



**HIGHWAYS, TRANSPORT AND WASTE OVERVIEW AND SCRUTINY
COMMITTEE – 5 MARCH 2026**

**HIGHWAYS, TRANSPORT AND WASTE PERFORMANCE
REPORT TO DECEMEBER 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, Transport and Waste 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, Transport and Waste Services (within the Environment and Transport Department) to December 2025 (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 up to 2026, the Highways, Transport and Waste (HTW) 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 how a variety of HTW KPIs are performing up to December 2025. It includes a new performance summary of all the HTW KPIs that support the Council's corporate and departmental aims in Appendix A. These are covered in more detail in the performance dashboards provided in Appendix B, which is the focus of this report. Appendix C covers the long-term charts of the KPIs for background information.
4. The performance 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 HTW in Leicestershire, to inform policy making 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 in Appendix B.

5. In order to review performance for each KPI, the performance dashboards in Appendix B show the latest data (if available), the Direction of Travel (DOT, performance since the previous update), the target, the Red/ Amber/Green rating (RAG) (if applicable) and the comparative quartile position. These refreshed dashboards also show more detailed trends over time than previous reports.
6. Coloured DOT arrows (red, amber, green) in the dashboards 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 31 English authorities (referred to as comparator authorities) made up of 21 county councils and 10 unitary authorities which cover large, principally non-urban geographical areas. Where it is available, the performance dashboards within Appendix B indicate which quartile Leicestershire's performance falls into. The first quartile is defined as performance that falls within the top 25% of comparator authorities (highest performing). The fourth quartile is defined as performance that falls within the bottom 25% of comparator authorities (lowest performing). The comparison quartiles are updated annually.
9. The frequency with which the indicators are updated 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 B.
10. To fully assess progress, HTW KPIs are reviewed by performance against comparative performance, the previous update and performance against target as previously described. In summary, compared to other English comparator authorities, there are seven indicators in the top quartile, eight in the second quartile, three in the third quartile and three in the fourth quartile. Since the

previous performance update, six showed performance improvement, 10 had declined in performance and eight remained the same as the previous update. Of the indicators assigned a target (20), seven KPIs are green (they have met the target or are on track), 12 are amber (performance is currently not meeting the target or is set to miss the target by a narrow margin) and one is rated red (where performance is currently not meeting the target or is set to miss the target). These summary results are displayed in Appendix A (which also lists those KPIs that have either fallen into in the fourth quartile (bottom), seen a decline in performance since the previous update or missed its target).

Performance Update – Latest Data to December 2025

11. The following performance updates cover HTW indicators up to December 2025 (Quarter Three) (details are contained in paragraphs 12 to 29), which are displayed in Appendix B.

Highways and Transport

12. The National Highways and Transport Network (NHT) Annual Survey gathers respondents' satisfaction levels with a range of Highways and Transport services, ranging from the condition of the highways to local bus services in Leicestershire. The survey was sent to 3,300 households across the Authority area in 2025. It had a 19% response rate in Leicestershire (635 responses), which was made up of 131 online responses and 504 postal (paper) responses. Leicestershire has taken part in the NHT Survey since 2008. It has proven useful to indicate satisfaction levels through an independent survey over a long time and to better understand the Council's comparative performance. There are seven indicators within this report that are sourced from this survey.
13. The Council was amongst the highest rated councils for 'Overall satisfaction with condition of highways' in the NHT Survey 2025 (in the top quartile). Satisfaction levels declined by two percent from 22% in 2024 to 20% in 2025 and missed its 30% target. For this indicator, low satisfaction levels are typical across the country, and the Council remains in the first quartile (best) compared to other comparator authorities (31 counties participated in the NHT Survey for 2025). The latest data is below the long-term average of 32% from 2015, so worse recent performance than the long-term.
14. Results from the NHT Survey 2025 showed a decline in satisfaction with local bus services from 43% in 2024 to 37% in 2025 (a 6% decline). This indicator had missed its 45% target (rated as amber by the Department). This is a significant decrease since 2021 when satisfaction was 54%. Leicestershire's comparative performance showed it had moved down to the fourth quartile for 2025.
15. The 'Local bus passenger journeys originating in the authority area (millions)' declined in performance by 4% since the previous update to 10.22m journeys in Quarter One 2025/26 from 10.59m journeys in Quarter Four 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 more similar to the long-term average of 11.1m annual journeys since 2015. Data is normally one quarter in arrears. 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 comparator authorities for 2024/25 (comparison data covers the number of passenger journeys on local buses per head).

