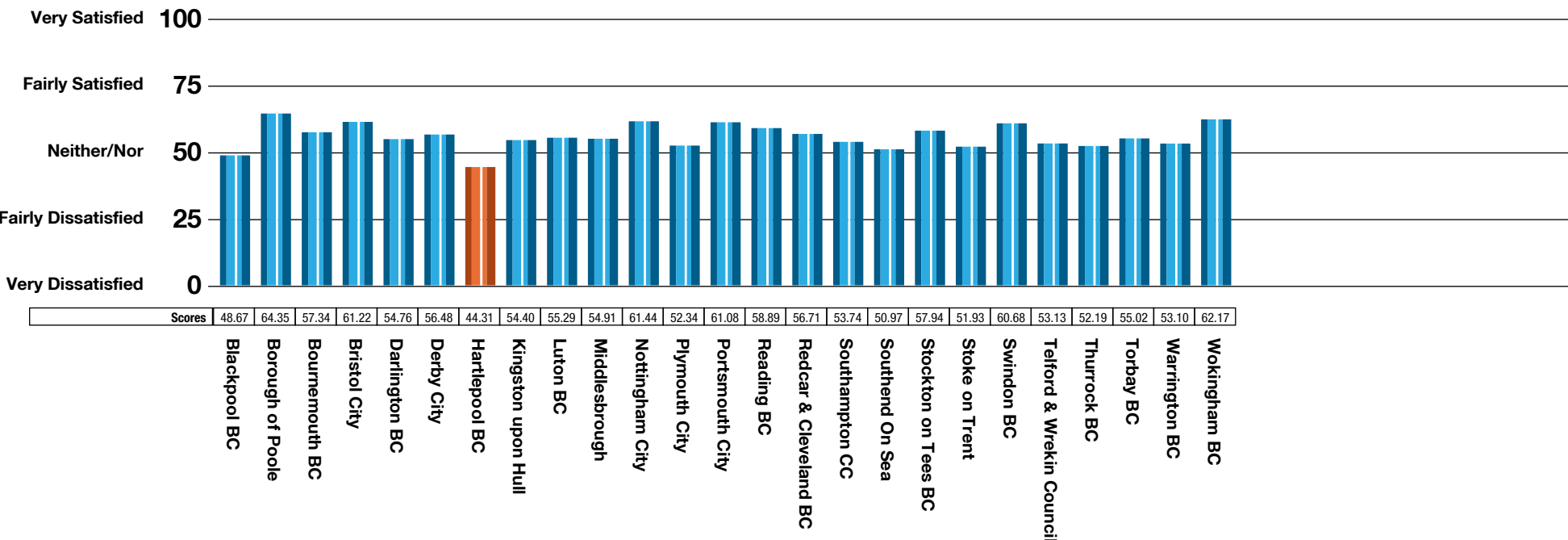
### Top 5 Unitary Authority (Urban)

1	Middlesbrough	63.14
2	Warrington BC	62.18
3	Southampton CC	60.93
4	Nottingham City	60.49
5	Stockton on Tees BC	60.36



## National Highways and Transport Public Satisfaction Survey 2010

### Overall Satisfaction with Pavements and Footpaths



#### Top 5 Authorities

1	RB Kensington & Chelsea	71.07
2	Leicestershire CC	64.98
3	Borough of Poole	64.35
4	Isle of Anglesey	63.51
5	LB Hackney	62.67

#### Top 5 County Councils

1	Leicestershire CC	64.98
2	Devon CC	62.45
3	Norfolk CC	61.44
4	Derbyshire CC	60.35
5	Somerset CC	60.27

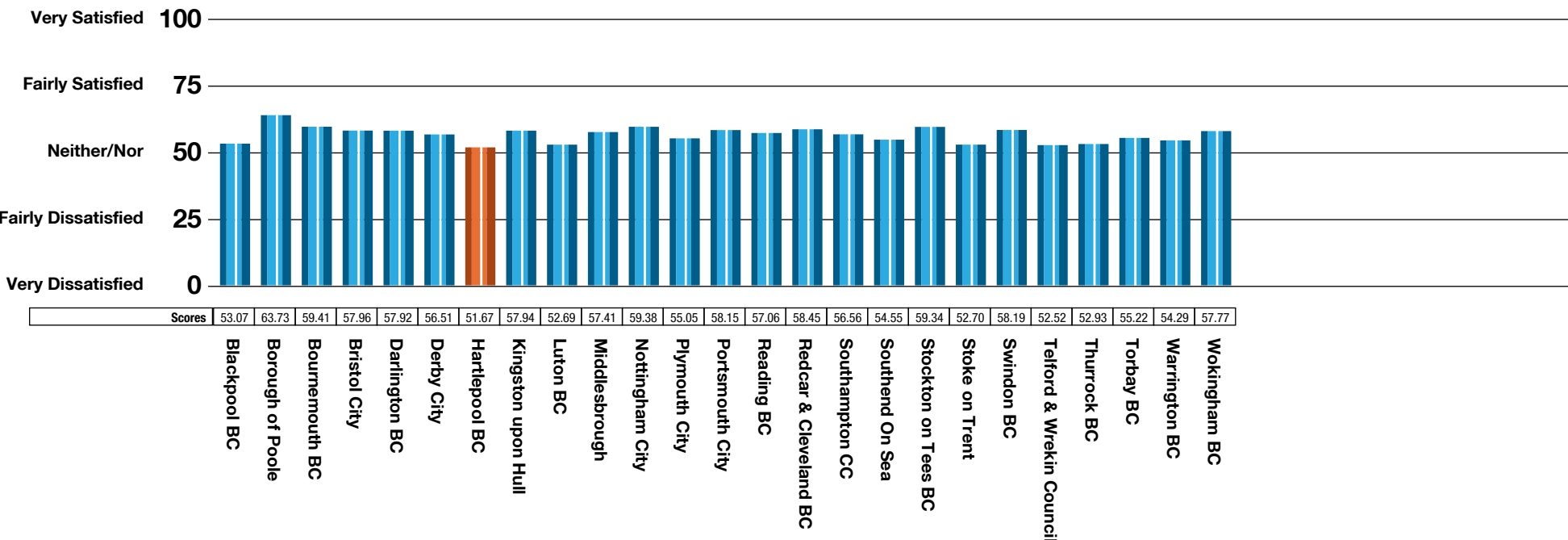
#### Top 5 Unitary Authority (Urban)

1	Borough of Poole	64.35
2	Wokingham BC	62.17
3	Nottingham City	61.44
4	Bristol City	61.22
5	Portsmouth City	61.08



## National Highways and Transport Public Satisfaction Survey 2010

Satisfaction with specific aspects of Pavements and Footpaths



### Top 5 Authorities

1	RB Kensington & Chelsea	67.39
2	Borough of Poole	63.73
3	South Gloucestershire	62.17
4	LB Southwark	61.69
5	Devon CC	61.31

