

# 2025-28 Quarter to March 2026 Operations & Environment Performance Report – Service Plan Performance Indicators



PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

## Section 4 - Strategic Level Outcomes Pls 4.1 (L) Developing a diverse, inclusive & sustainable economy (CP) Building Stronger Greener Vibrant Economy

Code	Code	Short Name	Current Target	2023/24	2024/25	2025/26	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
ECSPT02	Local	Number of passenger journeys on m.connect	23,767	55,644	75,356	85,309	18,954	20,931	22,940	21,047	20,391	Latest data taken from Service Stats (Service Summary: Jan - 5605 Feb - 6867 Mar - 7919  Passenger numbers in January affected by adverse weather conditions that included Met Office warnings for essential travel only and school closures. As a result, m.connect services were affected with cancellations and route changes. In contrast, passenger numbers for March are the highest recorded helped by the introduction of new and extended services.		
ECSPT03	Local	Carbon emissions linked to m.connect	136.8	140.8	136.4	TBC	Not measured for Quarters				2025/26 data to follow.			

Section 5 - Service Level Outcomes Pls

5.1 Asset Management

Code	Code	Short Name	Current Target	2023/24	2024/25	2025/26	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
ECSCON01	Local	No of Principal Inspections of council bridges undertaken	64	64	59	66	Not measured for Quarters					66 Principal Inspections were completed with a further 5 retaining wall principal inspections.		

Section 5 - Service Level Outcomes Pls

5.2 Climate Change

Code	Code	Short Name	Current Target	2023/24	2024/25	2025/26	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
ECSTTM01	Local	% of primary schools delivering bikeability	84%	93%	93%	95%	Not measured for Quarters					42 out of 44 schools delivered bikeability in 2025/26		
ECSTTM05	Local	Number of sustainable journeys recorded by the Travel Tracker Programme (Primary Schools)	Data only	359,052	370,201	380,446	119,759	112,024	51,102	93,997	123,323	<p>During quarter 4, the Travel Tracker programme remained at full capacity with the maximum number of schools registered. Collectively, 123,323 active journeys took place, the highest number to be recorded.</p> <p>Going forward however, Travel Tracker will no longer be available as a measure of progress. The contract with Living Streets previously funded through the HITRANS People and Place Fund, has been discontinued. At this time, a replacement programme is yet to be confirmed. Highland Council are currently piloting "Go for It" however a digital platform for school monitoring and tracking is under development and not expected until the start of the 2026/27 academic year. Staff changes have also affected the ability to undertake school engagement. Recruitment is set to progress in the coming months to ensure support is in place before August</p>		

**Section 5 - Service Level Outcomes PIs**  
**5.3 Compliance & Efficiency**

Code	Code	Short Name	Current Target	2023/24	2024/25	2025/26	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
ECSRMF03	Local	Fleet Services - Net savings for Pool Cars	£85,000	n/a	£81,216	£96,516	Not measured for Quarters						↑	✓
ECSRMF19	Local	Total grey fleet mileage claimed by council staff	257,777	n/a	1,085,380	956,592	266,066	258,893	228,215	241,269	228,215		↑	✓
ECSRMF20	Local	Total mileage of pool cars used by council staff	266,493	n/a	1,015,211	1,206,460	271,960	312,500	253,942	312,715	327,303		↑	✓
ECSRMF21	Local	Total average mileage recorded per pool car	2,750	n/a	n/a	10,401	n/a	2,694	2,189	2,696	2,822		↑	✓

**Section 5 - Service Level Outcomes PIs**  
**5.6 Workplace Health and Wellbeing**

Code	Code	Short Name	Current Target	2023/24	2024/25	2025/26	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
ECS001a	Local	% of Sickness absence per FTE for O&ES	Data only	n/a	7.26%	6.65%	7.85%	6.34%	5.95%	6.96%	7.36%		↓	