

Produced on:

15 April 2024



# Performance Report

## Quarter 3

### 2023/24 financial year

#### Highways and Transport Committee

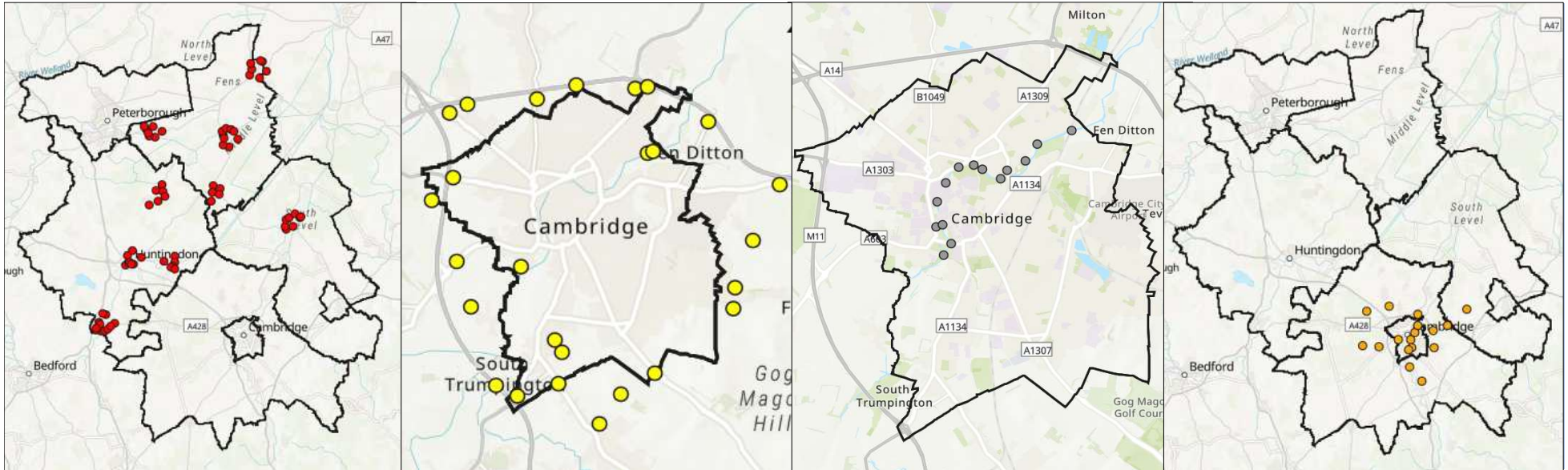
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## Key



Data Item	Explanation
<b>Target / Pro Rata Target</b>	The target that has been set for the indicator, relevant for the reporting period
<b>Current Month / Current Period</b>	The latest performance figure relevant to the reporting period
<b>Previous Month / previous period</b>	The previously reported performance figure
<b>Direction for Improvement</b>	Indicates whether 'good' performance is a higher or a lower figure
<b>Change in Performance</b>	Indicates whether performance is 'improving' or 'declining' by comparing the latest performance figure with that of the previous reporting period
<b>Statistical Neighbours Mean</b>	Provided as a point of comparison, based on the most recently available data from identified statistical neighbours.
<b>England Mean</b>	Provided as a point of comparison, based on the most recent nationally available data
<b>RAG Rating</b>	<ul style="list-style-type: none"> <li>• <b>Red</b> – current performance is off target by more than 10%</li> <li>• <b>Amber</b> – current performance is off target by 10% or less</li> <li>• <b>Green</b> – current performance is on target by up to 5% over target</li> <li>• <b>Blue</b> – current performance exceeds target by more than 5%</li> <li>• <b>Baseline</b> – indicates performance is currently being tracked in order to inform the target setting process</li> <li>• <b>Contextual</b> – these measures track key activity being undertaken, to present a rounded view of information relevant to the service area, without a performance target.</li> <li>• <b>In Development</b> - measure has been agreed, but data collection and target setting are in development</li> </ul>
<b>Indicator Description</b>	Provides an overview of how a measure is calculated. Where possible, this is based on a nationally agreed definition to assist benchmarking with statistically comparable authorities
<b>Commentary</b>	Provides a narrative to explain the changes in performance within the reporting period
<b>Actions</b>	Actions undertaken to address under-performance. Populated for 'red' indicators only
<b>Useful Links</b>	Provides links to relevant documentation, such as nationally available data and definitions

## Useful Maps for Indicators 32, 32a, 32b and 238



Map A above shows the locations of the Annual Market Town monitoring sites

Map B above shows the location of the Annual Cambridge radial sites

Map C above shows the location of the Annual Cambridge River Cam screenline sites

Map D above shows the location of the Annual cycle route monitoring sites

Indicators 32, 32a and 32b are measured using data from all four maps above. These relate to cycling and walking. Data for these indicators is sourced from CCC's annual traffic surveys that are carried out at over 100 locations across the county, including within the county's Market Towns and in/around the city of Cambridge. The traffic surveys are conducted by an external supplier using video cameras to capture footage which is then counted and manually classified by a human. The data is then provided to CCC.

Indicator 238 is measured using data from maps A, B and C. Data for this indicator is sourced from CCC's annual traffic surveys that are carried out at over 100 locations across the county, including within the county's Market Towns and in/around the city of Cambridge. The traffic surveys are conducted by an external supplier using video cameras to capture footage which is then counted and manually classified by a human. The data is then provided to CCC.

Further information and more detailed maps can be found using the below link:

<https://cambridgeshireinsight.org.uk/roads-transport-and-active-travel/traffic-data-collection-sites/>

Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
Contextual	↑	10.2%	-14.5%	Improving

**RAG Rating**

Contextual
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**Indicator Description**

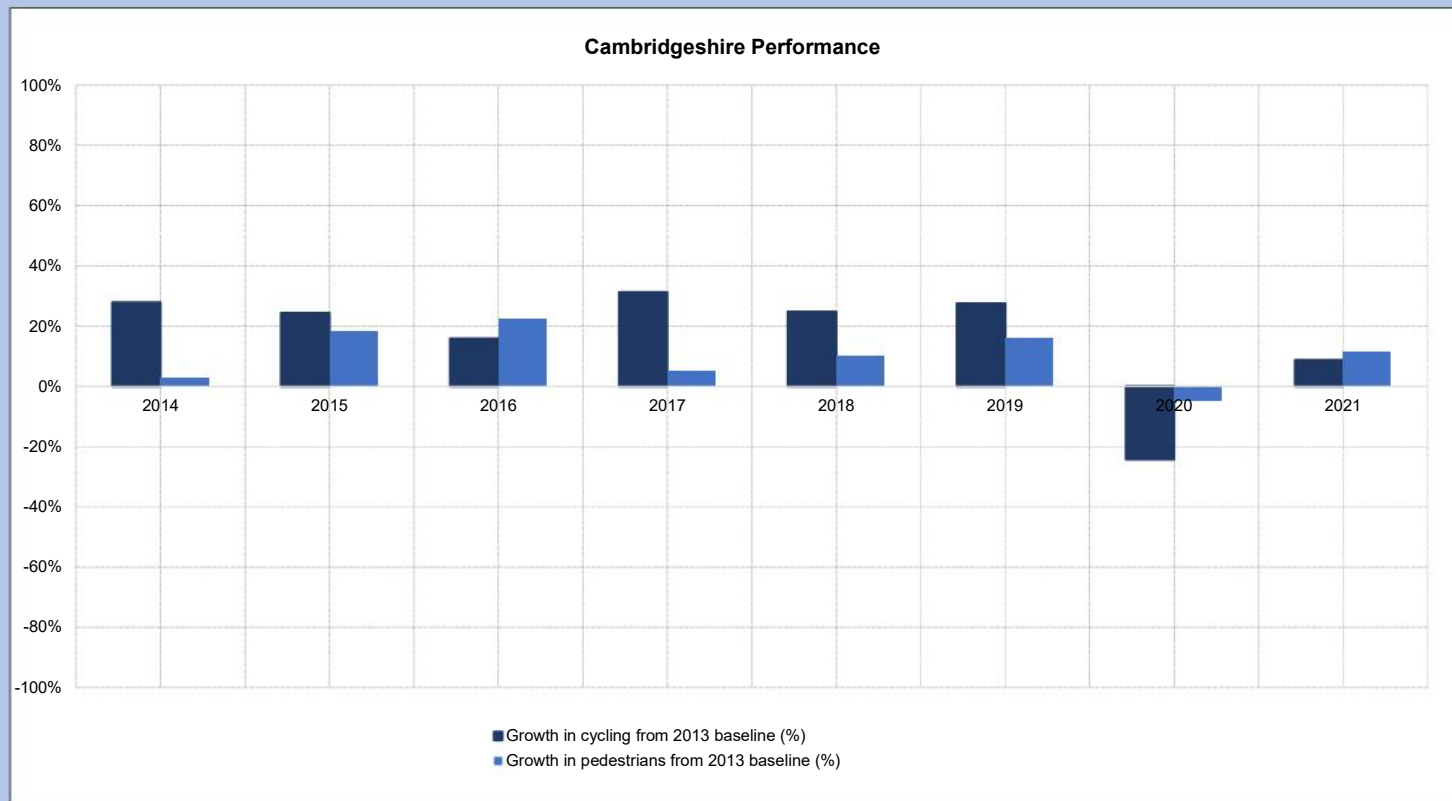
This indicator shows the level of growth in cyclist and pedestrian volumes across Cambridgeshire. It shows a % change from a 2013 baseline, rather than showing the proportion of the population that cycle or walk.