### Top 5 County Councils

1	Devon CC	61.31
2	North Yorkshire CC	60.44
3	Suffolk CC	59.71
4	Hampshire CC	59.68
5	Leicestershire CC	59.05

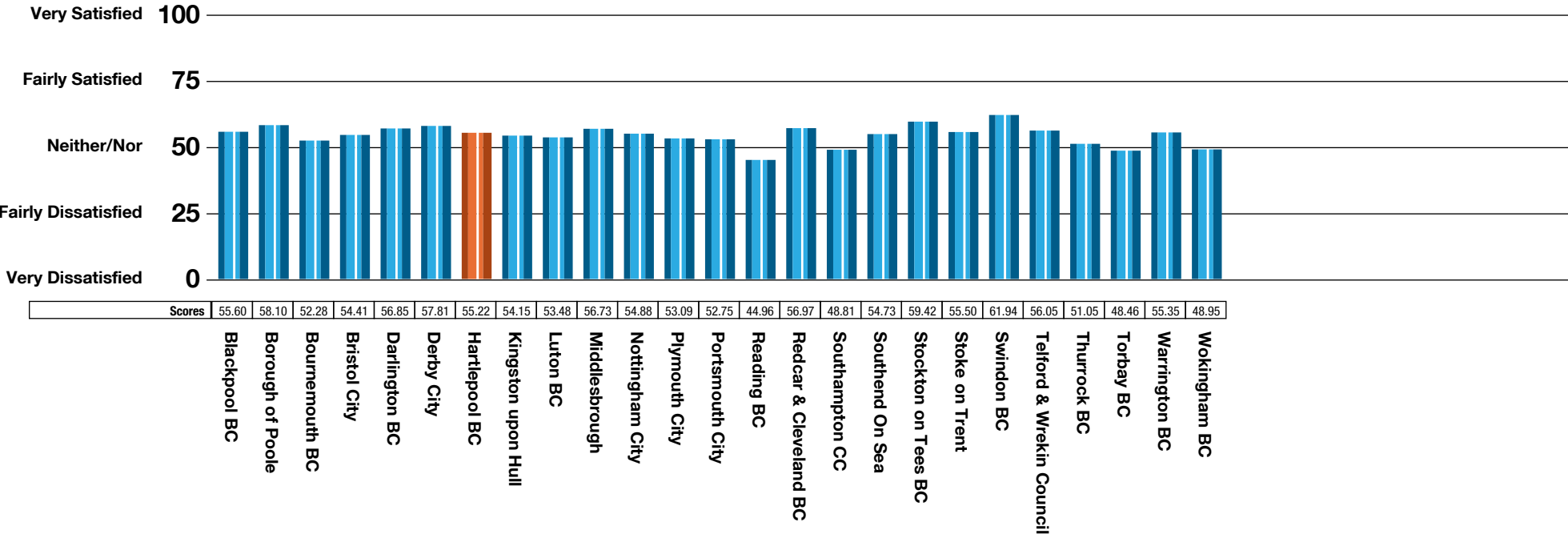
### Top 5 Unitary Authority (Urban)

1	Borough of Poole	63.73
2	Bournemouth BC	59.41
3	Nottingham City	59.38
4	Stockton on Tees BC	59.34
5	Redcar & Cleveland BC	58.45



## National Highways and Transport Public Satisfaction Survey 2010

### Overall Satisfaction with Cycle Routes and Facilities



#### Top 5 Authorities

1	Milton Keynes	69.10
2	Swindon BC	61.94
3	South Gloucestershire	61.56
4	Stockton on Tees BC	59.42
5	Devon CC	59.34

#### Top 5 County Councils

1	Devon CC	59.34
2	Suffolk CC	55.96
3	Lancashire CC	55.27
4	Cambridgeshire CC	55.16
5	Staffordshire CC	54.84

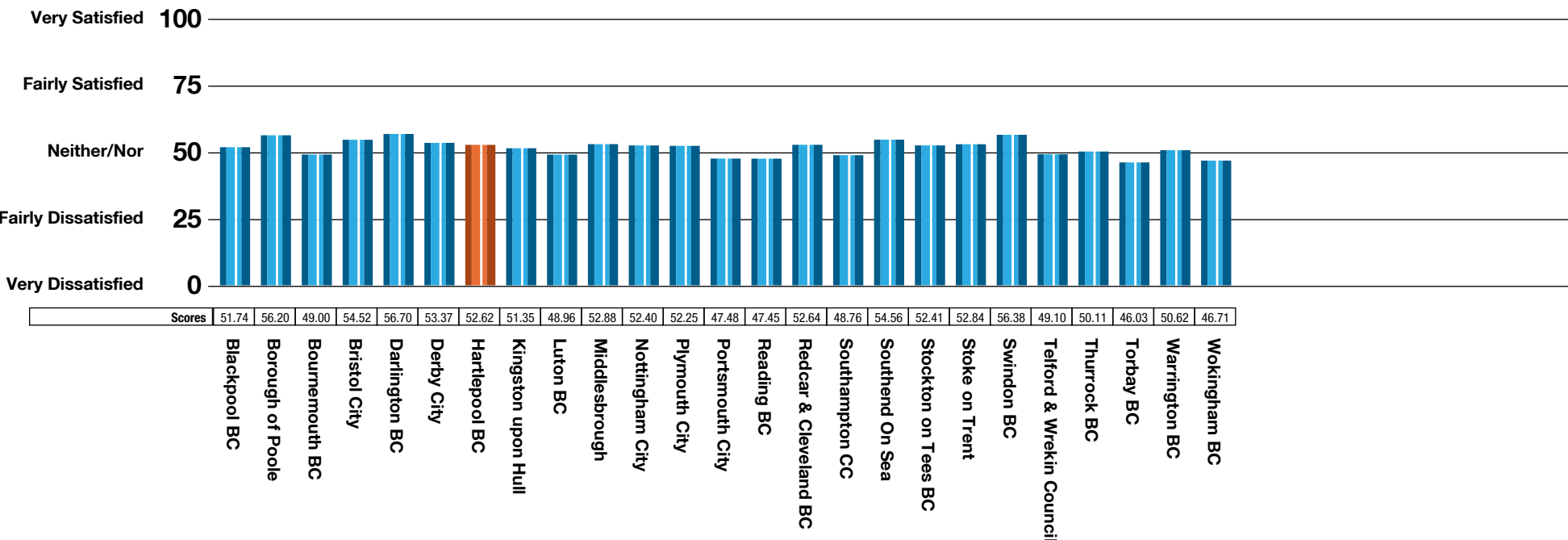
#### Top 5 Unitary Authority (Urban)

1	Swindon BC	61.94
2	Stockton on Tees BC	59.42
3	Borough of Poole	58.10
4	Derby City	57.81
5	Redcar & Cleveland BC	56.97



## National Highways and Transport Public Satisfaction Survey 2010

Satisfaction with specific aspects of Cycle Routes and Facilities



### Top 5 Authorities

1	South Gloucestershire	58.64
2	Milton Keynes	57.50
3	Darlington BC	56.70
4	Swindon BC	56.38
5	Borough of Poole	56.20

### Top 5 County Councils

1	Devon CC	55.45
2	Suffolk CC	52.62
3	Cambridgeshire CC	52.34
4	Oxfordshire CC	52.32
5	Staffordshire CC	51.42

### Top 5 Unitary Authority (Urban)

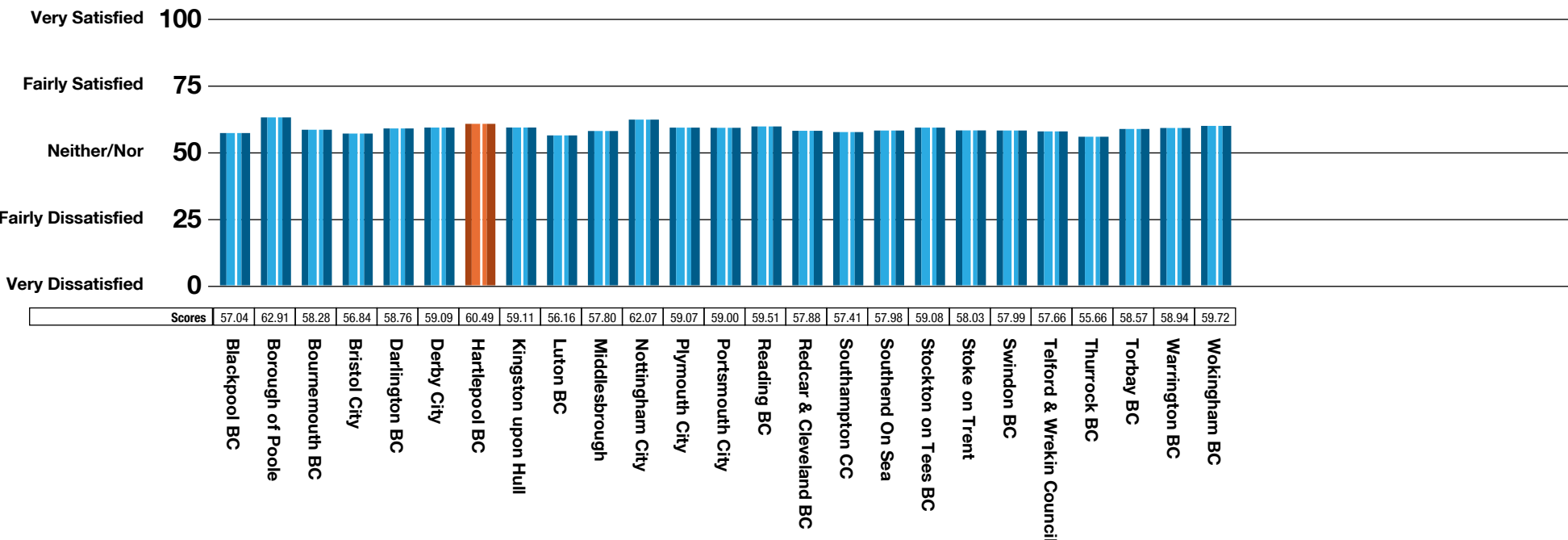
1	Darlington BC	56.70
2	Swindon BC	56.38
3	Borough of Poole	56.20
4	Southend On Sea	54.56
5	Bristol City	54.52





