

Leicester  
City Council

**WARDS AFFECTED  
ALL WARDS (CORPORATE ISSUE)**

**FORWARD TIMETABLE OF CONSULTATION AND MEETINGS:**

Cabinet

30<sup>th</sup> July 2001

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**BEST VALUE REVIEW – YEAR TWO  
SERVICES TO HIGHWAYS AND TRANSPORTATION  
FUNDAMENTAL CHALLENGE, FINAL SCOPE  
AND ROUTING FOR THE REVIEW**

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**Report of Assistant Director**

**1. BACKGROUND AND PURPOSE OF REPORT**

**1.1 PURPOSE OF REPORT**

To seek approval to the outcome of the fundamental challenge stage of the review process, the recommended future routing of the review and the final review scope for Highways and Transportation, in accordance with the Best Value Review Process.

**1.2 BACKGROUND**

The background to this report is common to all other reviews and was addressed in a separate report of the Assistant /Chief Executive.

The original scope for Highways and Transportation (phase 1) was approved by Cabinet subject to further consideration being given by the Best Value Working Group to including capital funded services which would have an impact on the timescale. At its meeting on 11<sup>th</sup> April, the B.V. Working Group agreed to include Capital funded services on the basis that key areas would be concluded within the Year 2 timescale with the remainder being concluded within the Year 3 timescale.

**2. RECOMMENDATIONS**

Members are recommended to agree that:-

- (i) The scoping exercise be amended to include all items set out in 3.2(a)-(d) and that the review be completed within the Year 3 timescale.
- (ii) Within the above programme review of specific areas will commence in year 2. Due to delays in confirming the scope it will not be possible to complete all of these areas in year 2. Those identified at present are:
  - Highway Maintenance (all aspects)
  - Management and maintenance of Car Parks/ and St Margaret’s bus station
  - Public Transport Subsidies (excluding Concessionary Fares scheme)
  - Working arrangements between clients, consultants and contractors
- (iii) No services identified within this review are de-commissioned.
- (iv) All services identified within this review are reviewed under the Service Assessment route on the basis that a full performance management framework is not yet in place.

### 3. **REPORT**

#### 3.1 **Fundamental Challenge**

##### 3.1.1 Analysis of the Services

The following table of services summarises detailed information, based upon answers to the questions posed in the Assistant Chief Executive’s covering report, obtained from business units included within the scope. The Policy and Performance Unit hold the detailed information centrally and will make it available to Members as required.

The table identifies the following:

- Services within the scope.
- Whether a service is provided to meet the:
  - Statutory minimum requirement.
  - Core discretionary i.e. a service which is central to meeting the commitments made within the Community Plan, BV Performance Plan or a Key Strategy.
  - Other discretionary – neither statutory minimum or core.
- Service level recommended – retained unchanged, retained at reduced level or decommission.
- The evidence justifying:
  - How a discretionary service links to corporate priorities e.g. Community Plan – Community Safety priority.
  - Reference to legislation.
  - Demand for the service over next 5 to 10 years.

Under the Transport Act 2000 (S.108) each local transport authority must develop through its Local Transport Plan policies for the promotion and encouragement of safe, integrated, efficient and economic transport facilities and services to, from and within their area and also to carry out their functions so as to implement those policies.

	Stat	Core Disc.	Other Disc.	No Change	Reduce	De-Commission	Justification
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1. Parking	√			√			Key element of the objectives of the LTP in maintaining the economy of the City and demand management of traffic in the City Centre.
2. Public Transport	√			√			Concessionary Fares Scheme a legal requirement. Public Transport support key objective of LTP.
3. Road Safety & Health	√			√			Road Safety Plan required to meet govt. set targets. Key element within LTP. Action Plan within LTP sets specific targets.
4. Traffic Management	√			√			Essential support system to delivering objectives of LTP through e.g. use of TROs.
5a) Highway Maintenance – Snow Clearance	√			√			Statutory obligation keep the highway clear of obstruction. Maintaining public safety and keeping the economy of the City going.
5b) Highway Maintenance – Gritting		√		√			Maintaining public safety.
5c) Highway Maintenance – Street Lighting	√			√			Key part of objectives in the LTP to encourage walking and cycling. Also contribution to Community Safety a priority within the Community Plan.
5d) Highway Maintenance – Highways & Bridges	√			√			Maintaining highways and bridges is a key component of the LTP, includes Rights of Way.
6. Traffic Signal & Crossings Maintenance	√			√			Essential to maintain the system which is a key part of the objectives of the LTP.
7. Network Operations	√			√			Key part of the objectives in the LTP to ensure effective management of traffic flows.
8. Travel Information	√			√			Provision of information on Pollution/congestion/car parking and public transport key objective in LTP.
9. Capital	√			√			Undertaking capital projects is a major element of the LTP.

### 3.1.2 Decommissioning

No services are recommended for de-commissioning as they are either statutory or meet core objectives of the authority.

### 3.2 Final Scope and Strategic Direction

The final scope is proposed to include the following:-

- a) All Revenue Funded Transport Services including:
  - Parking
  - Public Transport ((including Bus and Rail subsidies, Concessionary Fares)
  - Road Safety and Health
  - Traffic Management
  - Highway Maintenance
  - Travel Information
  - Signals and systems Maintenance
  - Network Operations
- b) All capital funded Transport Services, including:-
  - LTP schemes (inc. maintenance)
  - Capital Programme Schemes
  - Private Sector funded schemes (S.106 Agreements)
- c) A review to establish what more can be done to provide quality alternatives to the motor car, particularly in areas where we have introduced disincentives to the private car and to review the efficiency of the transport system with regard to other, particularly environmental considerations.
- d) A review of the timing of highway maintenance and improvement works to establish what scope there is to further reduce disruption to traffic at peak periods.

See appendix 4 for detailed breakdown of services within the review

### 3.3 Impact on timescale

In order to accommodate the additional service areas the timescale will need to be extended.

It is proposed that the review be completed within the Year 3 timescale. However, specific areas will be programmed to be commenced in Year 2.

#### Year Two Scope

##### a) Highway Maintenance

Public consultation through the consultation LTP process identified pavement maintenance as a major area of public concern and should consequently be given a specific and high priority focus within the review. It would not be practical to review pavement maintenance in isolation of the other highway maintenance

areas and consequently all Highway Maintenance will be reviewed in the Year 2 timescale.

b) Management and maintenance of the councils public car parks and St Margaret's bus station

This service is currently being provided by City Cleansing, commercial services through a service level agreement. A review of current performance and comparisons with the service of management of on-street parking has found there is a real possibility of improved quality of service and possible savings through an alternative procurement route. The Director of Environment, Development & Commercial services approved (March 2001) exposing the service to competition which is now in progress.

c) Public transport subsidies (not Concessionary Fares\*)

Public transport featured as major issue for the public from the consultation exercise around the LTP.

The Council supports public transport in 4 main ways.

- Direct subsidies to bus and rail companies to run desirable but insufficiently profitable routes.
- Direct subsidies to bus companies to enable specific groups to enjoy subsidised travel on public transport – the concessionary fares scheme.
- Direct investment in infrastructure (bus lanes, priority signals, bus shelters, real time passenger information).
- Developer contributions to bus services and infrastructure through the planning process (S.106 agreements).

The priority for Year 2 will be the direct subsidies to public transport. This service affects routes that cross the City boundary and consequently the scheme is managed jointly with the County Council. The County Council administer the scheme within the City through a Service Level Agreement. The County Council, with our involvement is carrying out a Best Value review in this area and this is programmed to conclude within the Year 2 timescale.

The current Concessionary Fares Scheme is the subject of discussions between the District Councils and the County Council. As the County Council and the City Council manage a joint scheme it is considered more appropriate to review this area in Year 3.

The last two are related to capital works work on which has not yet commenced due to the recent change in the scoping exercise.

d) Client/Consultant Working arrangements

This area of activity was not identified in the original scoping report as it is not strictly a discreet service area but falls within the Best Value remit as it is very much concerned with efficiency and cost.

The current organisational structures and working methods were based on the expectation that CCT would introduce a formal client/consultant split. The demise of the CCT legislation and the Council-wide review of services driven by the Corporate Directors initiative and the Revitalising Neighbourhoods agenda, offers an opportunity to review this arrangement which is already recognised to have inefficiencies built into it.

Improved efficiency and some revenue savings are the anticipated outcomes which the Best Value review be well-placed to identify.

