

Wiltshire Highways

Performance Management

Framework Indicators



December 2021

WILTSHIRE HIGHWAYS PERFORMANCE MANAGEMENT FRAMEWORK

SUMMARY

Network Safety Condition and Resilience		2018/19	2019/20	2020/21
NSCR01	Collisions – People killed and seriously injured			
NSCR02	Collisions – Slight Injury Accidents			
NSCR03	Road Skid Resistance			
NSCR04	Structural Condition of Carriageways			
NSCR05	Winter and weather response			
NSCR06	Bridges and Structures Condition			
Network Availability		2018/19	2019/20	2020/21
NA01	Low proportion of reactive maintenance			
NA02	Forward highway surfacing programme			
NA03	Forward structures programme			
NA04	Planned routine maintenance on programme			
NA05	Reducing number of potholes			
NA06	Reducing pothole safety defects			
Maintenance for Sustainable Transport		2018/19	2019/20	2020/21
MST01	Footway conditions			
MST02	Dropped kerbs for pedestrians			
MST03	Pedestrian improvement schemes			
MST04	CATG schemes delivered			
MST05	Condition of traffic signals			
MST06	Rights of Way Improvement schemes			
Infrastructure to Support Economic Growth		2018/19	2019/20	2021/20
ISEG01	A350 Chippenham dualling			
ISEG02	M4 Junction 17 Improvement			
ISEG03	A350 Yarnbrook/West Ashton			
ISEG04	Development of future Major Schemes			
ISEG05	Network Improvements from development			
ISEG06	Access improvements for developments			
Environmental Sustainability		2018/19	2019/20	2020/21
ES01	Reduction in street lighting energy			
ES02	Use of low carbon surfacing materials			
ES03	Recycling of road surfacing materials			
ES04	Flood prevention and drainage schemes			
ES05	Programme of tree and landscape works			
ES06	Treatment of noxious weeds			
Customer		2018/19	2019/20	2020/21
C01	Public satisfaction with road safety			
C02	Public satisfaction with road maintenance			
C03	Public satisfaction with dealing with potholes			
C04	Public satisfaction with walking and cycling			
C05	Public satisfaction with tackling congestion			
C06	Public satisfaction with managing roadworks			

Green – On target or better. Amber – Close to target. Red – Below target

Wiltshire Highways Performance Management Framework

2020/ 2021

INTRODUCTION AND SUMMARY

The Performance Management Framework gives an indication of performance and trends in the highways service.

This document provides a summary of performance, and a one page description of each of the performance indicators, with an overview of the indicator, trends in the recorded performance to date, future targets and a description of how the indicator is measured and the source of the data.

The targets and assessment methods are reviewed annually and amended as required. The previous year's results may need to be adjusted accordingly when measures change in order to represent the current trend more accurately.

2020/21 TRENDS

The main trends identified in 2020/21 are outlined below.

The number killed and seriously injured on the county's roads reduced significantly in 2020/21 which may be attributable to quieter roads due to the Covid-19 response. The measure is assessed as Good. The number of slight casualties also reduced. Overall road safety has improved in 2020/21.

The overall condition of the road network has improved, and the number of potholes has decreased however the proportion of the network with low skidding resistance has increased slightly which will continue to be monitored and addressed through Wiltshire Council's Skid Resistance Policy.

Performance in connection with bridge condition has been assessed as Good and the condition of footways as Fair. For traffic signals the age of the assets are a concern but renewal of traffic signal equipment was carried out at a number of sites and as of September 2021 Wiltshire Council has been awarded £500,000 additional funding from the Department for Transport to spend on traffic signal maintenance works. This should help to reduce the maintenance backlog.

The number of Community Area Transport Group (CATG) schemes were above target and those for pedestrians were considered Fair.

Overall public satisfaction with most aspects of the highway service were slightly below the national average in 2020 with road maintenance and walking and cycling remaining below the national average. Satisfaction with road safety was close to the national average.

Public satisfaction with tackling congestion and managing roadworks was above the national average.

ASSET MANAGEMENT OBJECTIVES

The Asset Management Objectives are described in the Wiltshire Highways Asset Management Strategy. The relevant Strategic Objectives and Key Performance Indicators are summarised below.

Network Safety Condition and Resilience

To reduce road casualties, improve road safety and the condition and resilience of the highway network.

Strategic Objective	Key Performance Indicator
<p>To support and help improve the vitality, viability and resilience of Wiltshire's economy and market towns. (LTP SO1)</p> <p>To make the best use of the existing infrastructure through effective design, management and maintenance (LTP SO6).</p> <p>To improve the resilience of the transport system to impacts such as adverse weather, climate change and peak oil (LTP SO16).</p> <p>To improve safety for all road users and to reduce the number of casualties on Wiltshire's roads (LTP SO8)</p>	NSCR01 - Accidents - People Killed and seriously Injured
	NSCR02 - Accidents - People Slight Injury
	NSCR03 - Road Surface Skidding Resistance
	NSCR04 - Structural Condition of Carriageway
	NSCR05 - Winter Maintenance
	NSCR06 - Bridges and Structures Condition

Network Availability

Minimize the impact of road works by ensuring works are planned and carried out at an optimal time.

Strategic Objective	Key Performance Indicator
<p>To minimise traffic delays and disruption and improve journey time reliability on key routes (LTP SO4).</p> <p>To enhance the journey experience of transport users (LTP SO18)</p>	NA01 - Planned Works versus Reactive Works
	NA02 - Forward Visibility of Surfacing Programme
	NA03 - Forward Visibility of Structures Programme
	NA04 - Planned Routine maintenance
	NA05 - Reducing number of Potholes recorded
	NA06 - Reducing Priority Safety Defects

Maintenance for Sustainable Transport

To provide a highway network that supports public transport and enables sustainable transport alternatives

Strategic Objective	Key Performance Indicator
<p>To provide, support and/or promote a choice of sustainable transport alternatives including walking, cycling, buses and rail. (LTP SO2)</p> <p>To improve sustainable access to a full range of opportunities particularly for those people without access to a car. (LTP SO5)</p> <p>To reduce the need to travel, particularly by private car. (LTP SO13)</p> <p>To reduce barriers to transport and access for people with disabilities and mobility impairment. (LTP SO15)</p> <p>To improve sustainable access to Wiltshire's countryside and provide a more useable public rights of way network. (LTP SO17)</p>	MST01 - Footway Condition
	MST02 - Dropped kerbs for pedestrians
	MST03 - Pedestrian Improvements
	MST04 - CATG Schemes
	MST05 - Traffic Signals
	MST06 - Rights of Way

Infrastructure to Support Economic Growth

To effectively plan for the management of new infrastructure required to support growth.

Strategic Objective	Key Performance Indicator
<p>To support planned growth in Wiltshire and ensure that new developments adequately provide for their sustainable transport (LTP SO12)</p> <p>To enhance Wiltshire's public realm and streetscene. (LTP SO7)</p>	ISEG01 - Delivery of A350 Chippenham Phase 3
	ISEG02 - Delivery of M4 Junction 17 Improvement
	ISEG03 - Development A350 Yarnbrook/West Ashton Scheme
	ISEG04 - Development of future major schemes
	ISEG05 - Network improvements from development
	ISEG06 - Access improvements for development

Environmental Sustainability

To minimise the environmental impact of maintaining and operating the highway network.

Strategic Objective	Key Performance Indicator
<p>To reduce the impact of traffic on people's quality of life and Wiltshire's built and natural environment. (LTP SO3)</p> <p>To encourage the efficient and sustainable distribution of freight in Wiltshire. (LTP SO10)</p> <p>To reduce the level of air pollutant and climate change emissions from transport. (LTP SO11)</p> <p>To reduce the impact of traffic speeds in towns and villages. (LTP SO9)</p>	ES01 - Energy Consumption for street lighting
	ES02 - Low carbon surfacing materials
	ES03 - Recycling of road construction materials
	ES04 - Flood Prevention Schemes
	ES05 - Highway Trees and Verges
	ES06 - Treating Noxious Weeds

Customer

To manage the highway network in a manner that supports our vision of placing customers first.

Strategic Objective	Key Performance Indicator
<p>Trust and Respect, Simplicity, Responsibility, Leadership, Working Together, Excellence (Behaviours Framework)</p> <p>Communicating effectively with the public (Communications Strategy)</p> <p>Place Customers First (Business Plan)</p> <p>Strengthen our communities (Business Plan)</p>	C01 - Satisfaction with Road Safety
	C02 - Satisfaction with Road Maintenance
	C03 - Deals with Potholes & Damaged Roads
	C04 - Satisfaction with Walking and Cycling
	C05 - Tackling congestion
	C06 - Satisfaction with Managing Roadworks

Wiltshire Highways Performance Management Framework

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Network Safety Condition & Resilience NSCR01: Accidents – People Killed and seriously injured.																															
Overview	The purpose of this performance measure is to report on the effectiveness of the measures undertaken to meet the casualty reduction targets.																														
	This measure is as defined in the road safety strategy.																														
	<table><tr><td>Poor</td><td>Fair</td><td>Good</td></tr><tr><td>Above target</td><td>On Target or close to target</td><td>Below Target</td></tr></table>							Poor	Fair	Good	Above target	On Target or close to target	Below Target																		
Poor	Fair	Good																													
Above target	On Target or close to target	Below Target																													
Where Poor is defined as not meeting the Safety Strategy Aim. Fair is an achievement in line with the Safety Strategy targets and Good signifies that the road safety targets are being exceeded.																															
Trends	Forward targets for this measure are:																														
	<table><tr><th colspan="7">Actual</th><th>Forward Targets</th></tr><tr><td>14/15</td><td>15/16</td><td>16/17</td><td>17/18</td><td>18/19</td><td>19/20</td><td>20/21</td><td>21/22</td></tr><tr><td>209</td><td>190</td><td>192</td><td>174</td><td>200</td><td>187</td><td>102</td><td>Reduce Incidents</td></tr></table>							Actual							Forward Targets	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22	209	190	192	174	200	187	102	Reduce Incidents
	Actual							Forward Targets																							
14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22																								
209	190	192	174	200	187	102	Reduce Incidents																								
This measure is not affected by network hierarchy.																															
Driver for Change / Improvement Action National and local aims to reduce accidents																															
Measure Details	This is an annual measure. This measure conforms to the Road Safety Strategy.																														
	This measure is based on STATS19 Police Accident data.																														
	Measure shows number of people killed each year. Excludes motorways and trunk roads.																														
Collision Reduction Policy aim is for a 40% reduction in killed and seriously injured based on the 2005-09 average by 2020 (calendar year).																															
Target for 2020/21 killed and seriously injured is 141. The actual figure is 102, which is significantly below the target. Measures in response to Covid-19 may have contributed to this decrease. Performance is currently assessed as Good.																															