## National Highways and Transport Public Satisfaction Survey 2010

### Overall Satisfaction with The Local Rights of Way Network



#### Top 5 Authorities

1	Borough of Poole	62.91
2	Devon CC	62.59
3	Gateshead Council	62.08
4	Nottingham City	62.07
5	Isle of Anglesey	61.80

#### Top 5 County Councils

1	Devon CC	62.59
2	Suffolk CC	60.61
3	Leicestershire CC	60.37
4	Cumbria CC	60.15
5	Hampshire CC	59.92

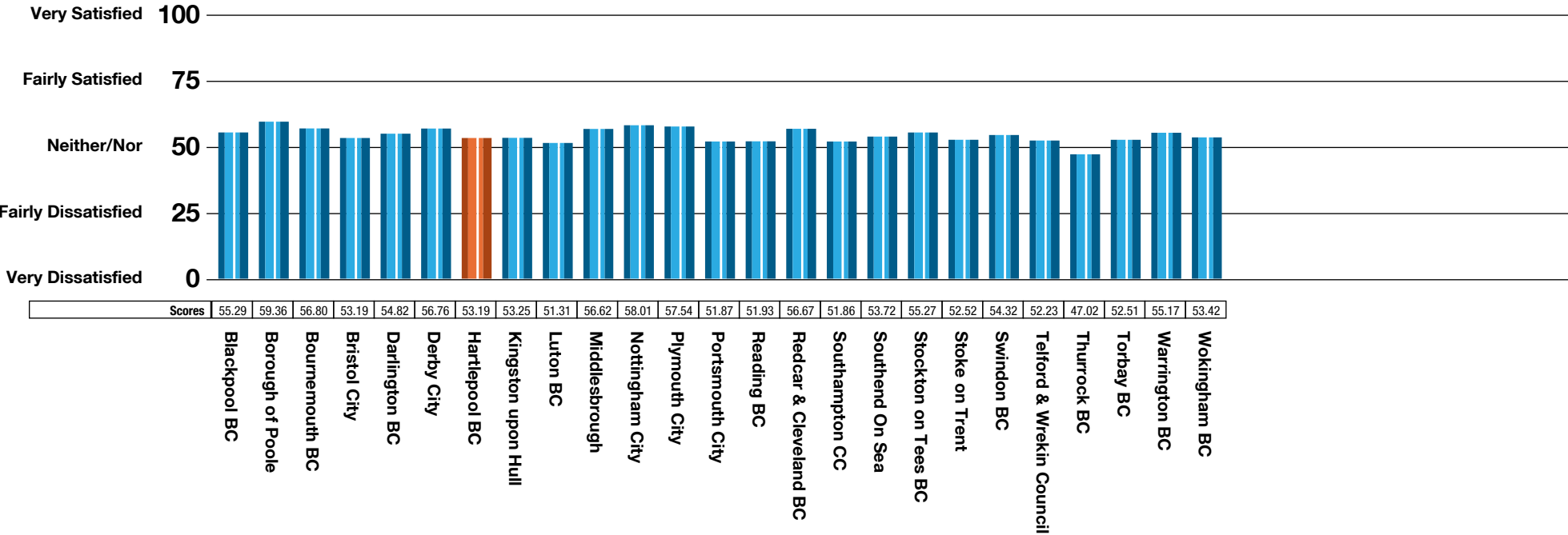
#### Top 5 Unitary Authority (Urban)

1	Borough of Poole	62.91
2	Nottingham City	62.07
3	Hartlepool BC	60.49
4	Wokingham BC	59.72
5	Reading BC	59.51



## National Highways and Transport Public Satisfaction Survey 2010

Satisfaction with specific aspects of The Local Rights of Way Network



### Top 5 Authorities

1	Borough of Poole	59.36
2	Sheffield City	59.02
3	Gateshead Council	58.98
4	Milton Keynes	58.19
5	Nottingham City	58.01

### Top 5 County Councils

1	Cumbria CC	57.81
2	Devon CC	57.08
3	Derbyshire CC	56.72
4	Hampshire CC	55.87
5	Suffolk CC	55.87

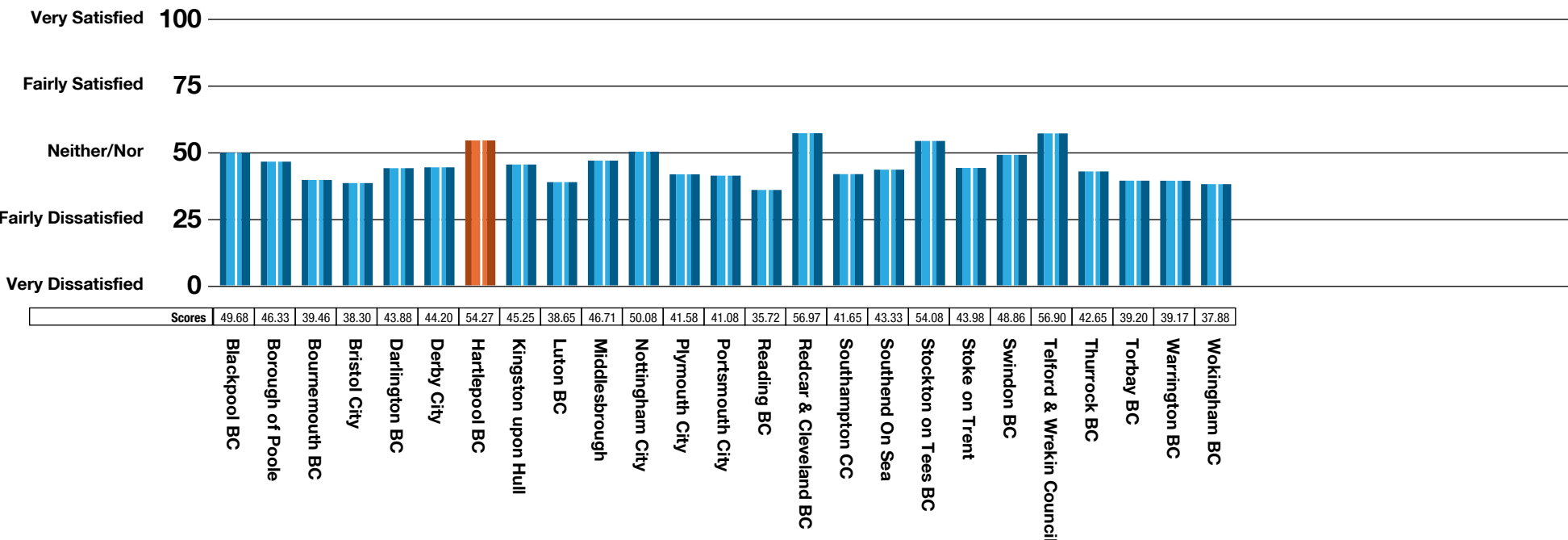
### Top 5 Unitary Authority (Urban)