### 3.4 Routing of BV Review

The following table provides a summary of compliance for each service with the Council's Performance Management Framework together with an assessment of performance over the previous 18 months. The table identifies the following:

- Services within the scope.
- Manner services are commissioned.
- Performance Management.
  - Framework – Standards, Objectives, Outputs and Outcomes link to corporate plans and strategies.
  - Range of PI's used compared to Q4 in covering report.
  - Number of PI's operating.
  - Percentage of PI's that met target.
- Recommended route for review – Performance Management or Service Assessment.

Service	How Commissioned	Performance Management				Route
		Framework in place	Range PI's	No. PI's	% Met	
1. Parking	On Street – by competitive tender. Off-street-by negotiation with DSO	In part		13		SA
2. Public Transport	County Council commissioned to provide service on our behalf (Public Transport Subsidy and Concessionary Fares Scheme)	In part		3		SA
3. Road Safety & Health	County Council commissioned to provide Road Safety service on our behalf. Supporting investment commissioned directly by client using in-house consultants and combination of DSO/private contractors.	In part		6		SA

4. Traffic Management	Undertaken by client with support of in-house Legal Services	No		0		SA
5. Highways Management	Combination of DSO and external contractors	In part		13		SA
6. Traffic Signal Maintenance	External Contractors on-term contracts	In part		0		SA
7. Network Operations	External Contractors	No		1		SA
8. Travel Info.	Client service Contribution from Radio Leicester	No		0		SA
9. Capital	In-house and external consultants. Work undertaken by combination of DSO and external contractors	In part		37		SA

Further information on the existing data available is contained within the appendices to this report and in the following section.

### 3.5 Emerging Issues

Two issues have emerged from the review process to date and are suggested for inclusion in the Review.

- a) A review to establish what more can be done to provide quality alternatives to the motor car, particularly in areas where we have introduced disincentives to the private car and to review the efficiency of the transport system with regard to other, particularly environmental considerations.

This exercise would need to be undertaken within existing resources and the timescale for this review. It needs to be understood that should this exercise suggest any changes to approved policy it could have significant consequences affecting our approved Local Transport Plan and the funding that has been allocated to its implementation as well as the government's future support for the authority. Our commitments in the Community Plan relating to transport would also need to be considered fully. In addition, the County Council as our partners in developing and submitting the existing LTP, would need to be fully involved in and supportive of any changes.

Members would need to consider these implications carefully before endorsing any changes to policy.

- b) A review of the timing of highway maintenance and improvement works to establish what scope there is to further reduce disruption to traffic at peak periods.

This would examine potential traffic management benefits against other factors including impact on cost.

### 3.6 Summary in terms of the duty to deliver Best Value i.e. evidence of 4C's

### 3.6.1 Challenge

#### a) Community Plan

Transport is a major element covered under the Environment priority area within the Community Plan. Goals relating to reducing car travel to the City Centre, increased journeys by cycling, walking and public transport and a continued reduction in the number of road accident casualties are included in the Plan. However, the balance between an efficient transport system and the environment needs to be challenged; and much more needs to be done to provide alternatives to car travel, particularly where disincentives have been introduced.

Within the Jobs and Regeneration priority area, further reference is made to the importance of public transport for disadvantaged groups.

Diversity priority – services include:

- Provision of disabled parking spaces, bus stops suitable for access buses, the Shopmobility service, improvement of pedestrian crossings with facilities for disabled people, provision of tactile paving and low level footway edges.
- Public Transport users benefit from subsidised services, bus priority measures, shelters at bus stops, and the improvements coming from the Quality Bus Partnership; whilst pedestrians and cyclists are helped by an increasing number of pedestrian controlled crossings and separate routes protecting them from traffic. Older people are eligible for concessionary travel.

Community Safety is improved by good street lighting and the Community Safety Lighting scheme, while provision of safer transport helps to reduce fear of crime amongst women and vulnerable people. The presence of the on-street parking wardens is a deterrent against car crime, and the CCTV system is partly funded through Area Traffic Control.

Education is supported by road safety improvements including Safer Routes schemes, and the promotion of other forms of transport which permits independent travel for young people.

Health and Social Care results are greatly influenced by the Council's work on Road Safety, particularly in reducing child road casualties. The source of much respiratory illness is being tackled by the commitment to improve air quality and reduce pollution, a large proportion of which comes from transport.

#### b) Best Value Performance Plan

The 2001-2002 BVPP contains 27 Transport Performance Indicators (20 BV, 3 ACPI and 4 Local) as opposed to 6 in last year's Plan. This increase shows much greater emphasis by Government on its Transport strategies, and an increasing accountability for Highway Authorities in delivering Integrated Transport.

#### c) Local Transport Plan



All the services covered in this review directly support the objectives of the Local Transport Plan which is a key City Council Strategy.

d) Agenda 21 Action Plan

- Crime and fear of crime – road safety, speeding cars, joy riding, poor street lighting, availability of public transport.
- Transport – providing viable alternatives to use of car.
- Pollution – regulating traffic congestion/flows and reducing overall use of private cars.

e) Crime and Disorder Strategy

(see (a) above)

f) Leicester Regeneration Strategy

Transport is one of 6 priority areas within the Regeneration Strategy. Key elements are mobility and access to employment, schools, leisure, shopping and other facilities.

*“Deprived communities are often the furthest away from these daily activities and they are more dependent on walking, cycling and taxis. They are also poorly served by public transport”.*

Transport measures are now a key feature in the city’s regeneration programmes, ranging from re-routing and redesigning estate roads to community transportation projects.

### 3.6.2 Compare

Performance targets are still being developed in many of the areas. Some targets are contained within the LTP but these have not been the subject of consultation. The Community Plan which was the subject of consultation with the public and key partners contains a number of performance indicators relating to Transport but no targets have been included as yet.

Comparative data is available in the attached. See Appendices 1a), 1b) and 1c). Comprehensive indicators are being developed for all service areas.

### 3.6.3 Consult

A significant amount of consultation has been carried out in the development of the Local Transport Plans policies. Several consultation mechanisms are in place as part of the delivery of these services. See Appendices 2a), 2b) and 2c).

The MORI POLL (see Appendix 2(d)) on attitudinal Best Value Performance Indicators provides the following information:-

- BVPI 103 - % of users satisfied with the local provision of public transport information 57%.

- BVPI 104 - % of users satisfied with local bus services – 54%.

#### 3.6.4 Compete

A variety of mechanism for delivering transport and highways services are employed following assessments of the most appropriate method for each area. These include:-

##### a) Services provided by the County Council through SLA's

- Road Safety
- Public Transport subsidies (Rail and Bus)
- Concessionary Fares Scheme
- Traffic modelling service

These were identified on Local Government Re-Organisation in 1997 as being the most effective means of delivering these services which were not previously provided by the City Council.

##### b) Services provided by the City on behalf of the County Council through SLAs

- Area Traffic Control

This was identified on Local Government Re-Organisation in 1997 as being the most effective means of providing this service to both authorities which was previously not provided by the City Council.

##### c) Contract awarded after competitive tendering

- Car park Cleansing
- Major highways works contracts
- Specialist contracting projects
- Signals maintenance contracts
- Street lighting
- Annual Minor works
- Street Lighting Energy

A variety of external contractors selected by competitive tender are used for a range of capital and revenue works. Where appropriate relevant DSO's are invited to compete.

##### d) In-house Contracting

- Car Parks and Bus Station Management

These services are currently undertaken by the relevant DSO following a negotiation process.

##### e) In-house Consultancy

- Capital works.

Most engineering projects are designed and contracts administered and supervised by the City Council's own Consultants.

f) External Consultants

- Transport studies
- Feasibility studies
- Specialist advice
- Major New Road Schemes

Consultancy services in the above areas are usually competitively tendered for, where the in-house staff have limited or no expertise.

The review of the Client/Consultant/Contractor Working relationship will further establish the most cost effective use of commissioning services.

#### **4. FINANCIAL AND LEGAL IMPLICATIONS**

Minimum performance standards are not prescribed by Statute in most of these areas and consequently it is not possible to provide this information. The service levels being provided are determined by Central Government guidance, the revenue funding available, local policy and practice and more recently the commitments within the Local Transport Plan.

At present these services are provided by four different Cost Centres and our Financial Information systems are not geared to provide discrete service costs in most areas.

The attached appendix 3(a) provides overall breakdown of Traffic Group's revenue budget for 2000/01 which gives some indications of costs.