Network Safety Condition & Resilience NSCR02: Accidents – People Slight Injury.																															
Overview	The purpose of this performance measure is to report on the effectiveness of the measures undertaken to meet the casualty reduction targets.																														
	This measure is as defined in the road safety strategy.																														
	<table><tr><td>Poor</td><td>Fair</td><td>Good</td></tr><tr><td>Increasing slight accidents</td><td>On or close to Target</td><td>Decreasing slight accidents</td></tr></table>							Poor	Fair	Good	Increasing slight accidents	On or close to Target	Decreasing slight accidents																		
Poor	Fair	Good																													
Increasing slight accidents	On or close to Target	Decreasing slight accidents																													
Where poor is defined as not meeting the Safety Strategy Target. Fair is an achievement in line with the Safety Strategy targets. Good signifies that the Safety Strategy targets are being exceeded.																															
Trends	Forward targets for this measure are:																														
	<table><tr><th colspan="7">Actual</th><th>Forward Targets</th></tr><tr><td>14/15</td><td>15/16</td><td>16/17</td><td>17/18</td><td>18/19</td><td>19/20</td><td>20/21</td><td>21/22</td></tr><tr><td>1108</td><td>1105</td><td>1069</td><td>887</td><td>832</td><td>892</td><td>742</td><td>1108</td></tr></table>							Actual							Forward Targets	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22	1108	1105	1069	887	832	892	742	1108
	Actual							Forward Targets																							
14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22																								
1108	1105	1069	887	832	892	742	1108																								
Targets to be reviewed, but currently assumed that it should be no increase in accidents in future years based on 2014/15 base year.																															
Driver for Change / Improvement Action																															
National and local aims to reduce accidents																															
Measure Details	This is an annual measure																														
	This measure reflects the Road Safety Strategy and is the number of slight injury casualties.																														
	This measure is based on STATS19 Police accident data. Excludes motorways and trunk roads.																														
Collision Reduction Policy aim is for a 40% reduction in killed and seriously injured based on the 2005-09 average by 2020 (calendar year). No specific aim has been adopted for slight injuries.																															
2020/21 shows a decrease in slight injuries compared to the previous year. Measures in response to Covid-19 may have contributed to this decrease. Performance is currently assessed as good.																															

Network Safety Condition & Resilience NSCR03: Road Surface Skidding Resistance (SCRIM)																															
Overview	The purpose of this performance measure is to report the percentage of the network with low skidding resistance.																														
	This measure is part of the annual network condition survey. The level of performance for this measure is determined based on the following change in % of surveyed network below investigatory level.																														
	<table><tr><td>Poor</td><td>Fair</td><td>Good</td></tr><tr><td>Increased %</td><td>Slight change or unchanged</td><td>Reduced %</td></tr></table>							Poor	Fair	Good	Increased %	Slight change or unchanged	Reduced %																		
Poor	Fair	Good																													
Increased %	Slight change or unchanged	Reduced %																													
Where poor is defined as percentage of the road surface below the investigatory level increasing, fair is unchanged or slight increase, and good is a reduction in %.																															
Trends	Forward targets for this measure are:																														
	<table><tr><th colspan="7">Actual</th><th>Forward Targets</th></tr><tr><td>14/15</td><td>15/16</td><td>16/17</td><td>17/18</td><td>18/19</td><td>19/20</td><td>20/21</td><td>21/22</td></tr><tr><td>28.4%</td><td>30.4%</td><td>30.98%</td><td>29.55%</td><td>31.4%</td><td>34.49%</td><td>36.8%</td><td>Reduce %</td></tr></table>							Actual							Forward Targets	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22	28.4%	30.4%	30.98%	29.55%	31.4%	34.49%	36.8%	Reduce %
	Actual							Forward Targets																							
14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22																								
28.4%	30.4%	30.98%	29.55%	31.4%	34.49%	36.8%	Reduce %																								
Driver for Change / Improvement Action/Comment																															
National and local aims to reduce accidents. Skid resistance is an important factor in road safety.																															
Measure Details	This is measured annually.																														
	<p>SCRIM Survey – surface skid resistance is measured in accordance with DMRB publication HD28/15. The SCRIM vehicle measures the friction between a tyre and the road under controlled slip conditions. Each section of the highway network is assigned a site category known as an investigatory level. The Council surveys the main road network annually, which comprises all A and B roads, and specific C and UC roads. This is approximately 1,097km, and is 24% of the network.</p>																														
	<p>This information is also used by the Direct Management Group for benchmarking.</p> <p>Figure for 2019/20 was 34.49% which was a decline from 31.4% in 2018/19. The increase to 36.8% in 2020/21 is disappointing and will continue to be monitored.</p> <p>The 2020/21 percentage of surveyed road below investigatory level is assessed as Poor.</p>																														

Network Safety Condition & Resilience NSCR04: Structural Condition of Carriageway																															
Overview	This performance measure is designed to determine the percentage of carriageway where maintenance should be considered soon.																														
	The level of service for this measure is determined based on the following bandings.																														
	<table><tr><td>Poor</td><td>Fair</td><td>Good</td></tr><tr><td>Increased %</td><td>Slight increase or unchanged</td><td>Reduced %</td></tr></table>							Poor	Fair	Good	Increased %	Slight increase or unchanged	Reduced %																		
	Poor	Fair	Good																												
Increased %	Slight increase or unchanged	Reduced %																													
Where poor is defined as the percentage increasing, Fair is defined as slight increase in percentage or unchanged, and Good is defined as percentage decreasing.																															
Trends	Trends for this measure are:																														
	<table><tr><td colspan="7">Actual</td><td>Forward Targets</td></tr><tr><td>14/15</td><td>15/16</td><td>16/17</td><td>17/18</td><td>18/19</td><td>19/20</td><td>20/21</td><td>21/22</td></tr><tr><td>-</td><td>3.7%</td><td>3.7%</td><td>3.6%</td><td>4.7%</td><td>3.6%</td><td>2.9%</td><td>Reduce %</td></tr></table>							Actual							Forward Targets	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22	-	3.7%	3.7%	3.6%	4.7%	3.6%	2.9%	Reduce %
	Actual							Forward Targets																							
	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22																							
-	3.7%	3.7%	3.6%	4.7%	3.6%	2.9%	Reduce %																								
Driver for Change / Improvement Action																															
Improved road safety and customer satisfaction																															
Measure Details	This is an annual measure derived from the annual Scanner survey of the highway network. Survey based on annually 50% of A class roads in both directions, 100% of B class roads in one direction, and 50% of C class roads and 40% of unclassified roads in one direction. The lengths of unclassified roads surveyed has been increased in 2020.																														
	The information used to generate this measure is also used by the Direct Management Group for benchmarking.																														
	Measure is lane length with Scanner condition Red as a percentage of total length surveyed. It should be noted that the survey methodology may result in some fluctuations in these survey results over time.																														
	2018/19 survey results show a slight increase in % in poor condition on the previous year, but the 2019/20 result has returned to 2017/18 levels and 2020/21 has improved further.																														
The 2020/21 result for this measure is assessed as good.																															

Network Safety Condition & Resilience NSCR05: Winter Maintenance																															
Overview	This performance measure records the percentage of Winter Service treatment carried out within the prescribed the timescales.																														
	The level of service for this measure is determined based on the following bandings.																														
	<table><tr><td>Poor</td><td>Fair</td><td>Good</td></tr><tr><td><90%</td><td>90% to 96%</td><td>96% to 100%</td></tr></table>							Poor	Fair	Good	<90%	90% to 96%	96% to 100%																		
	Poor	Fair	Good																												
<90%	90% to 96%	96% to 100%																													
Where poor is defined as an achievement of less than 90%, fair is an achievement of greater than 90% but less than or equal to 96%, good is an achievement of 100% delivery.																															
Trends	Trends for this measure are:																														
	<table><tr><th colspan="7">Actual</th><th>Forward Targets</th></tr><tr><th>14/15</th><th>15/16</th><th>16/17</th><th>17/18</th><th>18/19</th><th>19/20</th><th>20/21</th><th>21/22</th></tr><tr><td>-</td><td>Good</td><td>Good</td><td>Good</td><td>Good</td><td>Good</td><td>Good</td><td>Good</td></tr></table>							Actual							Forward Targets	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22	-	Good	Good	Good	Good	Good	Good	Good
	Actual							Forward Targets																							
	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22																							
-	Good	Good	Good	Good	Good	Good	Good																								
This measure applies to precautionary salting network only.																															
Measure Details	Driver for Change / Improvement Action																														
	Road safety, resilience and customer satisfaction.																														
	This measure is a contract compliance requirement and included in the PMF as an annual figure.																														
	The contractor/client keeps a record of all daily proposed and actual actions, including all dates and times for each route and each treatment to produce the Performance Measure.																														
Measure Details	<table><tr><th>Year</th><th>Primary</th><th>Secondar y</th></tr><tr><td>2015/16</td><td>30</td><td>5</td></tr><tr><td>2016/17</td><td>44</td><td>16</td></tr><tr><td>2017/18</td><td>80</td><td>27</td></tr><tr><td>2018/19</td><td>39</td><td>6</td></tr><tr><td>2019/20</td><td>31</td><td>2</td></tr><tr><td>2020/21</td><td>60</td><td>21</td></tr></table>							Year	Primary	Secondar y	2015/16	30	5	2016/17	44	16	2017/18	80	27	2018/19	39	6	2019/20	31	2	2020/21	60	21			
	Year	Primary	Secondar y																												
	2015/16	30	5																												
	2016/17	44	16																												
	2017/18	80	27																												
	2018/19	39	6																												
	2019/20	31	2																												
	2020/21	60	21																												
In 2017/18 there were significantly more treatments than in most years as result of the severe winter. 2019/20 was a mild winter with fewer treatments with treatments increasing again in 2020/21.																															
No major problems were noted with the operation of winter maintenance in 2020/21 and performance was assessed as good.																															