1	Borough of Poole	59.36
2	Nottingham City	58.01
3	Plymouth City	57.54
4	Bournemouth BC	56.80
5	Derby City	56.76



## National Highways and Transport Public Satisfaction Survey 2010

Overall Satisfaction with Traffic Levels and Congestion ie. queues



### Top 5 Authorities

1	Isle of Anglesey	62.58
2	Milton Keynes	62.18
3	Gwynedd	59.30
4	Northumberland	57.51
5	Redcar & Cleveland BC	56.97

### Top 5 County Councils

1	Norfolk CC	51.33
2	Suffolk CC	51.12
3	Staffordshire CC	50.59
4	Northamptonshire CC	50.34
5	Derbyshire CC	50.32

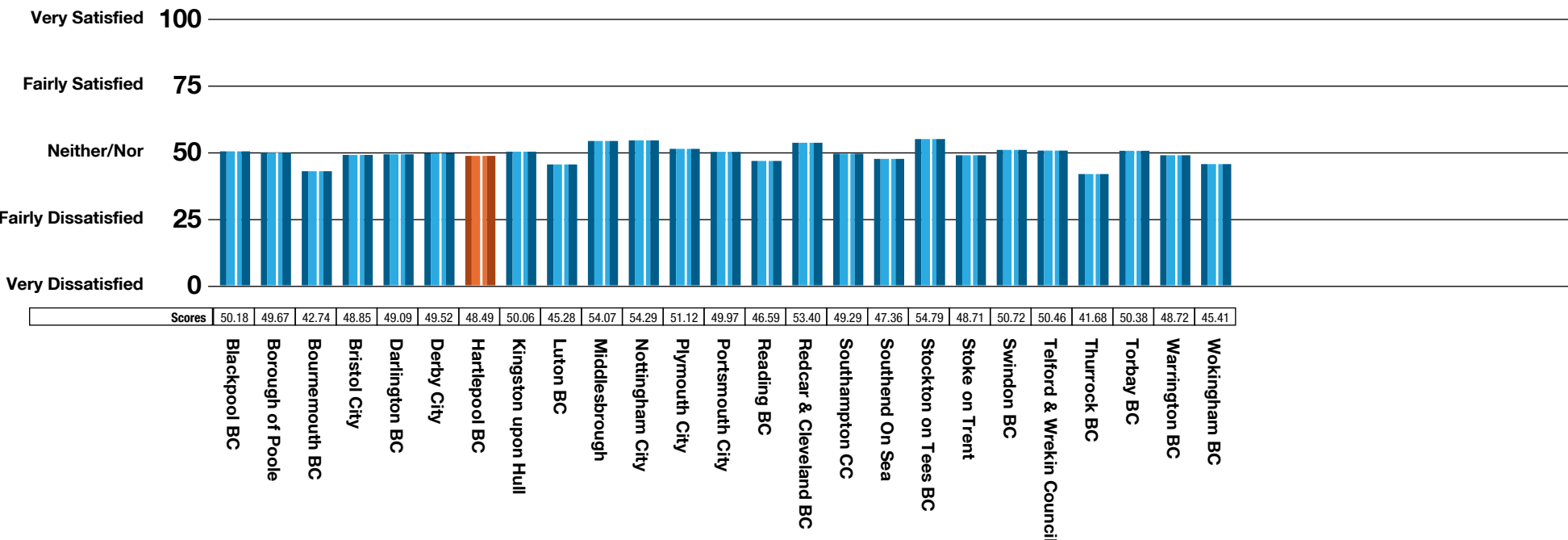
### Top 5 Unitary Authority (Urban)

1	Redcar & Cleveland BC	56.97
2	Telford & Wrekin Council	56.90
3	Hartlepool BC	54.27
4	Stockton on Tees BC	54.08
5	Nottingham City	50.08



## National Highways and Transport Public Satisfaction Survey 2010

### Satisfaction with Management of Roadworks



#### Top 5 Authorities

1	Norfolk CC	55.37
2	Devon CC	55.04
3	Stockton on Tees BC	54.79
4	Nottingham City	54.29
5	Gwynedd	54.19

#### Top 5 County Councils

1	Norfolk CC	55.37
2	Devon CC	55.04
3	Somerset CC	53.68
4	Suffolk CC	52.26
5	Hertfordshire CC	51.04

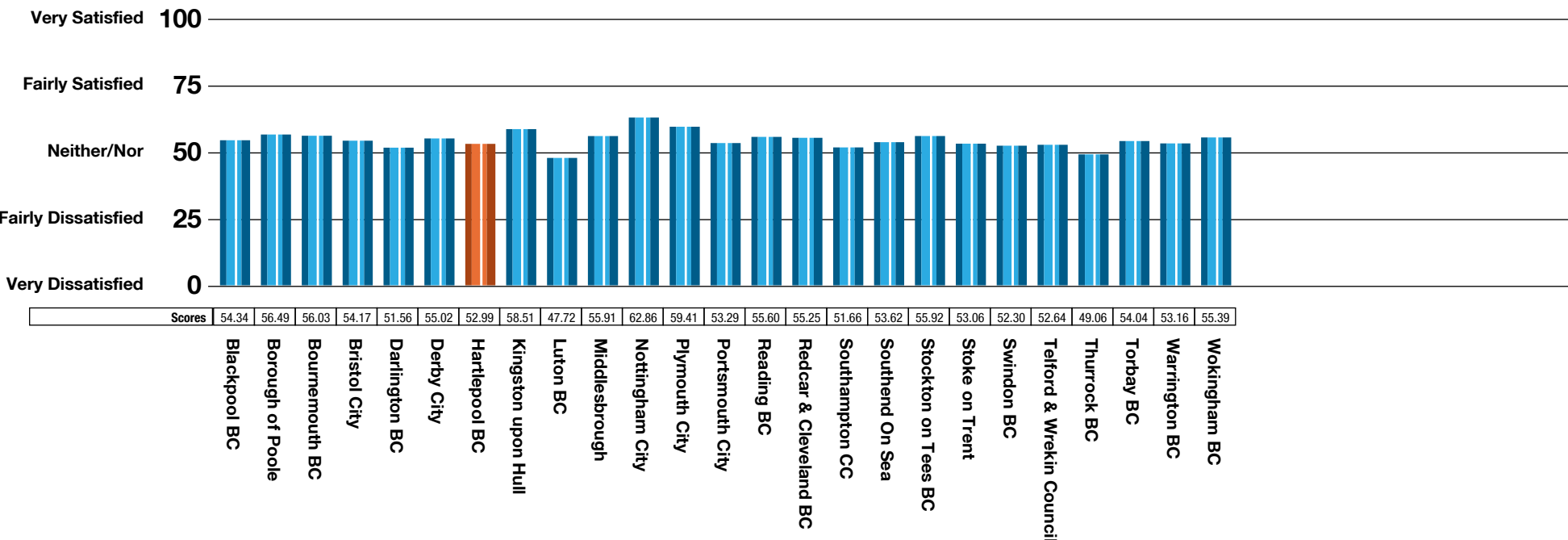
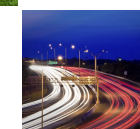
#### Top 5 Unitary Authority (Urban)

1	Stockton on Tees BC	54.79
2	Nottingham City	54.29
3	Middlesbrough	54.07
4	Redcar & Cleveland BC	53.40
5	Plymouth City	51.12



## National Highways and Transport Public Satisfaction Survey 2010

### Satisfaction with Traffic Management



#### Top 5 Authorities

1	Nottingham City	62.86
2	Isle of Anglesey	59.65
3	Plymouth City	59.41
4	Norfolk CC	58.70
5	Kingston upon Hull	58.51

#### Top 5 County Councils

1	Norfolk CC	58.70
2	Oxfordshire CC	57.30
3	Devon CC	57.09
4	Suffolk CC	56.68
5	Nottinghamshire CC	56.63

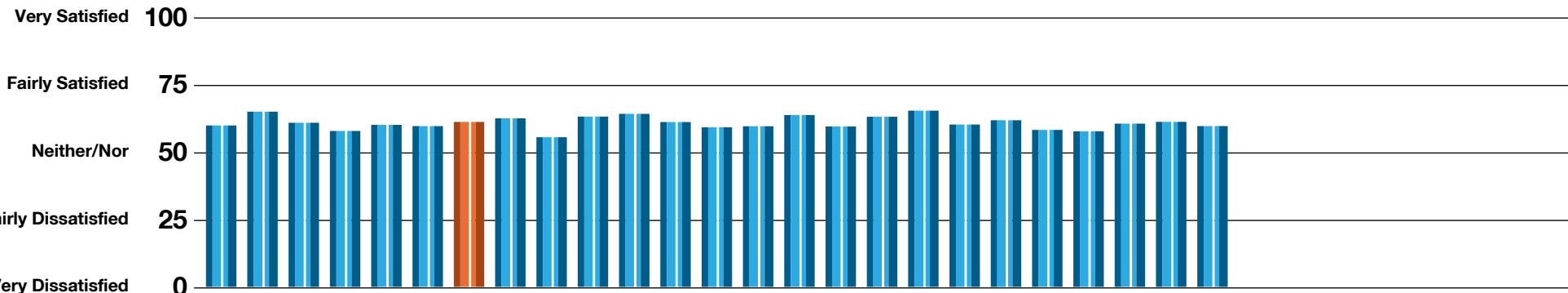
#### Top 5 Unitary Authority (Urban)

