

Produced on: 09 January 2025



# Performance Report

## Quarter 2

### 2023/24 financial year

#### Highways and Transport Committee

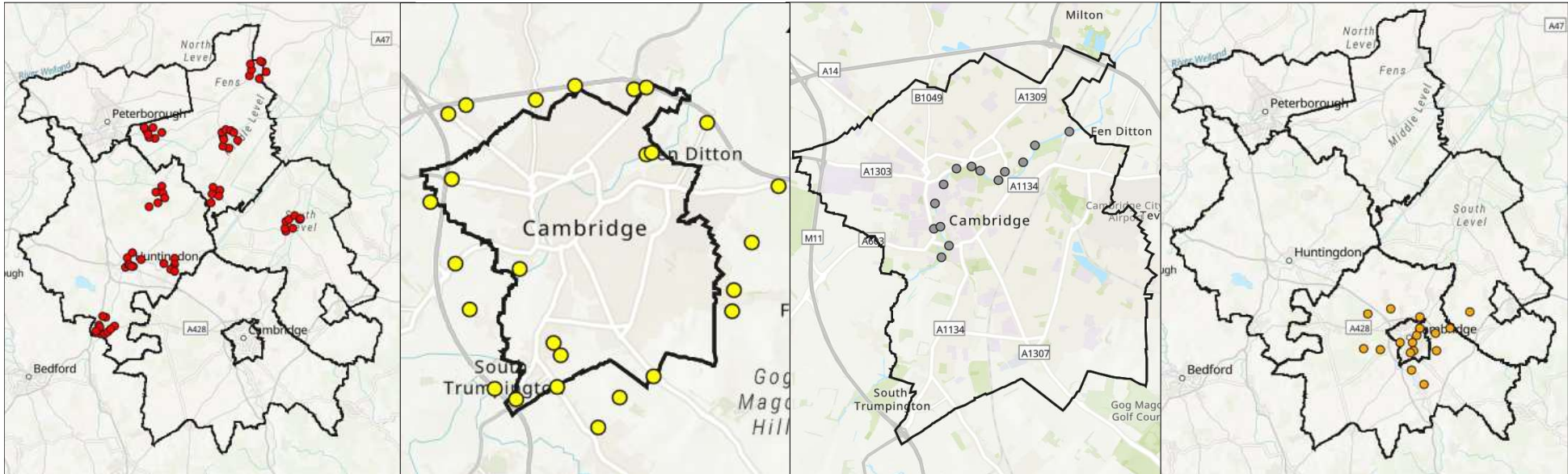
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## Key



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 or better</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.

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/>

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.

Target	Direction for Improvement	Current Year (2023)	Previous Year (2021)	Change in Performance
Contextual	↑	+12%	-2%	Improving

## RAG Rating

Contextual

## Indicator Description

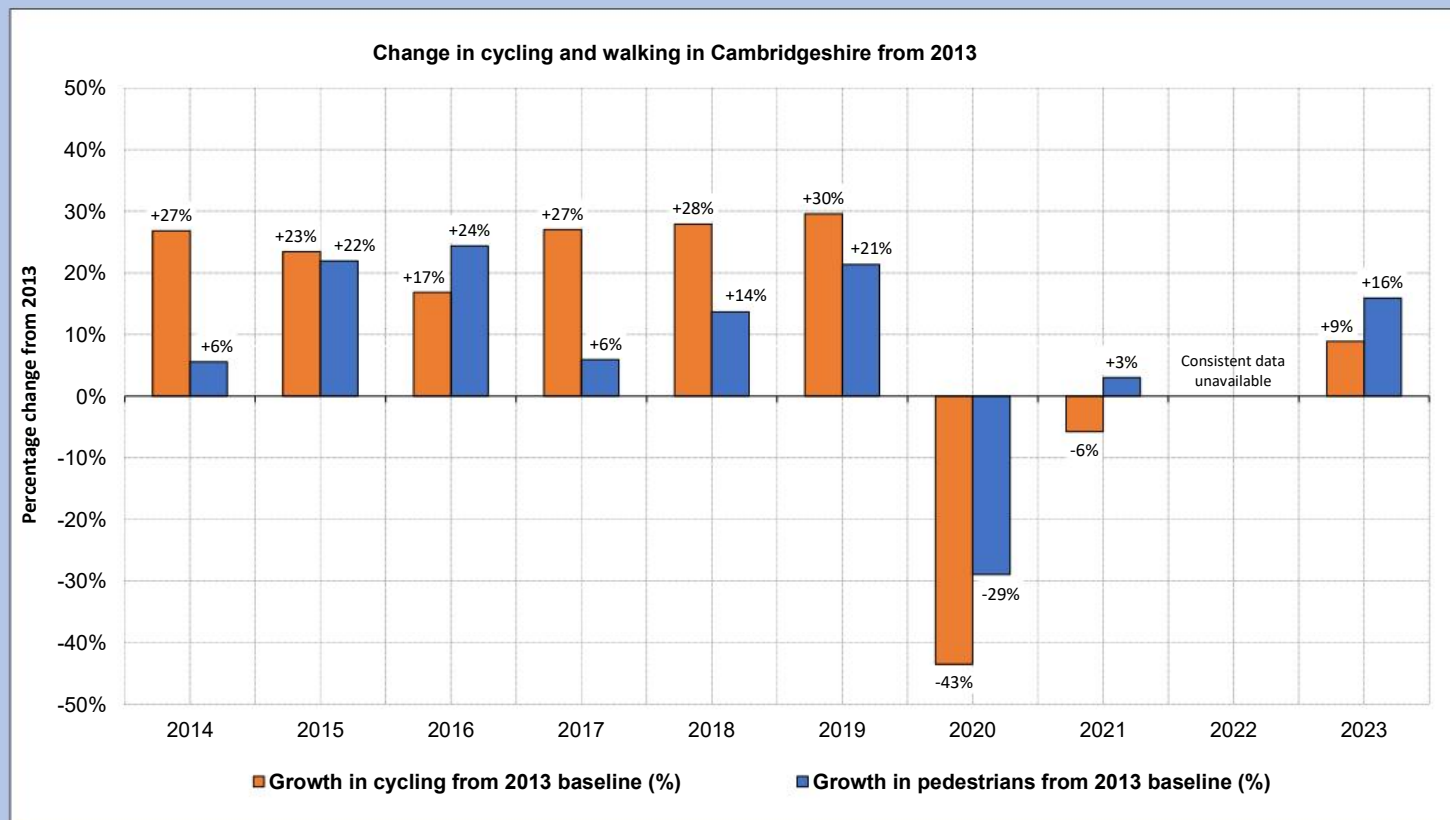
This indicator shows the level of growth in cyclist and pedestrian volumes across Cambridgeshire. It shows a % change from a 2013 baseline, rather than showing the proportion of the population that cycle or walk.

The percentages in the boxes above are calculated based on the combined walking and cycling volumes.

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). All sites from the Annual Town Monitoring, Annual Cambridge Radial, Annual Cycle Route Monitoring and Annual Cambridge River Screenline surveys with consistent data across all years are included in this comparison.