Network Safety Condition & Resilience NSCR06: Bridges and Structures (BCI)																															
Overview	This performance measure is a number of bridge condition factors amalgamated into a single condition indicator using the Bridge Condition Indicator (BCI) information.																														
	The level of service for this measure is determined based on the following bandings.																														
	<table><tr><td>Poor</td><td>Fair</td><td>Good</td></tr><tr><td><65</td><td>>65 and <80</td><td>>80</td></tr></table>							Poor	Fair	Good	<65	>65 and <80	>80																		
Poor	Fair	Good																													
<65	>65 and <80	>80																													
Where poor is defined as less than 65%, fair is greater than or equal to 65% but less than 80%, good is greater than or equal to 80%																															
Trends	Forward targets for this measure are:																														
	<table><tr><th colspan="7">Actual</th><th>Forward Targets</th></tr><tr><th>14/15</th><th>15/16</th><th>16/17</th><th>17/18</th><th>18/19</th><th>19/20</th><th>20/21</th><th>21/22</th></tr><tr><td>-</td><td>84.13</td><td>84.56</td><td>86.00</td><td>85.34</td><td>85.47</td><td>86.58</td><td>80</td></tr></table>							Actual							Forward Targets	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22	-	84.13	84.56	86.00	85.34	85.47	86.58	80
	Actual							Forward Targets																							
14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22																								
-	84.13	84.56	86.00	85.34	85.47	86.58	80																								
Driver for Change / Improvement Action																															
Need to ensure the Council’s bridges are safe and fit for purpose.																															
Measure Details	This is an annual measure.																														
	This measure is calculated using the latest General or Principal Inspection information from the Structures Management System and in particular the condition (severity/extent) information recorded against each structural element. The BCI is evaluated based on the ‘Guidance Document for Performance Measurement of Highway Structures, Part B1: Condition Performance Indicator’.																														
	<table><tr><th>Score</th><th>2017/18</th><th>2018/19</th><th>2019/20</th><th>2020/21</th></tr><tr><td>BCI Average</td><td>88.41</td><td>87.81</td><td>87.96</td><td>88.70</td></tr><tr><td>BCI Critical</td><td>82.39</td><td>81.63</td><td>81.73</td><td>83.41</td></tr><tr><td>Blended (0.6 BCI Ave + 0.4 BCI)</td><td>86.00</td><td>85.34</td><td>85.47</td><td>86.58</td></tr></table>							Score	2017/18	2018/19	2019/20	2020/21	BCI Average	88.41	87.81	87.96	88.70	BCI Critical	82.39	81.63	81.73	83.41	Blended (0.6 BCI Ave + 0.4 BCI)	86.00	85.34	85.47	86.58				
Score	2017/18	2018/19	2019/20	2020/21																											
BCI Average	88.41	87.81	87.96	88.70																											
BCI Critical	82.39	81.63	81.73	83.41																											
Blended (0.6 BCI Ave + 0.4 BCI)	86.00	85.34	85.47	86.58																											
For 2020/21 the results are: BCI average 88.70, BCI critical 83.41																															
Blended weighted average is 86.58 (0.6 BCI Ave + 0.4 BCI Critical weighted against deck area)																															
Based on the target 2020/21 performance is rated as good.																															

Network Availability NA01: Planned works versus reactive works.																															
Overview	The purpose of the performance measure is to compare proportion of planned highway maintenance works to reactive works. Low proportion of reactive works is good.																														
	The measure is the percentage expenditure of highway maintenance reactive work.																														
	<table><tr><td>Poor</td><td>Fair</td><td>Good</td></tr><tr><td>Reactive work more than 15%</td><td>Reactive work 15%</td><td>Reactive work 15% or less</td></tr></table>							Poor	Fair	Good	Reactive work more than 15%	Reactive work 15%	Reactive work 15% or less																		
Poor	Fair	Good																													
Reactive work more than 15%	Reactive work 15%	Reactive work 15% or less																													
Where poor is defined Reactive work more than 15%, fair is 15% reactive work, and good is less than 15% reactive work.																															
Trends	Forward targets for this measure are:																														
	<table><tr><th colspan="7">Actual</th><th>Forward Targets</th></tr><tr><td>14/15</td><td>15/16</td><td>16/17</td><td>17/18</td><td>18/19</td><td>19/20</td><td>20/21</td><td>21/22</td></tr><tr><td>N/A</td><td>9%</td><td>12%</td><td>13%</td><td>14%</td><td>15%</td><td>20%</td><td>15%</td></tr></table>							Actual							Forward Targets	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22	N/A	9%	12%	13%	14%	15%	20%	15%
	Actual							Forward Targets																							
14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22																								
N/A	9%	12%	13%	14%	15%	20%	15%																								
This measure is not affected by network hierarchy.																															
Driver for Change / Improvement Action																															
An improvement in the longer term would indicate a larger highways capital maintenance programme and increased planned maintenance.																															
Measure Details	This performance measure is the budget expenditure on reactive work such as pothole repairs and patching compared to expenditure on planned highway maintenance such as surfacing, reconstruction and surface dressing.																														
	The performance measure is reviewed annually to calculate the NA01 measure.																														
	Targets for future years will be reviewed next year.																														
2019/20 proportion of the budget for reactive road maintenance compared to the total budget was estimated as 15% which is assessed as good. The actual expenditure on planned maintenance was higher than anticipated as it was possible to bring some planned maintenance forward. In 2020/21 the percentage has increased to 20% and is assessed as Poor.																															

Network Availability NA02: Forward visibility of Surfacing Programme.																															
Overview	The purpose of the performance measure is to measure the extent of the forward programme of planned highway maintenance works. Long forward programme is good.																														
	The measure is the forward highway major maintenance programmed.																														
	<table><tr><td>Poor</td><td>Fair</td><td>Good</td></tr><tr><td>Less than target</td><td>Close to target</td><td>Better than or on target</td></tr></table>							Poor	Fair	Good	Less than target	Close to target	Better than or on target																		
Poor	Fair	Good																													
Less than target	Close to target	Better than or on target																													
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Trends	Forward targets for this measure are:																														
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	Actual							Forward Targets																							
	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22																							
-	1 year	1 year	2 years	5 years	5 years	5 years	5 years																								
This measure is not affected by network hierarchy.																															
Driver for Change / Improvement Action																															
Need to identify an effective maintenance programme for the road network for future investment.																															
Measure Details	This performance measure is length of the forward planned highway maintenance such as surfacing, reconstruction and surface dressing.																														
	The performance measure is reviewed annually to calculate the NA02 measure.																														
	Target of a 5 year forward programme has been set from 2018/19. The 5 year highways major maintenance programme has been updated to reflect the next five years based on assumed budgets.																														
	2020/21 programme has forward visibility of five years. Performance is considered to be on target.																														

Network Availability NA03: Forward Visibility of Structures Programme.																															
Overview	The purpose of the performance measure is to measure the extent of the forward programme of structures and bridges works. Long forward programme is good.																														
	The measure is the forward structures and bridges programmed.																														
	<table><tr><td>Poor</td><td>Fair</td><td>Good</td></tr><tr><td>Less than target</td><td>Close to target</td><td>Better than or on target</td></tr></table>							Poor	Fair	Good	Less than target	Close to target	Better than or on target																		
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	Actual							Forward Targets																							
	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22																							
-	5 years	5 years	5 years	5 years	5 years	5 years	5 years																								
This measure is not affected by network hierarchy.																															
Driver for Change / Improvement Action																															
A detailed forward programme for structures and bridges work is required to support good asset management and lifecycle planning.																															
Measure Details	This performance measure is length of the forward planned programme of bridges and structures works. A programme with named schemes for 5 years is considered desirable.																														
	The performance measure is reviewed annually to calculate the NA03 measure.																														
	2020/21 programme has forward visibility of five years which is on target and good.																														

Network Availability NA04: Planned Routine Maintenance																															
Overview	The purpose of the performance measure is to measure the completion of various routine maintenance operations on programme.																														
	The measure is the progress on delivering routine maintenance operations assessed annually.																														
	<table><tr><td>Poor</td><td>Fair</td><td>Good</td></tr><tr><td>Not on programme</td><td>Close to programme</td><td>On programme or better</td></tr></table>							Poor	Fair	Good	Not on programme	Close to programme	On programme or better																		
	Poor	Fair	Good																												
Not on programme	Close to programme	On programme or better																													
Where poor is defined as work not on programme, fair is close to programme or within 5%, and good is on programme or ahead of programme.																															
Trends	Forward targets for this measure are:																														
	<table><tr><th colspan="7">Actual</th><th>Forward Targets</th></tr><tr><th>14/15</th><th>15/16</th><th>16/17</th><th>17/18</th><th>18/19</th><th>19/20</th><th>20/21</th><th>21/22</th></tr><tr><td>N/A</td><td>Close to target</td><td>Close to target</td><td>Close to target</td><td>Good</td><td>Close to target</td><td>Close to target</td><td>On target</td></tr></table>							Actual							Forward Targets	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22	N/A	Close to target	Close to target	Close to target	Good	Close to target	Close to target	On target
	Actual							Forward Targets																							
	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22																							
N/A	Close to target	Close to target	Close to target	Good	Close to target	Close to target	On target																								
This measure is generally not affected by network hierarchy.																															
Driver for Change / Improvement Action																															
It is important that routine operations are carried out to an agreed programme in terms of road safety, environmental impact and cost.																															
Measure Details	This performance measure reflects gully emptying, rural grass cutting and road sweeping. Measure could be extended to include urban grass cutting, lighting night scouting, bulk lamp changes and other programmed routine maintenance in future years when base line data established. The performance measure will initially be based on:																														
	Maintenance Operation	Annual Target	Frequency	2017/18	2018/19	2019/20	2020/21																								
	Gully emptying (gully visits)	Target 34,560	Annual Target	26,771 Below Target	45,875 Above Target	43,747 Above Target	43120 Above Target																								
	Rural grass cutting (exc for visibility areas)	11,488km	Once per year	Completed	Completed	Completed	Completed																								
	Road sweeping town centre	7,519km	Fortnightly. Weekly in Salisbury	Completed	Completed	Completed	Completed																								
	Road sweeping residential	4,850km	Once per year	Not completed	Completed	Not Completed	Not Completed																								
	Road sweeping car parks	568,344sqm	Twice per year	Completed	Completed	Completed	Completed																								
	Road sweeping rural	2,182km	Once per year	Not Completed	Completed	Not Completed	Not Completed																								

