



**HIGHWAYS AND TRANSPORT OVERVIEW AND SCRUTINY
COMMITTEE – 4 SEPTEMBER 2025**

**HIGHWAYS AND TRANSPORT PERFORMANCE
REPORT TO JUNE 2025**

**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) that 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 June 2025 (Quarter One).

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 and Infrastructure, Safe and Well, and Clean and Green.
4. The performance dashboards, appended to this report as Appendix A, provide details of the performance of all of the KPIs that support the Highways and Transport corporate aims. Definitions and data sources of these KPIs are included in Appendix B for reference. The dashboards 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 to 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 the scrutiny of delivery by other agencies, or the need for lobbying to influence the Government's 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 the 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 the performance is currently not meeting the target, or it is set to miss the target by a narrow margin. Green indicates that no additional action is required as the indicator is currently meeting the target or it is on track to meet the target.
8. The Council assesses its comparative performance through a benchmarking process where it benchmarks its performance against up to 32 English county authorities which cover large, principally non-urban geographical areas. Where it is available, the performance dashboards within Appendix A 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 at least one quarter in arrears. For clarity, the time-periods that the data covers are contained in the performance dashboards in Appendix A.

Performance Update – latest data to June 2025

10. The quarterly performance dashboard shows HT performance up to June 2025. Overall, there are 18 performance indicators included in this report which are aligned with the Council's Strategic Plan Outcomes. Performance indicator results are presented in the HT performance dashboards in Appendix A and indicators' definitions and sources are provided in Appendix B. This report

provides an overview of performance of all the HT indicators. Subsequent performance reports will focus only on indicators that have been updated within the relevant quarter.

11. The latest overall position shows that, of all of the indicators with targets (15), 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 10 indicators in the top quartile (listed in Appendix A with green first quartile positions) and five indicators in the second quartile (listed in Appendix A as yellow). The Council performs below average for two indicators (listed in Appendix A with orange (third) and red (fourth) quartile positions). Quartile indicator performance is described in more detail in the following paragraphs.
13. The following updates cover the latest performance for all of the HT indicators up to June 2025 (Quarter One). The performance details are contained in paragraphs 14to34.

Strong Economy, Transport and Infrastructure

14. The National Highways and Transport Network (NHT) Annual survey gathers respondents' satisfaction levels with a range of HT services, ranging from the condition of the highways to local bus services in Leicestershire. The survey is typically sent to 5,600 households across the Authority area annually. In 2024 the survey had a 22% response rate in Leicestershire (1,267 responses). This was made up of 198 online responses and 1,069 postal (paper) responses. Leicestershire has taken part in the NHT survey for over a decade. It has proven useful to indicate satisfaction levels through an independent survey over a long time period and to better understand the Council's comparative performance. There are seven indicators within this report that are sourced from this survey.
15. 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 first quartile (best) compared to other English county councils (26 counties participated in the NHT Survey for 2024). The latest data is below the long-term average of 33% from 2014, so a worse performance than the long-term.
16. The 'percentage of the principal (A class) roads within the road network in Leicestershire where structural maintenance should be considered' remained static at 3% during 2024/25 and has slightly missed its 2% target. Maintaining this at 3% demonstrates continued good performance as the percentage of principal roads requiring maintenance is very low. This indicator remains in the second quartile when compared to other English county councils in 2023/24, showing above average performance.

17. The 'percentage of the non-principal (B and C) class roads where structural maintenance should be considered' also had static performance with 4% in 2024/25, and it remains within target. In terms of how this indicator compares against other English county councils, it is in the first quartile (best) for 2023/24.
18. The 'percentage of unclassified road network where maintenance should be considered' also had static performance with 12% in 2024/25. It remains within its 13% target. In terms of how this indicator compares against other English county councils, it is in the second quartile (2023/24) (above average).
19. Results from the NHT Survey 2024 showed that 43% of respondents were satisfied with local bus services, showing little change since the previous year (42% in 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 below average, in the third quartile, for 2024.
20. The 'Local bus passenger journeys originating in the authority area (millions)' improved in performance by 1% since the previous update to 10.86m journeys in Quarter Four 2024/25 from 10.71m journeys in Quarter Three 2024/25. This is a forecast outturn for the year, which is updated each quarter, based on year-to-date figures collected. It has exceeded (met) its 10m target. Although having increased significantly from a low of 3m during the Covid-19 pandemic, the most recent passenger numbers are now similar to the long-term average of 11.1m annual journeys since 2015. Data is one quarter in arrears. Figures come from bus operators 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 2023/24 (comparison data covers the number of passenger journeys on local buses per head).
21. The latest update for the 'Number of park and ride journeys' showed a 6% decrease in performance since the previous quarter as journeys declined from 198,093 in Quarter Three 2024/25 to 186,192 in Quarter Four 2024/25. This compares to an overall decrease of 1% since the same period last year of 188,522 park and ride journeys (Quarter Four 2023/24). However, the latest results are above the long-term average of 142,032 journeys since 2015/16, showing better recent performance. The data is one quarter in arrears.
22. The 'Overall satisfaction with cycle routes and facilities (NHT)' was 31% in 2024. This was a slight decline in satisfaction and performance as this indicator decreased (by four percentage points) from 35% in 2023 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.
23. The 'Overall satisfaction with the Rights of Way network (NHT)' was 38% in 2024. Satisfaction and performance had decreased (by four percentage points) from 42% in 2023 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.