The percentages in the boxes above are an average of the respective walking and cycling figures, to give a combined 'Cycle and Pedestrian' indicator.

Data for this indicator is sourced from CCC's annual traffic surveys that are carried out at over 100 locations across the county, including within the county's Market Towns and in/around the city of Cambridge. The traffic surveys are conducted by an external supplier using video cameras to capture footage which is then counted and manually classified by a human. The data is then provided to CCC.

The locations of CCC's annual traffic survey can be seen on the 'Traffic Counts' map on the Cambridgeshire and Peterborough Insight website (link provided below). Total cycle volumes are summed across the Annual Town Monitoring, Annual Cambridge Radial, Annual Cycle Route Monitoring and Annual Cambridge River Screenline surveys and are summed before being compared over time.

Due to data collection problems in Autumn 2022, reliable county-wide traffic count data is not available for 2022. Data for 2023 should be available ready for the July committee.



**Commentary**

**Cycling:** The Department for Transport has set an aim to double cycling rates by 2025, which also links to the vision to increase rates of Active Travel. Cambridgeshire has historically had high rates of cycling. However, rates of cycling in recent years have decreased, likely influenced by the COVID-19 pandemic. When compared to 2013, 2020 saw a large decrease in cycling rates (-24%), likely linked to the COVID-19 pandemic but 2021 cycling volumes were 9% above 2013 volumes.

**Pedestrians:** This indicator helps to understand whether walking trends are increasing over time, which links to the vision to increase rates of Active Travel. When compared to 2013, 2020 saw a decrease in pedestrian rates (-5%), likely linked to the COVID-19 pandemic which led to reductions in travel. Pedestrian volumes have increased since 2020 and in 2021 were +12% above 2013, like 2018.

This dataset currently uses data from CCC's annual traffic monitoring surveys undertaken at key points across the county each year. The figures in this report consider only those sites which have been counted consistently between 2013 and 2022 (e.g. if sites have been added or removed during this period, the data from these sites has not been included in any year, so the total volumes presented are calculated consistently across the period). Future iterations of this indicator could aim to improve the breadth of cycling data by including other data sources such as data from local permanent traffic counters. These permanent sites are now being used across the county and not only in Cambridge. At present the permanent counters are fairly new so little historic data exists at present. As more data is collected, it becomes more feasible to use the permanent counters for long-term monitoring purposes.

**Useful Links**

[CCC Annual Traffic Counts Map](#)

[Department for Transport Policy paper - The second cycling and walking investment strategy \(CWIS2\)](#)

**Actions**

Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
Contextual	↑	8.7%	-24.3%	Improving

**RAG Rating**

Contextual
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**Indicator Description**

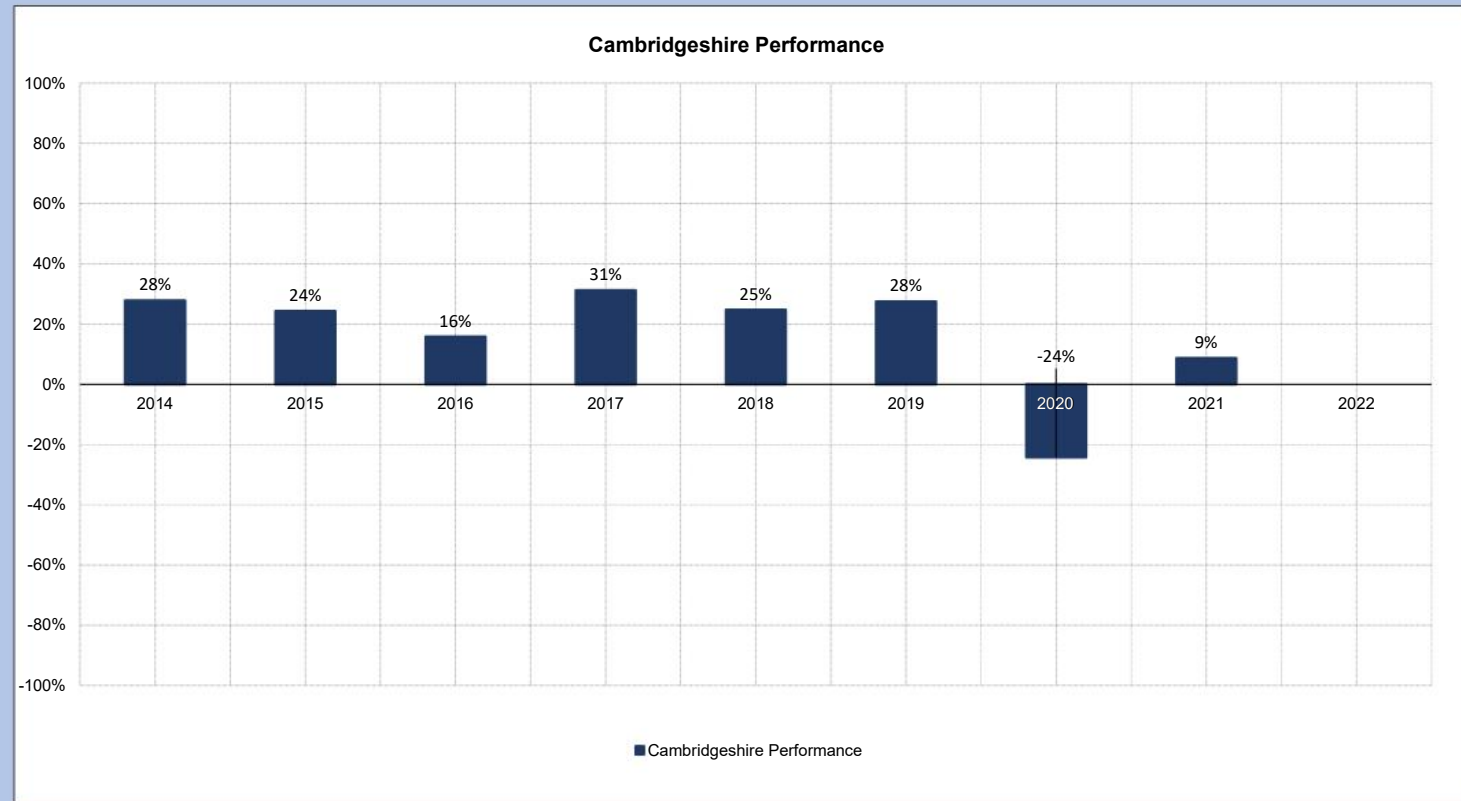
This indicator shows the level of growth in cyclist volumes across Cambridgeshire. It shows a % change from a 2013 baseline, rather than showing the proportion of the population that cycle or walk.