Network Availability NA05: Reducing the Number of Potholes																																					
Overview	The purpose of the performance measure is to measure the number of potholes meeting intervention levels. Reducing numbers of potholes is good.																																				
	The measure is the number of intervention level potholes filled annually.																																				
	<table><tr><td>Poor</td><td>Fair</td><td>Good</td></tr><tr><td>Potholes increasing</td><td>Potholes slightly above target</td><td>Potholes reducing</td></tr></table>							Poor	Fair	Good	Potholes increasing	Potholes slightly above target	Potholes reducing																								
	Poor	Fair	Good																																		
Potholes increasing	Potholes slightly above target	Potholes reducing																																			
Where poor is defined as numbers of potholes increasing, fair is slightly above target, and good is pothole numbers reducing.																																					
Trends	Forward targets for this measure are:																																				
	<table><tr><th colspan="7">Actual</th><th>Forward Targets</th></tr><tr><th>14/15</th><th>15/16</th><th>16/17</th><th>17/18</th><th>18/19</th><th>19/20</th><th>20/21</th><th>21/22</th></tr><tr><td>N/A</td><td>N/A</td><td>6822</td><td>10484</td><td>11426</td><td>13235</td><td>11840</td><td>Reducing Number</td></tr></table>							Actual							Forward Targets	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22	N/A	N/A	6822	10484	11426	13235	11840	Reducing Number						
	Actual							Forward Targets																													
	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22																													
N/A	N/A	6822	10484	11426	13235	11840	Reducing Number																														
This measure is not affected by network hierarchy.																																					
Driver for Change / Improvement Action																																					
Improving road conditions should result in reduced number of potholes.																																					
Measure Details	This performance measure is the number of intervention level potholes completed each year.																																				
	The performance measure is reviewed annually to calculate the NA05 measure.																																				
	2016/17 has been used as a baseline figure.																																				
	<table><tr><th>Type</th><th>2016/17</th><th>2017/18</th><th>2018/19</th><th>2019/20</th><th>2020/21</th></tr><tr><td>Safety Inspection/Technician Inspection Potholes</td><td>2456</td><td>3494</td><td>3618</td><td>2967</td><td>1879</td></tr><tr><td>Customer Reports</td><td>1833</td><td>1961</td><td>1332</td><td>2099</td><td>1455</td></tr><tr><td>Find and Fix pothole repairs</td><td>2533</td><td>5029</td><td>6476</td><td>8104</td><td>8506</td></tr><tr><td>Total</td><td>6822</td><td>10484</td><td>11426</td><td>13235</td><td>11840</td></tr></table>							Type	2016/17	2017/18	2018/19	2019/20	2020/21	Safety Inspection/Technician Inspection Potholes	2456	3494	3618	2967	1879	Customer Reports	1833	1961	1332	2099	1455	Find and Fix pothole repairs	2533	5029	6476	8104	8506	Total	6822	10484	11426	13235	11840
	Type	2016/17	2017/18	2018/19	2019/20	2020/21																															
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	Customer Reports	1833	1961	1332	2099	1455																															
	Find and Fix pothole repairs	2533	5029	6476	8104	8506																															
Total	6822	10484	11426	13235	11840																																
The number of potholes repaired decreased considerably in 2020/21. Two person safety inspections were postponed and single person patrols of the main roads were instated in order to adhere to safe working practices during the Covid-19 pandemic. Technicians and parish stewards responded to customer reports on the network as usual. As the number of potholes repaired has decreased the measure is reported as Good.																																					

Network Availability NA06: Repair of Priority 1 Defects																															
Overview	The purpose of the performance measure is to measure the number of safety defect potholes meeting safety intervention levels. Reducing numbers of safety defect (P1) potholes is good.																														
	The measure is the number of P1 potholes annually.																														
	<table><tr><td>Poor</td><td>Fair</td><td>Good</td></tr><tr><td>P1 Potholes increasing</td><td>P1 Potholes slightly above target</td><td>P1 Potholes reducing</td></tr></table>							Poor	Fair	Good	P1 Potholes increasing	P1 Potholes slightly above target	P1 Potholes reducing																		
	Poor	Fair	Good																												
P1 Potholes increasing	P1 Potholes slightly above target	P1 Potholes reducing																													
Where poor is defined as P1 potholes increasing, fair is slightly above target, and good is P1 pothole numbers reducing.																															
Trends	Forward targets for this measure are:																														
	<table><tr><th colspan="7">Actual</th><th>Forward Targets</th></tr><tr><td>14/15</td><td>15/16</td><td>16/17</td><td>17/18</td><td>18/19</td><td>19/20</td><td>20/21</td><td>21/22</td></tr><tr><td>N/A</td><td>N/A</td><td>707</td><td>816</td><td>643</td><td>685</td><td>425</td><td>Reducing Number</td></tr></table>							Actual							Forward Targets	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22	N/A	N/A	707	816	643	685	425	Reducing Number
	Actual							Forward Targets																							
	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22																							
N/A	N/A	707	816	643	685	425	Reducing Number																								
This measure reflects the priorities on the network hierarchy.																															
Driver for Change / Improvement Action																															
Improving road conditions should result in reduced number of P1 potholes.																															
Measure Details	This performance measure is the number of intervention level P1 potholes completed each year.																														
	The performance measure is reviewed annually to calculate the NA06 measure.																														
	2016/17 has been used as the baseline.																														
	<table><tr><td>Type</td><td>2016/17</td><td>2017/18</td><td>2018/19</td><td>2019/20</td><td>2020/21</td></tr><tr><td>P1 Potholes (Safety and Technician Inspections)</td><td>493</td><td>571</td><td>484</td><td>474</td><td>240</td></tr><tr><td>P1 Potholes (Customer Reports)</td><td>214</td><td>245</td><td>159</td><td>211</td><td>185</td></tr><tr><td>Total</td><td>707</td><td>816</td><td>643</td><td>685</td><td>425</td></tr></table>							Type	2016/17	2017/18	2018/19	2019/20	2020/21	P1 Potholes (Safety and Technician Inspections)	493	571	484	474	240	P1 Potholes (Customer Reports)	214	245	159	211	185	Total	707	816	643	685	425
	Type	2016/17	2017/18	2018/19	2019/20	2020/21																									
	P1 Potholes (Safety and Technician Inspections)	493	571	484	474	240																									
P1 Potholes (Customer Reports)	214	245	159	211	185																										
Total	707	816	643	685	425																										

Maintenance for Sustainable Transport MST01: Footway Condition																															
Overview	This performance measure is designed to determine the percentage of footways where maintenance should be considered.																														
	The level of service for this measure is determined based on the following bandings.																														
	<table><tr><td>Poor</td><td>Fair</td><td>Good</td></tr><tr><td>>25%</td><td>>10% <25%</td><td><10%</td></tr></table>							Poor	Fair	Good	>25%	>10% <25%	<10%																		
Poor	Fair	Good																													
>25%	>10% <25%	<10%																													
Where Poor is defined as >25% of surveyed footway length is considered as Structurally Unsound. Fair is defined as where between 10% and 25% of surveyed footway length is considered as Structurally Unsound. Good is defined as less than 10% of the surveyed footway length is considered as Structurally Unsound.																															
Trends	Measured previously in 2015/16. Percentage of total surveyed footway length considered as structurally unsound.																														
	<table><tr><th colspan="7">Actual</th><th>Forward Targets</th></tr><tr><th>14/15</th><th>15/16</th><th>16/17</th><th>17/18</th><th>18/19</th><th>19/20</th><th>20/21</th><th>21/22</th></tr><tr><td>-</td><td>27.07</td><td>Fair</td><td>Fair</td><td>Fair</td><td>Fair</td><td>Fair</td><td>Fair</td></tr></table>							Actual							Forward Targets	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22	-	27.07	Fair	Fair	Fair	Fair	Fair	Fair
	Actual							Forward Targets																							
14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22																								
-	27.07	Fair	Fair	Fair	Fair	Fair	Fair																								
Driver for Change / Improvement Action																															
Footway condition is not as good as desired in many instances as a result of underinvestment in previous years.																															
Measure Details	This measure uses the Footway Network Survey (FNS) data to identify those locations recorded as being Structurally Unsound.																														
	The Council uses the structurally unsound footway condition data to identify and prioritise footway sites for treatment against the available budget.																														
	Footway surveys are usually undertaken on a 4 year cycle. Footway condition data is recorded in 4 categories – As New, Aesthetically Impaired, Functionally Impaired (FI) and Structurally Unsound (SU).																														
SU assessment of condition in 2015/16 was 27.07 which is more in poor condition than 25% and was assessed as poor in 2015/16.																															
No additional surveys have been completed, but a budget of £1.25 million was included for 2017/18 footway maintenance, and progress is now being made on reducing the backlog. Budget was reduced for 2018/19, but was increased for 2019/20 2020/21.																															
Performance has been assessed as Fair for 2020/21 as some progress has been made on reducing the backlog.																															