24. 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.
25. The 'Overall satisfaction with traffic levels and congestion (NHT)' was 30% in 2024. It had improved in performance (by three percentage points) from the 27% satisfaction rate in 2023. Despite this improvement, it missed its 42% target. In terms of the comparative performance, this indicator is in the second quartile when compared to other English county councils in 2024, which is above average.
26. The 'Average vehicle speed on locally managed 'A' roads' was 30mph in 2024. It had decreased slightly (4%) from 31mph in 2023. This indicator has demonstrated very consistent rates over recent years, and it remains within its expected range of 29-34mph suggesting no performance concerns. In terms of its comparative performance, it performed above average in the 2nd quartile for 2024 and which is better than the England rate of 23mph for 2024.

Safe and Well – Road Safety

27. The Department supports the Safe and 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. The comprehensive Road Casualty Reduction in Leicestershire Annual Report provided the latest available details on road casualties, schemes and initiatives to reduce casualties, and it was presented to this Committee on 6 March 2025.
28. Within this outcome, four indicators were updated this quarter with provisional road casualty data up to March 2025 (as the data is available one quarter in arrears). In summary, only the 'Total casualties on Leicestershire roads' indicator had met its target. Only the 'Number of people killed or seriously injured (KSI), walking, cycling and motorcyclists (excluding cars) had seen a decline of more than 1%, indicating improving performance. The Council monitors and reports on provisional in year results, as they are useful in gaining an early indication of accidents, but verified year end results are more reliable in terms of accuracy and determining long term trends (as reported in the Council's Annual Performance report). Greater detail on these indicators is provided in the following paragraphs 29 to 33 of this report.
29. The 'Road safety satisfaction' in the NHT Survey was 45% in 2024. This had declined in performance by five percentage points from a 50% satisfaction rate in 2023, and it missed its 59% target. In comparison with other English county

councils, this indicator is in the top quartile when compared with other English county councils in 2024.

30. The 'Total casualties on Leicestershire roads' declined in performance by 1% as casualties increased from 940 in December 2024 to 953 in March 2025. However, it performed well against its 1,076 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 1,206 casualties since 2015 (sourced from verified long-term data from the DfT). In comparison with other English county councils, it is in the top quartile for 2023.
31. The 'Number of people killed or seriously injured (KSI)' remained similar to the previous update at 284 in March 2025 (three-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 refreshed target of 258 KSIs. Over the longer-term, this indicator performs worse than the average of 229 since 2015 (sourced from verified long-term data from the DfT). In comparison with other English county councils, it is in the top quartile for 2023.
32. The 'Total casualties involving road users, walking, cycling and motorcyclists (excluding cars)' declined in performance by 5% since the previous update on 6 March 2025, as casualties increased from 289 in December 2024 to 304 in March 2025 (rolling 12-month figure, and in-year data is provisional and sourced from Leicestershire Police Road Accident data). It missed its new refreshed target of 291 casualties. Over the longer-term, this indicator performs better than the average of 332 casualties since 2015 (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.
33. The 'Number of people killed or seriously injured walking, cycling and motorcyclists (excluding cars)' improved in performance slightly (2%) since the previous update as KSIs decreased from 127 in December 2024 to 125 in March 2025 (three-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 refreshed target of 116 KSIs. Over the longer-term, the latest result is higher (worse performance) than the long-term average of 107 since 2015 (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.

Clean and Green

34. This outcome includes an indicator that monitors the impact of transport on carbon emissions within the County. Whilst the Council has limited control over this, where possible, it does seek to improve outcomes for Leicestershire through a variety of schemes and initiatives (identified in the Department's key HT plans and strategies), and internal ways of working. The most recent update covering 2023 showed that 'Carbon emissions (estimates) from transport within Local Authority influence (Kt)' was 1,147 Kt. This had remained similar to the previous update of 1,152 Kt in 2022. This indicator is sourced from the

Department of Energy Security and Net Zero and it is updated annually. It is approximately 18 months in arrears. It excludes emissions that the Authority does not have direct influence over, such as the following: Motorways; Emissions Trading System sites; Diesel railways; Land use, Land use change, and Forestry. This indicator continues to perform above average (2nd quartile) for 2023 compared to other English county councils.

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 6 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>

Leicestershire County Council's Local Transport Plan 4 (2025-2050):

<https://www.leicestershire.gov.uk/roads-and-travel/local-transport-plan/local-transport-plan-ltp4>

Circulation under Local Issues Alert Procedure

None.

Equality Implications

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

Human Rights Implications

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

Appendices

Appendix A – Strategic Plan Performance Dashboards by Outcomes covering Highways and Transport Performance to June 2025.

Appendix B – Highways and Transport KPI Definitions

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