Due to data collection problems in Autumn 2022, reliable county-wide traffic count data is not available for 2022.



## 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 decreased during the COVID-19 pandemic; when compared to 2013, 2020 saw a large decrease in cycle volumes (-43%). However, 2023 sees cycling volumes 9% higher than 2013.

**Pedestrians:** This indicator helps to determine 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 volumes (-29%), likely linked to the COVID-19 pandemic which led to reductions in travel. Pedestrian volumes have increased since 2020 and in 2023 were 16% above 2013.

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 2023 (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 that the total volumes presented are comparable 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 but many are still fairly new - 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 (2023)	Previous Year (2021)	Change in Performance
Contextual	↑	+8%	-6%	Improving

**RAG Rating**

Contextual

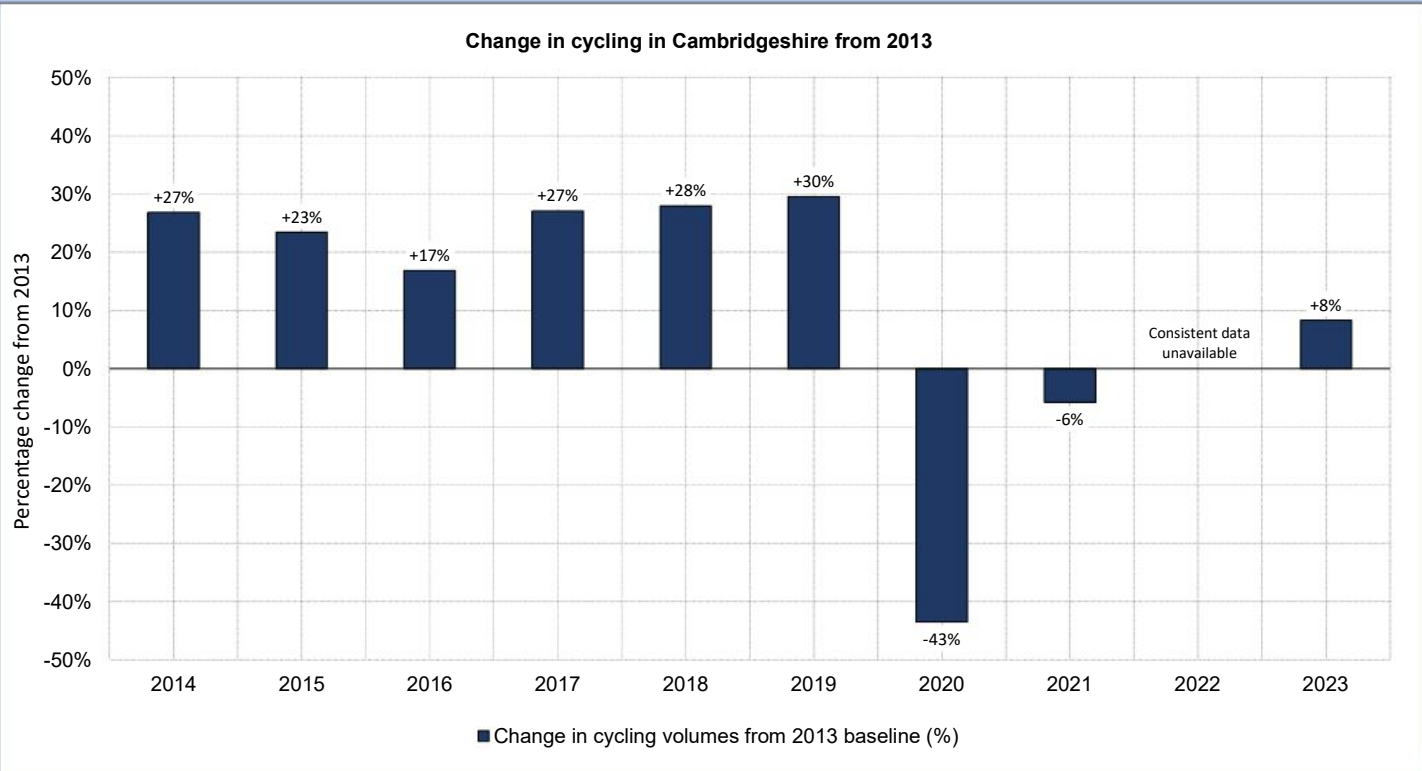
**Indicator Description**

This indicator shows the level of growth in cycle volumes across Cambridgeshire. It shows an 8% change from a 2013 baseline, rather than showing the proportion of the population that cycle.

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). All sites from the Annual Town Monitoring, Annual Cambridge Radial, Annual Cycle Route Monitoring and Annual Cambridge River Screenline surveys with consistent data across all years are included in this comparison.

Due to data collection problems in Autumn 2022, reliable county-wide traffic count data is not available for 2022.



**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 in recent years decreased during the COVID-19 pandemic; when compared to 2013, 2020 saw a large decrease in cycling rates (-43%). However, 2023 sees cycling volumes 9% higher than 2013.

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 consistently counted 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 vehicle 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 (2023)	Previous Year (2021)	Change in Performance
Contextual	↑	+15%	+3%	Improving
<b>RAG Rating</b>				
Contextual				

