



**HIGHWAYS AND TRANSPORT OVERVIEW AND SCRUTINY
COMMITTEE - 3 MARCH 2022**

**HIGHWAYS AND TRANSPORT PERFORMANCE
REPORT TO DECEMBER 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 and 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 and Transport Services (within the Environment and Transport Department) to December 2021 (quarter 3).

Policy Framework and Previous Decisions

2. The updates in this report reflect progress against the Highways and Transport (HT) performance indicators within the Environment and Transport performance framework and high-level plans and the Council's Strategic Outcomes Framework within the Strategic Plan.

Background

3. This report shows how a variety of HT 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 HT 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 & congestion. They have been included to provide greater oversight of the wider HT 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 e.g., annually.
8. The Council's performance is benchmarked against 33 English authorities which covers 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 first quartile is defined as performance that falls within the top 25% of county councils (the best). The fourth 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 December 2021

10. The quarterly performance dashboard shows HT performance up to December 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 HT performance dashboards (Appendix B). This report offers a summary of the latest position as well as focusing on the indicators that have been updated, which is 15 this quarter, with three showing an improvement in performance since the previous update, two remaining the same and 10 declining in performance.
11. The latest position shows that HT had five KPIs that have met target or are on track (green), two amber (performance is currently not meeting the target or set to miss the target by a narrow margin) and one KPI that is rated red (where performance is currently not meeting the target or set to miss target). The Council has 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' 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 13 indicators in the top quartile (listed in Appendix B with green first 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 have not met their target, have seen a decline in performance or have notable good performance.

Strong Economy – Transport & Green Economy

14. This outcome includes indicators that support a greener economy in addition to the typical HT indicators that have been historically reported on. Within this outcome, nine indicators are updated in quarter 3. The latest picture shows three indicators rated green are on track or have met their targets. One was rated red (off track). Performance of the latter, the 'Percentage of the unclassified road network where maintenance should be considered', was covered in the Environment and Transport Annual Performance Report 2019/20 at the Environment and Transport Scrutiny Committee in November 2020. The results are not available for 2020/21 for this KPI as the survey was disrupted due to the Covid-19 pandemic.
15. Almost all the recently updated KPIs taken from the National Highways and Transport Network (NHT) 2021 report saw a decline in performance due to falling satisfaction levels, except for 'The overall satisfaction with cycle routes & facilities (NHT)' indicator where satisfaction increased.
16. The latest update for 'Overall satisfaction with the condition of highways,' derived from the NHT Survey Report 2021 declined by 5 percentage points from 37% in 2020/21 to 32% in 2021/22, which is the first decline in performance since 2017. The Council remains significantly above the average satisfaction scores for other participating authorities and in the top quartile for 2021.
17. 'Private and government funding secured to deliver infrastructure e.g., Section 106 funds (£millions)' saw a 115% increase totalling £19.6m in 2020/2021 compared to £9.1m the previous year. This is mainly Section 106 money paid by developers as a condition for permission of build on larger sites. The amounts vary year on year depending upon the sites that are developed in that year. Of this amount Highways received £5.18m and Civic amenities (waste) received £185,577 in 2020/2021 (Education received £13.8m of the total for 2020/2021).
18. 'The overall satisfaction with local bus services (NHT)' saw a 3 percentage points decline in performance from 57% in 2020/21 to 54% in 2021/22. Satisfaction with bus services has been declining since 2016. Despite this slight

decline in performance, this remains in the top quartile when compared to other English County Councils for 2021.

