



**HIGHWAYS AND TRANSPORT OVERVIEW AND SCRUTINY
COMMITTEE – 6 MARCH 2025**

**HIGHWAYS AND TRANSPORT PERFORMANCE
REPORT TO DECEMBER 2024**

**JOINT REPORT OF THE CHIEF EXECUTIVE AND DIRECTOR OF
ENVIRONMENT AND TRANSPORT**

Purpose of the Report

1. The purpose of this report is to provide the Highways and Transport Overview and Scrutiny Committee with the latest performance update on the Key Performance Indicators (KPIs) the County Council is solely or partly responsible for within its Strategic Plan covering Highways and Transport Services (within the Environment and Transport Department) to December 2024 (Quarter Three).

Policy Framework and Previous Decisions

2. The updates in this report reflect progress against the Council's Strategic Outcomes Framework within the Strategic Plan 2024-2026, the Highways and Transport (HT) performance framework, and related high-level plans and strategies which inform the current performance framework and indicators in this report.

Background

3. This report highlights the performance of a variety of HT KPIs against the Council's key outcomes: Strong Economy, Transport & Infrastructure, Safe & Well, and Clean & Green.
4. The performance dashboards, appended to this report, include several indicators where the Council has limited influence or control over delivery, such as satisfaction with local bus services or average vehicle speeds. These have been included to provide a greater oversight of the wider HT outcomes in Leicestershire and to help understand what life is like in the County. They include a mixture of national and locally developed performance indicators. Measuring these may highlight areas for scrutiny of delivery by other agencies, or the need for lobbying to influence Government policy and funding. It is expected that action by a range of agencies will improve a number of these metrics over time. Internal indicators, where the Council has the most control, are identified with an 'L' within the performance dashboards.

5. For each indicator reported, the performance dashboards show the latest data (if available), the previous update, the Direction of Travel (DOT), the target, the Red / Amber / Green rating (RAG) (if applicable) and the quartile position compared to other English county councils (where available). The dashboards also show trends over time.
6. Coloured DOT arrows (red, amber, green) show whether there has been an improvement or deterioration in performance compared to the previous result, for recently updated data, within the performance dashboards. Up arrows show an improvement in performance, whereas down arrows show a decline in performance, and horizontal arrows show no change. Grey DOTs mean that there is no recent update available, this may be due to the time taken to obtain data from third parties and calculate the results or because many indicators are updated less frequently, such as annually.
7. The performance dashboards include information on the latest data against target (where relevant) which generates a RAG rating if applicable. Red indicates that close monitoring, or significant action is required as the target is not or may not be achieved. Amber indicates that light touch monitoring is required as performance is currently not meeting the target or set to miss the target by a narrow margin. Green indicates no additional action is required as the indicator is currently meeting the target or is on track to meet the target.
8. The Council's performance is benchmarked against up to 32 English county authorities which cover large, principally non-urban geographical areas. Where it is available, the performance dashboards within the Appendix show which quartile Leicestershire's performance falls into. The first quartile is defined as performance that falls within the top 25% of county councils (highest performing). The fourth quartile is defined as performance that falls within the bottom 25% of county councils (lowest performing). The comparison quartiles are updated annually.
9. The frequency with which the indicators are reported varies as some are quarterly, many are annual, and some data is reported even less frequently. Most of the quarterly data is one quarter in arrears. For clarity, the time-periods the data covers are contained in the performance dashboards in the Appendix.

Performance Update – latest data to December 2024

10. The quarterly performance dashboard shows HT performance up to December 2024. Overall, there are 18 performance indicators included in this report which are aligned with the Council's Strategic Plan Outcomes. They are presented in the HT performance dashboards in the Appendix. This report focuses on the 13 indicators that have been updated. Since the previous update, two have improved in performance, seven had declined in performance and four have remained the same.
11. The latest overall position shows that, of all the indicators with targets, four had met their target or are on track (green).

12. When compared to other English county councils, the Council performs above average as it has 11 indicators in the top quartile (listed in the Appendix with green first quartile positions) and four indicators in the second quartile (listed in the Appendix as yellow). The Council performs below average for two indicators (listed in the Appendix with orange (third) and red (fourth) quartile positions). Quartile indicator performance is described in more detail in the following paragraphs.
13. The following updates focus on indicators that have been updated in Quarter Three.