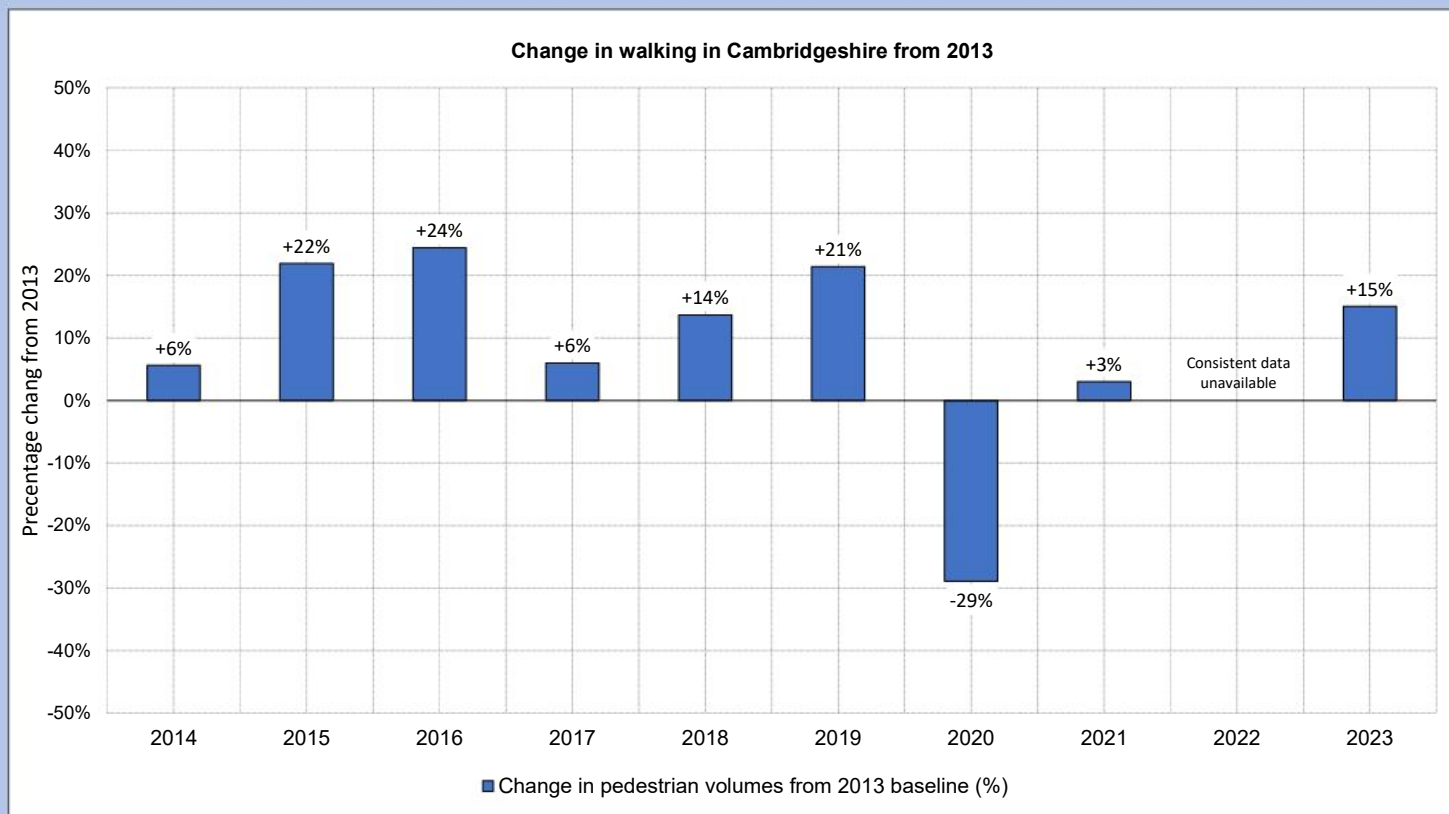
**Indicator Description**

This indicator shows the level of growth in pedestrian volumes across Cambridgeshire. It shows a 15% change from a 2013 baseline, rather than showing the proportion of the population that walk.

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). All sites from the Annual Town Monitoring, Annual Cambridge Radial, Annual Cycle Route Monitoring and Annual Cambridge River Screenline surveys with consistent data across all years are included in this comparison.

Due to data collection problems in Autumn 2022, reliable county-wide traffic count data is not available for 2022.



**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 (-29%), 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 seen a gradual recovery since 2020 and in 2023 were +15% above 2013.

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 2023 (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**

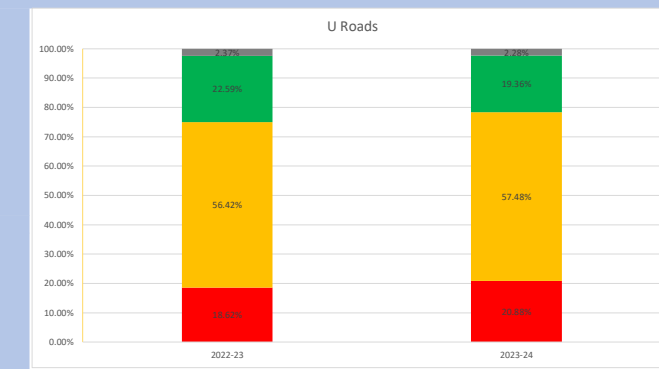
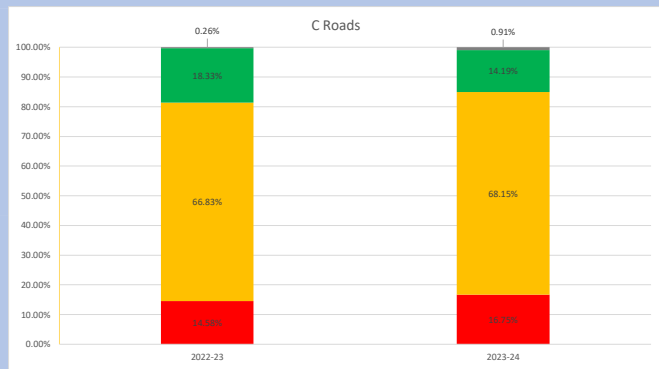
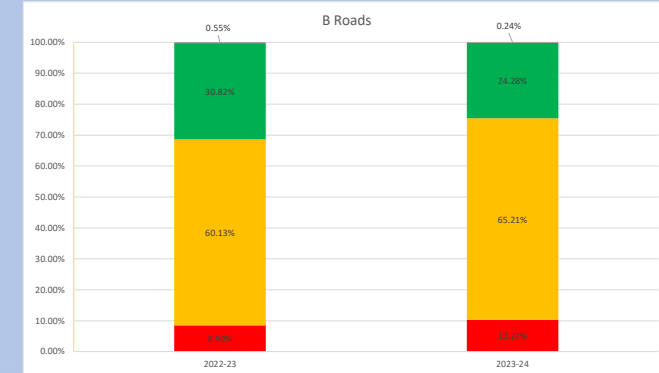
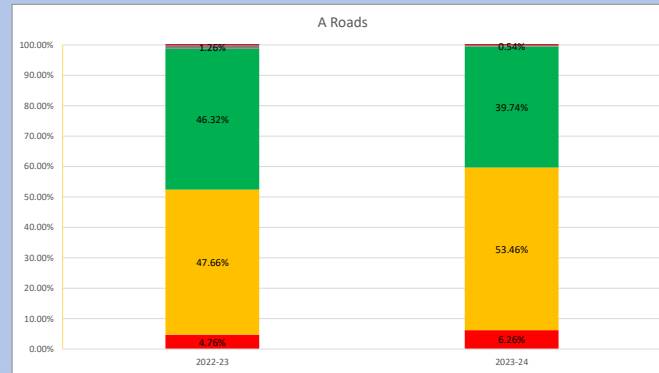
[Annual traffic monitoring report 2021](#)

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

**Actions**

Indicator 39: The percentage of the A/B/C/U road network in green/amber/red condition

	Target	Direction for Improvement	RAG Rating	Current Year	Previous Year	Change in Performance
<b>A</b>	Ambers	Contextual	N/A	53.46%	47.66%	Contextual
<b>B</b>	Ambers	Contextual	N/A	65.21%	60.13%	Contextual
<b>C</b>	Ambers	Contextual	N/A	68.15%	66.83%	Contextual
<b>U</b>	Ambers	Contextual	N/A	57.48%	56.42%	Contextual



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.