The percentages in the boxes above are an average of the respective walking and cycling figures, to give a combined 'Cycle and Pedestrian' indicator.

Data for this indicator is sourced from CCC's annual traffic surveys that are carried out at over 100 locations across the county, including within the county's Market Towns and in/around the city of Cambridge. The traffic surveys are conducted by an external supplier using video cameras to capture footage which is then counted and manually classified by a human. The data is then provided to CCC.

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Due to data collection problems in Autumn 2022, reliable county-wide traffic count data is not available for 2022. Data for 2023 should be available ready for the July committee.



**Commentary**

The Department for Transport set an aim to double cycling rates by 2025. This indicator will help to understand whether cycling trends are increasing, which also links to the vision to increase rates of Active Travel.

Cambridgeshire has historically had high rates of cycling. However, rates of cycling decreased in 2020, likely influenced by the COVID-19 pandemic. When compared to 2013, 2020 saw a large decrease in cycling rates (-24%) but 2021 cycling volumes were 9% above 2013 volumes.

Due to quality concerns with some of the survey data during the Autumn 2022 surveys, 2022 data has not been included on this graph. Autumn 2023 surveys are taking place now, so we hope to update the graph with 2023 data ready for the July committee.

This dataset currently uses data from the annual traffic monitoring surveys undertaken at key points across **Cambridgeshire each year, particularly on key commuter routes**. The figures in this report consider only those sites which have been used consistently across all the years.

Future iterations of this indicator could aim to improve the breadth of cycling data to include other data sources such as cycling data from permanent traffic monitors.

In recent years we have been using live traffic monitors that in certain locations provide real time breakdown of users by mode, work continues to expand the network of these counters.

**Useful Links**

[Annual traffic monitoring report 2021](#)

[Department for Transport Policy paper - The second cycling and walking investment strategy \(CWIS2\)](#)

**Actions**

Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
Contextual	↑	11.7%	-4.7%	Improving

**RAG Rating**

Contextual
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**Indicator Description**

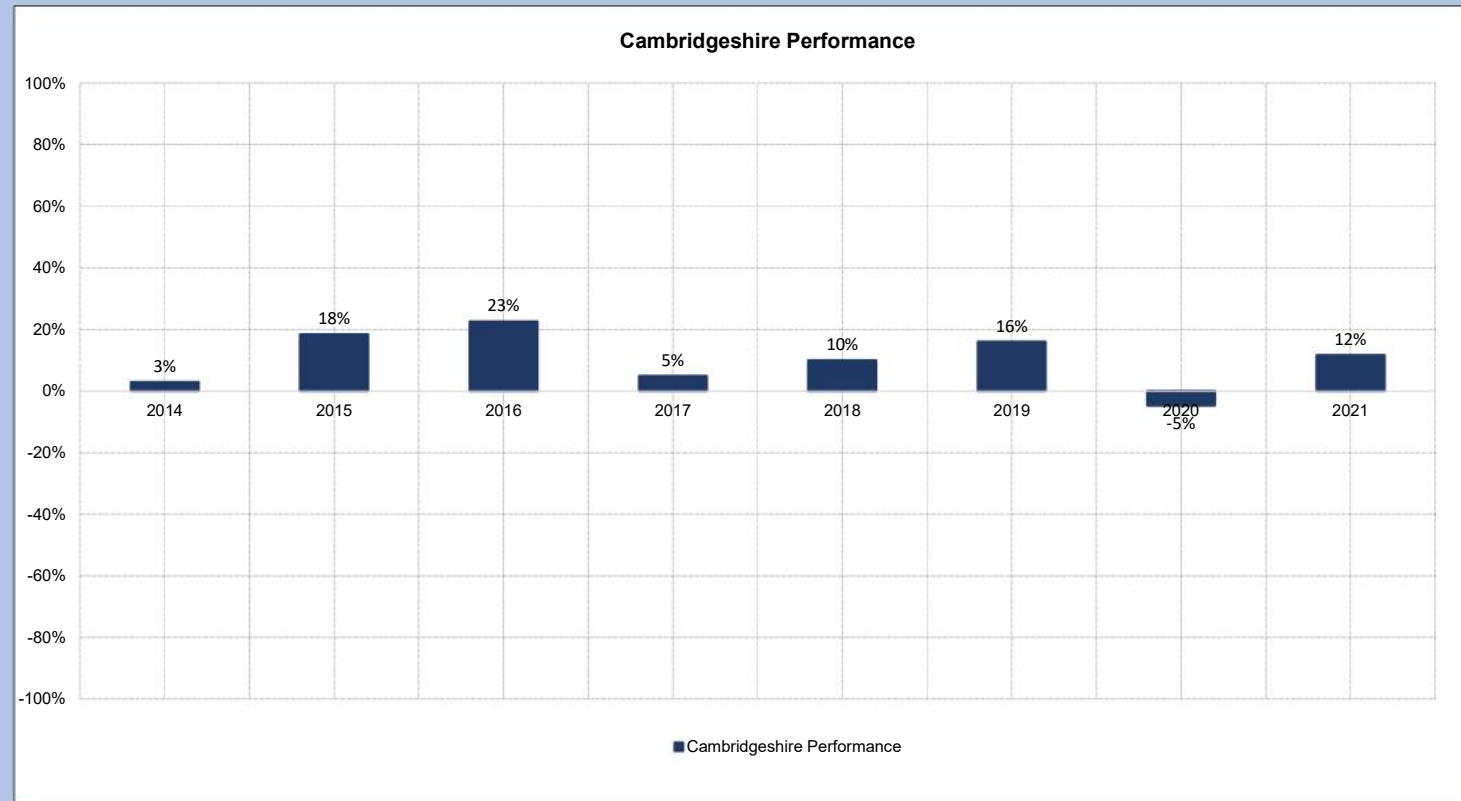
This indicator shows the level of growth in pedestrian volumes across Cambridgeshire. It shows a % change from a 2013 baseline, rather than showing the proportion of the population that cycle or walk.

The percentages in the boxes above are an average of the respective walking and cycling figures, to give a combined 'Cycle and Pedestrian' indicator.

Data for this indicator is sourced from CCC's annual traffic surveys that are carried out at over 100 locations across the county, including within the county's Market Towns and in/around the city of Cambridge. The traffic surveys are conducted by an external supplier using video cameras to capture footage which is then counted and manually classified by a human. The data is then provided to CCC.

The locations of CCC's annual traffic survey can be seen on the 'Traffic Counts' map on the Cambridgeshire and Peterborough Insight website (link provided below). Total cycle volumes are summed across the Annual Town Monitoring, Annual Cambridge Radial, Annual Cycle Route Monitoring and Annual Cambridge River Screenline surveys and are summed before being compared over time.

Due to data collection problems in Autumn 2022, reliable county-wide traffic count data is not available for 2022. Data for 2023 should be available ready for the July committee.