Strong Economy, Transport & Infrastructure

14. Within this outcome, eight indicators were updated in Quarter Three. Of the updated indicators, one indicator had improved in performance since the previous update, one indicator had met its target, and four indicators were in the top quartile. The performance details are contained in paragraphs 15-23.
15. Satisfaction indicators from the National Highways and Transport Network (NHT) Survey were updated for 2024 covering public perspectives on, and satisfaction with, HT Services in Local Authority areas. The NHT Survey 2024 results showed mixed results for Leicestershire in terms of improvements since the previous update with only one indicator, 'Overall satisfaction with traffic levels and congestion (NHT)', having had an improvement in performance since the previous year. Performance across all English participating councils had declined. Leicestershire's satisfaction levels had declined but less so than other authorities. Seventy-one percent of the NHT key indicators performed in the top quartile and 86% of them performed above average compared to other participating councils.
16. The Council was amongst the highest rated councils for 'Overall satisfaction with condition of highways' in the NHT Survey 2024 (in the top quartile). Satisfaction levels remained static at 22% for 2024 and missed its 38% target. For this indicator, low satisfaction levels are typical across the country, and the Council remains in the top quartile compared to other English county councils (26 counties participated in the NHT Survey for 2024). Latest data is below the long-term average of 34% from 2012/13, so worse performance than the long-term.
17. Results from the NHT Survey 2024 showed little change in satisfaction with local bus services since the previous year at 43% for 2024 (from 42% 2023). This indicator had missed its 56% target. Satisfaction with bus services appears to have started to plateau in recent years. In comparison with other English county councils, it remains in the third quartile in 2024.
18. The 'Local bus passenger journeys originating in the authority area (millions)' remained similar to the previous update at 10m journeys in Quarter Two 2024/25. This is a forecast outturn for the year, which is updated each quarter, based on year-to-date figures collected. It has slightly exceeded (met) its 10m

target. Although having increased significantly from a low of 3m during the Covid-19 pandemic, the most recent passenger numbers remain lower than the pre-Covid-19 pandemic level of 12-13m annual journeys. Figures come from bus operatives as part of the Department for Transport's (DfT) Public Service Vehicle Survey and verified data is published annually. This indicator remained in the fourth (bottom) quartile when compared to other English county councils for 2022/23 (comparison data covers the number of passenger journeys on local buses per head).

19. The latest update for the 'Number of park and ride journeys' showed a 3% decrease in performance since the previous quarter as journeys decreased from 173,827 in Quarter One 2024/25 to 168,476 in Quarter Two 2024/25. Results appeared to have plateaued for 2024/25. This compares to an overall decrease of 6% since the same period last year of 179,527 park and ride journeys (Quarter Two 2023/24). However, the latest results are above the long-term average of 137,477 journeys since 2015/16.
20. The 'Overall satisfaction with cycle routes & facilities (NHT)' saw a slight decline in satisfaction and performance as this indicator decreased (by 4 percentage points) from 35% in 2023 to 31% in 2024 and missed its 38% target. However, this falls within the top quartile when compared to other English county councils in 2024, demonstrating good comparative performance.
21. The 'Overall satisfaction with the rights of way network (NHT)' declined in satisfaction and performance as this indicator decreased (by 4 percentage points) from 42% in 2023 to 38% in 2024 and missed its 52% target. Despite this, it remains in the top quartile when compared to other English county councils in 2024 showing good comparative performance.
22. The 'Overall satisfaction with the condition of pavements and footpaths (NHT)' remained relatively static at 55% in 2024 compared to the previous year but missed its 65% target. However, the Council remained in the top quartile when compared to other English county councils in 2024.
23. The 'Overall satisfaction with traffic levels and congestion (NHT)' saw an improvement in performance (3 percentage points) as satisfaction levels increased from 27% in 2023 to 30% in 2024 and it missed its 42% target. In terms of comparative performance this indicator is in the second quartile when compared to other English county councils in 2024, which is above average.