Maintenance for Sustainable Transport MST02: Dropped Kerbs for Pedestrians																															
Overview	This performance measure is designed to determine the quantity of dropped kerb pedestrian access points installed per year.																														
	The level of service for this measure is determined based on the following bandings.																														
	<table><tr><td>Poor</td><td>Fair</td><td>Good</td></tr><tr><td>Less than 5 per year</td><td>5 to 10 per year</td><td>10 per year</td></tr></table>							Poor	Fair	Good	Less than 5 per year	5 to 10 per year	10 per year																		
Poor	Fair	Good																													
Less than 5 per year	5 to 10 per year	10 per year																													
Where Poor is defined as less than 5 sites per year, Fair is defined as 5 to 10 sites per year, and Good is more than 10 sites per year.																															
Trends	Forward targets for this measure are:																														
	<table><tr><th colspan="7">Actual</th><th>Forward Targets</th></tr><tr><th>14/15</th><th>15/16</th><th>16/17</th><th>17/18</th><th>18/19</th><th>19/20</th><th>20/21</th><th>21/22</th></tr><tr><td>-</td><td>11</td><td>26</td><td>16</td><td>31</td><td>26</td><td>18</td><td>More than 10</td></tr></table>							Actual							Forward Targets	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22	-	11	26	16	31	26	18	More than 10
	Actual							Forward Targets																							
	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22																							
-	11	26	16	31	26	18	More than 10																								
Driver for Change / Improvement Action																															
Improved accessibility for all road users.																															
Measure Details	This measure records the number of dropped kerbs installed each year.																														
	Dropped kerbs are installed via the Integrated Transport Programme in response to requests raised at the Community Area Transport Groups (CATG). In 2020/21 there were 18 CATG schemes involving dropped kerbs to improve pedestrian access. This is above the target number. The indicator is assessed as Good.																														

Maintenance for Sustainable Transport MST03: Pedestrian Improvements																															
Overview	This performance measure is designed to determine the quantity of pedestrian improvements installed per year.																														
	The level of service for this measure is determined based on the following bandings.																														
	<table><tr><td>Poor</td><td>Fair</td><td>Good</td></tr><tr><td>Less than 10</td><td>10 to 25</td><td>More than 25</td></tr></table>							Poor	Fair	Good	Less than 10	10 to 25	More than 25																		
Poor	Fair	Good																													
Less than 10	10 to 25	More than 25																													
Where Poor is defined as less than 10 sites per year, Fair is defined as 10 to 25 sites per year, and Good is more than 25 sites per year.																															
Trends	Forward targets for this measure are:																														
	<table><tr><th colspan="7">Actual</th><th>Forward Targets</th></tr><tr><th>14/15</th><th>15/16</th><th>16/17</th><th>17/18</th><th>18/19</th><th>19/20</th><th>20/21</th><th>21/22</th></tr><tr><td>-</td><td>29</td><td>18</td><td>15</td><td>42</td><td>50</td><td>23</td><td>More than 25</td></tr></table>							Actual							Forward Targets	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22	-	29	18	15	42	50	23	More than 25
	Actual							Forward Targets																							
	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22																							
-	29	18	15	42	50	23	More than 25																								
Driver for Change / Improvement Action																															
Improved pedestrian facilities to improve safety and encourage walking for shorter journeys.																															
Measure Details	This measure records the number of pedestrian crossing, footway improvements and pedestrian schemes implemented each year. Measure excludes dropped kerbs assessed under MST02.																														
	Pedestrian crossings and other facilities are installed via the Integrated Transport Programme mainly in response to requests raised at the Community Area Transport Groups,																														
	Future targets may need to be reviewed in due course, and may depend on levels of Integrated Transport block funding from the Department for Transport.																														
In 2020/21 there were 23 pedestrian schemes implemented which was less than in recent years.																															
Performance is assessed as fair.																															

Maintenance for Sustainable Transport MST04: Community Area Transport Group Schemes																															
Overview	This performance measure is designed to measure the number of Community Area Transport Group (CATG) schemes investigated each year.																														
	The level of service for this measure is determined based on the following bandings.																														
	<table><tr><td>Poor</td><td>Fair</td><td>Good</td></tr><tr><td>Less than 60 per year</td><td>60 to 100 per year</td><td>Over 100 per year</td></tr></table>							Poor	Fair	Good	Less than 60 per year	60 to 100 per year	Over 100 per year																		
	Poor	Fair	Good																												
Less than 60 per year	60 to 100 per year	Over 100 per year																													
Where Poor is defined as less than 60 sites per year, Fair is defined as 60 to 100 sites per year, and Good is more than 100 sites per year. Target revised in 2019/20 to reflect increasing success of CATG delivery.																															
Trends	Trends for this measure are:																														
	<table><tr><th colspan="7">Actual</th><th>Forward Targets</th></tr><tr><th>14/15</th><th>15/16</th><th>16/17</th><th>17/18</th><th>18/19</th><th>19/20</th><th>20/21</th><th>21/22</th></tr><tr><td>-</td><td>106</td><td>66</td><td>114</td><td>237</td><td>245</td><td>176</td><td>More than 100</td></tr></table>							Actual							Forward Targets	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22	-	106	66	114	237	245	176	More than 100
	Actual							Forward Targets																							
	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22																							
	-	106	66	114	237	245	176	More than 100																							
Driver for Change / Improvement Action																															
Improved accessibility for all road users and delivering local priorities.																															
Measure Details	<p>Community Area Transport Groups (CATG) meet at least 4 times a year. Locally raised issues are discussed and considered by the CATG representatives and local priorities are identified.</p> <p>Schemes are investigated for feasibility, and if agreed, proceed to design and construction phases.</p> <p>The types of schemes include signing and lining improvements, 20mph speed limits, traffic calming and similar schemes. This measure excludes dropped kerbs and pedestrian improvements assessed under MST02 and MST03.</p> <p>The target has been reviewed and increased to 100 in the light of continuing success of CATGs and the Integrated Transport block funding from Department for Transport.</p> <p>In 2020/21 there were 176 sites progressed through the CATG process, which is above the target.</p> <p>Performance is assessed as Good.</p>																														

Maintenance for Sustainable Transport MST05: Traffic Signals																															
Overview	This performance measure is reporting the condition of traffic signals based on age of installation.																														
	The level of service for this measure is determined based on the following bandings.																														
	<table><tr><td>Poor</td><td>Fair</td><td>Good</td></tr><tr><td>Number in poor condition increasing</td><td>No major change in number in poor condition</td><td>Number in poor condition reducing</td></tr></table>			Poor	Fair	Good	Number in poor condition increasing	No major change in number in poor condition	Number in poor condition reducing																						
	Poor	Fair	Good																												
Number in poor condition increasing	No major change in number in poor condition	Number in poor condition reducing																													
Where poor is defined number of signal units in poor condition increasing, fair is no major change, good is a reduction in number in poor condition. Currently based on age of units, with measure being those over 20 years old.																															
Trends	Forward targets for this measure are:																														
	<table><tr><th colspan="7">Actual</th><th>Forward Targets</th></tr><tr><th>14/15</th><th>15/16</th><th>16/17</th><th>17/18</th><th>18/19</th><th>19/20</th><th>20/21</th><th>21/22</th></tr><tr><td>N/A</td><td>26.1%</td><td>23.0%</td><td>24.9%</td><td>26.0%</td><td>28.4%</td><td>35.2%</td><td>tbc</td></tr></table>							Actual							Forward Targets	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22	N/A	26.1%	23.0%	24.9%	26.0%	28.4%	35.2%	tbc
	Actual							Forward Targets																							
	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22																							
N/A	26.1%	23.0%	24.9%	26.0%	28.4%	35.2%	tbc																								
Driver for Change / Improvement Action																															
Need to manage highway assets including aging stock of traffic signals.																															
Measure Details	Measure is based on sets of traffic signals greater than 20 years old, or greater than 20 years since major refurbishment or renewal.																														
	Based on traffic signals data held in asset register.																														
	<table><tr><td>Type</td><td>2016/17</td><td>2017/18</td><td>2018/19</td><td>2019/20</td><td>2020/21</td></tr><tr><td>20 years or more</td><td>23%</td><td>24.9%</td><td>26%</td><td>28.4%</td><td>35.2%</td></tr><tr><td>20-11 years</td><td>32.5%</td><td>31.3%</td><td>31.9%</td><td>37.0%</td><td>34.2%</td></tr><tr><td>Less than 10 years</td><td>44.5%</td><td>43.8%</td><td>42.2%</td><td>34.6%</td><td>30.2%</td></tr></table>							Type	2016/17	2017/18	2018/19	2019/20	2020/21	20 years or more	23%	24.9%	26%	28.4%	35.2%	20-11 years	32.5%	31.3%	31.9%	37.0%	34.2%	Less than 10 years	44.5%	43.8%	42.2%	34.6%	30.2%
	Type	2016/17	2017/18	2018/19	2019/20	2020/21																									
20 years or more	23%	24.9%	26%	28.4%	35.2%																										
20-11 years	32.5%	31.3%	31.9%	37.0%	34.2%																										
Less than 10 years	44.5%	43.8%	42.2%	34.6%	30.2%																										
Based on current data and rate of renewal the measure is estimated as Poor for 2020/21.																															
The age of some of the signal systems remains a concern, but the renewal programme is reducing the overall age of some of the equipment and increased funding from the DfT should help address the backlog.																															
Measure may need to be reviewed as more detailed inventory data becomes available and could include performance and reliability of units.																															