16. The 'Overall satisfaction with cycle routes and facilities (NHT)' remained relatively static at 32% since the previous year (31% in 2024) and missed its 35% target. Comparative performance has declined from the top quartile in 2024 to the second quartile in 2025; however, this still remains above average when compared to other comparator authorities in 2025.
17. The 'Overall satisfaction with the Rights of Way network (NHT)' improved in satisfaction (by 2% points) from 38% in 2024 to 40% in 2025 and slightly missed its 42% target. Comparative performance has declined from the top quartile in 2024 to the second quartile in 2025; however, this still remains above average when compared to other comparator authorities in 2025.
18. The 'Overall satisfaction with the condition of pavements and footpaths (NHT)' declined by 5% points from 55% in 2024 to 50% in 2025 and missed its 55% target. However, the Council remained in the top quartile for this indicator in 2025, when compared to other comparator authorities.
19. The 'Overall satisfaction with traffic levels and congestion (NHT)' saw a decline in performance (4% points) as satisfaction levels decreased from 30% in 2024 to 26% in 2025 and missed its 30% target. Comparative performance has declined from the second quartile in 2024 to the third quartile in 2025 and now performs below average when compared to other comparator authorities in 2025.

Road Safety

20. The Department continues to support road safety primarily through its various road safety initiatives and partnership working. Overall, Leicestershire is a high performing authority, which is reflected in the fact that four of the road casualty indicators are in the top quartile when compared to other comparator authorities (2024). 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 and should be treated with a degree of caution. The comprehensive Road Casualty Reduction in Leicestershire Annual Report provided the latest available details on road casualties, schemes and initiatives to reduce casualties, and is the subject of a separate report for consideration by the Committee at this meeting'.

21. Within this section, five indicators were updated this quarter with provisional road casualty data up to September 2025 (as data is available one quarter in arrears). In summary, both 'Road safety satisfaction (NHT)' and the 'Total casualties on Leicestershire roads' indicators had met their targets. Three indicators had seen an improvement in performance since the previous update and only the 'Number of people killed or seriously injured (KSI), walking, cycling & motorcyclists (excluding cars)' had seen a decline in performance since the previous update. 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 22 to 26 of this report.
22. Satisfaction levels for 'Road safety satisfaction' in the NHT Survey had static performance at 46% in performance for 2025 compared to the previous year (45% in 2024) and met its 45% target. In comparison with other comparator authorities, this indicator was in the second quartile in 2025 (a slight decline in comparative performance since being in the top quartile position for 2024).
23. The 'Total casualties on Leicestershire roads (provisional)' improved in performance by 1% as casualties decreased from 944 in June 2025 to 931 in September 2025. It also performed well against its 1,076 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 1,136 (since January 2015) (sourced from verified long-term data from the DfT). In comparison with other comparator authorities, it remains in the top quartile for 2024.
24. The 'Number of people killed or seriously injured (KSIs) (provisional)' decreased slightly (by 1%) from 271 in June 2025 to 268 in September (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 target of 258 KSIs. Over the longer-term, this indicator performs worse than the average of 227 (since January 2015) (sourced from verified adjusted long-term data from the DfT). In comparison with other comparator authorities, it remains in the top quartile for 2024.
25. The 'Total casualties involving road users, walking, cycling & motorcyclists (excluding cars) (provisional)' improved in performance by 2% since the previous update as casualties decreased from 301 in June 2025 to 295 in September 2025 (rolling 12-month figure, and in-year data is provisional and sourced from Leicestershire Police Road Accident data). It slightly missed its target of 291 casualties. Over the longer-term, this indicator performs better than the average of 316 casualties since (since January 2015) (sourced from verified long-term data as published by the DfT). In comparison with other comparator authorities, it remains in the top quartile for 2024.
26. The 'Number of people killed or seriously injured walking cycling and motorcyclists (excluding cars) (provisional)' declined in performance (7%) since

the previous update as KSIs increased from 127 in June 2025 to 136 in September 2025 (3-year rolling average and the in-year data is provisional and sourced from Leicestershire Police Road Accident data). The latest result had not met its deliberately challenging target of 116 KSIs. Over the longer-term, the latest result is higher (worse performance) than the long-term average of 106 (since January 2015) (sourced from verified adjusted long-term data from the DfT). In comparison with other comparator authorities, it remained in the top quartile for 2024.