**Commentary**

This indicator will help to understand whether walking trends are increasing over time, which links to the vision to increase rates of Active Travel.

When compared to 2013, 2020 saw a decrease in pedestrian rates (-5%), likely linked to the COVID-19 pandemic and the two national lockdowns during the year which led to reductions in travel, particularly for school and commuting. However, pedestrian volumes have increased since 2020 and are in 2021 were +12% above 2013, which is similar to 2018.

This dataset currently uses data from the annual traffic monitoring surveys undertaken at key points across Cambridgeshire each year, particularly urban areas and commuter routes. The figures in this report consider only those sites which have been used consistently between 2013 and 2022 (e.g. if sites have been added or removed during this period, the data from these sites has not been included in any years so results are consistent across the period). Future iterations of this indicator could aim to improve the breadth of walking data to include other data sources such as data from permanent traffic monitors or footfall data from major towns and cities in the region.

**Useful Links**

[Annual traffic monitoring report 2021](#)

[Department for Transport Policy paper - The second cycling and walking investment strategy \(CWIS2\)](#)

**Actions**



Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
In Development	↓			

**RAG Rating**

In Development
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**Indicator Description**

This indicator shows the general overall condition of our road network. The indicator shows A,B,C and Unclassified roads separately and rates them by percentage - Red (not good) Amber (ok) Green (Good).

RED category is where there would be defects and potholes in the surface and loss of structural stability.

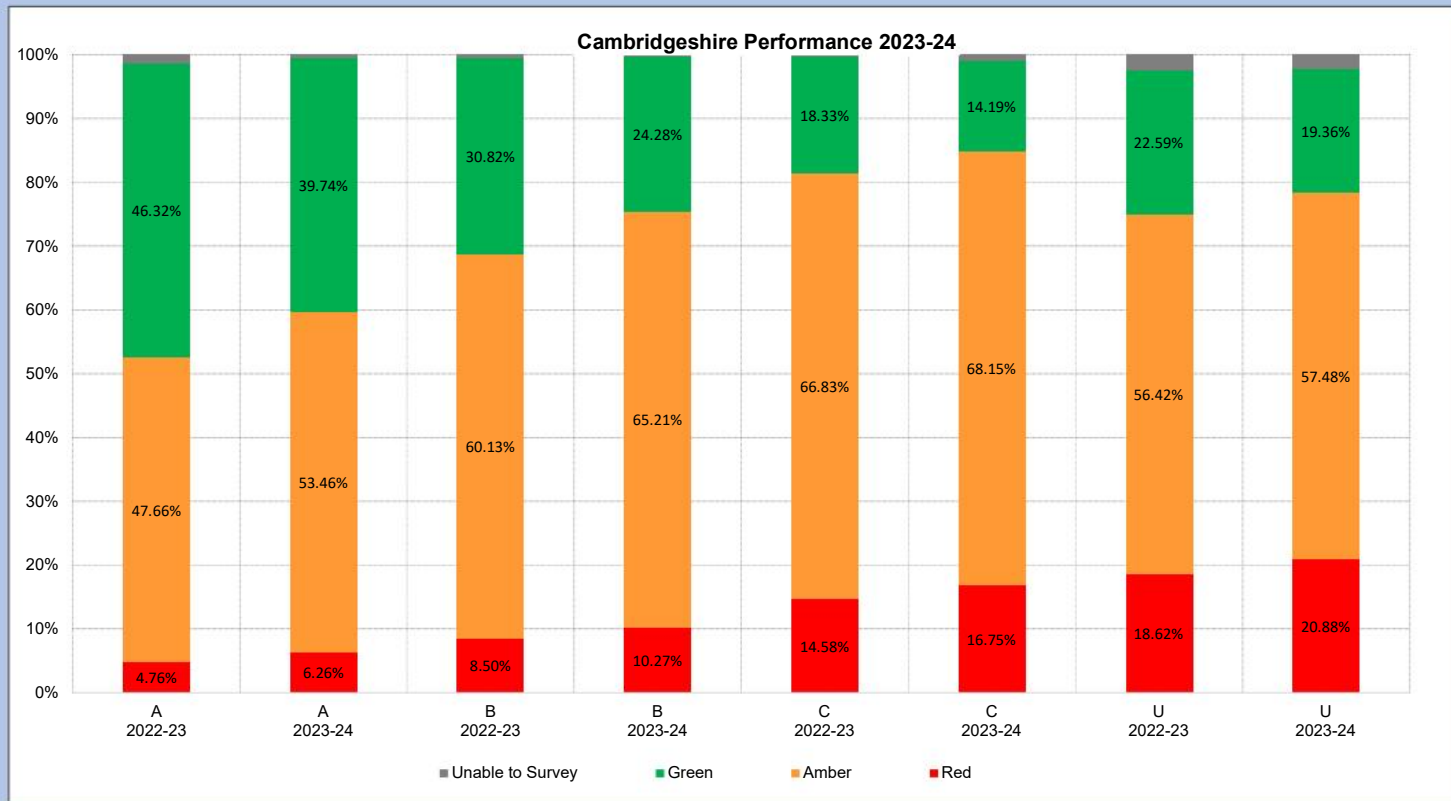
AMBER is where there are signs of wear in the surface.

GREEN is where it is sound without surface defects that drivers would notice.

Generally we aim to keep as much of the network in the Amber/ Green category directing our resources to treating the Amber as this is more cost effective than letting a location reach RED which requires more expensive and extensive repair.

Data is from our Road Condition Surveys, the next of which will take place in September 2024.

Polarity is Low Red and High Green = Good



**Commentary**

The 2022-23 charts have been revised following the discovery of an error in the survey data provide to us. The error has now been resolved. The new survey is considered a more accurate representation of the experience of the users than the previous method. The survey also provides a broader more useful range of data for the service to utilise.

Road condition is slowly declining as the road network ages, wear increases and more defects occur. To manage the decline a number of network work level programmes are being carried out;

- Investment, through additional DfT Pothole funding, in proactive potholes maintenance repairs and increased reactive pothole repair resources.
- Planned patching regime including an assessment of new innovative and low carbon repair systems.
- Targeting Amber condition roads, avoiding them becoming Red in the near future. These Asset Management led programmes require lower cost treatments enabling more network to be treated per pound.
- Safe and Clear programme – targeted renewal of road markings.
- Safe and Dry programme – targeted renewal of highway drainage systems.
- Safe and Smooth programme – targeted programme of patching and surfacing.

These programmes all contribute to managing the state of the assets and providing a safe and functional network for all users.

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The Highways and Transport Service have recently moved to using a different assessment method for road condition. The new method enables CCC to obtain more value for the survey data and provides additional benefits in wider asset management approach. It also gives a more accurate indication of overall network condition.

**Useful Links**

**Actions**

Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
317	↓	318	318	Unchanged

## RAG Rating

Amber

## Indicator Description

Indicator 43a is a 12-month rolling total of the number of people reported Killed or Seriously Injured (KSI) in a road traffic collision on public roads in Cambridgeshire.

Road traffic collision records are provided to CCC by the police. Only collisions that follow the Department for Transport STATS19 definition of a road traffic collision are included in this indicator: "Involves personal injury occurring on the public highway (including footways) in which at least one road vehicle or a vehicle in collision with a pedestrian is involved and which becomes known to the police within 30 days of its occurrence. Damage-only accidents, with no human casualties or accidents on private roads or car parks are not included."

Only casualties who were Killed or Seriously Injured are included in this indicator. For more information about the DfT's casualty injury classification, please see the DfT STATS19 guidance.