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

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	Most recent month (Aug 2024)	Same month last year (Aug 2023)	Change in Performance
301	↓	315	341	Improving

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.”*

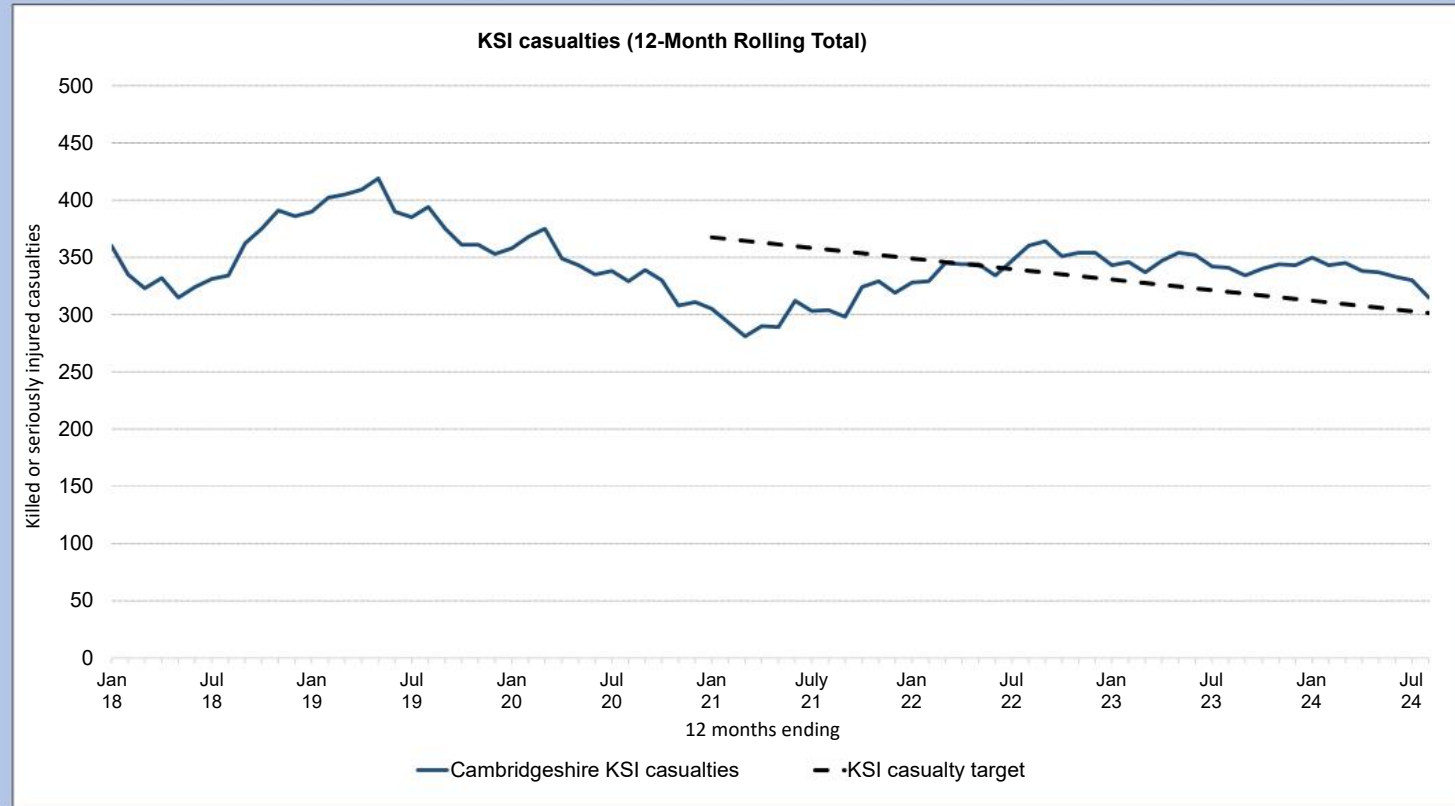
Only casualties who were Killed or Seriously Injured are included in this indicator. For more information about the DfT’s casualty injury classification, please see the DfT STATS19 guidance.

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 2024 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 \(\[cprsp.co.uk\]\(http://cprsp.co.uk\)\)](#)



**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 and remains a focus for Policing activity and enforcement. The Vision Zero Fatal Review Board is meeting quarterly and where identified small but critical changes are being made to the network to reduce harm through engineering methods such as enhanced signage or changes to junctions and lining.

**Actions**



Target	Direction for Improvement	Most recent month (Aug 2024)	Same month last year (Aug 2023)	Change in Performance
61	↓	63	69	Improving

RAG Rating

Amber

### 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.

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.

his network length includes roads managed by CCC and by National Highways, and which align with the scope of road traffic collision data collection (STATS19). For dual carriageways, both sides of the road have been included in the total.

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 2024 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.