1	Nottingham City	62.86
2	Plymouth City	59.41
3	Kingston upon Hull	58.51
4	Borough of Poole	56.49
5	Bournemouth BC	56.03



## National Highways and Transport Public Satisfaction Survey 2010

Overall Satisfaction with Road Safety Locally



### Top 5 Authorities

1	Newcastle City	65.43
2	Stockton on Tees BC	65.28
3	Borough of Poole	64.90
4	Nottingham City	64.09
5	Gateshead Council	64.08

### Top 5 County Councils

1	Derbyshire CC	61.48
2	Suffolk CC	61.37
3	North Yorkshire CC	61.22
4	Leicestershire CC	60.44
5	Hampshire CC	60.27

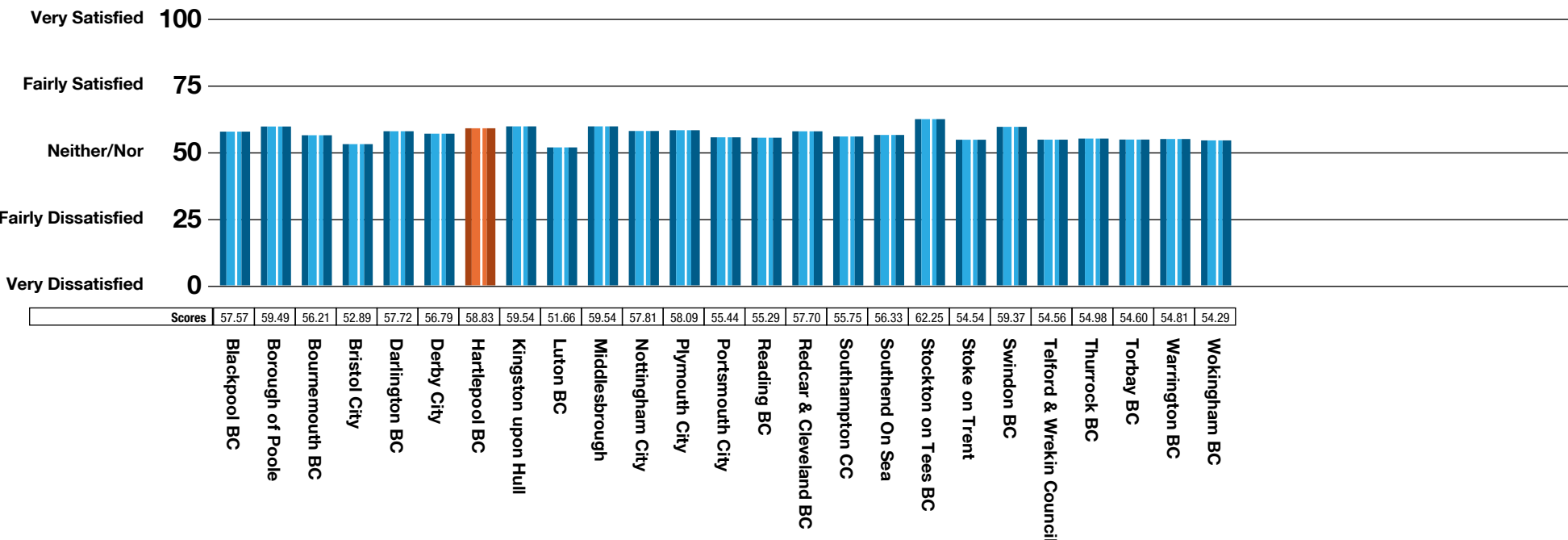
### Top 5 Unitary Authority (Urban)

1	Stockton on Tees BC	65.28
2	Borough of Poole	64.90
3	Nottingham City	64.09
4	Redcar & Cleveland BC	63.65
5	Middlesbrough	63.08



## National Highways and Transport Public Satisfaction Survey 2010

### Satisfaction with Road Safety Environment



#### Top 5 Authorities

1	Stockton on Tees BC	62.25
2	Milton Keynes	60.65
3	Middlesbrough	59.54
4	Kingston upon Hull	59.54
5	Borough of Poole	59.49

#### Top 5 County Councils

1	Nottinghamshire CC	56.51
2	North Yorkshire CC	55.97
3	Derbyshire CC	55.89
4	Cumbria CC	55.83
5	Leicestershire CC	55.76

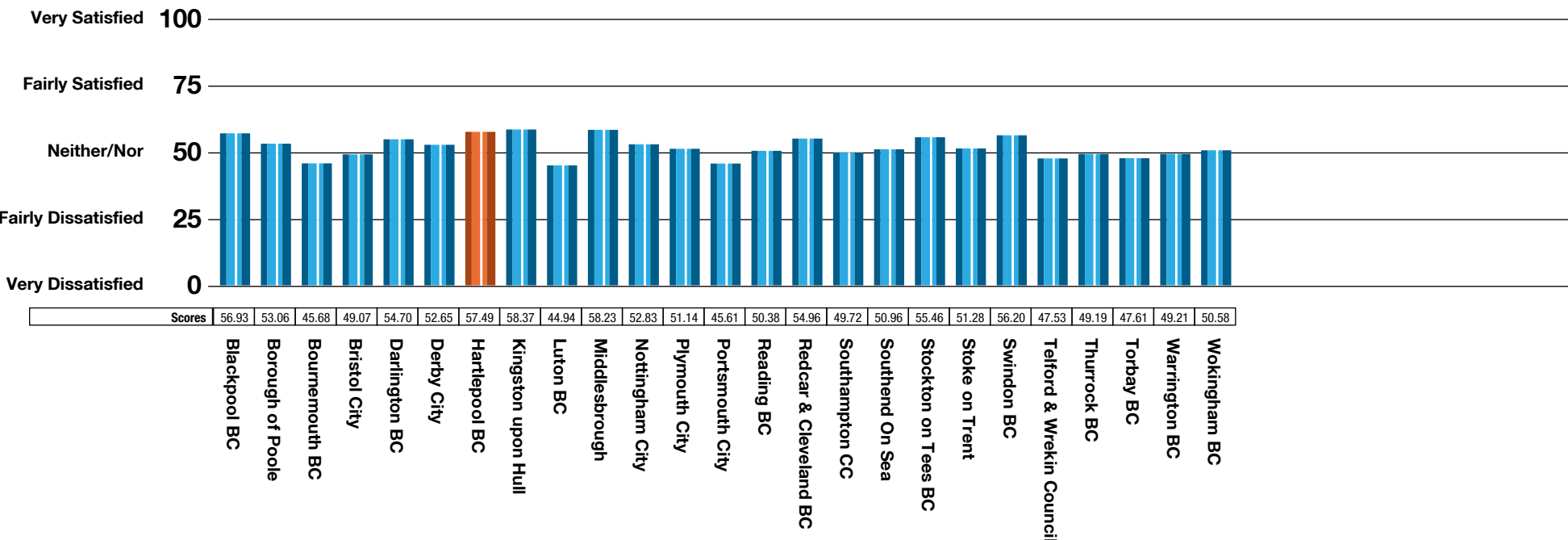
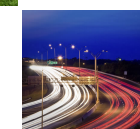
#### Top 5 Unitary Authority (Urban)