The 2001/02 LTP Approved Capital Programme is set out on Appendix 3(b).

#### **5. EQUALITIES**

One of the six prime objectives of the City Council's Transport Policy is Social Inclusion which seeks to promote social inclusion by improving accessibility for those without access to a private vehicle, for disabled people, for women; for older people; for ethnic minorities and for the unemployed. Consequently, investment priorities are in the areas of walking, cycling and public transport on which these groups are most dependent.

The Local Transport Plan contains specific sections dealing with:

- Young People (3.17)
- Women's Transport Problems (3.18)
- Disabled People (3.19)
- Ethnic Minorities (3.20)
- Older People (3.21)

Unemployed People (3.22)

In addition, each capital project is subject to an Equality Audit to test the design against the needs of disadvantaged groups.

**6. SUSTAINABLE AND ENVIRONMENTAL IMPLICATIONS**

One of the six prime objectives of the Local Transport Plan is Sustainability. The thrust of the LTP is to encourage and develop more sustainable modes of travel such as walking, cycling and public transport and where appropriate bring about a reduction in travel overall.

Motorised travel consumes significant levels of energy (petrol/diesel) and creates pollution. Reducing the use of the private car, makes a significant contribution to the quality of the environment.

**7. REPORT AUTHOR/OFFICERS TO CONTACT**

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**COMPARE -**  
**Data Collection For Performance Indicators**

**Comparator Local Authorities**

Work with other Local Authorities and where appropriate other provider's on- going. File bv00h03.exe gives details, including progress and data, where available, of both national and local performance indicators.

Each area of work has to use different Comparator Local Authorities bench marking Groups/ Clubs to try and compare like with like.

**1) Traffic Management**

Contacted County, Camden and Nottingham

**2) Highway Maintenance**

Contacted Coventry, Stoke, Nottingham, Derby, Hull

**3) Signals and systems Maintenance**

Contacted the Travel Control User Group. All Local Authorities have been asked to fill in the survey to help determine which are the most appropriate / similar authorities to compare this service with.

**4) Parking**

Joined a group, which includes the three Cities group, which consist of Leicester Nottingham and Derby and working with Southampton.

**5) Public Transport**

County collecting data and disaggregating it. County carrying out BV review of public transport services. Likely to produce information and lessons for the City which we can consider. Benchmarking to be discussed at ATCO - Associates for Transport Co-ordinating Officers.

**6) Road Safety and health**

Contacted Nottingham, Derby, Stoke on Trent, Coventry and Kingston upon Hull.

**7) Network Operations**

Started to collect data, but no benchmarking yet.

**8) Travel Information**

Likely Comparators, Nottingham, Soton, Glasgow, and London

**9) Capital (for Information)**

East Midlands Travel Survey awaiting implementation. \*Ten-Ward consultation exercise / discussion completed. Midlands Engineering Benchmarking Club – Coventry, Derby, Hull Stoke and Nottingham City.

\* Ten- ward discussion refers to an extensive consultation exercise carried out using an independent consultant. This exercise used a random selection of people in ten wards who were paid for their time to contribute to the consultation exercise.







### HIGHWAYS AND TRANSPORTATION BEST VALUE REVIEW

#### Comparator information and Performance Indicators as at 27<sup>th</sup> April 2001

##### Notes:

We need to be able to assess whether our performance is improving over time, and information is given for the two previous years 1998-1999 and 1999-2000. Some information for 2000-2001 is still an estimate rather than the actual out-turn figure.

Information for the BVPIs and ACPIs is already public information and other authorities are named. Other benchmarking information has been exchanged with an agreement for confidentiality, which means that a range of data is given but without names attached.

A variety of benchmarking partners have been selected. They differ between services because no two Highways Authorities are identical. The list includes Camden LBC, Coventry MBC, Derby City UA, Glasgow UA, Hull UA, various other inner and outer London Boroughs, Nottingham City UA, Southampton UA, Stoke UA and Woking UA.

Some of the services we provide are a joint arrangement with Leicestershire County Council, and we are discussing benchmarking arrangements with them.

Although some data benchmarking information has been agreed, in many cases we have had to begin process benchmarking to check that we are indeed comparing like with like. Some partners are unable to provide comprehensive data.

##### **The data is set out in five sections:**

- **Leicester's Community Plan**
- **The Best Value Performance Plan**
- **Comparative information for the Best Value Performance Plan**
- **Local performance indicators benchmarked against comparators**
- **Local indicators where information is being collected but comparator information is not yet available**

## LEICESTER'S COMMUNITY PLAN

The Environment Priority has three Goals relevant to this Review. They are:

- **Goal No. 1: To slow down the growth in car travel into around the city, with the longer term aim of reducing this trend, and increase walking, cycling and the use of accessible transport.**
- **Goal No. 2: To continue to reduce the number of road accident casualties.**
- **Goal No. 3: To ensure that national air quality standards are met, and increase awareness and understanding of air quality issues.**

We do not yet have the data for monitoring Goal No. 1, and this is addressed in the LTP monitoring chapter. We intend to set up the required network to monitor travel during 2001/2002 as a joint LTP project with County. We have to submit an Annual Progress Report each August.

We have set and monitor two PIs for Goal No. 2, which have LTP targets for 2005. They are:

Reference	Indicator	1998/1999	1999/2000	2000/2001	2001/2002	Remarks
Community Plan PI (LCEN LTP T7) <i>Michael Jeeves</i>	Number of killed or seriously injured (KSI) road accident casualties in <i>Central Leicestershire</i>	Calendar Year 1997 <b>212 KSI</b>	Calendar Year 1998 <b>197 KSI</b>	Calendar Year 1999 <b>216 KSI</b>	<b>Calendar Year 2000</b> (Calendar Year 2005 Target - 174 KSI in Central Leics)	1994-1998 base figure is 232 LTP Target T7 is 20% reduction by 2005
Community Plan PI (LCEN LTP T8) <i>Michael Jeeves</i>	Number of child road accident casualties in <i>Central Leicestershire</i>	Calendar Year 1997 <b>48</b>	Calendar Year 1998 <b>27</b>	Calendar Year 1999 <b>34</b>	<b>Calendar Year 2000</b> (Calendar Year 2005 Target - 27 children KSI in Central Leics)	1994-1998 base figure is 44 LTP Target T8 is 25% reduction by 2005

We monitor air quality in Leicester (Goal No. 3) and have completed the statutory Review and Assessment of Air Quality. Air Quality Management Areas have been declared.

<b>Community Plan PI</b> <b>LCEN 021</b> <i>Adrian Russell</i>	The number of days on which air pollution exceeds national standards	<b>21 days in calendar year 1998</b>	<b>38 days in calendar year 1999</b>	<b>5 days in calendar year 2000</b>	Target not set because of variable factors (especially weather) which affect air quality	
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In addition to the Environment priority, the services covered by this Review contribute to all the other Community Plan priorities, and performance indicators are being developed to cover them.

## THE BEST VALUE PERFORMANCE PLAN

The following Best Value and Audit Commission Performance Indicators are relevant to this Review:

Reference	Indicator	1998/1999	1999/2000	2000/2001	2001/2002	Remarks
<b>BV 93</b> <u>Paresh Radia</u>	Cost of highway maintenance per 100 km travelled by a vehicle on principal roads.	<b>£0.24</b>	<b>£0.24</b> (Estimate - £0.28)	<b>Target - not set</b> <b>Estimate - £0.28</b> <b>Actual -</b>	<b>LTP Target £0.50</b> per 100km (LTP p. 280 – average over the period 2001-2006)	See BVPI 96 for principal roads needing repair LTP money can now be spent on local roads
<b>BV 94</b> <u>Paresh Radia</u>	Cost per passenger journey of subsidised bus services.	Not collected	Not collected	Data currently being collected	Insufficient data to set targets	Clarification needed between BV and RO2 line 11 definitions
<b>BV 95</b> <u>Paresh Radia</u>	Average cost of maintaining streetlights. (33,000 streetlights)	<b>£63.65</b>	<b>£56.14</b>	<b>Target - £58</b> <b>Estimate - £58</b> <b>Actual -</b>	<b>Target - £58</b>	RO2 line 6 col 7
<b>BV 96</b> <u>Alan Adcock</u>	The percentage of the principal road network with negative residual life	<b>52%</b>	<b>36%</b>	<b>Target - not set</b> <b>Estimate - 22%</b> <b>Actual -</b>	<b>LTP Target 10% by 2006</b> (LTP p. 280)	deflectograph surveys
<b>BV 97</b> <u>Alan Adcock</u>	The percentage of the non-principal road network with a UKPMS score of 70 or higher	Not collected	Not collected	<b>Target - not set</b> <b>Estimate - 20%</b> <b>Actual -</b>	<b>Target - 20%</b>	coarse visual inspection
<b>BV 98</b> <u>Clive Roberts</u> <u>Local PI LCEN</u> <u>004</u>	The percentage of streetlights not working as planned. (33,000 streetlights)	<b>0.58% TQ</b> 6,984 lamps out	<b>0.58% TQ</b> (Estimate - 0.62%) 6,980 lamps out	<b>Target - 0.6%</b> <b>Estimate - 0.6%</b> <b>Actual -</b>	LTP Target 0.55% (LTP p. 280) <b>Target - 0.55%</b>	Top quartile performance
<b>BV 99</b> <u>Graham Seaton</u>	Number of road accident casualties per 100,000 population (a) killed or seriously injured, and (b) slightly injured (previous calendar year figures) <b>All Categories / Total</b>	<b>Calendar Year 1997</b> <b>a. 39</b> <b>b. 463</b>	<b>Calendar Year 1998</b> <b>a. 38</b> <b>b. 517</b>	<b>Calendar Year 1999</b> <b>a. 42</b> <b>b. 474</b>	Government targets seek a 40% reduction in KSI casualties by 2010 <b>Calendar Year 2000</b> <b>a.</b> <b>b.</b>	We have not set targets for categories of road user because numbers are small and subject to fluctuation.

Reference	Indicator	1998/1999	1999/2000	2000/2001	2001/2002	Remarks
<b>BV 99a</b> <u>Graham Seaton</u>	Number of road accident casualties per 100,000 population a) killed or seriously injured, b) slightly injured (previous calendar year figures) <b>Pedestrians</b>	Calendar Year 1997 a. 18 b. 96	Calendar Year 1998 a. 18 b. 107	Target - not set Calendar Year 1999 a. 18 b. 88	Target - not set Calendar Year 2000 a. b.	Overall targets are given in BV 99 above.
<b>BV 99b</b> <u>Graham Seaton</u>	Number of road accident casualties per 100,000 population a) killed or seriously injured, b) slightly injured (previous calendar year figures) <b>Pedal Cyclists</b>	Calendar Year 1997 a. 4.4 b. 52	Calendar Year 1998 a. 3.7 b. 59	Target - not set Calendar Year 1999 a. 5.1 b. 62	Target - not set Calendar Year 2000 a. b.	
<b>BV 99c</b> <u>Graham Seaton</u>	Number of road accident casualties per 100,000 population a) killed or seriously injured, b) slightly injured (previous calendar year figures) <b>Two-wheeled motor vehicle users</b>	Calendar Year 1997 a. 3.4 b. 22	Calendar Year 1998 a. 4.1 b. 21.4	Target - not set Calendar Year 1999 a. 4.8 b. 29.2	Target - not set Calendar Year 2000 a. b.	
<b>BV 99d</b> <u>Graham Seaton</u>	Number of road accident casualties per 100,000 population a) killed or seriously injured, b) slightly injured (previous calendar year figures) <b>Car users</b>	Calendar Year 1997 a. 11.6 b. 268	Calendar Year 1998 a. 11.2 b. 286	Target - not set Calendar Year 1999 a. 11.3 b. 261	Target - not set Calendar Year 2000 a. b.	
<b>BV 99e</b> <u>Graham Seaton</u>	Number of road accident casualties per 100,000 population a) killed or seriously injured, b) slightly injured (previous calendar year figures) <b>Other vehicle users</b>	Calendar Year 1997 a. 1.4 b. 25	Calendar Year 1998 a. 1.0 b. 44	Target - not set Calendar Year 1999 a. 2.4 b. 34	Target - not set Calendar Year 2000 a. b.	

Reference	Indicator	1998/1999	1999/2000	2000/2001	2001/2002	Remarks
<b>BV 100</b> <i>Alan Adcock / Colin Jeffrey</i>	No of days of temporary traffic controls or road closure on traffic sensitive roads caused by local authority road works per km of traffic sensitive road.	610 days / 64.1 km = <b>9.3</b> days per km	217 days / 64.1 km = <b>3.3</b> days per km	days / 65.1 km <b>Target - 2.25</b> <b>Estimate - 2.5</b> <b>Actual -</b>	<b>LTP Target 2.25</b> days (LTP p. 280)	See BVPI 96 for principal roads needing repair
<b>BV 101</b> <u>DETR figures / Julian Heubeck</u>	Local bus services (vehicle kilometres per year).	Not collected	Not collected	Not collected	BVPI to be deleted	Council is <u>not</u> a public transport provider
<b>BV 102</b> <u>DETR figures / Julian Heubeck</u>	Local bus services (passenger journeys per year).	Not collected	Not collected	Data is awaited from the bus operators	Insufficient data to set target (LTP p. 281)	Council is <u>not</u> a public transport provider
<b>BV 103</b> <i>Survey – Mike Pepper</i>	Percentage of users satisfied with local provision of public transport information.	Not collected	Not collected	<b>Survey – 57%</b>	Survey not to be carried out in 2001/02	Council is <u>not</u> a public transport provider
<b>BV 104</b> <i>Survey – Mike Pepper</i>	Percentage of users satisfied with local bus services.	Not collected	Not collected	<b>Survey – 54%</b>	Survey not to be carried out in 2001/02	Council is <u>not</u> a public transport provider
<b>BV 105</b> <u>Brian Wightman</u>	The percentage of repairs to dangerous damage to roads and pavements which were carried out within 24 hours	<b>92%</b> (91% or 1505/1654 of footway repairs, 93% or 276/297 carriageway repairs)	<b>97%</b> (combined roads & pavements) (By 93% sample = 1,783 of 1,846 urgency code "A" & "B" repairs)	<b>Target - 93%</b> <b>Estimate - 90%</b> <b>Actual -</b>	<b>LTP Target 95%</b> (LTP p. 281)	
<b>BV 165</b> <u>Dave Tucker</u>	The percentage of pedestrian crossings with facilities for disabled people	188 out of 300 sites = <b>62.67%</b>	216 out of 311 sites = <b>69.5%</b>	<b>Target - 67%</b> (based on old estimate) <b>Estimate - 244</b> out of 319 sites = <b>76.5%</b> <b>Actual - 245</b> out of 321 sites = <b>76.32%</b>	LTP Target 100% by 2006 (LTP p. 281) <b>Target - 270</b> out of 336 sites = <b>80.36%</b>	Responsibility transferred from County Council in 1997
<b>AC – F2a</b> Local PI LCEN 005 <u>Ed Kocik</u>	The percentage of links of footpaths and other rights of way which were signposted where they leave a road.	<b>Not available - #</b>	<b>25.1%</b>	<b>Target - 30%</b> <b>Estimate - 40%</b> <b>Actual -</b>	<b>LTP Target 70% by 2006</b> (LTP p. 281)	Responsibility transferred from County Council in 1997

Reference	Indicator	1998/1999	1999/2000	2000/2001	2001/2002	Remarks
<b>BV 178</b> <u>Ed Kocik</u>	The percentage of the total length of footpaths and other rights of way that were easy to use by members of the public.	<b>Not available - #</b>	<b>18.8%</b>	<b>Target - 35%</b> <b>Estimate - 35%</b> <b>Actual -</b>	<b>LTP Target 75% by 2006</b> (LTP p. 281)	Responsibility transferred from County Council in 1997

## COMPARATIVE INFORMATION FOR THE BEST VALUE PERFORMANCE PLAN

(Data given here is taken from the Audit Commission Compendium or from Best Value Performance Plans)