Maintenance for Sustainable Transport MST06: Rights of Way																															
Overview	This performance measure is designed measure footpath problems resolved and footpaths improved.																														
	The level of service for this measure is determined based on the following bandings.																														
	<table><tr><td>Poor</td><td>Fair</td><td>Good</td></tr><tr><td>Below target</td><td>Below but close to Target</td><td>Above target</td></tr></table>							Poor	Fair	Good	Below target	Below but close to Target	Above target																		
Poor	Fair	Good																													
Below target	Below but close to Target	Above target																													
Where poor is defined as number below target, fair is below but close to target, and good is on or above target.																															
Trends	Forward targets for this measure are to confirmed:																														
	<table><tr><th colspan="7">Actual</th><th>Forward Targets</th></tr><tr><th>14/15</th><th>15/16</th><th>16/17</th><th>17/18</th><th>18/19</th><th>19/20</th><th>20/21</th><th>21/22</th></tr><tr><td>2799</td><td>2226</td><td>1518</td><td>1301</td><td>4122</td><td>tbc</td><td>tbc</td><td>tbc</td></tr></table>							Actual							Forward Targets	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22	2799	2226	1518	1301	4122	tbc	tbc	tbc
	Actual							Forward Targets																							
14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22																								
2799	2226	1518	1301	4122	tbc	tbc	tbc																								
Driver for Change / Improvement Action																															
Access to countryside and improvements to rights of way.																															
Measure Details	<p>Measure is based on number of path problems resolved and footpaths improved.</p> <p>Number of paths improved in 2013/14 was 1,816. This has been taken as the base year.</p> <p>In 2014/15 there was a significant increase over previous year, and in 2015/16 the number was 2,226. As this above the 2013/14 number the performance was rated as good.</p> <p>In 2016/17 the need to make in year budget savings meant that only essential works were carried out in the second half of the year, and scheme numbers reduced to 1,518.</p> <p>The number of schemes reduced to 1,301 in 2018/18 because of staffing and resource issues. In 2018 the number of schemes increased substantially to 4,122, and performance was assessed as Good.</p> <p>Equivalent data for 2019/20 & 2020/21 is not currently available.</p>																														

Infrastructure ISEG01: Delivery of A350 Chippenham																															
Overview	The purpose of this performance measure is to report on the progress of delivering improvements to the A350 Chippenham bypass.																														
	This measure reflects the progress being made through design, procurement and construction of the A350 works at Bumpers Farm to Lackham Roundabout, Chippenham.																														
	<table><tr><td>Poor</td><td>Fair</td><td>Good</td></tr><tr><td>No progress</td><td>Scheme on hold</td><td>Scheme progressing</td></tr></table>							Poor	Fair	Good	No progress	Scheme on hold	Scheme progressing																		
Poor	Fair	Good																													
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	Actual							Forward Targets																							
	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22																							
N/A	Design	Tender	Works Stage 3	Design Stages 4 and 5	Bid Stages 4 and 5	DfT funding awarded	-																								
Driver for Change / Improvement Action/Comment																															
Proposals to dual the A350 at Chippenham to support economic growth																															
Measure Details	This indicator is measured annually.																														
	Scheme progress is measured against programme regularly through the Major Scheme Service Delivery Meetings, and is assessed annually for the ISEG01 measure.																														
	Stage 3 Full Business Case approved by SWLEP Board in May 2017 and Stage 3 is now completed.																														
	Indicator now reflects Stages 4 and 5.																														
OBC for Chippenham Bypass Stages 4 and 5 has been approved by DfT and £26.625m awarded. Detailed design is starting.																															
Progress assessed as good.																															

Infrastructure ISEG02: Delivery of M4 Junction 17 Improvement												
Overview	The purpose of this performance measure is to report on the progress of delivering the improvements to the M4 Junction 17.											
	This measure reflects the progress being made through design, procurement and construction of the M4 Junction 17 and A350/A429 works to facilitate development at Chippenham.											
	<table><tr><td>Poor</td><td>Fair</td><td>Good</td></tr><tr><td>No progress</td><td>Scheme on hold</td><td>Scheme progressing</td></tr></table>							Poor	Fair	Good	No progress	Scheme on hold
Poor	Fair	Good										
No progress	Scheme on hold	Scheme progressing										
Where poor is defined as no progress, fair is on hold or delayed, and good is scheme progressing on programme or ahead of programme.												
Trends	Forward targets for this measure are:											
	Actual						Forward Targets					
	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22				
	N/A	Design	Tender	Works	Completed	Design	Design	-				
Driver for Change / Improvement Action/Comment												
Improvements to the junction to accommodate traffic increases and economic growth.												
Measure Details	This indicator is measured annually.											
	Scheme progress is measured against programme regularly through the Major Scheme Service Delivery Meetings and is assessed annually for the ISEG02 measure.											
	Outline Business Case for installing traffic signals on off slip roads approved by SWLEP Board and initial scheme completed.											
	Indicator has been amended to include next phase of improvements as Major Road Network scheme.											
	MRN bid for design funding for major scheme approved in 2019/20. Design and preparation of OBC is progressing. Liaison taking place with National Highways regarding design of scheme.											
Assessment is that progress is Good.												

Infrastructure ISEG03: Development of A350 Yarnbrook and West Ashton																													
Overview	The purpose of this performance measure is to report on the progress of delivering the improvements to the A350 at Yarnbrook and West Ashton.																												
	This measure reflects the progress being made through design, and delivery of this scheme which is being provided in conjunction with development.																												
	<table><tr><td>Poor</td><td>Fair</td><td>Good</td></tr><tr><td>No progress</td><td>Scheme on hold or slow progress</td><td>Scheme progressing</td></tr></table>							Poor	Fair	Good	No progress	Scheme on hold or slow progress	Scheme progressing																
Poor	Fair	Good																											
No progress	Scheme on hold or slow progress	Scheme progressing																											
Where poor is defined as no progress, fair is on hold or delayed, and good is scheme progressing on programme or ahead of programme.																													
Trends	Forward targets for this measure are:																												
	<table><tr><th colspan="6">Actual</th><th>Forward Targets</th></tr><tr><td>14/15</td><td>15/16</td><td>16/17</td><td>17/18</td><td>18/19</td><td>19/20</td><td>20/21</td><td>21/22</td></tr><tr><td>N/A</td><td>Design</td><td>Design</td><td>Design</td><td>Design</td><td>Design</td><td>Design</td><td>tbc</td></tr></table>						Actual						Forward Targets	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22	N/A	Design	Design	Design	Design	Design	Design	tbc
	Actual						Forward Targets																						
14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22																						
N/A	Design	Design	Design	Design	Design	Design	tbc																						
<p>Driver for Change / Improvement Action/Comment</p> <p>The programme for delivery of the scheme will depend on progress of the housing and related development.</p>																													
Measure Details	This indicator is measured annually.																												
	Scheme progress is measured against programme regularly through the Major Scheme Service Delivery Meetings, and is assessed annually for the ISEG03 measure.																												
	2020/21 – Developers have completed design and technical approval has been granted. Legal agreements are being arranged.																												
In view of progress Indicator score for 2020/21 is currently assessed as Good.																													

Infrastructure ISEG04: Development of future major schemes												
Overview	The purpose of this performance measure is to report on the progress of delivering a programme of major schemes for construction in future years.											
	This measure reflects the progress being made on preparation and development of the major schemes programme, including bidding for funding.											
	<table><tr><td>Poor</td><td>Fair</td><td>Good</td></tr><tr><td>No progress</td><td>Scheme on hold</td><td>Scheme progressing</td></tr></table>							Poor	Fair	Good	No progress	Scheme on hold
Poor	Fair	Good										
No progress	Scheme on hold	Scheme progressing										
Where poor is defined as no progress, fair is on hold or delayed, and good is scheme progressing on programme or ahead of programme.												
Trends	Forward targets for this measure are:											
	Actual						Forward Targets					
	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22				
	N/A	Development	Development	Development	Development	Development	Development	tbc				
Driver for Change / Improvement Action/Comment												
The programme for delivery of the scheme will depend on progress through the major schemes bidding processes.												
Measure Details	This indicator is measured annually.											
	Scheme progress is measured against programme regularly through the Major Scheme Service Delivery Meetings, and is assessed annually for the ISEG04 measure.											
	2019/20 – Successful bid for Melksham Bypass design of Large Local Major (LLM) Scheme and for Salisbury Exeter street and Harnham (MRN) schemes.											
	2020/21 – Design of schemes and preparation of OBCs underway for the MRN and LLM schemes.											
Development of proposals is progressing, and indicator score is assessed as Good.												

Infrastructure ISEG05: Network Improvements from development																															
Overview	The purpose of this performance measure is to report on the progress of delivering improvements to the highway network through development opportunities.																														
	This measure reflects the progress being made on developing and delivering network and capacity improvements through planning applications.																														
	<table><tr><td>Poor</td><td>Fair</td><td>Good</td></tr><tr><td>No schemes</td><td>Proposals on hold</td><td>Schemes progressing</td></tr></table>							Poor	Fair	Good	No schemes	Proposals on hold	Schemes progressing																		
Poor	Fair	Good																													
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Trends	Forward targets for this measure are:																														
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	Actual							Forward Targets																							
	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22																							
N/A	Schemes	Schemes	Schemes	Schemes	Schemes	Schemes	tbc																								
Driver for Change / Improvement Action/Comment																															
The programme for delivery network improvements as a result of development will depend on development opportunities.																															
Measure Details	This indicator is measured annually.																														
	Scheme progress is reviewed annually in conjunction with the Development Control team, and is assessed annually for the ISEG05 measure.																														
	2019/20 – Schemes being progressed to support development growth.																														
	2020/21 – Schemes continue to be developed to support employment and housing growth.																														
Schemes to improve the highway network are progressing and indicator score is assessed as Good.																															

Infrastructure ISEG06: Access improvements for development																															
Overview	The purpose of this performance measure is to report on the progress of delivering access improvements to developments.																														
	This measure reflects the progress being made on developing and delivering access improvements to development sites through the planning process.																														
	<table><tr><td>Poor</td><td>Fair</td><td>Good</td></tr><tr><td>No schemes</td><td>Proposals on hold</td><td>Schemes progressing</td></tr></table>							Poor	Fair	Good	No schemes	Proposals on hold	Schemes progressing																		
Poor	Fair	Good																													
No schemes	Proposals on hold	Schemes progressing																													
Where poor is defined as no progress, fair is on hold or delayed, and good is schemes progressing on programme or ahead of programme.																															
Trends	Forward targets for this measure are:																														
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	Actual							Forward Targets																							
14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22																								
N/A	Schemes	Schemes	Schemes	Schemes	Schemes	Schemes	tbc																								
Driver for Change / Improvement Action/Comment																															
The programme for access improvements as a result of development will depend on development opportunities.																															
Measure Details	This indicator is measured annually.																														
	Scheme progress is reviewed annually in conjunction with the Development Control team, and is assessed annually for the ISEG06 measure.																														
	2019/20 – Schemes are being progressed through the planning and development process to provide access to various housing and other sites.																														
2020/21 – Some initial slowdown, but development continues with associated highway infrastructure works.																															
Schemes to improve access for development are progressing and the indicator score is currently assessed as Good.																															

