

**HIGHWAYS AND TRANSPORT OVERVIEW AND SCRUTINY COMMITTEE –  
2 SEPTEMBER 2021**

**HIGHWAYS AND TRANSPORT PERFORMANCE  
REPORT TO JUNE 2021**

**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 Overview and Scrutiny Committee with the latest performance update on the key performance indicators that the Council is responsible for within its Strategic Plan covering Highways & Transport Services (within the Environment and Transport Department) to June 2021.

**Policy Framework and Previous Decisions**

2. The updates in this report reflect progress against the Highways & Transport (E&T) performance framework and high-level plans and the Council's Strategic Outcomes Framework within the Strategic Plan.

**Background**

3. Following the decision of the full Council in July 2021 to separate the Environment and Transport Overview and Scrutiny Committee into two Committees this is the first report to the committee covering solely Highway & Transport (H&T) performance. This report shows how a variety of H&T key indicators are performing and delivering against the Council's key outcomes: Strong Economy, Wellbeing, Keeping People Safe, Great Communities, Affordable & Quality Homes and Corporate Enablers (outcomes in bold represent outcomes that the H&T key indicators more directly impact).
4. The performance dashboards include several indicators where the Council does not have direct or a lot of control of delivery, such as satisfaction with local bus services and perception of traffic levels and congestion. They have been included to provide greater oversight of the wider H&T outcomes in Leicestershire and help to understand what life is like in the county and include a mixture of national and locally developed performance indicators. Measuring these may highlight areas for scrutiny of other agencies delivery 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 in Appendix B.

5. The Council monitors and assesses its performance by considering its RAG rating, direction of travel (DOT) and quartile position when compared to other English Counties.
6. For each indicator reported, the dashboard shows information on the latest data against the previous update and target (if available), the RAG rating (Red, Amber or Green) if applicable (see definitions of RAG ratings in Appendix A), the DOT, the trend, and the comparison quartile position, where available.
7. Improvement or deterioration in performance is indicated by the DOT on the performance dashboard. For example, if the number of road casualties has fallen the DOT will show a green arrow pointing upwards representing an improvement in performance. If the indicator does not have a DOT arrow, this is because no update is available. This may be due to the time taken to obtain data from third parties and calculate the results or because some indicators are updated less frequently, for example, annually.
8. The Council's performance is benchmarked against 33 English 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 Council's quartile position provides insight into how this indicator compares to other county councils in England. The 1st quartile is defined as performance that falls within the top 25% of county councils (the best). The 4th quartile is defined as performance that falls within the bottom 25% of county councils (the worst). The comparison quartiles are updated annually.
9. The frequency in which the indicators are reported varies; some are quarterly, many are annual, and some data even less frequent. Most of the quarterly data is one quarter in arrears. For clarity, the time-periods the data covers are contained in the performance dashboards (Appendix B).

### **Performance Update – latest data to June 2021**

10. The quarterly performance dashboard shows H&T performance up to June 2021. Overall, there are 22 performance indicators included in this report which are aligned with the Council's Strategic Plan Outcomes. They are presented in the H&T performance dashboards (Appendix B). This report offers a summary of the latest position as well as focusing on the indicators that have been updated, of which there are 6 this quarter. Where a DOT is available all show stable or improving performance.
11. The latest position shows that H&T had 9 KPIs that have met target or are on track (green), 3 amber (performance is currently not meeting the target or set to miss the target by a narrow margin) and 3 KPIs that are rated red (where performance is currently not meeting the target or set to miss target). The Council has notably good performance for: 'Percentage of principle (A class) road networks where structural maintenance should be considered', 'Percentage of non-principle (B & C class) road network where structural maintenance should be considered', 'Overall satisfaction with the condition of highways', 'Overall satisfaction with the Rights of way Network', 'Total casualties on Leicestershire roads' and 'Winter gritting'. All of these have a green RAG rating and top quartile performance where comparable.

12. When compared to other English County Councils the Council performs extremely well, as it has 12 indicators in the top quartile (listed in Appendix B with green 1<sup>st</sup> quartile positions). The Council performs below average for only 'Local bus passenger journeys originating in the authority area' and 'Average vehicle speed-weekday morning peak on locally managed A roads'.
13. The following updates focus on indicators that either haven't met their target, have seen a decline in performance or notable good performance.