1	Stockton on Tees BC	62.25
2	Middlesbrough	59.54
3	Kingston upon Hull	59.54
4	Borough of Poole	59.49
5	Swindon BC	59.37



## National Highways and Transport Public Satisfaction Survey 2010

### Satisfaction with Road Safety Education



#### Top 5 Authorities

1	Isle of Anglesey	59.21
2	East Riding	58.61
3	Kingston upon Hull	58.37
4	Middlesbrough	58.23
5	Hartlepool BC	57.49

#### Top 5 County Councils

1	North Yorkshire CC	55.55
2	Staffordshire CC	54.66
3	Leicestershire CC	54.50
4	Lincolnshire CC	53.84
5	Cumbria CC	53.52

#### Top 5 Unitary Authority (Urban)

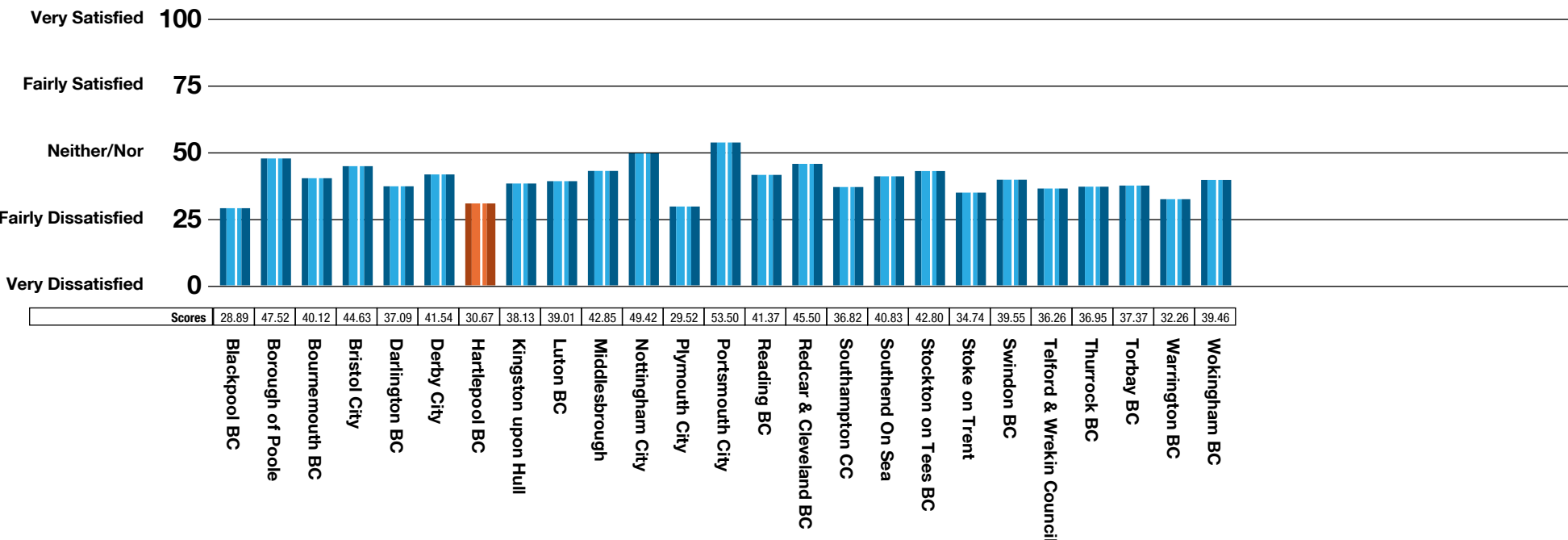
1	Kingston upon Hull	58.37
2	Middlesbrough	58.23
3	Hartlepool BC	57.49
4	Blackpool BC	56.93
5	Swindon BC	56.20





## National Highways and Transport Public Satisfaction Survey 2010

Overall Satisfaction with the Condition of Highways ie. roads and pavements



### Top 5 Authorities

1	RB Kensington & Chelsea	58.40
2	Isle of Anglesey	55.14
3	Gwynedd	54.26
4	Portsmouth City	53.50
5	Gateshead Council	51.59

### Top 5 County Councils

1	Leicestershire CC	49.57
2	North Yorkshire CC	44.71
3	Suffolk CC	43.73
4	Norfolk CC	43.08
5	Devon CC	41.91

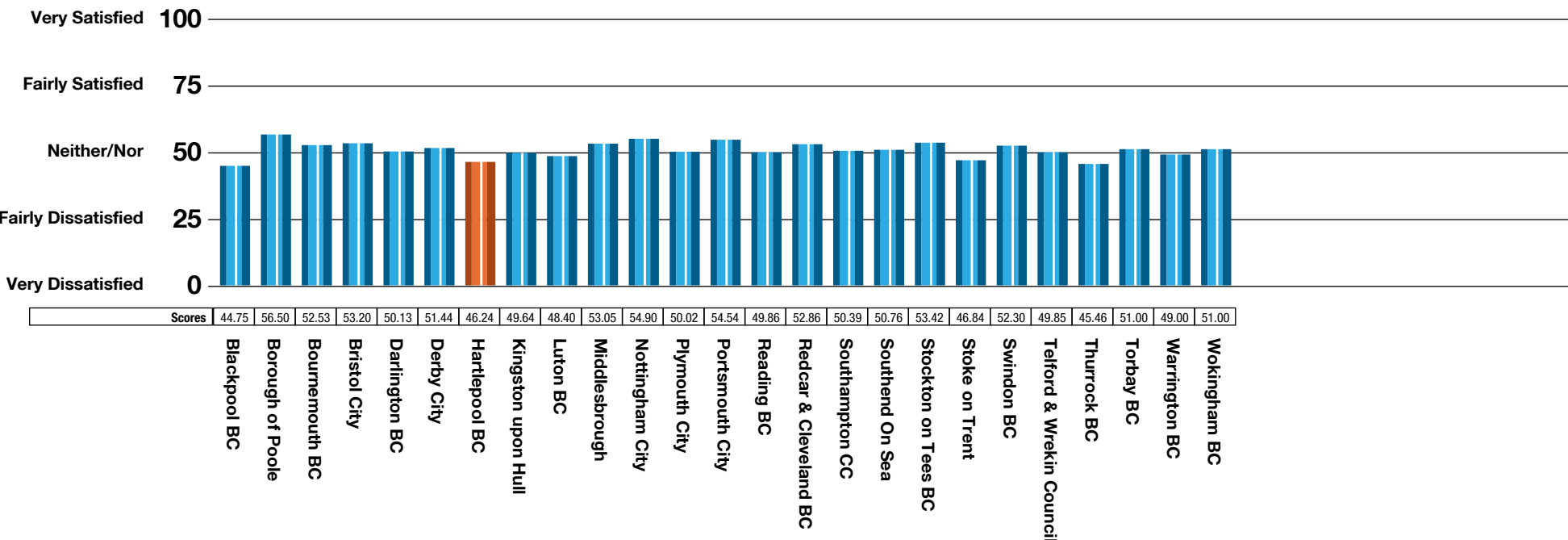
### Top 5 Unitary Authority (Urban)

1	Portsmouth City	53.50
2	Nottingham City	49.42
3	Borough of Poole	47.52
4	Redcar & Cleveland BC	45.50
5	Bristol City	44.63



## National Highways and Transport Public Satisfaction Survey 2010

### Satisfaction with Highway Maintenance



#### Top 5 Authorities

1	RB Kensington & Chelsea	61.12
2	Gwynedd	59.01
3	Isle of Anglesey	58.57
4	Borough of Poole	56.50
5	Gateshead Council	55.98