19. 'Local bus passenger journeys originating in the authority area (millions)' declined by 8% from 3.8 million in quarter 4 2020/21 to 3.5 million in quarter 2 2021/22. Up until this point bus passenger journeys had started to show signs of recovering but the start of the new Omicron variant phase of the Covid-19 pandemic in December 2021 is likely to have negatively impacted on journeys. This indicator remains in the fourth (bottom quartile) when compared to other English county councils.
20. The 'Number of park and ride journeys' increased by 341% up to 81,705 in December 2021 from 18,523 in March 2021 which may suggest the start of recovery from such an historic low (gap in reporting in June due to capacity issues). Although passenger numbers seem to be significantly impacted by the pandemic, the data shows that more people have returned to the park and ride services increasingly over the past 12 months. However, this is still a long way from its pre-pandemic normal of 186,112 (average quarter) journeys in 2019/20.
21. The 'Overall satisfaction with cycle routes & facilities (NHT)' was the only NHT KPI within the corporate set that saw an increase in satisfaction and performance having increased by 4 percentage points from 34% in 2020/21 to 38% in 2021/22. This is about average for the performance of this indicator since 2014. It remains in the top quartile when compared to other English county councils in 2021.
22. The 'Overall satisfaction with the rights of way network (NHT)' declined in performance as satisfaction fell from 54% in 2020/21 to 50% in 2021/22 (4 percentage points fall). This is the same as the average result since 2016. It remains in the top quartile when compared to other English county councils for 2021.
23. The 'Overall satisfaction with the condition of pavements and footpaths (NHT)' also declined in performance as satisfaction fell from 65% in 2020/21 to 62% in 2021/22 (3 percentage points fall), which is the same at the average since 2017. This remains in the top quartile when compared to other English county councils for 2021.
24. The 'overall satisfaction with traffic levels and congestion (NHT)' also saw a small decline in performance (2 percentage points fall) as satisfaction fell from 40% in 2020/21 to 38% in 2021/22. This is slightly above the average satisfaction rate since 2016 (37%). Traffic levels in 2021 increased which may have contributed to lower satisfactions levels. This remains in the top quartile when compared to other English county councils for 2021.

Keeping People Safe – Road Safety

25. The Department supports the Keeping People Safe outcome primarily through its road safety initiatives. Five indicators were updated in quarter 3 (up to

September). Four of them showed declining performance, as casualties increased across most of the indicators since the previous update. As more vehicles returned to County roads in 2021, there are likely to be more road accidents because of this.

26. Leicestershire continues to be a high performing authority as all five indicators are in the top quartile when compared to other English county councils, for the latest data (2020 and 2021). 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. Only in these circumstances will the Police send a collision report to the Council for validation. The Road Casualty Reduction in Leicestershire report will cover casualty data to the end of 2020 at this meeting. The latest provisional data is as follows.
27. 'Total casualties on Leicestershire roads' declined in performance slightly by 1% as casualties have continued to increase from 873 in July 2021 to 885 in September 2021. Over the longer term this indicator has performed well, and the latest result is much lower than the average casualties of 1,492 since 2012. A review of targets is being undertaken and will be discussed at this Committee.
28. The 'Number of people killed or seriously injured (KSIs)' declined in performance by almost 2% as numbers increased slightly from 176 in July 2021 to 179 in September 2021 and is rated amber. This compares to an average of 215 KSIs since 2012. As previously stated, new targets are being developed.
29. 'Road safety satisfaction (NHT)' declined in performance slightly as levels fell from 59% in 2020/21 to 57% in 2021/22. This is likely to be directly linked to the increase in traffic on County roads in 2021 compared to 2020.
30. The 'Total casualties involving road users, walking, cycling & motorcyclists (excluding cars)' remained unchanged up to September 2021 at 240 casualties.
31. The 'Number of people killed or seriously injured (KSI) walking cycling and motorcyclists (excluding cars)' also saw an 8% decline in performance, as casualties increased from 88 in July 2021 to 95 in September 2021. These types of casualties are the highest since December 2018. The easing of some restrictions may have contributed here, as vulnerable road users were encountering more vehicles on the roads than during lockdowns.

Great Communities – Winter Maintenance

32. HT supports this outcome with its 'Winter gritting' performance indicator which remains at 100% for 2021/22 and has consistently met its 100% target since 2015.

Background papers

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

<https://www.leicestershire.gov.uk/about-the-council/council-plans/the-strategic-plan>

NHT (National Highways & Transport Network) Survey results for 2021

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

Circulation under Local Issues Alert Procedure

None.

Equalities and Human Rights Implications

33. There are no equality or human rights implications.

Appendices

Appendix A - Definitions of RAG ratings

Appendix B - Strategic Plan Performance Dashboards by Outcomes covering Highways and Transport Performance to December 2021

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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"> • Performance is currently not meeting the target or set to miss the target by a significant amount. • 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. • The issue requires further attention or action
AMBER	<p>Light touch monitoring required. This would normally be triggered by any combination of the following:</p> <ul style="list-style-type: none"> • Performance is currently not meeting the target or set to miss the target by a narrow margin. • 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. • May flag associated issues, risks and actions to be addressed to ensure performance progresses.
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 performance to December 2021.