### **Strong Economy – Transport & Green Economy**

14. This outcome includes indicators that support a greener economy in addition to the typical transport and highways indicators that have been historically reported on. Within this outcome 2 indicators were updated in quarter 1. The latest picture shows 7 indicators rated green and on track or having met their targets. Two indicators are rated amber, while 2 are rated red (off track). All of these were covered in the previous E&T Overview & Scrutiny Committee in March 2021.
15. 'Total vehicle kilometres on county roads (millions)' was updated from 4,499 million km in 2019 to 3679 million km in 2020. This is an 18% decline in vehicle km since the previous year resulting in an improvement in performance for 2020.
16. The number of 'Local bus passenger journeys originating in the authority area' remained stable between Q3 and Q4 of 2020/21 at 3.8m. This followed two quarters of gradually rising numbers and reflects the impact of the third national lockdown during Q4. A revised target of 4m journeys has been set for this indicator.
17. Unfortunately, some planned quarterly updates were not provided due to the impact of Covid-19 on those services. The department was unable to carry out the condition surveys for unclassified road condition for the 'Percentage of the unclassified road network where maintenance should be considered' and have confirmed that the results are not available for 2020/21 for this KPI. A survey is currently being carried out with results due in October 2021. The full quarter 1 (2021/22) figures for the 'Number of park and ride journeys' is also not available, but the part data suggests a positive increase in the passenger numbers although still very low patronage in comparison to pre-covid figures.

### **Keeping People Safe – Road Safety**

18. The department continues to support the Keeping People Safe outcome primarily through its road safety initiatives. Four indicators were updated in quarter 1. Both of the indicators with targets, 'Total casualties on Leicestershire roads' and the 'Number of people killed or seriously injured' and had either met their target or are on track to achieve their target. Of the 5 indicators with quartile comparisons all of them performed well as all 5 are in the top quartile when compared to other English County Councils. Since the previous update, all updated indicators had improved in performance. However, the road casualty data should be treated with a degree of caution due to the possibility of underreporting of accidents following changes to police reporting procedures (This was reported to the former Environment and Transport Overview and Scrutiny Committee in more detail in the 'Road casualty reduction in Leicestershire' report on 4 June 2020).

19. Good performance was noted for the 'Total casualties on Leicestershire roads' which fell by 3% since the previous quarter, and the 'number of people killed or seriously injured (KSI)' also improved in performance due to a 9% decline in KSIs since the previous update. As set out in previous reports in 2020-21, this is likely to reflect the reduced volumes of road vehicles and therefore road accidents on Leicestershire's roads during the lockdown periods in 2020/21.
20. The 'Total casualties involving road users, walking, cycling & motorcyclists (excluding cars)' and the 'Number of people killed or seriously injured (KSI) walking cycling and motorcyclists (excluding cars)' also both saw an improvement in performance during quarter 1, with both seeing a decline of 3%. This contrasts to the previous quarterly update where a decline in performance was reported.

### **Great Communities – Winter Maintenance**

21. Highways & Transport support this outcome with its 'Winter gritting' performance indicator. No updates were due to be reported on this outcome during quarter 1. However, looking over the long term this indicator has performed very well as it has maintained 100% winter gritting (when called out) over the past seven years. There were 75 callouts for 2020/21 season up to 31/03/2021 which provided 100% completion of routes.

### **Background papers**

Leicestershire County Council's Strategic Outcomes Framework and Strategic Plan 2018-22.

NHT (National Highways & Transport Network) Survey results for 2020.

### **Circulation under Local Issues Alert Procedure**

None.

### **Equalities and Human Rights Implications**

There are no specific equalities and human rights implications to note as part of this performance report.

### **Appendices**

Appendix A. Definitions of RAG ratings.

Appendix B. Strategic Plan Performance Dashboards by Outcomes covering Highways & Transport Performance to June 2021.

### **Officers to Contact**

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### Appendix A. Explanation of RAG Rating

RED	<p>Close monitoring or significant action required. This would normally be triggered by any combination of the following:</p> <ul style="list-style-type: none"> <li>• Performance is currently not meeting the target or set to miss the target by a significant amount.</li> <li>• Actions in place are not believed to be enough to bring performance fully back on track before the end of the target or reporting period.</li> <li>• The issue requires further attention or action</li> </ul>
AMBER	<p>Light touch monitoring required. This would normally be triggered by any combination of the following:</p> <ul style="list-style-type: none"> <li>• Performance is currently not meeting the target or set to miss the target by a narrow margin.</li> <li>• There are a set of actions in place that is expected to result in performance coming closer to meeting the target by the end of the target or reporting period.</li> <li>• May flag associated issues, risks and actions to be addressed to ensure performance progresses.</li> </ul>
GREEN	<p>. No action required. This would normally be triggered when performance is currently meeting the target or on track to meet the target, no significant issues are being flagged up and actions to progress performance are in place</p>

The degree to which performance is missing a target is open to debate. A common way of overcoming this is to use a precise percentage threshold between current performance and the target. However, a blanket approach (such as plus or minus 10%) is not appropriate due to the varying ways that metrics are reported e.g. small numbers, rates per capita, percentages.