#### Top 5 County Councils

1	Leicestershire CC	54.66
2	Devon CC	54.45
3	North Yorkshire CC	54.03
4	Suffolk CC	53.86
5	Norfolk CC	53.31

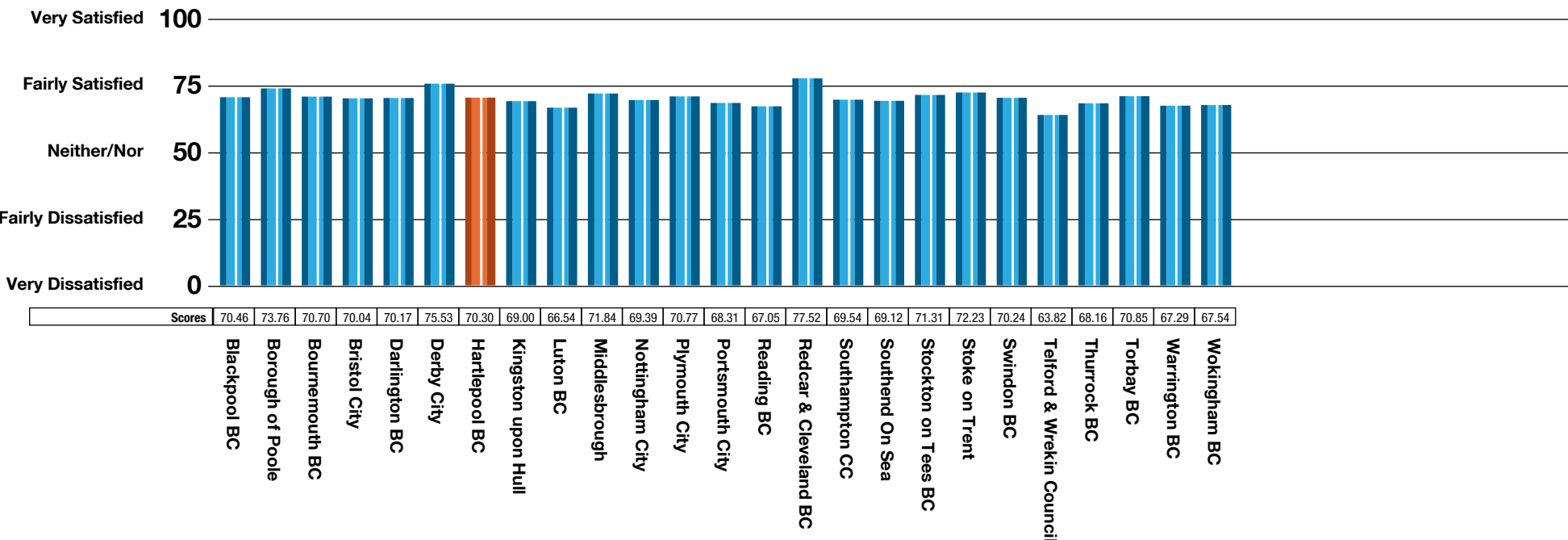
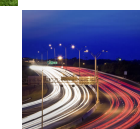
#### Top 5 Unitary Authority (Urban)

1	Borough of Poole	56.50
2	Nottingham City	54.90
3	Portsmouth City	54.54
4	Stockton on Tees BC	53.42
5	Bristol City	53.20



## National Highways and Transport Public Satisfaction Survey 2010

### Overall Satisfaction with Street lighting



#### Top 5 Authorities

1	Redcar & Cleveland BC	77.52
2	South Tyneside	77.30
3	Newcastle City	76.45
4	Derby City	75.53
5	Borough of Poole	73.76

#### Top 5 County Councils

1	Leicestershire CC	71.50
2	Nottinghamshire CC	71.25
3	Derbyshire CC	71.04
4	Staffordshire CC	70.89
5	Devon CC	70.84

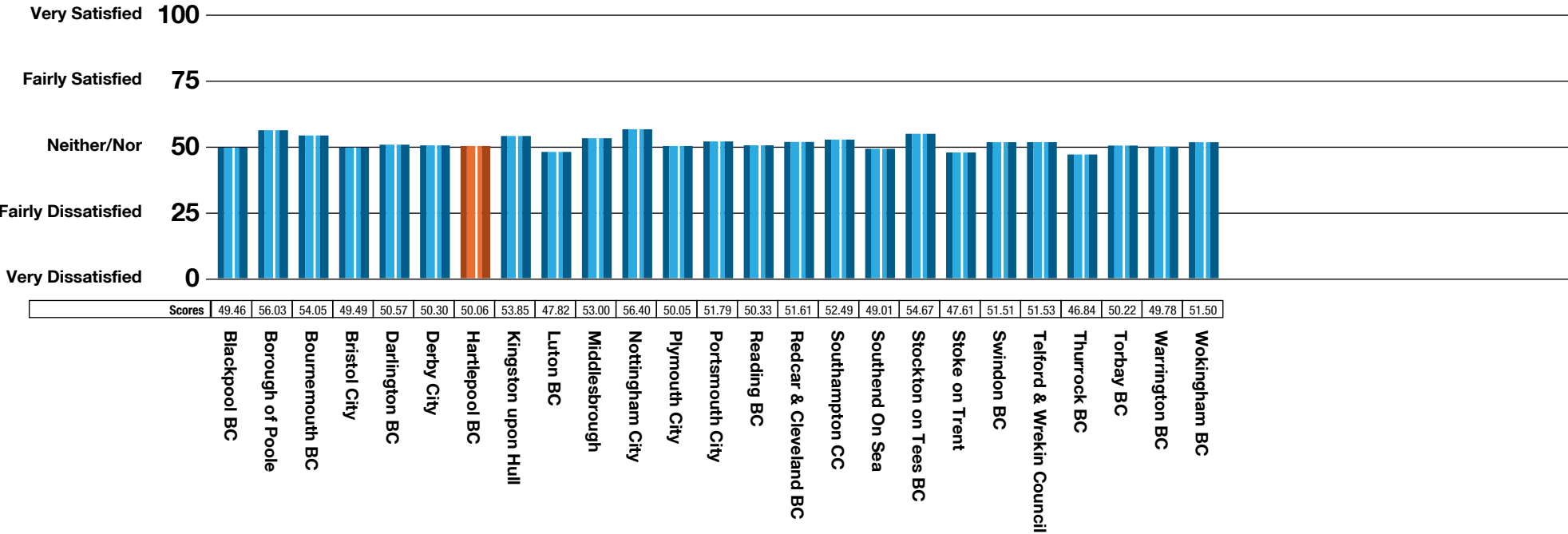
#### Top 5 Unitary Authority (Urban)

1	Redcar & Cleveland BC	77.52
2	Derby City	75.53
3	Borough of Poole	73.76
4	Stoke on Trent	72.23
5	Middlesbrough	71.84



## National Highways and Transport Public Satisfaction Survey 2010

### Highway Enforcement/ Obstructions



#### Top 5 Authorities

1	RB Kensington & Chelsea	59.51
2	Nottingham City	56.40
3	Borough of Poole	56.03
4	LB Islington	55.90
5	Gwynedd	55.18

#### Top 5 County Councils

1	North Yorkshire CC	53.10
2	Devon CC	52.77
3	Hampshire CC	52.41
4	Staffordshire CC	52.22
5	Suffolk CC	51.69

#### Top 5 Unitary Authority (Urban)

1	Nottingham City	56.40
2	Borough of Poole	56.03
3	Stockton on Tees BC	54.67
4	Bournemouth BC	54.05
5	Kingston upon Hull	53.85