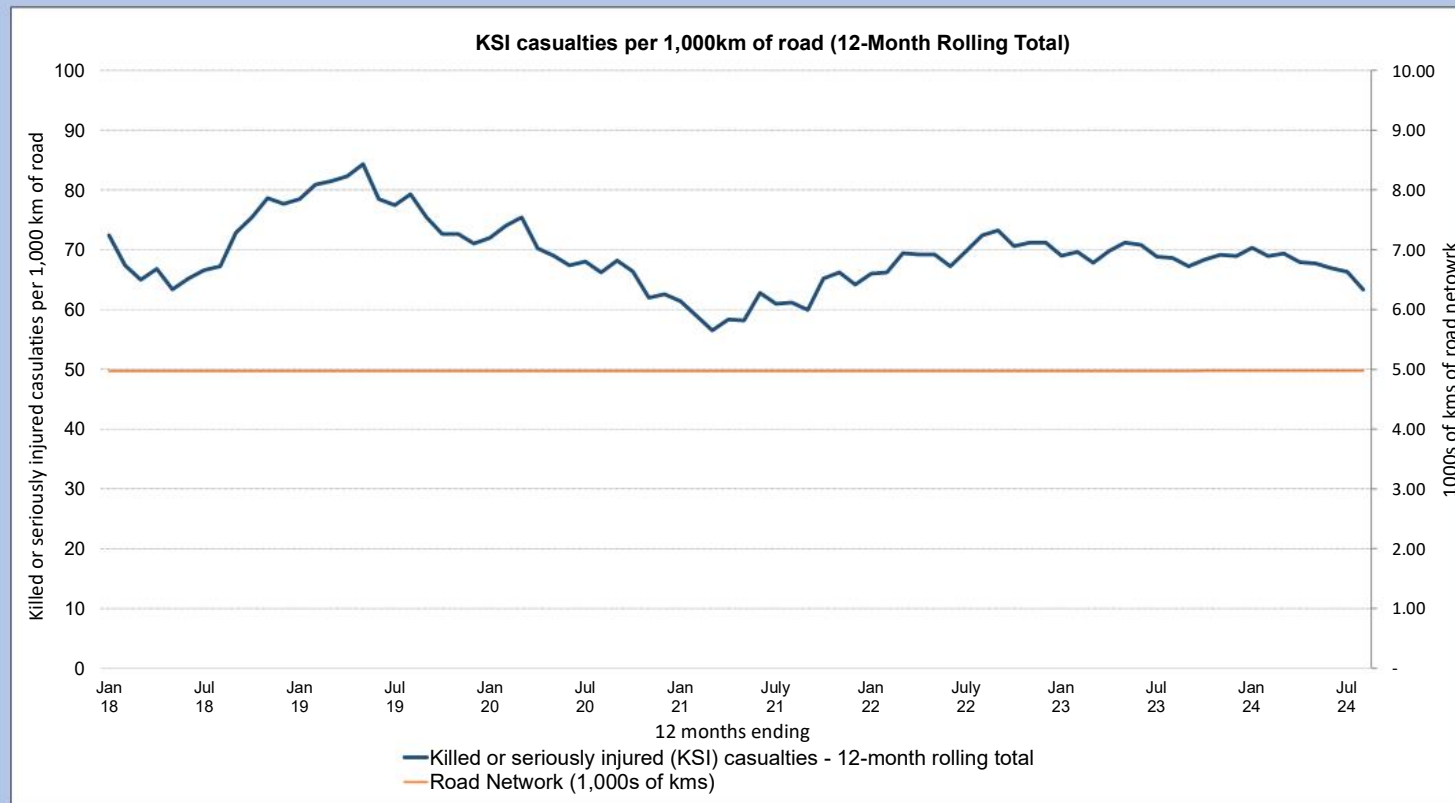
### Useful Links

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

[DfT STATS19 guidance](#)

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

[iRAP - International Road Assessment Programme](#)



### 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..

This indicator is linked to the service priority of delivering safe roads for Cambridgeshire.

iRAP 'A' road risk mapping is beinh completed. Cluster site analysis has also been completed for 2023. Once both sets of data are available then a review of those locations where iRAP and Cluster sites identify a risk of harm thses tools can be used to make enhancements to the road based on solid evidence.

### Actions

Target	Direction for Improvement	Most recent month (Aug 2024)	Same month last year (Aug 2023)	Change in Performance
Contextual	↓	315	341	Improving

**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:

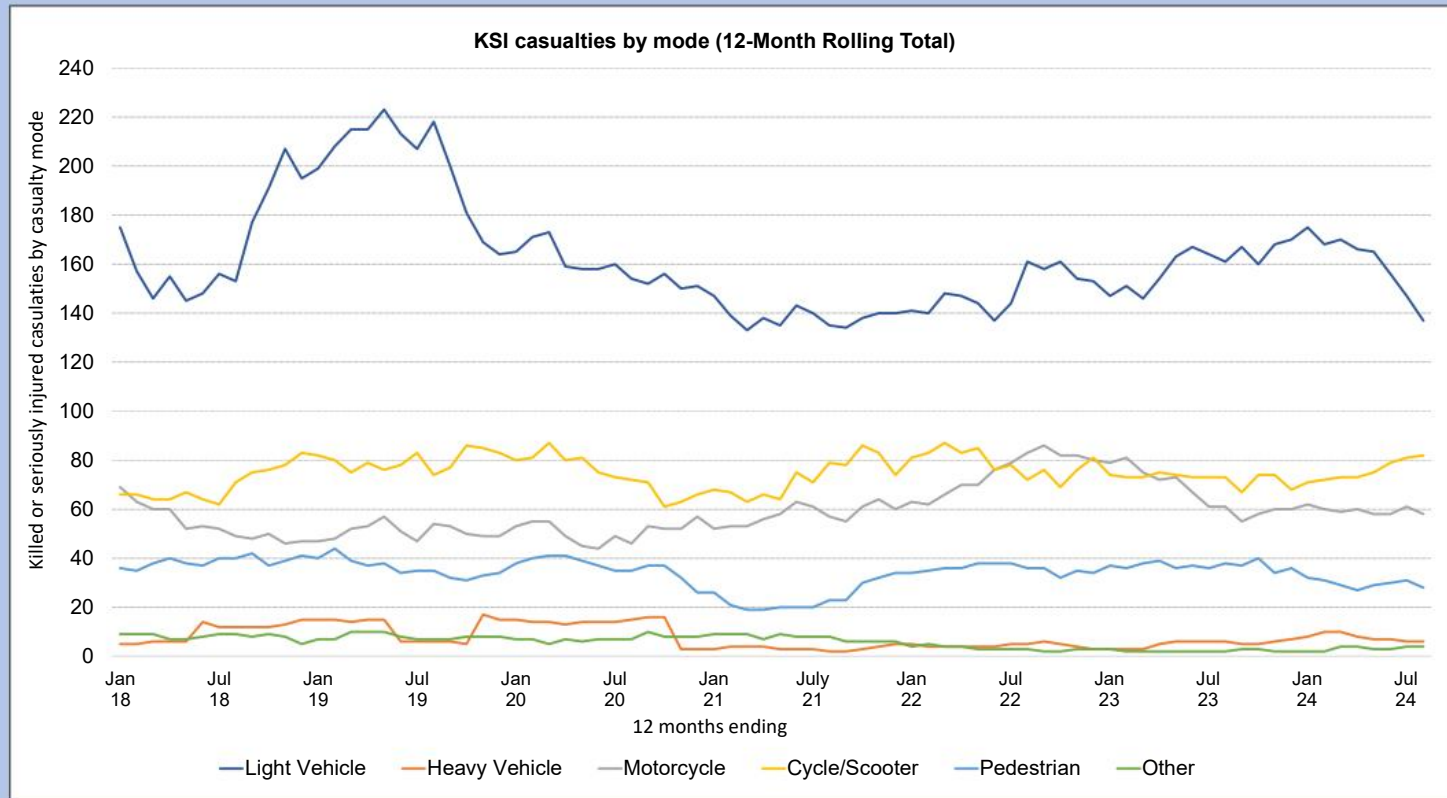
- Light Vehicle = Car or van, including taxis.
- Heavy Vehicle = HGV, mini-bus, bus or coach
- Motorcycle = Motorcycles of all sizes including mopeds and electric motorcycles.
- Cycle/Scooter = Pedal cycle, electric bicycle or e-scooter.
- Pedestrian = On foot or in a pram
- Other = None of the above, 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 2024 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](#)



**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, however following a recent update to the Stats 19 form will now record those incidents. The local NHS trust is reporting injuries to users of the machines and that those getting hurt is on the increase. 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%	↓	68.57%	96.49%	Declining