Reference	Indicator	1998/1999	1999/2000	2000/2001	2001/2002	Remarks
<b>BV 93</b>	Cost of highway maintenance per 100 km travelled by a vehicle on principal roads.	<b>Leicester £0.24</b>	Derby £0.08 Hull £0.13 Coventry £0.12 <b>Leicester £0.24</b> Nottingham £0.26 Stoke £0.26 UA average £0.27	Derby £0.10 Hull £0.16 Stoke £0.26 <b>Leicester £0.28</b> Nottingham £0.29	Derby £0.09 Stoke £0.24 Hull £0.25 <b>Leicester £0.50</b> Nottingham £0.88	
<b>BV 94</b>	Cost per passenger journey of subsidised bus services.	Not collected	Not collected	No comparator data yet		
<b>BV 95</b>	Average cost of maintaining streetlights. (33,000 streetlights)	<b>Leicester £63.65</b>	Nottingham £27.29 UA ave £47.56 <b>Leicester £56.14</b>	Hull £46.71 Nottingham £49.75 Derby £51.55 <b>Leicester £58</b>	Nottingham £26.83 Hull £45.00 Stoke £45.62 Derby £48.72 <b>Leicester £58</b>	
<b>BV 96</b>	The percentage of the principal road network with negative residual life	Not collected nationally <b>Leicester 52%</b> Nottingham 57%	Stoke 0% Hull 3% Derby 7.4% Coventry 8.9% UA average 12% <b>Leicester 36%</b> Nottingham 43%	Stoke Hull 3% Derby 7.4% <b>Leicester 22%</b> Nottingham 45.3%	Stoke Hull 2% Derby 7.4% (Leicester 10% by 2006) Nottingham 42.1%	
<b>BV 97</b>	The percentage of the non-principal road network with a UKPMS score of 70 or higher	Not collected	Not collected	No comparator data yet		
<b>BV 98</b>	The percentage of streetlights not working as planned.  (33,000 streetlights)	<b>Leicester 0.58%</b> Derby 0.72% Nottingham 1.00% Stoke 1.14% UA average 1.21% Coventry 1.32% Hull 2.01%	<b>Leicester 0.58%</b> Derby 0.78% Stoke 0.86% UA average 1.13% Coventry 1.48% Nottingham 1.50% Hull 2.13%	<b>Leicester 0.6%</b> Derby 0.8% Stoke 0.80% Hull 1.33% Nottingham 1.5%	<b>Leicester 0.55%</b> Derby 0.8% Stoke 0.80% Nottingham 1.5% Hull	

Reference	Indicator	1998/1999	1999/2000	2000/2001	2001/2002	Remarks
<b>BV 100</b>	No of days of temporary traffic controls or road closure	Derby 0.4 Hull 1.9 Nottingham # Stoke 0 UA average 1.35 Coventry 0.86	Derby 0.33 Hull 1.32 Nottingham 0 Stoke 0 UA average 1.23 Coventry 3.2	Derby 1.7 Hull 0.93 Nottingham 0 Stoke 0 UA average Coventry	Derby Hull 1 Nottingham 0 Stoke 0 UA average Coventry	
<b>BV 101</b> <u>DETR figures</u>	Local bus services (vehicle kilometres per year).	Not collected	Not collected	Nottingham 64m		
<b>BV 102</b> <u>DETR figures</u>	Local bus services (passenger journeys per year).	Not collected	Not collected	Hull 15m Nottingham 29m Stoke 6.9m		
<b>BV 103</b> <i>Survey</i>	Percentage of users satisfied with local provision of public transport information.	Not collected	Not collected	<b>Leicester – 57%</b> Derby 47% Hull 66.5% Nottingham 71% Stoke 57.2% UA average Coventry	Survey not to be carried out in 2001/02	
<b>BV 104</b> <i>Survey</i>	Percentage of users satisfied with local bus services.	Not collected	Not collected	<b>Leicester – 54%</b> Derby 60% Hull 58% Nottingham 75% Stoke 60.1%	Survey not to be carried out in 2001/02	
<b>BV 105</b>	The percentage of repairs to dangerous damage to roads and pavements which were carried out within 24 hours	Derby 100% Hull 100% Stoke 100% Nottingham 95% <b>Leicester 92%</b> UA average 90% Coventry 89%	Derby 100% Hull 100% Stoke 100% <b>Leicester 97%</b> UA average 88% Coventry 84% Nottingham 84%	Derby 100% Stoke 100% Hull 99.4% Nottingham 98% <b>Leicester 90%</b> UA average Coventry	Derby 100% Hull 100% Nottingham 98% <b>Leicester 95%</b> Stoke UA average Coventry	
<b>BV 165</b>	The percentage of pedestrian crossings with	Stoke 100% Nottingham 78% Hull 76% UA average 66%	Stoke 100% Hull 85% UA average 73% <b>Leicester 69.5%</b>	Stoke 100% Hull 89% <b>Leicester 76.3%</b> Nottingham 73%	Stoke 100% Hull 92% Nottingham 74%	



	facilities for disabled people	<b>Leicester 63%</b> Derby 51.4% Coventry 40%	Nottingham 69% Derby 57.8% Coventry 45%	Derby 58.1%	<b>Leicester 80.4%</b> Derby 59%	
<b>Reference</b>	Indicator	<b>1998/1999</b>	<b>1999/2000</b>	<b>2000/2001</b>	<b>2001/2002</b>	<b>Remarks</b>
<b>AC – F2a</b> Local PI LCEN 005	The percentage of links of footpaths and other rights of way which were signposted where they leave a road.	UA average 65% Derby 55.5% Hull 37.5% Nottingham 23% Stoke # <b>Leicester #</b> Coventry #	Coventry 80% UA average 74% Derby 69.7% Hull 38% <b>Leicester 25.1%</b> Nottingham 23% Stoke #	Derby 75% <b>Leicester 40%</b> Stoke #	Derby 75% Stoke 80% by 2005 <b>Leicester 70% by 2006</b>	
<b>BV 178</b>	The percentage of the total length of footpaths and other rights of way that were easy to use by members of the public.	Hull 100% Nottingham 100% Derby 87.3% UA average 77% Stoke # <b>Leicester #</b> Coventry #	Hull 100% Nottingham 100% Derby 83.5% Coventry 80% UA average 77% <b>Leicester 18.8%</b> Stoke #	Hull 100% Nottingham 100% Derby 82% <b>Leicester 35%</b> Stoke #	Hull 100% Nottingham 100% Derby 82% Stoke 80% by 2005 <b>Leicester 75% by 2006</b>	

## LOCAL PERFORMANCE INDICATORS BENCHMARKED AGAINST COMPARATORS

Comparison with ranges obtained from East Midlands Benchmarking Group (Derby, Nottingham, Stoke, Coventry and Hull):

Reference	Indicator	1998/1999	1999/2000	2000/2001	2001/2002	Remarks
EM1	Percentage of Planned Safety Inspections completed on or before time	10% 42.9% 82% 100% Leicester 100%	10% 56.6% 80% 82% 100% <b>Leicester 100%</b>			
EM3	Spend per Network kilometre	£6,530 Leicester£8,070 £8,529 £10,432 £10,919	£6,529 £9,165 <b>Leicester£9,286</b> £10,380 £10,919			
EM4	Percentage of NRSWA Street Works Inspections carried out	Leicester 95% 115%	<b>Leicester 94%</b> 100.8%			
EM5	Percentage of 3rd Party Highway Insurance claims rejected	30% 48%	29% 44.7%			
EM7	Average Time taken to repair street light faults	<b>Leicester 2.07 days</b>	<b>Leicester 2.17 days</b>	<b>Leicester Target - 2 days</b>		
EM 8	<b>Cost of winter gritting per km per call-out</b>	<b>Leicester £10</b> £10.04 £35	£13.94 <b>Leicester £14.40</b> £26			
Local PI LCEN 002	SSA (Standard Spending Assessment) allocation for highway maintenance	£7,830,000 £9,400,000 £9,920,000 £10,463,000 <b>Leicester - £10,670,000</b> £10,648,000	£8,050,000 £9,400,000 £9,920,000 <b>Leicester - £10,154,000</b> £10,516,000 £10,648,000	<b>Leicester - £10,644,275</b>	<b>Leicester - £10,545,829 (provisional)</b>	
Local PI LCEN 003	Percentage of SSA allocation actually spent on highway maintenance	<b>Leicester - 53.4%</b> 56.4% 63.7% 74% 82.8%	56.4% <b>Leicester - 59.3%</b> 63.3% 74% 76.6% 82.8%	<b>Leicester - 58%</b>	<b>Leicester - 60%</b>	