Environmental Sustainability ES01: Energy Consumption																															
Overview	This performance measure is designed to determine the energy consumption from street lighting upon the highway network in Wiltshire.																														
	The level of service for this measure is determined based on the following bandings.																														
	<table><tr><td>Poor</td><td>Fair</td><td>Good</td></tr><tr><td>Energy usage increasing</td><td>No major change in energy usage</td><td>Energy usage decreasing</td></tr></table>							Poor	Fair	Good	Energy usage increasing	No major change in energy usage	Energy usage decreasing																		
	Poor	Fair	Good																												
Energy usage increasing	No major change in energy usage	Energy usage decreasing																													
Where poor is defined as energy usage increasing, fair is no major change in energy usage, good is energy usage decreasing.																															
Trends	Forward targets for this measure are:																														
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	Actual							Forward Targets																							
	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22																							
-6.99%	-16.43%	-20.78%	-22.56%	-23.74%	-25.45%	-64%	tbc																								
<p>Driver for Change / Improvement Action</p> <p>Energy price changes are key pressures on Local Authority budgets. Measures to reduce energy consumption such as changing to LED lighting, part night lighting and lamp dimming are increasingly important to reduce carbon footprint and costs.</p>																															
Measure Details	<p>This measure records the change in energy consumption for street lighting as a standard measurement based on Kilowatt Hours consumed per unit annually. Base line is 2013/14 consumption. Energy consumption as reported by Meter Administrator.</p> <p>In 2019/20 there was a further reduction in energy consumption per unit compared to the previous year, mainly as a result of increased use of LED lighting. The LED project has ramped up throughout 2020/21 resulting in further significant reductions in energy consumption.</p> <p>Performance continues to be considered Good.</p>																														

Environmental Sustainability ES02: Low Carbon Asphalt Materials																															
Overview	This performance measure is designed to determine the percentage of new material laid in highway maintenance with low carbon materials.																														
	The level of service for this measure is determined based on the following bandings.																														
	<table><tr><td>Poor</td><td>Fair</td><td>Good</td></tr><tr><td>Below target</td><td>On or close to target</td><td>Above target</td></tr></table>							Poor	Fair	Good	Below target	On or close to target	Above target																		
	Poor	Fair	Good																												
Below target	On or close to target	Above target																													
Where Poor is defined as below target, Fair is on or close to target and Good is above target.																															
Trends	Forward targets for this measure are:																														
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	Actual							Forward Targets																							
	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22																							
	0	17.9%	60.8%	25.9%	50.5%	52.1%	TBC	50%																							
This measure is not affected by network hierarchy.																															
Driver for Change / Improvement Action																															
Advances in surfacing material technologies have created opportunities to produce lower temperature asphalts with benefits arising in sustainability through 25% reductions in carbon footprint compared to hot equivalents. Lower temperatures also reduce the risk of burns, fumes and steam which can impact on safety.																															
Measure Details	Measure is based on proportion of surfacing material which is 'Warm' Asphalt compared to more traditional 'Hot' material. Figures to be derived from major maintenance programme.																														
	The target is to have 50% of material to be low carbon where feasible.																														
	In 2016/17 60.8% of the material used was low carbon, which was a significant increase on the previous year. However, the volume reduced in 2017/18, but increased in subsequent years. The current performance at 52.1% is assessed as Good.																														
	Devon County Council has been working with Exeter University to build a toolkit for measuring carbon across their highways service. Through the South West Asset Management Group Wiltshire and other local authorities will be working with Devon to test and improve the toolkit. This will result in a review of this measure in due course.																														

Environmental Sustainability ES03: Recycling of Road Construction Materials																															
Overview	This performance measure is designed to determine the quantity of materials from highway schemes recycled as opposed to disposal to a licensed tip.																														
	The level of service for this measure is determined based on the following bandings.																														
	<table><tr><td>Poor</td><td>Fair</td><td>Good</td></tr><tr><td>Less than 70%</td><td>70% – 80% recycled</td><td>More than 80% recycled</td></tr></table>							Poor	Fair	Good	Less than 70%	70% – 80% recycled	More than 80% recycled																		
Poor	Fair	Good																													
Less than 70%	70% – 80% recycled	More than 80% recycled																													
Where Poor is defined as below target, Fair is on or close to target and Good is above target.																															
Trends	Forward targets for this measure are:																														
	<table><tr><td colspan="7">Actual</td><td>Forward Targets</td></tr><tr><td>14/15</td><td>15/16</td><td>16/17</td><td>17/18</td><td>18/19</td><td>19/20</td><td>20/21</td><td>21/22</td></tr><tr><td>N/A</td><td>86.3%</td><td>98.6%</td><td>99.1%</td><td>99.8%</td><td>TBC</td><td>TBC</td><td>TBC</td></tr></table>							Actual							Forward Targets	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22	N/A	86.3%	98.6%	99.1%	99.8%	TBC	TBC	TBC
	Actual							Forward Targets																							
	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22																							
N/A	86.3%	98.6%	99.1%	99.8%	TBC	TBC	TBC																								
Driver for Change / Improvement Action																															
Aim to improve sustainability, reduce waste and costs.																															
Measure Details	Indicator based on the percentage of planings from major maintenance schemes that recycled instead of being disposed of at tips.																														
	This is an annual measure																														
	Measures based on tonnes of planings recycled as a percentage of total. The volume of planings may vary from year to year, and schemes size may vary. Removal, or significant reduction, in budget for removing planings to recycling locations would be assessed as Poor.																														
	Target for future years will be reviewed depending on type of resurfacing work being undertaken. A separate measure may be introduced for in-situ recycling.																														
There is currently a very high proportion of planings being recycled, particularly to rights of way. Confirmation of 2019/20 quantities are to be confirmed by performance is likely to be assessed as Good.																															

Environmental Sustainability ES04: Flood Prevention Schemes																														
Overview	The level of service for this measure is determined based on the following bandings.																													
	<table><tr><td>Poor</td><td>Fair</td><td>Good</td></tr><tr><td>Decrease in number of</td><td>Similar to previous year</td><td>Increase in number of schemes</td></tr></table> <p>Where poor is defined as a decrease in the number of schemes completed, fair is a similar number of schemes to previous year, and good is an increase in the number of schemes.</p>							Poor	Fair	Good	Decrease in number of	Similar to previous year	Increase in number of schemes																	
Poor	Fair	Good																												
Decrease in number of	Similar to previous year	Increase in number of schemes																												
Trends	Forward targets for this measure are:																													
	<table><tr><th colspan="7">Actual</th><th>Forward Targets</th></tr><tr><td>14/15</td><td>15/16</td><td>16/17</td><td>17/18</td><td>18/19</td><td>19/20</td><td>20/21</td><td>21/22</td></tr><tr><td>N/A</td><td>34</td><td>39</td><td>22</td><td>7/26</td><td>27/49</td><td>10/70</td><td>TBC</td></tr></table> <p>Driver for Change / Improvement Action</p> <p>Reduce flood risk for communities and improve road safety.</p>							Actual							Forward Targets	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22	N/A	34	39	22	7/26	27/49	10/70
Actual							Forward Targets																							
14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22																							
N/A	34	39	22	7/26	27/49	10/70	TBC																							
Measure Details	<p>Indicator based on number of schemes to improve drainage or reduce flooding.</p> <p>This is an annual measure</p> <p>Measures is based on the number of schemes, but this is likely to vary from year to year, and scheme sizes may vary considerably. Removal or a significant reduction in drainage budget would reduce number of schemes and be assessed as Poor.</p> <p>2020/21 Schemes:</p> <p>10 Drainage Improvement Schemes</p> <p>70 CCTV Investigations</p> <p>This is a significant number of schemes to reduce flood risk during 2020/21 performance is assessed as Fair.</p>																													

Environmental Sustainability ES05: Highway Trees and Verges																															
Overview	This performance measure is designed to measure the number of highway tree works and protected verge works completed each year.																														
	The level of service for this measure is determined based on the following bandings.																														
	<table><tr><td>Poor</td><td>Fair</td><td>Good</td></tr><tr><td>Reactive work only</td><td>Some planned work</td><td>Management of trees taking place</td></tr></table>							Poor	Fair	Good	Reactive work only	Some planned work	Management of trees taking place																		
Poor	Fair	Good																													
Reactive work only	Some planned work	Management of trees taking place																													
Where poor is defined as carrying out reactive work only, Fair is defined as mainly reactive but some planned work and Good is having a programme of tree and landscape maintenance.																															
Trends	Trends for this measure are:																														
	<table><tr><th colspan="7">Actual</th><th>Forward Targets</th></tr><tr><td>14/15</td><td>15/16</td><td>16/17</td><td>17/18</td><td>18/19</td><td>19/20</td><td>20/21</td><td>21/22</td></tr><tr><td>-</td><td>247</td><td>241</td><td>214</td><td>180</td><td>186</td><td>tbc</td><td>tbc</td></tr></table>							Actual							Forward Targets	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22	-	247	241	214	180	186	tbc	tbc
	Actual							Forward Targets																							
14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22																								
-	247	241	214	180	186	tbc	tbc																								
Driver for Change / Improvement Action																															
Safety of road users, and preserving and improving the environmental value of highway trees and protected verges.																															
Measure Details	Trees are important for amenity and nature conservation reasons and should be preserved, but they can present risks to highway users and adjoining land users if they are allowed to become unstable. In England and Wales the highway authority is also responsible for ensuring that trees outside the highway boundary, but within falling distance, are safe. All trees within falling distance are collectively termed 'highway trees'. Section 154 of the Highways Act 1980 empowers the authority to deal, by notice, with hedges, trees and shrubs growing on adjacent land which overhang the highway, and to recover costs.																														
	This is an annual measure																														
	Measure is based on number of schemes, but this is likely to vary from year to year. Removal or significant reduction in highway tree maintenance budget would be assessed as Poor.																														
There is currently a good programme of highway tree maintenance work which is funded, with 186 sites completed in 2019/20, and the protected verge scheme continues to operate. Performance is therefore assessed as Good.																															
The spread of Ash Dieback is a concern and could affect future targets with an increase in works needed for safety reasons.																															
The figures for 2020/21 will be provided shortly.																															