The 'KSI casualty target' uses the same methodology as the Vision Zero Partnership KSI casualty target, which aims to reduce KSI casualties in Cambridgeshire and Peterborough by 50% by 2030. Please see the Vision Zero Partnership website ([cprsp.co.uk](http://cprsp.co.uk))

Please note: There is a delay of around 2 months between collisions taking place and all cleaned data records for the month being available in our dataset. This is because the collisions must be recorded by the police, provided to CCC and then internally validated prior to being included in analysis. Figures for 2023 are still provisional as they have not yet been verified by the DfT and some collisions may subsequently be removed from the data having been ruled by a coroner to be a suicide or medical episode and not a road traffic collision. Due to the nature of this data, it is subject to change.

## Useful Links

[Cambridgeshire Insight – Cambridgeshire Road Traffic Collision Data](#)

[DfT STATS19 guidance](#)

[Road Safety Partnership - Road Safety Partnership \(cprsp.co.uk\)](http://cprsp.co.uk)

## Cambridgeshire Performance (12-Month Rolling Total)



## Commentary

This indicator is linked to the service priority of delivering safe roads for Cambridgeshire. In January 2024, the KSI casualty reduction target was updated to align with the target being used by the Vision Zero Partnership (local road safety partnership for Cambridgeshire and Peterborough), which aims to reduce the number of KSI casualties by 50% by 2030.

The KSI casualties remain stubbornly high and a greater understanding of the data and service delivery by partners is providing a greater insight as to why. 40% of the fatalities in 2022 were as a result of a driver being involved in criminality. The antecedents of these drivers showed their involvement in serious arrestable offences and the use of a vehicle to perpetrate these crimes. The obvious link between Criminality and Risky behaviours exists and therefore tackling this issue is more complex.

## Actions



Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
63.27	↓	63.47	68.24	Improving

RAG Rating



### Indicator Description

Indicator 43b is a 12-month rolling total of the number of people reported Killed or Seriously Injured (KSI) in a road traffic collision on public roads in Cambridgeshire, per 1,000km of road.

The total road network length in Cambridgeshire in October 2023 was 5,010 kms.

Road traffic collision records are provided to CCC by the police. Only collisions that follow the Department for Transport STATS19 definition of a road traffic collision are included in this indicator:

"Involves personal injury occurring on the public highway (including footways) in which at least one road vehicle or a vehicle in collision with a pedestrian is involved and which becomes known to the police within 30 days of its occurrence. Damage-only accidents, with no human casualties or accidents on private roads or car parks are not included."

Only casualties who were Killed or Seriously Injured are included in this indicator. For more information about the DfT's casualty injury classification, please see the DfT STATS19 guidance.

The 'KSI casualty target' now uses the same methodology as the Vision Zero Partnership KSI casualty target, which aims to reduce KSI casualties in Cambridgeshire and Peterborough by 50% by 2030. Please see more at Road Safety Partnership ([cprsp.co.uk](http://cprsp.co.uk))

Please note: There is a delay of around 2 months between collisions taking place and all cleaned data records for the month being available in our dataset. This is because the collisions must be recorded by the police, provided to CCC and then internally validated prior to being included in analysis. Figures for 2023 are still provisional as they have not yet been verified by the DfT and some collisions may subsequently be removed from the data having been ruled by a coroner to be a suicide or medical episode and not a road traffic collision. Due to the nature of this data, it is subject to change.

### Useful Links

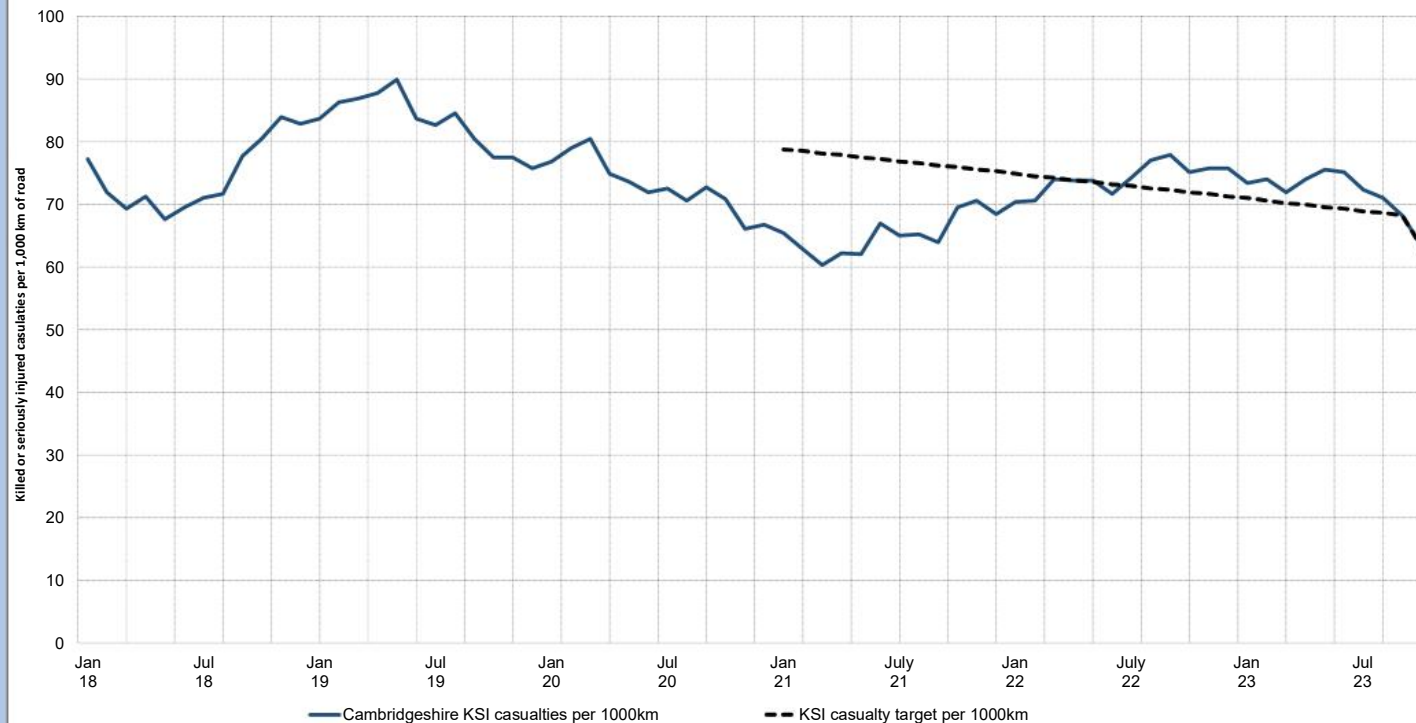
[Cambridgeshire Insight – Cambridgeshire Road Traffic Collision Data](#)

[DfT STATS19 guidance](#)

[Road Safety Partnership - Road Safety Partnership \(cprsp.co.uk\)](#)

[iRAP - International Road Assessment Programme](#)

Cambridgeshire Performance (12-Month Rolling Total)



### Commentary

This indicator is calculated using the monthly 12-month rolling KSI figure (Indicator 43a) and the total kms of road network in Cambridgeshire. Updating the road network length as it increases will help to account for changes in the size of the Cambridgeshire road network which may affect the frequency of KSI collisions. The total road network length in Cambridgeshire in October 2023 was 5,010 kms. Historic road length figures were updated slightly in January 2024 to include public roads managed by National Highways, as well as Cambridgeshire County Council, to reflect the coverage of the KSI casualties being reported.