RAG Rating

Red

### 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.

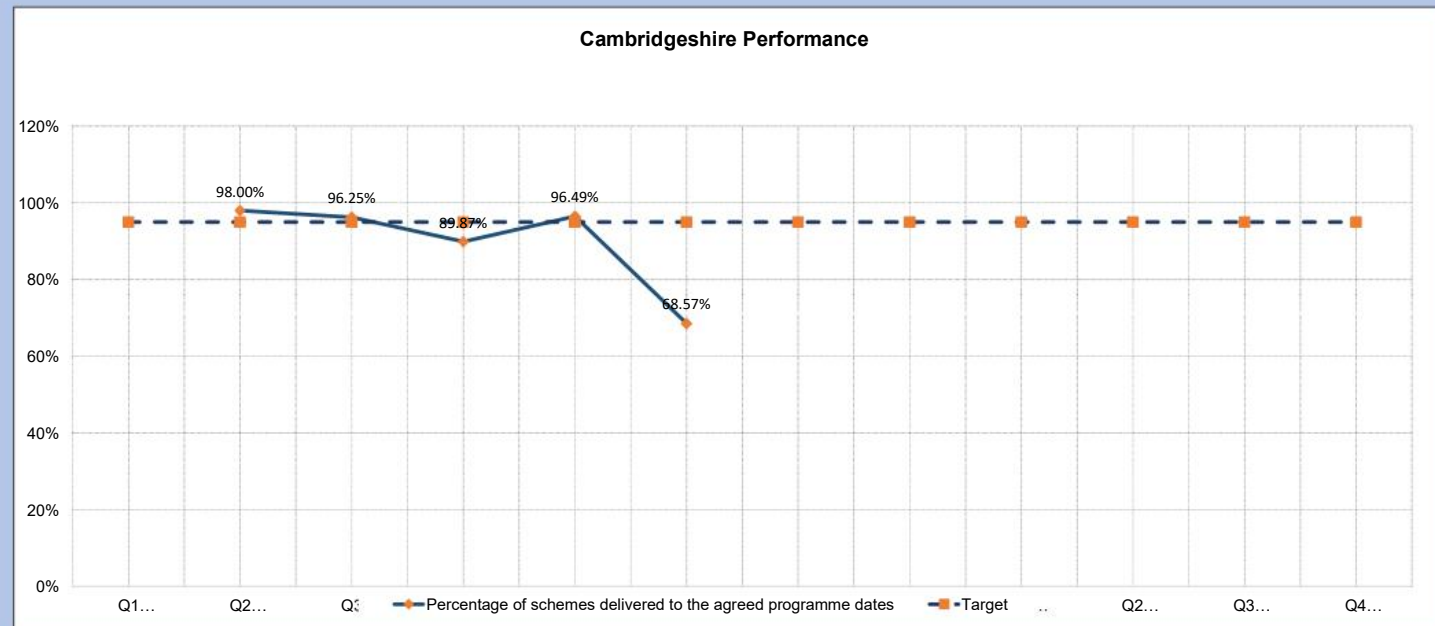
Red – COST - Forecast outturn cost is more than 3% over the baseline\*

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 and programmes within Infrastructure & Project Delivery Service that have been baselined and are in the centralised system (POWA).

Quarter 2 has seen the percentage of projects within a 3% tolerance of their cost and time baselines reduce from 96.49% in quarter 1 to 68.57% in quarter 2. A contributing factor to this is the reduction of projects that are managed within POWA, down from 57 in quarter 1 to 35 in quarter 2. As projects have closed during quarter 2, new projects are now being picked up as a collection of projects and managed as a programme as one entry within POWA, this will support managing the various programmes going forward in a more efficient way, but will have a greater impact on the KPI with a reduced number of entries within POWA.

Below are the projects that are currently out of tolerance with additional commentary.

•**Carlyle Road, Cambridge:** Delays to programme have occurred due to road space restrictions as a result of other works in the Cambridge area.

•**Soham - Wicken NMU:** Programme under review pending further ecological surveys for protected species.

•**Wheatsheaf Crossroads:** Delay on programme due to a delay to the land purchase involving the land ownership

•**20mph Initiative 2023 2024:** Delays to programme due to formal consultation phase taking longer than expected, changes in legislation and third party requests to re-scope.

•**Local Highway Improvement (LHI) Programmes 2023-2024:** This is a high volume programme of 77 individual projects, all with 3rd party involvement. Delays have occurred due to consultation and re-scoping.

•**Rampton Road, Cottenham:** Delays due to land purchase negotiations.

•**Street Lighting - LED Lantern Replacement:** Delay to LED programme now due to start in November due to slow PFI contract Deed of Variation sign off by PFI provider.

•**Southern Busway Widening:** Project review cost and scope of scheme underway.

The way that the portfolio of projects and programmes are currently being reported doesn't reflect the entire capital programme or provide a sufficient overview, Section 4 of the attached corporate performance report outlines splitting this KPI into 2 so that both Capital Programmes and Capital Maintenance will be reported to H&T committee in the future.

### Actions

#### Carlyle Road, Cambridge:

Continuing to work with street works and other scheme delivery agents in the area to agree programme for construction

#### Wheatsheaf Crossroads:

No action - awaiting further update on land

#### Local Highway Improvement (LHI) Programmes 2023-2024:

Targetted meetings with principle contractor to resolve bottleneck of obstruction to delivery.

Review of delivery programme (timelines) of projects within the programmes.

Review of spend forecast to occur to bring up to date.

Recharging of communities funding contributions to hasten.

#### Rampton Road, Cottenham

Land purchase options are being explored

Indicator 238: Changes in traffic flows across Cambridgeshire from a 2013 baseline

[Return to Index](#)

January 2025

Target	Direction for Improvement	Current Year (2023)	Previous Year (2021)	Change in Performance
Contextual	↓	+1%	-5%	Declining
<b>RAG Rating</b>				
Contextual				

**Indicator Description**

This indicator considers motorised traffic volumes (car, motorcycle, LGV, HGV, bus) 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.

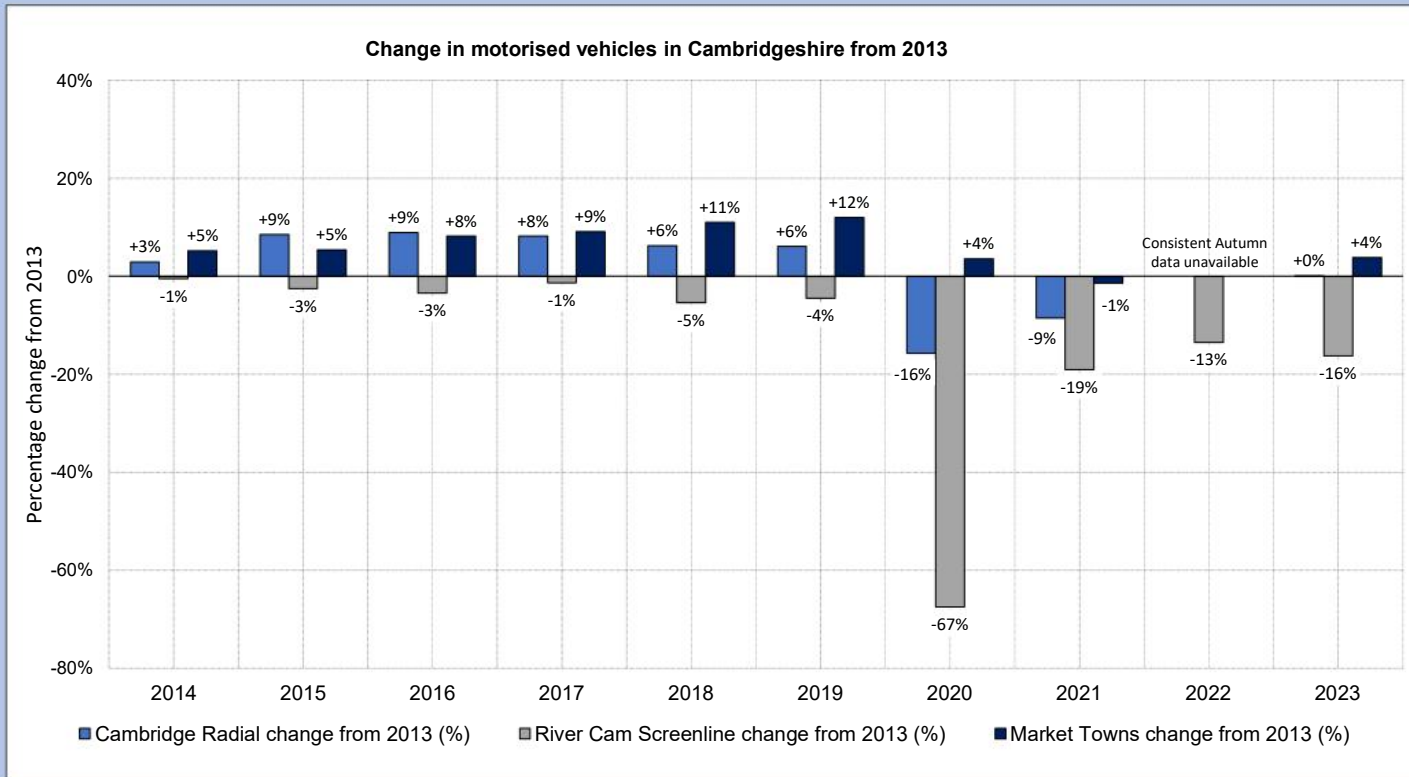
The indicator shows the % change in traffic volumes from a 2013 baseline.