Waste

27. The 'Percentage of household waste sent by local authorities across Leicestershire for reuse, recycling or composting (former NI 192)' declined in performance slightly (1%) from 45% in Quarter Four 2024/25 to 43% in Quarter One 2025/26 over a 12-month rolling period up to and including Quarter One 2025/26 (data is two quarters in arrears) and narrowly missed its 45% target. It lies within the third quartile position using latest 2023/24 published data compared to other comparator authorities. This indicator has had relatively static performance over the past year ranging between 43% and 45%. It is anticipated that the Collection and Packaging Reforms will improve performance against this indicator in the coming years. The Reforms include the roll out of mandatory weekly food waste collections from all households and an extended producer responsibility scheme for packaging, which, by making producers responsible for their packaging throughout its whole life cycle, will encourage the use of more easily recycled materials. The Council adopted the Leicestershire Resources and Waste Strategy in April 2023, which includes a pledge to put in place collection systems to contribute towards the future national target of 65% recycling by 2035 (Source: WasteDataFlow).
28. The 'Annual percentage of municipal waste sent to landfill (former NI 193)' improved in performance slightly (1%) as waste declined from 10% in Quarter Four 2024/25 to 9% in Quarter One 2025/26, 12-month rolling period up to and including Quarter One 2025/26 and achieved its target of 10%. Since the same time last year, waste landfilled has decreased by 3% points (from 12% in Quarter One 2024/25) showing an improvement in performance over the year. When compared to other comparator authorities, this indicator remained in the fourth (bottom) quartile in 2023/24. In order to achieve an average position when compared to the other comparator authorities, performance would have to meet a more challenging 1% landfill rate (2023/24). Through the Leicestershire Resources and Waste Strategy, the Council is committed to ensuring that waste sent to landfill remains fewer than 10% by 2035. There has been a large improvement in performance over recent years, and the Council will continue to improve performance where it is cost effective to do so. The energy from waste contract that commenced in April 2023 is expected to further reduce the amount of municipal waste being sent to landfill this year. (Source: WasteDataFlow).
29. The 'Total household waste per household (kg)' improved in performance slightly as waste declined by 2% from 952kg in Quarter Four 2024/25 to 937kg in Quarter One 2025/26 (over the 12-month rolling period up to and including

Quarter One 2025/26 (data is two quarters in arrears)). In comparison to other comparator authorities, Leicestershire's performance was below average as it is in the third quartile for 2023/24 (same as the previous year's quartile). (Source: WasteDataFlow).

Background Papers

Highways and Transport KPI definitions:

<https://democracy.leics.gov.uk/documents/s191341/Appendix%20B%20-%20Highways%20and%20Transport%20KPI%20Definitions%20-%20HT%20Scrutiny%20040925.pdf>

Waste KPI definitions (pages 33-35)

<https://democracy.leics.gov.uk/documents/s191471/Appendix%20B%20-%20ECC%20KPI%20Definitions%202025%20-%20E%20Scrutiny%20100925.pdf>

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 2025:

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

Leicestershire County Council's Local Transport Plan 4 (2026-2050):

<https://democracy.leics.gov.uk/documents/s182763/Appendix%20A%20-%20A%20Local%20Transport%20Plan%20for%20Leicestershire%20-%20Core%20Document%202026-2040.pdf>

Leicestershire Resources and Waste Strategy 2022 – 2050

<https://www.lesswaste.org.uk/wp-content/uploads/2023/04/Leicestershire-Resources-and-Waste-Strategy-2022-2050.pdf>

Circulation under Local Issues Alert Procedure

None.

Equality Implications

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

Human Rights Implications

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

Appendices

Appendix A – HTW KPI Performance Summary Dashboards to December 2025

Appendix B – HTW KPI Performance Dashboards to December 2025

Appendix C – Long-term HTW KPI Performance Dashboards up to 2025

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