Environmental Sustainability ES06: Noxious Weeds								
Overview	This performance measure is designed to determine the quantity of known noxious weed sites treated each year.							
	The level of service for this measure is determined based on the following bandings.							
	Poor		Fair		Good			
	Increasing		Steady State		Declining			
Where Poor is defined as number of sites increasing, Fair is slight change, and Good is number of sites decreasing.								
Trends	Baseline data for this measure is:							
	Actual						Forward Targets	
	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22
	64	79	67	82	84	80	81	Decrease
This measure is not affected by network hierarchy.								
Driver for Change / Improvement Action								
Legal requirement to control noxious weeds, and environmental considerations								
Measure Details	This is a measure based on the number of sites being treated each year. The numbers do vary from year to year							
	Targets currently based on reducing the number of Japanese Hogweed sites being treated each year. Further measures for other weeds may be developed in the future.							
	The number of sites has decreased slightly in 2019/20 and increased slightly in 2020/21 and is still higher than the2014/15 base year figure.							
	The measure has been assessed as Fair but progress will need to be reviewed in 2021/22.							

Customer C01: Satisfaction with Road Safety																															
Overview	The purpose of this performance measure is to report the road users' overall perception of the highways and transport service with regard to road safety.																														
	This measure is part of the standard NHT information and based on the Road Safety Theme Report.																														
	<table><tr><td>Poor</td><td>Fair</td><td>Good</td></tr><tr><td>Below Average</td><td>Average or close to average</td><td>Average or above</td></tr></table>							Poor	Fair	Good	Below Average	Average or close to average	Average or above																		
Poor	Fair	Good																													
Below Average	Average or close to average	Average or above																													
Performance is compared to national average. Fair is within 2% of average.																															
Trends	Forward targets for this measure are:																														
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	Actual							Forward Targets																							
14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22																								
-	Close to Average	Close to Average	Close to Average	Close to Average	At Average	Close to Average	At or Above Average																								
Based on 2016 National Highways and Transport Survey Questionnaire Results																															
Driver for Change / Improvement Action																															
Improved public satisfaction with road safety																															
Measure Details	This measure is recorded from the National Highways & Transport Network Survey 'Road Safety Theme'																														
	Target amended 2020/21 for good to be at or above average.																														
	Based on 2020 survey, results for Wiltshire decreased from 55% to 51%. The National Average is 53%.																														
Current score is close to the national average and scored as Fair																															

Customer C02: Satisfaction with Road Maintenance																														
Overview	The purpose of this performance measure is to report the road users' overall perception of the highways and transport service with regard to road maintenance.																													
	This measure is part of the standard NHT information and based on the Highways Maintenance Theme Report.																													
	<table><tr><td>Poor</td><td>Fair</td><td>Good</td></tr><tr><td>Below Average</td><td>Average or close to average</td><td>At or Above Average</td></tr></table>							Poor	Fair	Good	Below Average	Average or close to average	At or Above Average																	
Poor	Fair	Good																												
Below Average	Average or close to average	At or Above Average																												
Performance is compared to national average. Fair is within 2% of average.																														
Trends	National Highways & Transport Survey Questionnaire Results																													
	Forward targets for this measure are:																													
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Actual							Forward Targets																							
14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22																							
-	Close to Average	Close to Average	Below Average	Close to Average	Close to Average	Below Average	At or Above Average																							
Driver for Change / Improvement Action																														
Improved public satisfaction with road maintenance																														
Measure Details	This measure is recorded from the National Highways & Transport Network Survey 'Highways Maintenance Theme'.																													
	Target amended 2020/21 for good to be at or above average.																													
	Based on 2020 survey 2020/21 results for Wiltshire changed from 50% to 46%. The National Average was 49%																													
Current score is below the national average by more than 2% and is assessed as Poor.																														

Customer C03: Deals with potholes and damaged roads																															
Overview	The purpose of this performance measure is to report the road users' satisfaction with the way in which the Council deals with potholes and damaged roads.																														
	This measure uses the standard NHT results.																														
	<table><tr><td>Poor</td><td>Fair</td><td>Good</td></tr><tr><td>Below Average</td><td>Average or close to average</td><td>At or Above Average</td></tr></table>							Poor	Fair	Good	Below Average	Average or close to average	At or Above Average																		
Poor	Fair	Good																													
Below Average	Average or close to average	At or Above Average																													
Performance is compared to national average. Fair is within 2% of average.																															
Trends	Based on National Highways & Transport Survey Questionnaire Results HMBI 13 comparison with National Average.																														
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	Actual							Forward Targets																							
	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22																							
	-	Below Average	Close to Average	Below Average	Below Average	Close to Average	Below Average	At or Above Average																							
Driver for Change / Improvement Action																															
Improved public satisfaction with dealing with potholes and damaged roads.																															
Measure Details	<p>This measure is recorded from the National Highways & Transport Network Survey Question HMBI – 13 – Deals with potholes and damaged roads comparison with National Average.</p> <p>Target amended 2020/21 for good to be at or above average.</p> <p>Based on 2020 survey 2020/21 – Wiltshire satisfaction decreased from 34% to 31%. The National Average is 35%</p> <p>Highest – 52%, Lowest – 23%</p> <p>This information is also required for the Direct Management Group.</p> <p>Current score is below the national average, and performance is assessed as Poor.</p>																														

Customer C04: Satisfaction with Walking and Cycling																															
Overview	The purpose of this performance measure is to report the road users' satisfaction or dissatisfaction with the condition of cycle routes.																														
	This measure is part of the standard NHT information and based on the Walking and Cycling Theme Report.																														
	<table><tr><td>Poor</td><td>Fair</td><td>Good</td></tr><tr><td>Below Average</td><td>Average or close to average</td><td>At or Above Average</td></tr></table>							Poor	Fair	Good	Below Average	Average or close to average	At or Above Average																		
Poor	Fair	Good																													
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Trends	Forward targets for this measure are:																														
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	Actual							Forward Targets																							
	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22																							
-	Close to Average	Close to Average	Close to Average	Close to Average	Close to Average	Below Average	At or Above Average																								
Based on National Highways & Transport Survey Questionnaire Results																															
Driver for Change / Improvement Action																															
Improved public satisfaction with road maintenance																															
Measure Details	This measure is part of the standard NHT information and based on the 'Walking and Cycling Theme' Report.																														
	Target amended 2020/21 for good to be at or above average.																														
	Compared to the Average Score of All Authorities in the survey.																														
	Based on 2020 survey 2020/21 Wiltshire score has decreased from 52 to 49%. The NationalAverage is 52%.																														
Current score is below national average (greater than 2%) and assessed as Poor.																															

Customer C05: Satisfaction with Tackling Congestion																															
Overview	The purpose of this performance measure is to report the road users' satisfaction or dissatisfaction with roadworks upon the Councils' highway network.																														
	This measure uses the standard NHT results.																														
	<table><tr><td>Poor</td><td>Fair</td><td>Good</td></tr><tr><td>Below Average</td><td>Average or close to average</td><td>At or Above Average</td></tr></table>							Poor	Fair	Good	Below Average	Average or close to average	At or Above Average																		
Poor	Fair	Good																													
Below Average	Average or close to average	At or Above Average																													
Performance is compared to national average. Fair is within 2% of average.																															
Trends	This measure is based on National Highways & Transport Survey Questionnaire Results for 'Tackling Congestion' Theme. Forward targets for this measure are:																														
	<table><tr><th colspan="7">Actual</th><th>Forward Targets</th></tr><tr><td>14/15</td><td>15/16</td><td>16/17</td><td>17/18</td><td>18/19</td><td>19/20</td><td>20/21</td><td>21/22</td></tr><tr><td>-</td><td>Average</td><td>Average</td><td>Above Average</td><td>At Average</td><td>At Average</td><td>Above Average</td><td>At or Above Average</td></tr></table>							Actual							Forward Targets	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22	-	Average	Average	Above Average	At Average	At Average	Above Average	At or Above Average
	Actual							Forward Targets																							
14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22																								
-	Average	Average	Above Average	At Average	At Average	Above Average	At or Above Average																								
Driver for Change / Improvement Action Improved public satisfaction with road maintenance																															
Measure Details	This measure is recorded from the National Highways & Transport Network Survey and is an average score of the 'Tackling Congestion Theme' results. Target amended 2020/21 for good to be at or above average. Based on 2020 survey Wiltshire score for 2020/21 decreased from 48% to 47%. The National average decreased from 48% to 46%. Current score is above the national average and is assessed as good.																														

Customer C06: Satisfaction with Managing Roadworks																															
Overview	The purpose of this performance measure is to report the road users' satisfaction with the way in which the Council manages roadworks on the highway network.																														
	This measure is part of the Road User Survey and therefore uses the standard NHT bandings.																														
	<table><tr><td>Poor</td><td>Fair</td><td>Good</td></tr><tr><td>Below Average</td><td>Average or close to average</td><td>At or Above Average</td></tr></table>							Poor	Fair	Good	Below Average	Average or close to average	At or Above Average																		
Poor	Fair	Good																													
Below Average	Average or close to average	At or Above Average																													
Performance is compared to national average. Fair is within 2% of average.																															
Trends	Based on National Highways & Transport Survey Questionnaire Results for Question TCBI 07 – The management of roadworks overall. Forward targets for this measure are:																														
	<table><tr><th colspan="7">Actual</th><th>Forward Targets</th></tr><tr><td>14/15</td><td>15/16</td><td>16/17</td><td>17/18</td><td>18/19</td><td>19/20</td><td>20/21</td><td>21/22</td></tr><tr><td>-</td><td>Above Average</td><td>Above Average</td><td>Above Average</td><td>Above Average</td><td>Above Average</td><td>Above Average</td><td>At or Above Average</td></tr></table>							Actual							Forward Targets	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22	-	Above Average	Above Average	Above Average	Above Average	Above Average	Above Average	At or Above Average
	Actual							Forward Targets																							
	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22																							
-	Above Average	Above Average	Above Average	Above Average	Above Average	Above Average	At or Above Average																								
Driver for Change / Improvement Action																															
Improved public satisfaction with management of roadworks																															
Measure Details	<p>This measure is recorded from the National Highways & Transport Network Survey 'TCBI 07 The Management of Roadworks Overall'. The Wiltshire score is compared to the National Average.</p> <p>Target amended 2020/21 for good to be at or above average.</p> <p>Based on 2020 survey – Wiltshire's score decreased from from 52% to 50% . The National average score is 49% (Highest 58%, Lowest 39%).</p> <p>The score is above the national average and assessed as Good.</p>																														