Data for the Radial Cordon and Market Town surveys is collected in October/November each year whilst River Cam Screenline data is collected each Spring.

Due to data collection problems in Autumn 2022, reliable county-wide traffic count data for the Autumn surveys (Market Town survey and Cambridge Radial cordon) is not available for 2022.

Total motorised flow volumes in 2023 for context:

- Cambridge Radial cordon = 183,224
- River Cam Screenline = 49,944
- Market Towns = 385,459



**Commentary**

**Cambridge Radial:** This survey monitors the number of motor vehicles entering and leaving Cambridge in a 12 hour period (7am to 7pm). The survey is usually undertaken in October/November. Cambridge Radial flows in 2023 present no change when compared to 2013 flows (0%).

**River Cam Screenline:** This survey monitors the number of motor vehicles crossing the River Cam in Cambridge in a 12 hour period (7am to 7pm). The survey is usually undertaken in April/May. In 2023, motorised flows crossing the river Cam were 16% below 2013 volumes.

**Market Town Survey:** This survey monitors the number of motor vehicles that enter/exit the Cambridgeshire market towns in a 12 hour period (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. In 2023, motorised traffic volumes were 4% ahead of 2013 volumes.

Volumes across all surveys decreased in 2020, likely attributable to the impacts of the COVID-19 pandemic and associated lockdown periods. Since 2020, central Cambridge volumes (River Cam Screenline) have remained lower (-16% in 2023) whilst the Cambridge Radial (entering/exiting the city) and Market Town volumes have gradually increased back to 2013 volumes (0% and +4% change from 2013 respectively).

**Useful Links**

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

**Actions**

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
In Development	↑	61.84%	57.02%	Improving

**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.

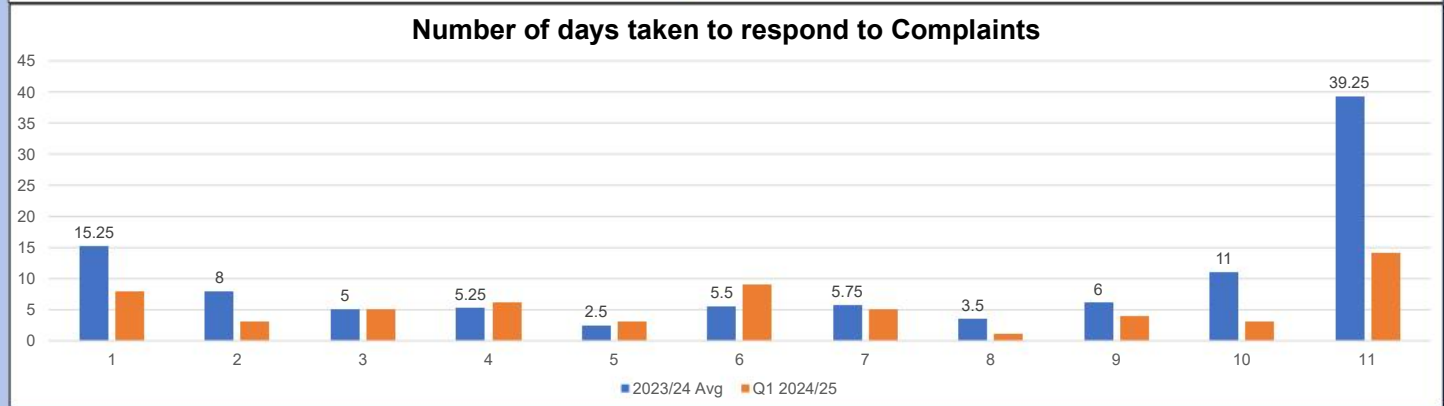
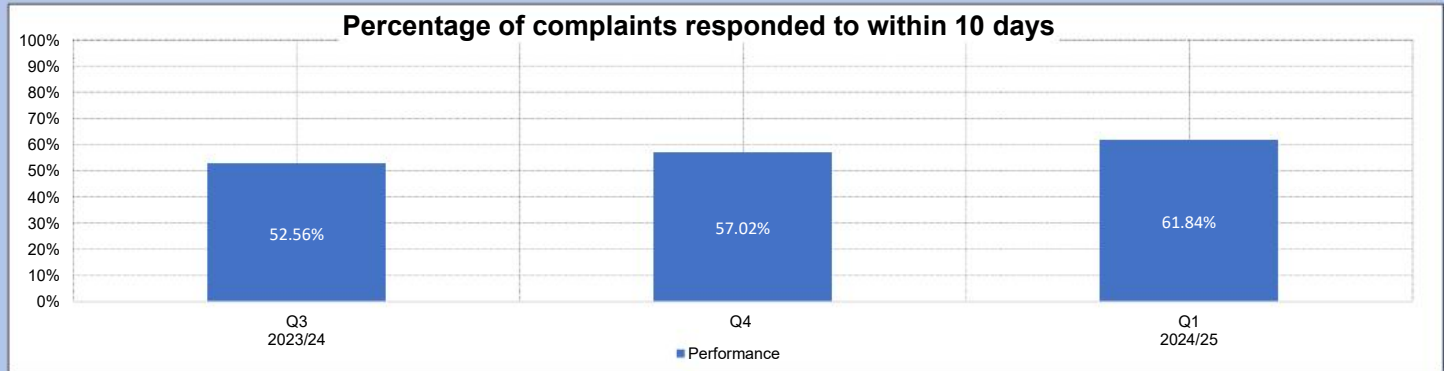
Complaints can be made to the Highways and Transport directorate from an Online form on our website, an email sent to the contact centre, or via letter or telephone.

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.