Appendix B. Highways & Transport KPIs dashboards Q1 2021/22

Strong Economy

Transport & Highways KPI Performance Dashboards Q1 2021-22



Area	Select Strategic Plan Outcome	Indicator Type	RAG Rating				DOT Arrow		
Transport & Highways	Strong Economy	All	NA 5	R 2	A 2	G 7	NO UPDATE 14	NO CHANGE 1	UP 1
L = LCC indicators		C = County indicators							
Indicator	Type	Target	Latest Data	Period	Previous Data	RAG	Performance DOT	Previous Quarters/Years	Quartiles
L % of principal (A class) road network where structural maintenance should be considered	SP	4	2	2020/21	2	G			1st 2019/20
L % of non-principal (B & C class) road network where structural maintenance should be considered	SP	6	4	2020/21	3	G			1st 2019/20
L % of the unclassified road network where maintenance should be considered	Dpt	13	16	2019/20	15	R			2nd 2019/20
L Total vehicle kilometres on County roads (millions)	Dpt		3,679	2020	4,499	NA	↑		NA
L Overall satisfaction with the condition of highways (NHT satisfaction survey) (%)	SP	38	37.4	2020/21	36.6	G			1st 2020
C Private and government funding secured to deliver infrastructure e.g. Section 106 funds (£ millions)	SP		9.1	2019/20	15.7	NA			NA
C Overall satisfaction with local bus services/(sustainable travel options) (NHT satisfaction survey) (%)	SP	56	56.7	2020/21	58	G			2nd 2020
C Local bus passenger journeys originating in the authority area (millions)	Dpt	4	3.8	Q4 2020/21	3.8	G	→		3rd 2018/19
C Number of park and ride journeys	Dpt		18,523	Q4 2020/21	18,523	NA			NA
L Overall satisfaction with cycle routes & facilities (NHT satisfaction survey) (%)	Dpt	47	33.6	2020/21	37.6	R			1st 2020
L Overall satisfaction with the Rights of Way network (NHT satisfaction survey) (%)	SP	53	53.6	2020/21	46.2	G			1st 2020
C % of businesses saying that a reduction in traffic congestion would significantly benefit their business	SP		53	2020	28	NA			NA
L Overall satisfaction with the condition of pavement & footpaths (NHT satisfaction survey) (%)	Dpt	68	64.5	2020/21	62.3	A			1st 2020
C Overall satisfaction with traffic levels & congestion (NHT satisfaction survey) (%)	SP	42	40.1	2020/21	31.9	A			1st 2020
C Average vehicle speed - weekday morning peak on locally managed 'A' roads (mph)	SP	30.27	31.1	2019	31.1	G			3rd 2019
C Carbon emissions (estimates) from transport within LA influence (Kt)	SP		1,187.8	2018	1,923.9	NA			2nd 2018

Keeping People Safe

Transport & Highways KPI Performance Dashboards Q1 2021-22



Area: Transport & Highways  
 Select Strategic Plan Outcome: Keeping People Safe  
 Indicator Type: All



L = LCC indicators    C = County indicators

Indicator	Type	Target	Latest Data	Period	Previous Data	RAG	Performance DOT	Previous Quarters/Years	Quartiles
L Total casualties on Leicestershire roads	SP	1,495	780	Mth 03 Mar 2021	803	G	↑		1st 2019
L Number of people killed or seriously injured (KSIs)	SP	168	179	Mth 03 Mar 2021	197	A	↑		1st 2019
L Road safety satisfaction (NHT satisfaction survey) (%)	SP	67	59	2020/21	53.5	R			1st 2020
L Total casualties involving road users, walking, cycling & motorcyclists (excluding cars)	Dpt		214	Mth 03 Mar 2021	221	NA	↑		1st 2019
L Number of people killed or seriously injured (KSI), walking, cycling & motorcyclists (excluding cars)	Dpt		82	Mth 03 Mar 2021	85	NA	↑		1st 2019

Great Communities

Transport & Highways KPI Performance Dashboards Q1 2021-22



Area: Transport & Highways  
 Select Strategic Plan Outcome: Great Communities  
 Indicator Type: All



L = LCC indicators    C = County indicators

Indicator	Type	Target	Latest Data	Period	Previous Data	RAG	Performance DOT	Previous Quarters/Years	Quartiles
L Winter gritting (%)	SP	100	100	2020/21	100	G			NA