## NHT 2010 KBI Comparisons - Unitary Authorities (Urban)

Unitary Authority (Urban)	KBI 01	KBI 02	KBI 03	KBI 04	KBI 05	KBI 06	KBI 07	KBI 08	KBI 09	KBI 10	KBI 11	KBI 12	KBI 13	KBI 14	KBI 15	KBI 16	KBI 17	KBI 18	KBI 19	KBI 20	KBI 21	KBI 22	KBI 23	KBI 24	KBI 25	KBI 26	Totals	Average	Position
1 Blackpool BC	56.02	55.94	76.76	69.89	73.14	65.13	63.27	55.71	72.49	57.87	48.67	53.07	55.60	51.74	57.04	55.29	49.68	50.18	54.34	59.79	57.57	56.93	28.89	44.75	70.46	49.46	1489.68	57.30	13th
2 Borough of Poole	59.83	59.87	78.50	70.80	72.68	60.45	62.18	52.54	68.21	57.83	64.35	63.73	58.10	56.20	62.91	59.36	46.33	49.67	56.49	64.90	59.49	53.06	47.52	56.50	73.76	56.03	1571.29	60.43	2nd
3 Bournemouth BC	57.22	57.26	77.20	69.96	79.16	69.25	67.19	52.99	72.50	55.73	57.34	59.41	52.28	49.00	58.28	56.80	39.46	42.74	56.03	60.79	56.21	45.68	40.12	52.53	70.70	54.05	1509.88	58.07	9th
4 Bristol City	54.08	54.13	76.49	71.00	78.19	45.33	41.99	40.05	62.89	56.75	61.22	57.96	54.41	54.52	56.84	53.19	38.30	48.85	54.17	57.75	52.89	49.07	44.63	53.20	70.04	49.49	1437.43	55.29	22nd
5 Darlington BC	56.10	56.05	78.22	71.98	77.26	59.59	59.35	42.63	67.81	58.21	54.76	57.92	56.85	56.70	58.76	54.82	43.88	49.09	51.56	60.01	57.72	54.70	37.09	50.13	70.17	50.57	1491.93	57.38	11th
6 Derby City	59.23	59.17	76.55	68.50	75.06	70.02	72.27	53.59	72.46	59.64	56.48	56.51	57.81	53.37	59.09	56.76	44.20	49.52	55.02	59.55	56.79	52.65	41.54	51.44	75.53	50.30	1543.05	59.35	7th
7 Hartlepool BC	56.42	56.28	78.68	73.62	78.45	62.41	60.35	44.58	70.88	59.79	44.31	51.67	55.22	52.62	60.49	53.19	54.27	48.49	52.99	61.10	58.83	57.49	30.67	46.24	70.30	50.06	1489.40	57.28	14th =
8 Kingston upon Hull	58.19	58.06	79.41	75.35	78.11	71.22	75.74	62.74	72.80	59.55	54.40	57.94	54.15	51.35	59.11	53.25	45.25	50.06	58.51	62.43	59.54	58.37	38.13	49.64	69.00	53.85	1566.15	60.24	3rd
9 Luton BC	54.52	54.49	74.28	66.04	73.09	59.49	47.54	36.31	68.86	58.61	55.29	52.69	53.48	48.96	56.16	51.31	38.65	45.28	47.72	55.43	51.66	44.94	39.01	48.40	66.54	47.82	1396.57	53.71	24th
10 Middlesbrough	59.00	58.79	77.45	74.73	77.30	63.57	60.99	45.84	71.70	63.14	54.91	57.41	56.73	52.88	57.80	56.62	46.71	54.07	55.91	63.08	59.54	58.23	42.85	53.05	71.84	53.00	1547.14	59.51	5th
11 Nottingham City	61.86	61.70	79.97	76.01	81.23	75.12	76.71	70.47	73.56	60.49	61.44	59.38	54.88	52.40	62.07	58.01	50.08	54.29	62.86	64.09	57.81	52.83	49.42	54.90	69.39	56.40	1637.37	62.98	1st
12 Plymouth City	55.75	55.78	76.55	66.67	76.06	65.61	65.20	53.36	70.80	59.51	52.34	55.05	53.09	52.25	59.07	57.54	41.58	51.12	59.41	61.06	58.09	51.14	29.52	50.02	70.77	50.05	1497.39	57.59	10th
13 Portsmouth City	57.70	57.64	74.93	68.64	74.99	57.38	52.83	39.04	70.20	58.96	61.08	58.15	52.75	47.48	59.00	51.87	41.08	49.97	53.29	59.10	55.44	45.61	53.50	54.54	68.31	51.79	1475.27	56.74	17th
14 Reading City	56.08	56.35	77.02	70.29	78.10	69.16	71.64	52.75	69.17	59.23	58.89	57.06	44.96	47.45	59.51	51.93	35.72	46.59	55.60	59.50	55.29	50.38	41.37	49.86	67.05	50.33	1491.28	57.36	12th
15 Redcar & Cleveland BC	58.82	58.80	78.41	72.61	76.97	52.92	49.08	38.65	66.61	59.53	56.71	58.45	56.97	52.64	57.88	56.67	56.97	53.40	55.25	63.65	57.70	54.96	45.50	52.86	77.52	51.61	1521.14	58.51	8th
16 Southampton CC	55.51	55.56	78.08	67.24	76.60	61.41	59.89	47.67	71.10	60.93	53.74	56.56	48.81	48.76	57.41	51.86	41.65	49.29	51.66	59.42	55.75	49.72	36.82	50.39	69.54	52.49	1467.86	56.46	18th
17 Southend On Sea	55.97	55.97	77.65	65.01	81.79	60.68	59.40	45.40	70.44	55.62	50.97	54.55	54.73	54.56	57.98	53.72	43.33	47.36	53.62	63.02	56.33	50.96	40.83	50.76	69.12	49.01	1478.78	56.88	16th
18 Stockton-on-Tees BC	59.32	59.27	80.62	73.61	75.26	60.57	59.30	43.46	67.51	60.36	57.94	59.34	59.42	52.41	59.08	55.27	54.08	54.79	55.92	65.28	62.25	55.46	42.80	53.42	71.31	54.67	1552.72	59.72	4th
19 Stoke-on-Trent	55.73	55.57	76.97	70.27	75.12	60.07	54.19	40.15	69.28	55.01	51.93	52.70	55.50	52.84	58.03	52.52	43.98	48.71	53.09	60.13	54.54	51.28	34.74	46.84	72.23	47.61	1449.03	55.73	21st
20 Swindon BC	58.61	58.61	79.16	71.89	75.38	66.18	66.67	49.79	66.30	58.72	60.68	58.19	61.94	56.38	57.99	54.32	48.86	50.72	52.30	61.72	59.37	56.20	39.55	52.30	70.24	51.51	1543.58	59.37	6th
21 Telford & Wrekin Council	55.68	55.65	80.03	77.38	68.41	59.10	52.33	37.97	66.36	55.61	53.13	52.52	56.05	49.10	57.66	52.23	56.90	50.46	52.64	58.14	54.56	47.53	36.26	49.85	63.82	51.53	1450.90	55.80	20th
22 Thurrock BC	53.48	53.44	75.69	70.99	73.49	57.70	46.77	29.60	66.55	52.56	52.19	52.93	51.05	50.11	55.66	47.02	42.65	41.68	49.06	57.63	54.98	49.19	36.95	45.46	68.16	46.84	1381.83	53.15	25th
23 Torbay BC	55.92	55.96	76.83	72.36	77.38	66.00	71.79	54.66	69.99	56.86	55.02	55.22	48.46	46.03	58.57	52.51	39.20	50.38	54.04	60.46	54.60	47.61	37.37	51.00	70.85	50.22	1489.29	57.28	14th =
24 Warrington BC	55.54	55.71	74.70	64.57	69.89	65.16	66.77	49.71	67.75	62.18	53.10	54.29	55.35	50.62	58.94	55.17	39.17	48.72	53.16	61.13	54.81	49.21	32.26	49.00	67.29	49.78	1463.98	56.31	19th
25 Wokingham BC	54.19	54.39	74.90	67.91	53.41	54.52	48.95	38.93	63.50	55.23	62.17	57.77	48.95	46.71	59.72	53.42	37.88	45.41	55.39	59.56	54.29	50.58	39.46	51.00	67.54	51.50	1407.28	54.13	23rd
Totals	1420.77	1420.44	1935.05	1767.32	1876.52	1558.04	1512.39	1178.59	1729.72	1457.92	1393.06	1410.47	1357.54	1287.08	1465.05	1354.65	1119.86	1230.84	1360.03	1518.72	1416.05	1293.78	986.80	1268.08	1751.48	1279.97			
Average of all UA's	56.83	56.82	77.40	70.69	75.06	62.32	60.50	47.14	69.19	58.32	55.72	56.42	54.30	51.48	58.60	54.19	44.79	49.23	54.40	60.75	56.64	51.75	39.47	50.72	70.06	51.20			
Hartlepool BC actuals	56.42	56.28	78.68	73.62	78.45	62.41	60.35	44.58	70.88	59.79	44.31	51.67	55.22	52.62	60.49	53.19	54.27	48.49	52.99	61.10	58.83	57.49	30.67	46.24	70.30	50.06			
HBC + / - against averages	-0.41	-0.54	1.28	2.93	3.39	0.09	-0.15	-2.56	1.69	1.47	-11.41	-4.75	0.92	1.14	1.89	-1.00	9.48	-0.74	-1.41	0.35	2.19	5.74	-8.80	-4.48	0.24	-1.14			

HIGHEST SCORE PER KBI

KBI SCORES OF LESS THAN 50.00