Reference	Indicator	1998/1999	1999/2000	2000/2001	2001/2002	Remarks
L001A	Net income per space off street (1506 spaces)		£489			
L001B	Net income per space on street (950 spaces)		£922			
L002A	Average no of occupied spaces off-street at 1130am on Wednesday		H – 242 N – 408			
L002B	Average no of occupied spaces off-street at 1130am on Saturday		H – 420 N – 398			
L002C	Average no of occupied spaces on-street at 1130am on Wednesday		560			
L002D	Average no of occupied spaces on-street at 1130am on Saturday		648			
L003A	Number of customers per space per day off-street		1.82			
L003B	Number of customers per space per day on-street		3.7			
L004A	Average no reported incidents of auto-crime per 1000 cars parked per day off-street		0.33			
L005A	Cost of providing each parking space off street (1506 spaces)		£499			
L005B	Cost of providing each parking space on street (950 spaces)		£616.63			
L006A	Average number of fines per 1000 customers off street		5			
L006B	Average number of fines per 1000 customers on street		18			

Public Transport Services (Traffic Group)

Reference	Indicator	1998/1999	1999/2000	2000/2001	2001/2002	Remarks
L 010A	Public transport modal share at Inner City Cordon					
L011C (T3)	Growth in public transport trips to the City Centre					
L012 (T2)	Public transport access in the LTP area					
L012A (T12)	Employment access by public transport					

Road Safety (Traffic Group)

<b>20A</b>	Walking modal share at Inner City Cordon					
<b>L020C (T10)</b>	Non car travel to school					
<b>L021A</b>	Cycling modal share at Inner City Cordon					
<b>L021C (T4)</b>	Increase in cycling					

Temporary and Permanent Traffic Management (Traffic Group, Highway Management, ATC)

Reference	Indicator	1998/1999	1999/2000	2000/2001	2001/2002	Remarks
<b>L030A</b>	Speed of making Traffic Regulation orders					
<b>L030B</b>	Speed of making Temporary Traffic Regulation orders					
<b>L031</b>	Percentage of TROs containing errors					

Highway Management

Reference	Indicator	1998/1999	1999/2000	2000/2001	2001/2002	Remarks
<b>Local PI LCEN 001 Alan Adcock</b>	Direct funding from LTP for highway maintenance	<b>£146,000</b>	<b>£398,000</b>	<b>Estimate - £600,000 Actual -</b>	<b>Target - £1,764,000</b>	
<b>L040</b>	Percentage of Structural Maintenance Budget spent reactively		<b>42%</b>	<b>Target 40%</b>		
<b>L041</b>	Percentage of HM Budget spent per annum		<b>101.4%</b>	<b>Target 100%</b>		

Traffic Signal Maintenance (ATC)

Reference	Indicator	1998/1999	1999/2000	2000/2001	2001/2002	Remarks
<b>Local PI LCEN 006 John Gillam</b>	Traffic Signal maintenance		<b>100%</b>	<b>Target - 96% Estimate - 97% Actual -</b>	<b>Target - 97%</b>	
	Average maintenance lost per site					
	Average percentage time on					
	Average percentage time on with no lamp fault					
	Level of automatic monitoring					
	Average hours "not on" per annum					
	Percentage urgent faults attended in 4hrs					
	Percentage non-urgent faults attended in 2 days					

Network Operations

Performance Indicators to be selected

Travel Information

Performance Indicators to be selected

Transport Strategy and Research (Traffic Group)

See Chapter 7 (Monitoring) of Local Transport Plan. We have a statutory obligation to submit the first LTP monitoring report to GOEM by 31<sup>st</sup> August 2001.

Pedestrian and Cycling Support (Traffic Group, ATC and Highway Management)

Reference	Indicator	1998/1999	1999/2000	2000/2001	2001/2002	Remarks
<u>Local QofL 31</u> <i>Sally Killips</i>	Kilometres of total dedicated cycle path					



## EXTRACT FROM TRAFFIC GROUP BUSINESS PLAN 2001/02

### 8. Consultation

Consultation on the Group's services takes place on several levels.

8.2 Consultation on the Council's Transport Policies has been extensive over the years, culminating in a major exercise prior to publication of the full five year Local Transport Plan. A summary of these consultations follows.

- Central Leicestershire Local Transport Plan 1999-2000  
For the Provisional LTP, published in July 1999, local authorities :-
- Held discussion groups in April 1999 to identify changes in public attitudes
- Interactive seminars with the district councils
- Dialogue with Government Office for the East Midlands and the Highways Agency
- Consultations with businesses in the Transport Business Partnership
- A public meeting at the Leicester Tigers Rugby Football Ground.

From October 1999 to January 2000 the following tests of public opinion were made

- "Video –wall" in Shires Shopping Centre- seen by 10,000 people
- Summary document to every household in Central Leicestershire- 10,000 replies to date
- Consultants appointed to carry out more detailed interviews and public meetings- in 10 Council wards in 2000, and a further 10 in 2001 (further discussions in future years)
- On-street in-depth questionnaires with 1,400 people
- Discussions held with specific community groups, focussing on funding- 11
- From January to March 2000 the results of stage 1 were shared with partners at national, regional and local level.

There have been other consultations which dealt with aspects of transport policy, including:

- Leicester Residents Survey 1998
- Leicester City Council Budget Consultation 1999
- Senior Citizens Forum Jan 2000
- National Strategy for Neighbourhood Renewal-public consultation meeting June 2000
- MORI poll on attitudinal Best Value performance indicators  
BVPI 103 - % of users satisfied with the local provision of public transport information 57%  
BVPI 104 - % of users satisfied with local bus services – 54%

8.4 The key issues raised in the course of these consultations, which affect the work of the Traffic Group, were an enthusiasm to see bus service improvements, considerable support for more park and ride services, a wish to see out-of-town shoppers parking subject to taxation, and support for more funding for improved road safety and better facilities for cyclists and pedestrians.

8.5 For new schemes, the Traffic Group normally consults with local frontagers and ward members on:

- Proposals to construct any scheme over £5000



## **Appendix 2(a)**

- Any proposal to site a bus stop or shelter
  - Traffic Orders ( the consultation on traffic orders is by means of notices placed in the Leicester Mercury and by notices displayed on the streets affected)
- 8.6 For on-going services, the Group will continue to meet with customer representatives, such as the Cyclists Consultative Panel and the Bus Users Group. Such links, together with further market research, will be developed during the course of this year's Best Value reviews.

SCHEME OF CONSULTATION  
WENT TO PLANNING COMMITTEE-  
10<sup>TH</sup> MAY 1994 –  
AMENDED 12<sup>TH</sup> SEPTEMBER 1995

# QA01

## APPENDIX TWO

### SCHEME OF CONSULTATION

<p>1. A Consultation Plan will be drawn up for every scheme carried out under the direction of the Traffic Section where the cost of physical works, including the purchase and installation of equipment, is expected to exceed £5,000, and for lower cost schemes at the Director's discretion.</p>
<p>2. At the earliest opportunity following the allocation of funding or a decision to authorise consultation, a letter will be sent to City and County Ward Councillors, giving details of the proposal and suggested consultations, including a draft of the letter to frontagers.</p>
<p>3. After local Councillors have been given an opportunity to comment, a letter will be sent to all frontagers within 100 metres of the proposed works, unless the works cannot be seen from the premises. This letter will set out the status of the proposal, advise the occupier of the contents of the consultation plan, and give the name of the lead officers for the scheme in the Traffic Section.</p>
<p>4. A leaflet giving such details as are available at the time will be enclosed with the letter whenever it would help to explain the proposal.</p>
<p>5. Further consultations, which could include questionnaires, public meetings and legal notices shall continue to take place in accordance with current practice, and the Consultation Plan will make clear the Council's intention to carry out further consultations or otherwise.</p>
<p>6. Additional consultations, over and above those proposed in the Consultation plan, may take place in the light of public reaction, following discussions with City Ward Councillors.</p>
<p>7. In the case of schemes which consist solely of proposals to provide or modify signs and other street furniture, consultation letters will be sent out to the occupiers of property immediately in front of which the work is to take place.</p>
<p>8. The same consultees shall be informed of the outcome of the consultations and the date when the work is expected to take place, if it is to do so.</p>
<p>8. The outcome of consultations will be reported to Committee prior to the work being committed.</p>

#### PLANNING COMMITTEE

10 MAY 1994 as amended 12 SEPTEMBER 1995

## APPENDIX 2(b)

### PETITIONS

1) Request for Pedestrianisation on East Park Road	
2) Gotham Street Petition	Illegal Parking Residential Parking Scheme
3) Martival Petition	Neighbourhood dispute to deal with excessive driving
4) Cavendish Road Petition	Traffic calming 1 way order Residential parking
5) Petition – Great Unitarian Chapel	Remove on Street Parking restriction
6) Petition – CW Parking, Charles Street	Bridge Club to lift waiting restriction
7) Petition – Highfields Bus service	Complaining about First Leicester bus service changing the service on Melbourne Road. Request for a direct bus service from Melbourne Road to Belgrave Road.