Strong Economy

Transport & Highways KPI Performance Dashboards Q3 2021-22



Area	Select Strategic Plan Outcome	Indicator Type	C/L	Info						
Transport & Highways	Strong Economy	All	All							
C = County indicators L = LCC indicators * = Statutory Returns		RAG Rating: NA (11), R (1), A (1), G (3) DOT Arrow: NO UPDATE (7), DOWN (6), UP (3)								
Indicator	Type	Target	Latest Data	Period	Previous Data	RAG	DOT	Performance	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 2020
L * % of non-principal (B & C class) road network where structural maintenance should be considered	SP	6	4	2020/21	3	G				1st 2020
L % of the unclassified road network where maintenance should be considered	Dpt	13	16	2019/20	15	R				2nd 2019
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		32.4	2021/22	37.4	NA	↓			1st 2021
C Private and government funding secured to deliver infrastructure e.g. Section 106 funds (£ millions)	SP		19.6	2020/21	9.1	NA	↑			NA
C Overall satisfaction with local bus services/(sustainable travel options) (NHT satisfaction survey) (%)	SP		53.6	2021/22	56.7	NA	↓			1st 2021
C Local bus passenger journeys originating in the authority area (millions)	Dpt	6	3.5	Q2 2021/22	3.8	A	↓			4th 2020/21
C Number of park and ride journeys	Dpt		81,705	Q2 2021/22	18,523	NA	↑			NA
L Overall satisfaction with cycle routes & facilities (NHT satisfaction survey) (%)	Dpt		38.1	2021/22	33.6	NA	↑			1st 2021
L Overall satisfaction with the Rights of Way network (NHT satisfaction survey) (%)	SP		49.8	2021/22	53.6	NA	↓			1st 2021
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		61.6	2021/22	64.5	NA	↓			1st 2021
C Overall satisfaction with traffic levels & congestion (NHT satisfaction survey) (%)	SP		37.8	2021/22	40.1	NA	↓			1st 2021
C Average vehicle speed - weekday morning peak on locally managed 'A' roads (mph)	SP	30.27	32.5	2020	31.1	G				3rd 2020
C Carbon emissions (estimates) from transport within LA influence (Kt)	SP		1,179.35	2019	1,183.83	NA				2nd 2019

Keeping People Safe

Transport & Highways KPI Performance Dashboards Q3 2021-22



Area	Select Strategic Plan Outcome	Indicator Type	C/L	Info
Transport & Highways	Keeping People Safe	All	All	

RAG Rating		DOT Arrow	
NA	A	DOWN	NO CHANGE
3	1	4	1

C = County indicators L = LCC indicators
* = Statutory Returns

Indicator	Type	Target	Latest Data	Period	Previous Data	RAG	Performance DOT	Previous Quarters/Years	Quartiles
L Total casualties on Leicestershire roads	SP		885	Mth 09 Sep 2021	873	G	↓		1st 2020
L Number of people killed or seriously injured (KSIs)	SP		179	Mth 09 Sep 2021	176	A	↓		1st 2020
L Road safety satisfaction (NHT satisfaction survey) (%)	SP		56.9	2021/22	59	NA	↓		1st 2021
L Total casualties involving road users, walking, cycling & motorcyclists (excluding cars)	Dpt		240	Mth 09 Sep 2021	240	NA	→		1st 2020
L Number of people killed or seriously injured (KSI), walking, cycling & motorcyclists (excluding cars)	Dpt		95	Mth 09 Sep 2021	88	NA	↓		1st 2020

Great Communities

Transport & Highways KPI Performance Dashboards Q3 2021-22



Area	Select Strategic Plan Outcome	Indicator Type	C/L	Info
Transport & Highways	Great Communities	All	All	

RAG Rating		DOT Arrow	
G		NO CHANGE	
1		1	

C = County indicators L = LCC indicators
* = Statutory Returns

Indicator	Type	Target	Latest Data	Period	Previous Data	RAG	Performance DOT	Previous Quarters/Years	Quartiles
L Winter gritting (%)	SP	100	100	2021/22	100	G	→		NA