This indicator is classified as In Development as data is captured for 1 reporting year to help with target setting.

**Useful Links**



**Commentary**

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

Business Support are working with the Departments in relation to the outstanding complaints, they are also assisting in the implementation of targeted training, communicating further with the teams to enable a full response to the complaint within the Service Legal Agreement.

The correspondence tracker that has been implemented has been a useful tool for managers, and also Power BI reports are able to be produced from this, the information within these are reviewed by various Directors on a regular basis.

**Actions**

1 - Business Support Team will visit Highways Depots on Tuesdays, as this is the day Local Highway Officers attend Depots so complaints can be raised each week with the LHO and Manager, prior to failure.

2 - Automation Emails to be sent, and at relevant escalation points managers / senior managers to be included, to enable managers to manage these complaints and to ensure that these are responded within the SLA response time.

Metric	Direction for Improvement	Latest 3yr period	Previous 3yr period	Change in Performance
No. sites	↓	42	38	Declining
No. KSI sites	↓	17	18	Improving
Average severity score	↓	13.38	12.95	Declining

**Indicator Description**

The number and severity of road traffic collision cluster sites identified on CCC-managed public highway. A cluster site is a location that is experiencing a higher volume of road traffic collisions. Cambridgeshire County Council defines a cluster site as:

- a) 6 or more injury collisions of any severity within 100m or at a junction, in the most recent 3 calendar year period; or
- b) 3 or more fatal or serious collisions within 100m or at a junction, in the most recent 3 calendar year period.

A KSI cluster site is a cluster with 3 or more KSI collisions (3 or more collisions where at least 1 person was killed or seriously injured).

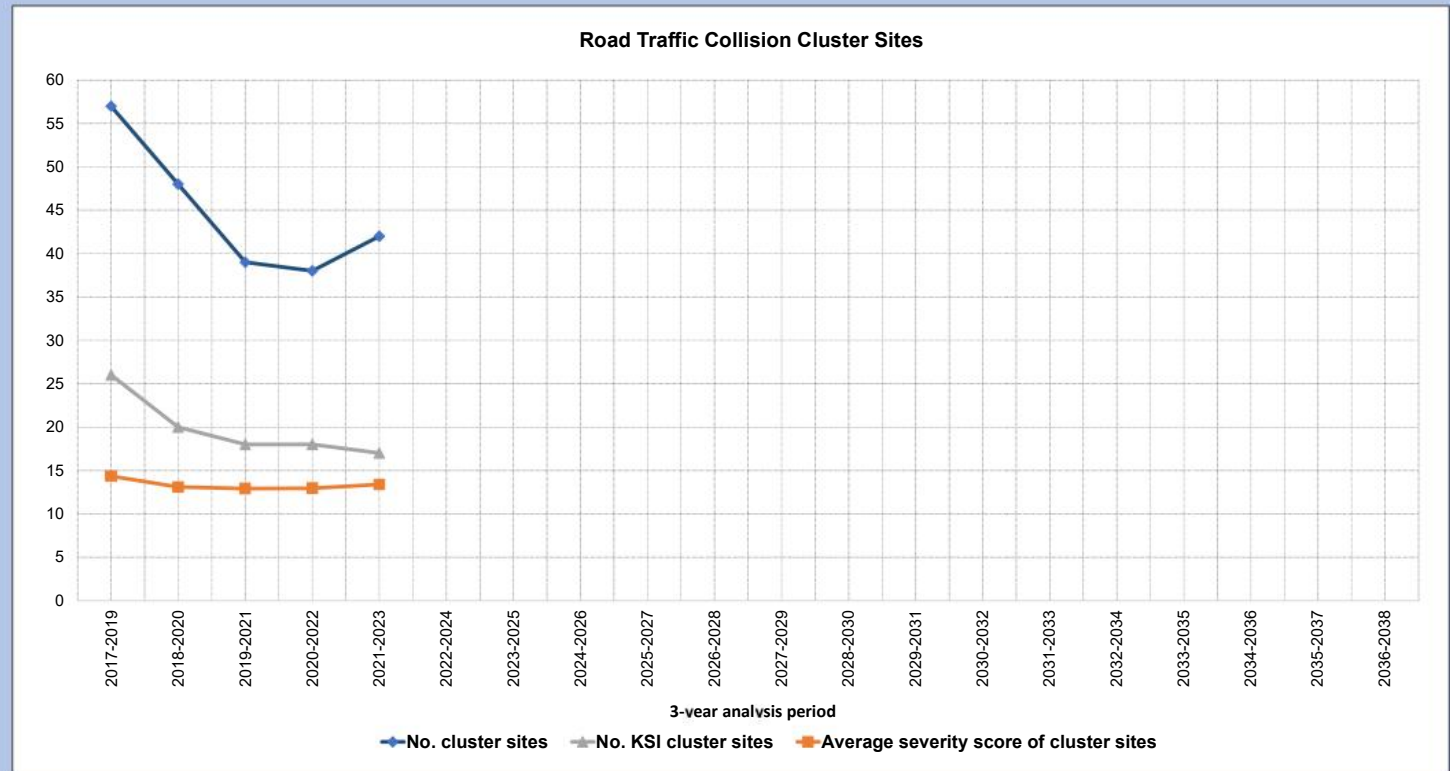
The severity score aims to reflect the seriousness of the collisions within a cluster. The score is calculated using a weighting of 4 for a fatal collision, 3 for a serious collision and 1 for a slight collision. Each cluster is scored on this basis and the average score across all identified cluster sites is presented here.

The number of injury collisions are derived from STATS19 data which follows Department for Transport requirements and therefore only captures collisions that "involve 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".

Cluster site analysis is updated annually once DfT-verified data becomes available for the latest calendar year. This is usually in Autumn/Winter time each year.

**Useful Links**

[CCC's quarterly transport data updates](#)



**Commentary**

Prior to the COVID-19 pandemic, 57 locations on the CCC highway were identified as collision cluster sites ("hotspots").

Traffic flows and travel demand reduced significantly during 2020 and early 2021 which lead to a drop in road traffic collisions. This reduction in collisions also lead to a reduction in the no. of cluster sites being identified (48 in 2018-2020, 39 in 2019-2021 and 38 in 2020-2022). The average cluster severity score has remained fairly stable but did reduce slightly during this period from 14.3 to 13.

Traffic flows had mostly recovered by summer 2021 and since then traffic volumes have plateaued at / near pre-pandemic levels (see the latest quarterly transport data update). Despite traffic flows being almost back at 2019 levels, the number of cluster sites and average severity score are not back at pre-COVID levels. There are currently 42 identified cluster sites (2021-2023) which is 4 more than the lowest number detected during the pandemic (38 in 2020-2022) but 15 fewer than the pre-COVID analysis (57 in 2017-2019). Given that traffic flows are 5-10% below pre-COVID levels, it is encouraging that the no. clusters remains at 26% below pre-COVID levels, the no. KSI clusters remains 35% below pre-COVID levels and the average severity score has remained fairly stable despite increasing slightly recently (from 12.95 to 13.38).

**Actions**