## APPENDIX 2(C)

### TRAFFIC CUSTOMER CONTACTS – JAN 2000 – PRESENT (27/4)

<u>Issue</u>	<u>No. of Contacts</u>
Cycling	20
Direction signs	33
General info.	20
Major Road schemes	13
Footways – new improved	25
New Walk footway	4
Parking	222
Public Transport	64
Road Safety	181
Traffic control	53
Traffic Signals	20
Transport Strategy	3

## APPENDIX 2(D)

### Attitudes To Leicester City Centre

Overall, four-fifths of residents are satisfied with Leicester City Centre, including one fifth very satisfied. One in ten is unhappy with the City Centre.

Leicester residents are becoming more satisfied with the changes that have been made to the City. Seven in ten think the improvements to the City Centre have been good, and six in ten are positive about the renewal of the Inner City.

Access to the City Centre is also rated highly; over four in five think it is easy to get to and has good public transport links. However, there is a concern for cyclists; two-fifths of residents think that it is safe to cycle into Leicester, but a quarter believe it is dangerous, rising to a third among cyclists.

The Market continues to be rated highly; 84% are positive, and only one in twenty is dissatisfied.

### Transport in Leicester

Three-quarters of residents use buses in Leicester, while nearly half use a car as a driver and one third a car as a passenger. Equal proportions of residents (two in five) say they use buses or cars as their *main* form of transport in Leicester.

Nearly half of residents say they have a bicycle in their household; however, only one in seven say they ride a bicycle themselves, and just three per cent cycle as their main form of transport.

### Attitudes To Leicester As A Place To Live

As has been the case over the last ten years, four in five residents are satisfied with their neighbourhood as a place to live, and this result is typical of other urban authorities. However, the proportion who are very satisfied has dropped ten points over the last decade.

### Fear of Crime

Fear of crime is a major concern for just under half of Leicester residents (as nationally). Women feel more threatened by crime than men, while younger residents tend to feel safer. There is little significant difference by social class or housing tenure.

As in 1994, burglary is the most feared crime. Three-fifths are worried that they may be the victim of breaking and entering. Other issues of concern to Leicester residents include trouble from people hanging around on the streets, car crime and mugging. However, as with all the crimes on the list, the number concerned about each crime has fallen over the last four years.

### Improvements to Neighbourhood

Improving the number of facilities for young people is one of the biggest concerns for Leicester residents. Spontaneously, 14% mentioned increasing the facilities for children and teenagers, and one in ten more specifically for children; this figure is higher for households with children.

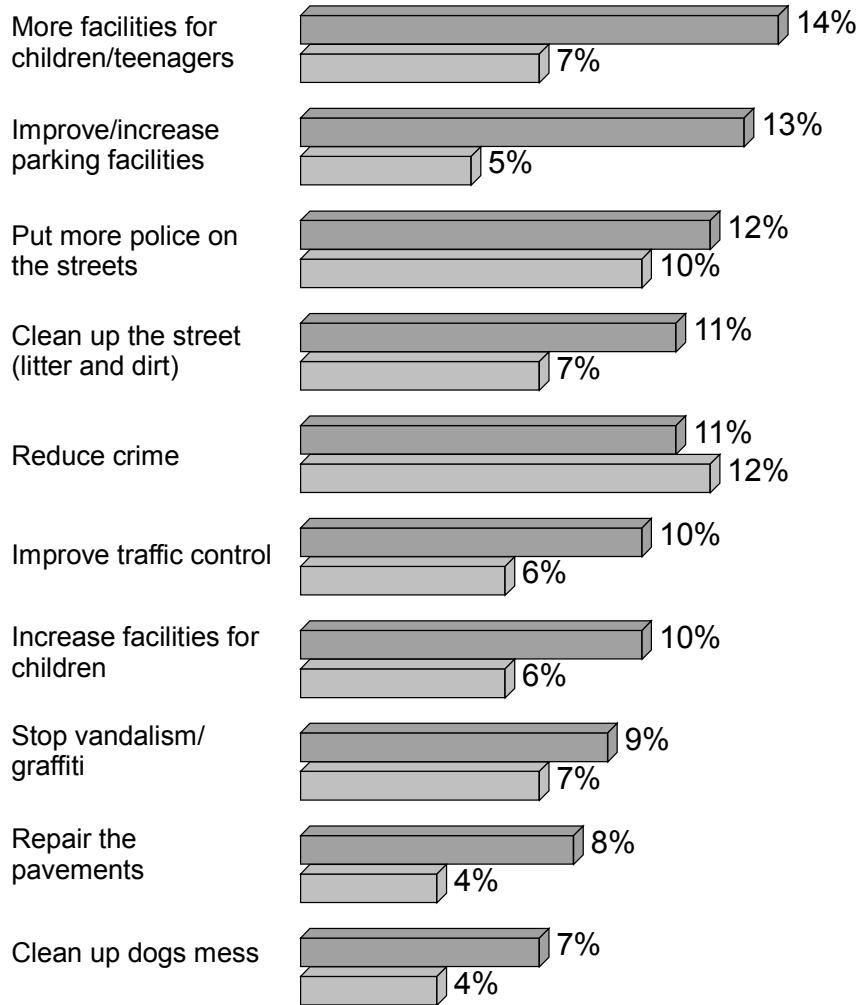
Cutting down crime is also a priority. Around one in nine ask for more police on the streets, and the same proportion mention reducing crime more generally as necessary improvements.

Other areas that need improving, in the eyes of residents, include cleaning up the streets from litter and dogs' mess, and improving parking facilities and traffic control.

## Improving the Neighbourhood

Q What things would you like to see done to improve your neighbourhood?

### Top Ten Mentions



■ 1998 ■ 1994

Base: 1,500 Leicester residents aged 16+



## Satisfaction with Universal Services

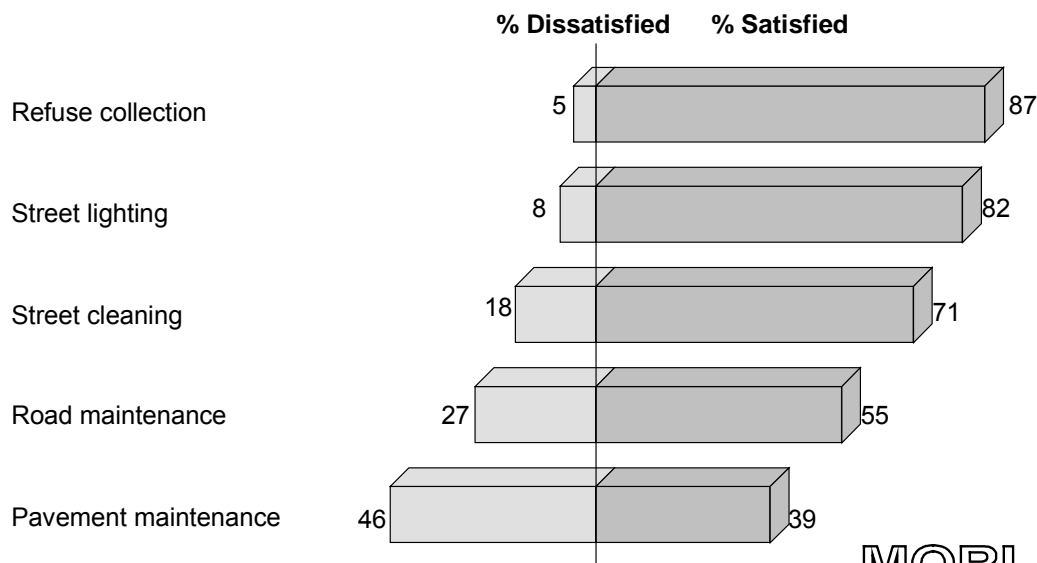
Refuse collection and street lighting are rated highly; over eight in ten Leicester residents are satisfied with these services. These services are often rated highly, in MORI's experience. Street cleaning also does well, with seven in ten satisfied. Satisfaction with road maintenance, street cleaning and street lighting has fallen over the last few years.