Safe & Well – Road safety

24. The Department supports the Safe & Well outcome primarily through its road safety initiatives. Overall, Leicestershire is a high performing authority which is reflected in the fact that all five road casualty indicators are in the top quartile when compared to other English county councils. While every effort is made to capture collision data as accurately as possible, there are factors outside of the control of the Council that can affect data quality. For a collision report to be submitted to the Council, it must relate to a collision either attended by a police officer or reported to a police station or online. These figures, therefore, do not

represent the full range of collisions or casualties in Leicestershire. A comprehensive Road Casualty Reduction in Leicestershire report, which is the subject of a separate paper to this meeting, provides the latest available detail on road casualties, schemes and initiatives to reduce them.

25. Within this outcome five indicators were updated this quarter with provisional road casualty data up to September 2024 (as data is available one quarter in arrears). In summary, only the 'Total casualties on Leicestershire roads' indicator had met its target, which was also the only indicator to have seen an improvement in performance since the previous update. Greater detail on these indicators is provided in the following paragraphs 26-30 of this report.
26. Satisfaction levels for 'Road safety satisfaction' in the NHT Survey declined in performance by 5% from 50% in 2023 to 45% in 2024 and it missed its 59% refreshed target. In comparison with other English county councils, this indicator returned to a top quartile position for 2024 showing very good comparative performance.
27. The 'Total casualties on Leicestershire roads' improved in performance by 3% as casualties decreased from 939 in June 2024 to 908 in September 2024 and it performed well against its 1,022 refreshed target (rolling 12-month figure, and in-year data is provisional, sourced from Leicestershire Police Road Accident data). Over the longer-term, this indicator performs much better than the average of 1,233 since 2014 (sourced from verified long-term data from the DfT). In comparison with other English county councils, it is in the top quartile for 2023.
28. The 'Number of people killed or seriously injured (KSIs)' declined in performance by 4% as KSIs increased from 270 in June 2024 to 280 in September 2024 (3-year rolling average and in-year data is provisional and sourced from Leicestershire Police Road Accident data). This latest result had not met its new stretching refreshed target of 182 KSIs. Over the longer-term, this indicator performs worse than the average of 224 since 2014 (sourced from verified long-term data from the DfT). In comparison with other English county councils, it is in the top quartile for 2023.
29. The 'Total casualties involving road users, walking, cycling & motorcyclists (excluding cars)' declined in performance by 4% as KSIs increased from 281 in June 2024 to 291 in September 2024 (rolling 12-month figure, and in-year data is provisional and sourced from Leicestershire Police Road Accident data). It missed its new stretching refreshed target of 269 casualties. Over the longer-term, this indicator performs better than the average of 336 casualties since 2014 (sourced from verified long-term data as published by the DfT). In comparison with other English county councils, it is in the top quartile for 2023.
30. The 'Number of people killed or seriously injured walking cycling and motorcyclists (excluding cars)' declined in performance by 6% as KSIs increased from 124 in June 2024 to 131 in September 2024 (3-year rolling average and the in-year data is provisional and sourced from Leicestershire Police Road Accident data). However, the latest result had not met its

stretching refreshed target of 84 KSIs. Over the longer-term, the latest result is higher (worse performance) than the long-term average of 105 since 2014 (sourced from verified long-term data as published by the DfT). In comparison with other English county councils, it is in the top quartile for 2023.

Equality Implications

31. There are no specific equality implications to note as part of this report.

Human Rights Implications

32. There are no human rights implications arising from the content of this report.

Background Papers

Leicestershire County Council's Strategic Outcomes Framework and Strategic Plan 2024-2026:

<https://www.leicestershire.gov.uk/sites/default/files/2025-01/LCC-Strategic-Plan.pdf>

Report to the Highways and Transport Overview and Scrutiny Committee on 7 March 2024, Road Casualty Reduction in Leicestershire (previous report):

<https://democracy.leics.gov.uk/documents/s181716/01.%20FINAL%20Casualty%20Reduction%202022-23%20-%20Annual%20Report%20HT%20Scrutiny%20070324.pdf>

NHT (National Highways & Transport Network) Survey results for 2024:

<https://www.nhtnetwork.co.uk/isolated/page/793>

Local Transport Plan 3 (2011-2026):

https://www.leicestershire.gov.uk/sites/default/files/field/pdf/2017/1/9/Local_transport_plan.pdf

Circulation under Local Issues Alert Procedure

None.

Appendix

Strategic Plan Performance Dashboards by Outcomes covering Highways and Transport Performance to December 2024.

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