This indicator is linked to the service priority of delivering safe roads for Cambridgeshire. In January 2024, the KSI casualty reduction target was updated to align with the target being used by the Vision Zero Partnership (local road safety partnership for Cambridgeshire and Peterborough), which aims to reduce the number of KSI casualties by 50% by 2030.

iRAP 'A' road risk mapping will also assist in managing the network assets to support the 'Safer Roads' agenda under Vision Zero. Work is already underway to understand what aspect of the network have a direct effect on possible outcomes in a collision. The fatal review board meets quarterly for a 'deep dive' into every fatal rtc in that quarter to ensure that where road or asset defects exist or where safety improvement can be identified there is a rapid response to introducing these measures. The review board includes key stakeholders from our partners, Road Safety Engineers and Highways Maintenance.

### Actions

Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
Contextual	↓	318	318	Unchanged

**RAG Rating**

Contextual

**Indicator Description**

Indicator 43c is a 12-month rolling total of the number of people reported Killed or Seriously Injured (KSI) in a road traffic collision on public roads in Cambridgeshire, by the mode of transport.

Road traffic collision records are provided to CCC by the police. Only collisions that follow the Department for Transport STATS19 definition of a road traffic collision are included in this indicator:

"Involves personal injury occurring on the public highway (including footways) in which at least one road vehicle or a vehicle in collision with a pedestrian is involved and which becomes known to the police within 30 days of its occurrence. Damage-only accidents, with no human casualties or accidents on private roads or car parks are not included."

Only casualties who were Killed or Seriously Injured are included in this indicator. For more information about the DfT's casualty injury classification, please see: DfT STATS19 guidance.

The transport modes presented are grouped as follows:

- Light Vehicle = Car or van, including taxis.
- Heavy Vehicle = HGV, mini-bus, bus or coach
- Motorcycle = Motorcycles of all sizes including mopeds and electric motorcycles.
- Cycle/Scooter = Pedal cycle, electric bicycle or e-scooter.
- Pedestrian = On foot or in a pram
- Other = None of the above, e.g. ambulance, fire engine, quad bike

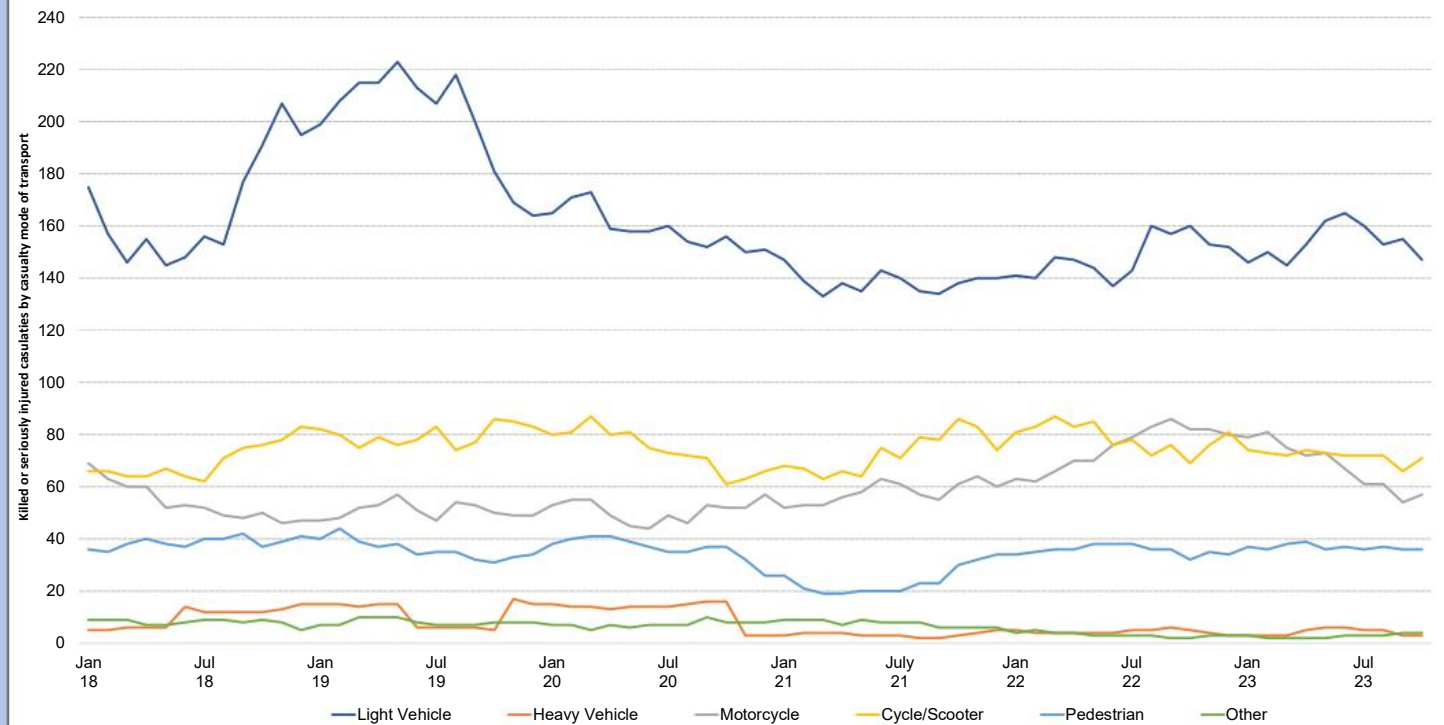
Please note: There is a delay of around 2 months between collisions taking place and all cleaned data records for the month being available in our dataset. This is because the collisions must be recorded by the police, provided to CCC and then internally validated prior to being included in analysis. Figures for 2023 are still provisional as they have not yet been verified by the DfT and some collisions may subsequently be removed from the data having been ruled by a coroner to be a suicide or medical episode and not a road traffic collision. Due to the nature of this data, it is subject to change.

**Useful Links**

[Cambridgeshire Insight – Cambridgeshire Road Traffic Collision Data](#)

[DfT STATS19 guidance](#)

**Cambridgeshire Performance (12-Month Rolling Total)**



**Commentary**

This indicator is calculated using the monthly 12-month rolling KSI figure (Indicator 43a) and the mode of transport of the casualty.

This indicator is a key measure for the wider Road Safety audience and partners. By understanding the collisions by road user type it provides greater insight as to who are our most vulnerable road users and how to target any interventions. This may be any one of the 3 'E's'. Education/Enforcement/Engagement. With changes to the Highway Code in March 2022 where it identified the 4 vulnerable road user types - Pedestrians - Cyclists - Horse Riders - Motorcyclists, it follows that there is a need to understand how they feature in our collision data and enable us to target interventions to best support a reduction in deaths and injuries.

There is currently no record made of E-Scooter or E-Bicycles on the Stats 19 form completed by the Police nationally, so this is currently only established in free hand text in any collision report therefore the true picture of this user group is not fully understood. As the use of this mode of transport increases it is currently unknown what if any impact it may have on the KSI results, but one would envisage an increase in KSIs as the legislation and preparedness of infrastructure for this mode of transport is not in place.

**Actions**

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
95.0%	↑	96.25%	98.00%	Declining

**RAG Rating**

Green

**Indicator Description**

Where a financial and programme baseline is set, the cumulative percentage of projects that are on time and within budget.