Compared to similar authorities, Leicester performs relatively well in its street cleaning and street lighting, and but is weak on pavement maintenance. Although pavement maintenance is the worst regarded local government service nationally (and some authorities receive worse ratings than Leicester) this may be worth further attention.

## Satisfaction with Universal Services

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Q How satisfied or dissatisfied are you with .... in Leicester?



Base: 1,500 Leicester residents aged 16+

MORI

## ROADS AND STREETS

### Road Maintenance

Just over half (54%) say they are satisfied with road maintenance in Leicester, with one quarter dissatisfied. As nationally, there has been some improvement on this measure over the last ten years, with the proportion dissatisfied decreasing, although a deterioration in attitudes since 1994.

As is often the case, satisfaction is lower among older residents, and middle-class residents are also more critical.

## Satisfaction With Road Maintenance

Q Overall how satisfied or dissatisfied are you with . . . in Leicester?

Don't know    Very dissatisfied    Fairly dissatisfied    Neither/nor    Fairly satisfied    Very satisfied



Base: 1,500 Leicester residents aged 16+

MORI

## Satisfaction with Road Maintenance

Compared with similar authorities, Leicester's rating is average.

### Comparisons

		<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Net</b>
		%	%	satisfied
				±
Gateshead	(1997)	72	19	+53
Lewisham	(1994)	64	22	+42
Wandsworth	(1995)	61	22	+39
Enfield (6)	(1997)	60	26	+34
Sutton	(1997)	57	26	+32
Richmond	(1997)	56	26	+31
<b>Leicester</b>	<b>(1998)</b>	<b>55</b>	<b>25</b>	<b>+30</b>
Kingston	(1996)	50	23	+27
Westminster	(1991)	50	34	+16
Sunderland	(1997)	48	39	+9
NCC Survey (GB)	(1995)	43	43	0

Wording:

(6) road maintenance (not trunk roads)

Base: All

## ROADS AND STREETS

### **Road Maintenance**

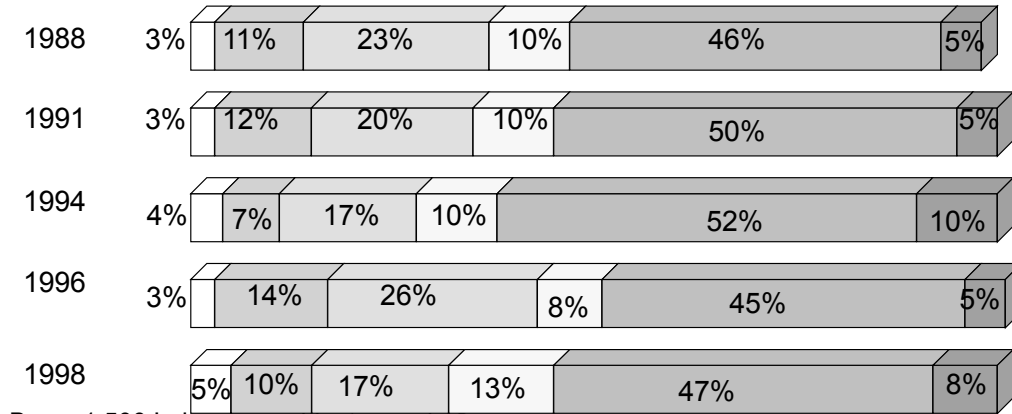
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As is often the case, satisfaction is lower among older residents, and middle-class residents are also more critical.

# Satisfaction With Road Maintenance

Q Overall how satisfied or dissatisfied are you with . . . in Leicester?

Don't know  
  Very dissatisfied  
  Fairly dissatisfied  
  Neither/nor  
  Fairly satisfied  
  Very satisfied



Base: 1,500 Leicester residents aged 16+

MORI

## Pavement Maintenance

As nationally, this is the worst regarded service in Leicester. Slightly more residents are dissatisfied with pavement maintenance than are satisfied (46% vs 39%), and strength of opinion certainly lies with those who are critical (20% very dissatisfied vs 4% very satisfied). There has been no significant change over the last two years.

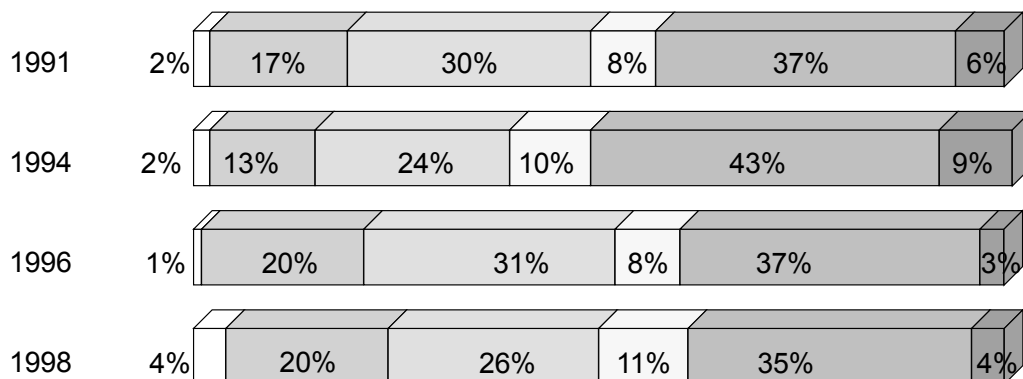
Age is a clear discriminator of attitudes, with residents aged 35+ much more critical (and more vulnerable to falls) than younger people. Disabled residents, who tend to be older, are also more critical.

A key issue will be explaining that the authority is aware of this dissatisfaction, explaining what it is doing, and assessing whether this service should have priority over others in bids for higher funding; while it is negatively viewed, it is not seen as the most important service by some margin.

### Satisfaction With Pavement Maintenance

Q Overall how satisfied or dissatisfied are you with . . . in Leicester?

Don't know  
  Very dissatisfied  
  Fairly dissatisfied  
  Neither/nor  
  Fairly satisfied  
  Very satisfied



Base: 1,500 Leicester residents aged 16+

## Satisfaction with Pavement Maintenance

Leicester's rating puts them in the lower half of similar authorities.

### Comparisons

		<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Net</b>
		%	%	satisfied
				±
Gateshead	(1997)	63	31	+32
Sutton	(1997)	55	29	+26
Wandsworth	(1995)	50	32	+18
Kingston	(1996)	45	30	+16
Richmond (2)	(1997)	49	36	+13
Westminster	(1991)	49	39	+10
Lewisham	(1994)	43	39	+4
Sunderland	(1997)	45	42	+3
<b>Leicester</b>	<b>(1998)</b>	<b>39</b>	<b>46</b>	<b>-7</b>
Islington	(1987)	28	59	-31

Wording:

(2) footpath maintenance

Base: All





**APPENDIX 3(A)**

**TRAFFIC GROUP – REVENUE BUDGET AND INCOME 200/01**

<b>Item</b>	<b>Net budget</b>	<b>Income</b>	<b>Gross budget</b>
Domestic	896,400	(260,200)	1,156,600
Public transport	2,197,600	(527,900)	2,725,500
Parking	(136,300)	(1,205,500)	1,069,200
Road safety	167,600		167,600
Other	339,000	(119,600)	459,500
<b>TOTAL</b>	<b>3,456,700</b>	<b>(2,113,200)</b>	<b>5,578,900</b>



## APPENDIX 3(C)

### COST INFORMATION HIGHWAY MANAGEMENT COST CENTRE

#### HIGHWAY MAINTENANCE SSA

1998-99	-	Allocation	£10.7m
1998-99	-	Actual	£5.7m
% of SSA spent	-		53%
Nottingham	-		74%
Derby	-		84%

**APPENDIX 3(C)**

**COST INFORMATION**

**HIGHWAY MANAGEMENT COST CENTRE**

**HIGHWAY MAINTENANCE (2001/02) - £4.8m**

-	Roads and Footpaths	£2.2m
-	Trees and Verges	£0.5m
-	Lighting energy	£0.9m
-	Winter Maintenance	£0.2m
-	Watercourses	£0.2m
-	Insurance	£0.5m
-	Other	£0.3m
		—————
		£4.8m
		—————

## APPENDIX 3(C)

### COST INFORMATION AREA TRAFFIC CONTROL COST CENTRE

Core costs (inc. staff)	-	£0.6m
Signal Maintenance & Renewals	-	£1.0m
UTC System	-	£0.3m
Other	-	£0.1m
Fees/Income	-	£0.8m

# **APPENDIX 4**