Green – COST - Forecast outturn cost is no more than 3% over the baseline\*  
 Green – TIME - Planned Completion is no more than 3% over the baseline\*

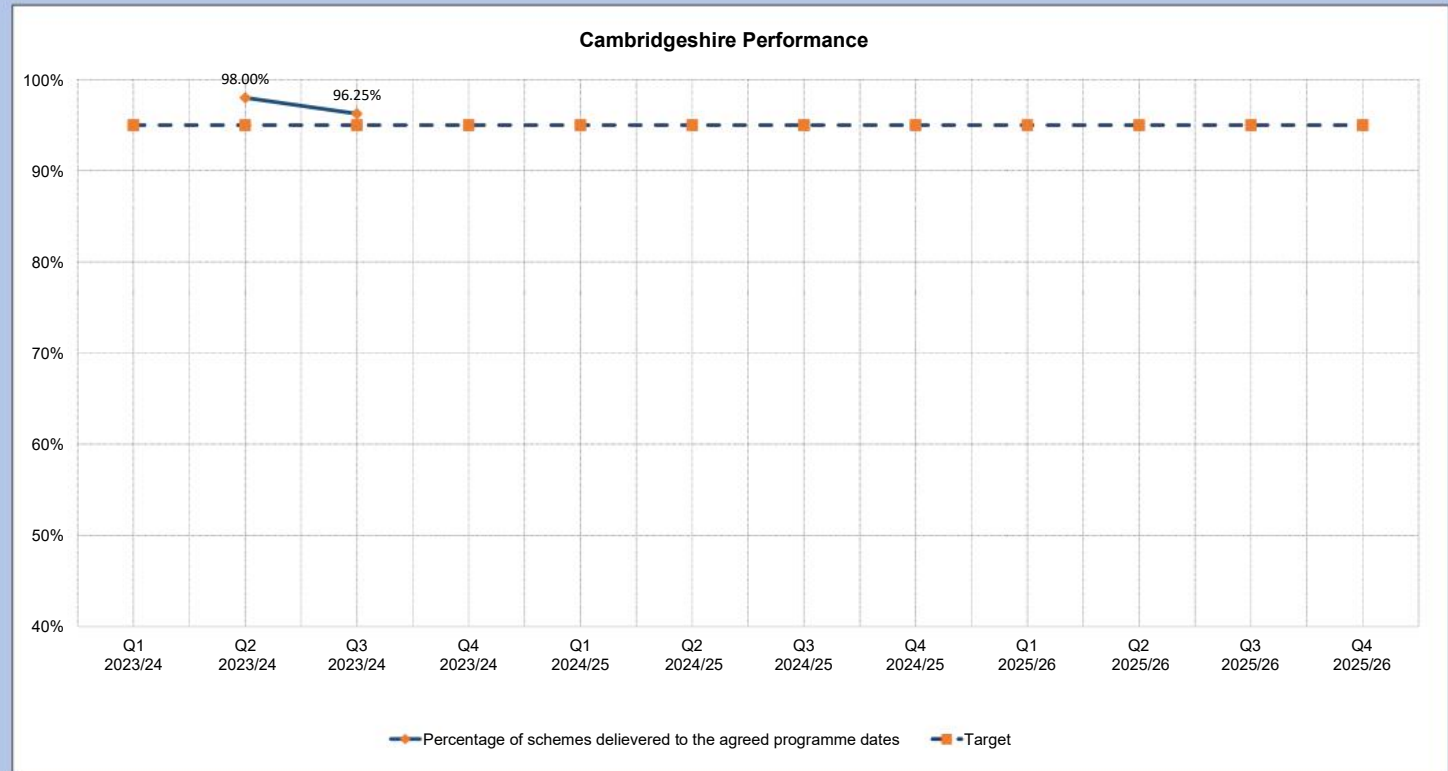
Amber – One of the measures are red and the other green.

Red – COST - Forecast outturn cost is more than 3% over the baseline\*  
 Red – TIME - Planned Completion is more than 3% over the baseline\*

\*Baselines can change through standard change control processes and gateways. The cumulative baseline will include all projects with a baseline up to the reporting date. Baselines include optimism bias and risk.

Target: 95% of baselined projects on time and on budget.

**Useful Links**



**Commentary**

This KPI is based on active projects within Project Delivery that have been baselined and are in the centralised system (POWA). This includes 80 projects. The KPI indicates 96.25% projects are within a 3% tolerance of their cost and time baselines. Below are the projects with additional commentary for their position of this report:

**20mph Initiative 2023/2024:**

The 20mph projects are all now entering the formal consultation stage. The cause for the variance is due to several factors including a delay in receiving stakeholder approval for individual schemes in the programme, and internal resource challenges associated with progressing the Traffic Regulation Orders (TROs) required for the formal consultation process.

**Kings Dyke:**

A separate paper has been presented to committee with further details on the position of this specific project.

**Soham - Wicken NMU:**

Additional time was allowed for within the programme to undertake further consultation with key stakeholder groups and to finalise the grant funding agreement.

**Actions**

**20mph Initiative 2023/2024:**

No Action Required

**Kings Dyke:**

A separate paper has been presented to committee with further details on the position of this specific project.

**Soham - Wicken NMU:**

Site clearance will continue to take place in February as planned, with the main construction works expected to commence in May 2024.

Target	Direction for Improvement	Current Year (2021)	Previous Year (2020)	Change in Performance
Contextual	↓	-9.9%	-26.8%	Declining
<b>RAG Rating</b>				
Contextual				

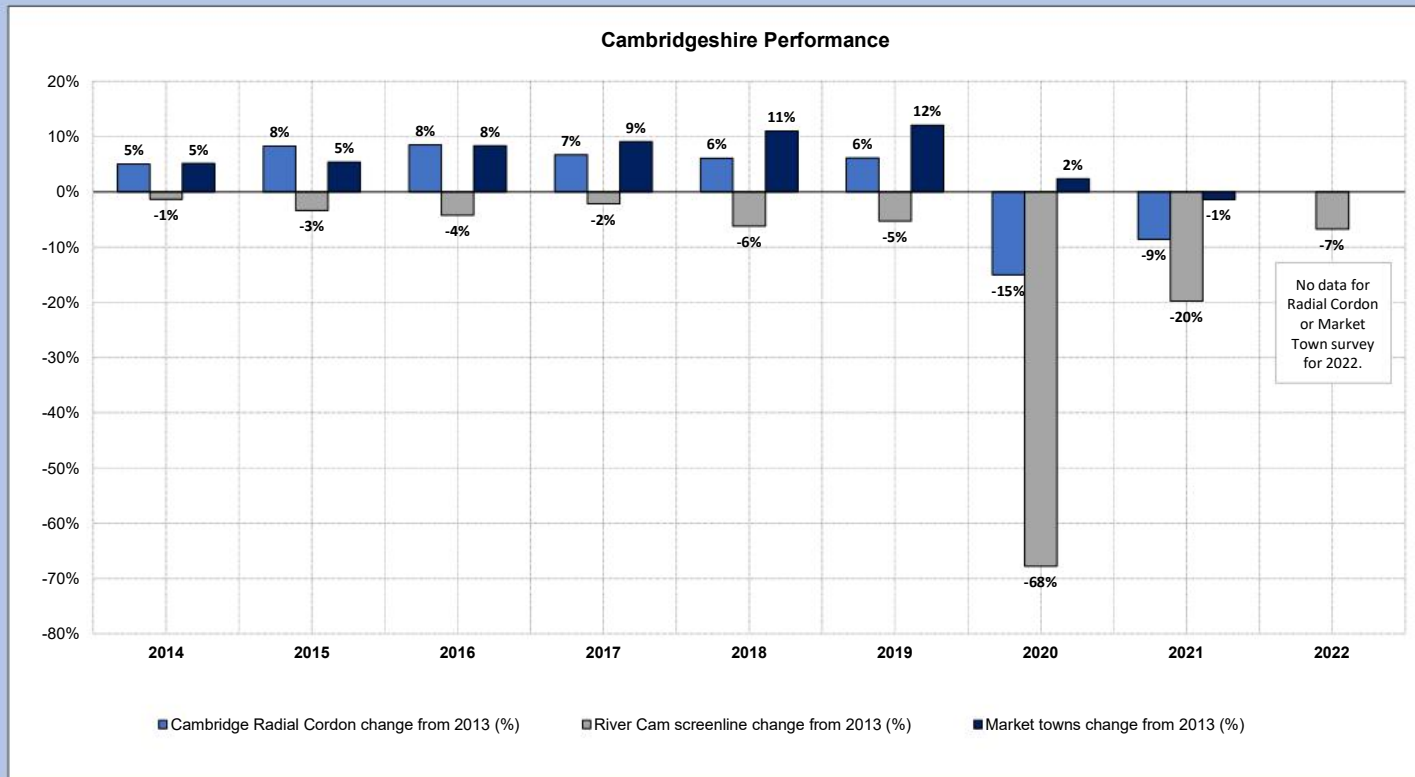
**Indicator Description**

This indicator considers traffic volumes based on annual surveys undertaken across Cambridgeshire. Data from three annual surveys has been included: Cambridge Radial Cordon, River Cam Screenline and Market Towns survey.

The indicator shows the % change in traffic volumes from a 2013 baseline.

Data for the Radial Cordon and Market Town surveys is collected in October/November each year. Indicator percentages above are based on the last full year of data, in this case the 'current year' is 2021 and the 'previous year' is 2020.

Due to data collection problems in Autumn 2022, reliable county-wide traffic count data is not available for 2022. Data for 2023 should be available ready for the July committee.



**Commentary**

**Cambridge Radial:** This survey monitors the number of motor vehicles entering and leaving Cambridge in a 12 hour day (7am to 7pm). The survey is usually undertaken in October.

**River Cam Screenline:** This survey monitors the number of motor vehicles every 12 hour day (7am to 7pm) across the River Cam screenline. The survey is usually undertaken in April.

**Market Town Survey:** This survey monitors the number of motor vehicles that pass through Cambridgeshire market towns in a 12 hour day (7am to 7pm). The Market Towns surveyed are: Huntingdon, Wisbech, St. Neots, St. Ives, Ely, March, Whittlesey, Ramsey and Chatteris. The survey is usually undertaken in October/November.

Whilst traffic volumes remained fairly stable between 2014 and 2019, a distinct decrease can be seen in 2020 in all surveys, likely attributable to the impacts of the COVID-19 pandemic. 2021 traffic flow volumes increased for the Radial Cordon Sruvey and the River Cam Screenline Survey but the Market Towns survey continued to decrease from the 2014 baseline.

**Useful Links**

[Traffic Monitoring Report \(cambridgeshireinsight.org.uk\)](https://cambridgeshireinsight.org.uk)

**Actions**

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
In Development	↑	52.56%	N/A	In Development

**RAG Rating**

In Development
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**Indicator Description**

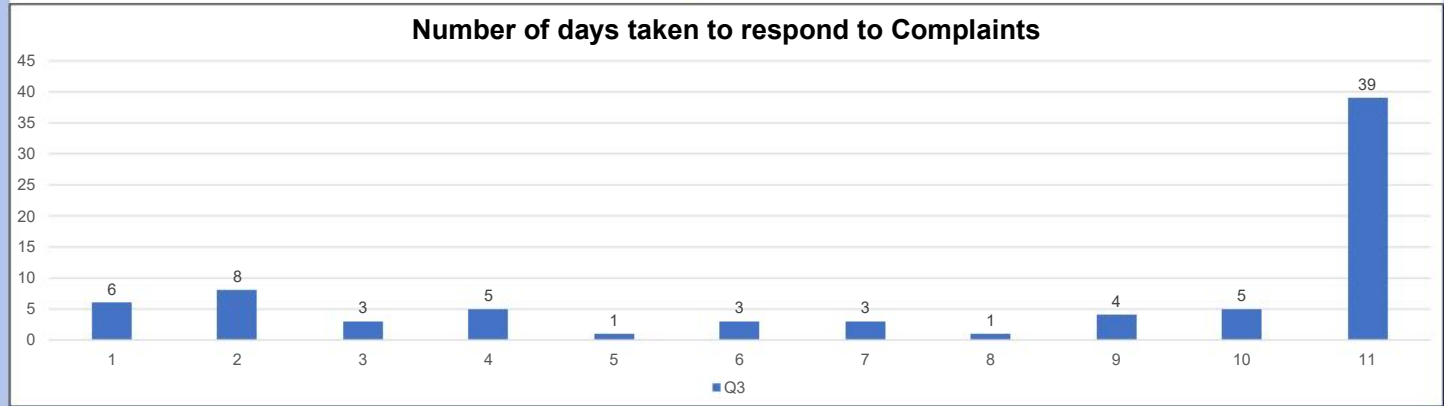
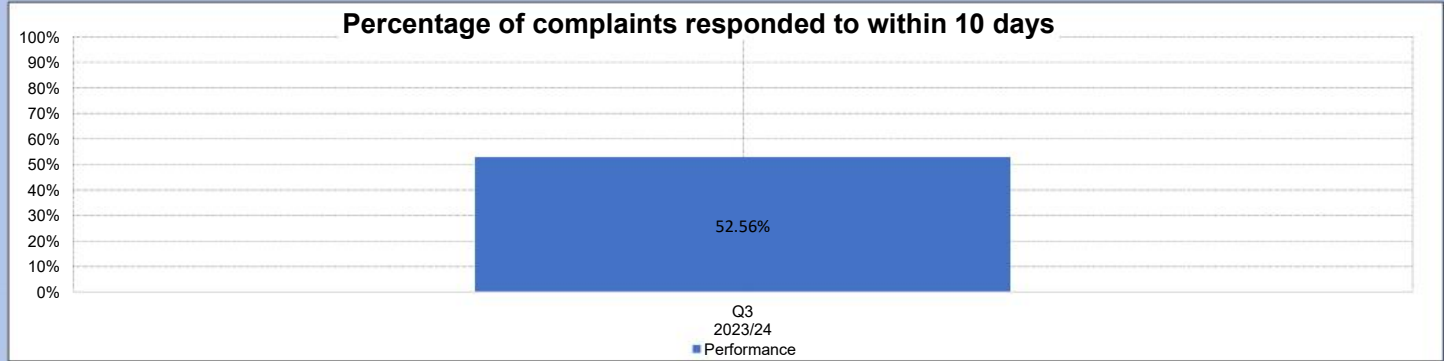
This indicator measures the percentage of complaints that come into the Highways and Transport directorate and are responded to within the agreed Service Level Agreement of 10 working days.

Complaints can be made to the Highways and Transport directorate from an Online form on our website, an email sent to the contact centre, or via letter or telephone.

This indicator has been chosen to show how Highways and Transport is performing when dealing with issues that the public raise directly.

This indicator covers all complaints that have been responded to within the quarter as well as the average response time in days to respond to the complaint.

**Useful Links**



**Commentary**

Business Support have been working with 4OC to produce Complaints Standard Operating Procedures for Highways & Transportation, streamlining the processes for the service area, and identifying the areas that fail the KPI in relation to complaints. This has identified areas of improvement and are continuing to work closely with 4OC to further this work.

Business Support are working closely with the services in relation to the outstanding complaints, they are also assisting in the implementation of targeted training and communicating further with the Highway Maintenance teams to enable a full response to the complaint within the KPI Service Level Agreement (SLA) of 10 days.

**Actions**

- 1 - Highways Maintenance Away Day - bespoke training to the maintenance team supporting them on using the system.
- 2 - Training in relation to the Customer Complaints Process provided, including Toolbox Talk to Highways & Transportation. This was completed on 16/02/2024.
- 3 - Business Support Team will visit Highways Depots on Tuesdays, as this is the day Local Highway Officers regularly attend Depots, ensuring this weekly touch point will enable complaints to be raised and managed each week with the LHO and Manager whilst within the SLA response time.