# Wiltshire Council Performance Scorecard - 2024/25 Quarter One

Of the 58 indicators on this scorecard 45 (77.6%) were ranked as either positive or neutral in terms of improved performance.

Arrows show the direction of travel. Blue indicates a measure is at or better than target or within a target range. Grey indicates a measure is slightly outside the target but heading the correct direction, or is likely to be on target by the stated deadline. Red is substantially worse than target. The graph to the right summarises how many measures fall into each category.

All measures show a rolling 12-month average or cumulative total, unless stated, with most recent figures presented even though these may not represent a full quarter.
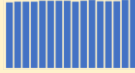
Figures for the previous two quarters or years may have been updated since first reported to incorporate new or updated data.
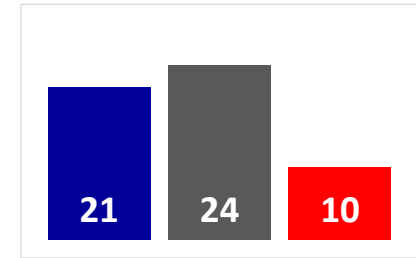
| 21 | 24 | 10 |

| Gold shaded measures have been updated this quarter | Unshaded indicators have no new data available this quarter |

Measure description	Target	Previous two quarters or years	Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
We Get the Best Start in Life								
Educational Gap: Phonics (The percentage point gap at Year 1 between pupils receiving the pupil premium and their non-disadvantaged peers - achieving phonics. The gap specific to maintained and academy schools is also provided.) Source: Nexus	Below national benchmark (16.6%) by August 2025	21.0% (2021/22)	23.7% 22.8% (M) 23.1% (A) (2022/23)	**19.9%** Provisional 19.2% maintained 20.5% academy	Jun-24	annual - academic year	↓ Lower is better	Early provisional data suggests we have reduced the educational gap since last year. Final published data is likely to change once full vaidation has been completed nationally and will be available in September/October. This remains a priority area for improvement aligned with the disadvantaged strategy.
Educational Gap: KS4 (The percentage point gap between pupils receiving pupil premium and their non-disadvantaged peers - achieving 5+ in English and Maths at KS4) Source: Gov.uk Explore Education Statistics	Below national benchmark (27.0%) by August 2025	31.7% (2021)	32.2% (2022)	**32.6%** 23.5% maintained 38.4% academy	Aug-23	annual - academic year	↑ Lower is better	The target is to reduce the gap to be in line with national at 27% by August 2025. The strategy is to continue the positive trajectory of maintained school outcomes in all areas, accelerate outcomes in academies to address the gap and to extend our reach to schools and secure wider engagement. Factors contributing to outcomes in maintained schools include the 3 year systematic, structured SIA programme, responsive strategy, CPD, significant partnerships and collaborations and a tiered approach. The gap is not as large in the maintained schools, but there is a caution in that only 4 schools are maintained in then Secondary sector. The performance though is encouraging. The gap is wider with academies but even within this, there is variance between Trusts and within Trusts. Academies have engaged in the Affordable School Strategy and through the Wiltshire Learning Alliance this year. Performance for 20/21 and 21/22 is not comparable as assessments were completed differently during Covid.

Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Overall educational outcomes: KS4 (Educational attainment for ALL pupils - Percentage achieving grade 5+ in BOTH English & Maths ('Basics') at KS4) Source: Gov.uk Explore Education Statistics	Between 48% and 50%	52.5% (2021)	48.6% (2022)	**44.8%** **31.7% maintained** **46.6% academy**	Aug-23	annual - academic year	↓ Higher is better		Wiltshire performance for 2023 was 44.8%, which is a slight decrease from 2022 at 48.6%. The national level for 2023 was 45.3%. Caution should be taken when looking at the performance of maintained schools against academy given the number of schools that are maintained is significantly smaller. Please note that the academy data includes the grammar school sector, which makes comparisons in KS4 slightly nuanced. Performance for 2020/21 and 2021/22 is not comparable as assessments were completed differently during Covid.
Educational outcomes specific to SEND: KS4 (Educational attainment for SEND pupils with an EHCP - Percentage achieving grade 5+ in BOTH English & Maths ('Basics') at KS4) Source: Gov.uk Explore Education Statistics	Between 8.5% and 10.5%	6.6% (2021)	9.9% (2022)	**8.0%** **6.6% maintained** **8.6% academy**	Aug-23	annual - academic year	↓ Higher is better		The national level for 2023 was 6.6%. Caution should be taken given the low numbers of SEND pupils in the four maintained schools. The overall performance of SEND pupils in academies is a positive in terms of performance outcomes and correlates with the overall profile across the whole sector. Performance for 2020/21 and 2021/22 is not comparable as assessments were completed differently during Covid.
Percentage of EHCPs issued within 20 weeks on time with no exceptions Source: Wiltshire Council	Above 40%	26.0% (Q3)	26.2% (Q4)	**24.3%**	Jun-24	average over last 12 months	↓ (red) Higher is better		Q1 performance was variable, with a low in May of 20% but two stronger months in April and June (29% and 34% respectively). Early figures for July show timeliness at 44% and our average monthly timeliness for Q1 (28%) is higher than the average for the previous 3 quarters (23.5%). Demand for assessments continues to be high in Wiltshire. There continues to be fluctuations in the monthly request rate but overall the upward trend in demand continues.
Percentage of schools rated good or outstanding by Ofsted (Includes primary, secondary and specialist schools) Source: Ofsted via Perspective Lite database	Above national average (90%)	83.3% (Q3)	84.0% (Q4)	**87%** **85% maintained** **89% academy**	Apr-24	current position	↑ Higher is better		The percentage of schools that are Good or Outstanding has continued to increase with a steady improvement in performance. However, at 87% it still remains below the current target of 90% - the national average - and is also slightly below the south west average of 88%. Overall data is only available to the end of April due to the pre-election purdah. The breakdown by type of schools is for the full quarter.
Percentage of early years settings rated good or outstanding by Ofsted Source: Ofsted via LATE and FID databases	Above 98%	97.65% (Q3)	97.63% (Q3)	**98%**	Jun-24	current position	↔ Higher is better		We are currently at 97.63% of all registered Early Years provision in Wiltshire being graded at least Good by Ofsted.

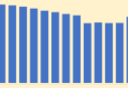| Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
We Stay Active									
Percentage of Children who are Physically Active Source: Active Lives Children and Young People Survey, Sports England	Above 60% over course of Business Plan	53.7% (2020/21)	47.8% (2021/22)	**56.7%**	Jun-24	annual figures with a 1 year lag	⬆ Higher is better		The most recent data from 2022/23 has seen an upward trend in Wiltshire of around a 9% increase from the previous year. This is encouraging following a slight drop in children's physical activity levels in 2021/22. Whilst the average for England (47%) has stayed relatively stable, this years' data shows Wiltshire is now above the national average. However, it is worth noting the England values are drawn on a larger sample from each of the local authorities so caution is needed when interpreting the data. Sport England suggest caution when comparing with previous academic years due to a difference in the response profile.
Percentage of Adults who are Physically Active Source: Sports England Active Lives Survey	Above 75% over course of Business Plan	72.9% (2020/21)	71.9% (2021/22)	**70.6%**	Jun-24	annual figures with a 1 year lag	⬇ Higher is better		Although there was a small variation around 70-72% in each of the last four years, the data for Wiltshire (70.6%) continues to be above that for England (67.1%) and similar to that for the region (71.7%). Wiltshire figures are not quite on target but the slight dip in figures in 2022/23 are in line with national and regional reflections. Data is based on subjective survey responses.
Number of visits to Council-run leisure centres Total monthly visits based on membership card swipes and walk-in payments. Excludes other visitors. Source: Wiltshire Council	Above 2,000,000 per year	1,748,172 (Q3)	1,792,494 (Q4)	**2,089,279**	Jun-24	cumulative total over last 12 months	⬆ Higher is better		The 41% increase in footfall, when comparing to Q1 in 2023, is in the main due to leisure collating the data using a different methodology that now captures all footfall including swimming lessons and other courses; as a result the target has also increased significantly. Memberships continue to grow which is also a contributory factor.
Number of library visits (Cumulative total over 12 months) Source: Wiltshire Council	Above 1,500,000 per year	1226461 (Q3)	1275043 (Q4)	**1,323,032**	Jun-24	cumulative total over last 12 months	⬆ Higher is better		At the end of Q1 library visits are up +17.3% compared to the same 3 month period last year and are at 85% of pre-pandemic levels, ahead of the national trend. This is an improvement on the pre-pandemic figures at the end of the 2023/24 financial year when recovery had reached 82.8%. Work on improving visitor numbers continues. Over 100 activities are planned across libraries during the summer holidays, supporting children to engage in literacy and cultural based activities with the aim of retaining and building on of their reading skills and imagination over the summer holidays. These activities run alongside the Marvellous Makers Summer Reading Challenge taking place until 7 September. Note that the change in arrow colour reflects ongoing improved performance against a new stretch target.

Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Percentage of people in their own homes 91 days after entering the reablement service Source: Wiltshire Council	Between 80% and 90%	82.51% (Q3)	83.80% (Q4)	**84.40%**	Jun-24	average over last 12 months	↑ Higher is better		The outcome at 91 days shows the longer term affects of reablement and its ability to maintain and support people to remain in their own homes. Wiltshire Reablement performs well in this area which demonstrates the effectiveness and success in supporting longer term outcomes. The outcomes achieved are representative of the model of service, which offers the opportunity to rehabilitate under a therapy led programme - Wiltshire reablement is an inclusive service and does not apply a selective criteria.

We are Safe

Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Repeat referrals to Children's Services (% referrals within 12 months of previous referral) Source: Wiltshire Council	Between 14% and 20%	17.5% (Q3)	17.5% (Q4)	**18.1%**	Jun-24	average over last 12 months	↑ Lower is better		Whilst our rate remains within target, we have seen an upward trend over the last four quarters. Audits have assured us of appropriate threshold application, although this will be monitored by way of detailed exception reporting into POB each quarter given the continued rise.
Percentage of children in care fostered within Local Authority provision (Excludes Connected Carers) Source: Wiltshire Council	Between 42% and 48%	42% (Q3)	41% (Q4)	**41%**	Jun-24	average over last 12 months	↔ Higher is better		Performance has dipped slightly into Q1. There has been a significant increase in foster carers recruited in Q1, alongside the launch of the South West Fostering Recruitment and Retention Hub which is a positive direction of travel for increasing our number of foster carers.

Adult Safeguarding

Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Percentage of S42 Outcomes Met (% of statutory enquiries into possible abuse or neglect [section 42] in which set outcomes were met) Source: Wiltshire Council	Between 95% and 100%	96.8% (Q3)	96.8% (Q4)	**97.5%**	Jun-24	average over last 12 months	↑ Higher is better		Strong performance continues, which is well within target range and on a positive trajectory.
Number of adult social care providers currently rated inadequate in CQC Inspections Source: Care Quality Commission	0 (no inadequate providers)	0 (Q3)	0 (Q4)	**0**	Jun-24	current position	↓ Lower is better		There are no care homes in Wiltshire currently rated by the CQC as Inadequate.

Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Number of working-aged adults in residential care (Long-term support needs of younger adults aged 18-64 met by admission to residential and nursing care homes, per 100,000 population - ASCOF) Source: Wiltshire Council	Between 12 and 15	25.5 (Q3)	24.5 (Q4)	**24.8**	Jun-24	average over last 12 months	↔ (red) Lower is better		This cumulative metric looks at the number of new admissions of younger adults to residential and nursing care homes. This measure includes admissions following a discharge from hospital, if the adult was in residential or nursing prior to hospital, this is still counted as a new admission. Over the last rolling year there has been a steady increase in the number of admissions. Some of the increase can be attributed to the introduction of the Moving on Service and younger adults in residential placements transitioning across from Childrens to Adult Services - the service started last August. We continue to consider alternatives as part of our transformation work, although we are aware that we have a shortage in accommodation options to support people in the community. A full review is being led by Commissioning to further understand changes seen in demand and mapping/planning for sufficient placements going forward.

Road Safety

Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Percentage of reported P1 potholes repaired within 24 hours (Does not include "Find & Fix". Numbers below percentages are the average number reported over the previous 12 months) Source: Wiltshire Council	95% or over	73.05% 1,784 (Q3)	73.30% 2,228 (Q4)	**80.70%** 2,004	Jun-24	average over last 12 months	↑ (red) Higher is better		The trend in the numbers of overall reports has decreased, attributable in part to seasonality but also believed to be due to increased resources deployed on minor surface repairs. There are also improvements in the percentage of all types of pothole repairs completed within the intervention time. Graph for P1 potholes shows quarterly data. Graphs for P2 and P3 potholes shows monthly data.
Percentage of reported P2 potholes repaired within 14 days (Does not include "Find & Fix") Source: Wiltshire Council		67.02% 256 (Q3)	60.13% 208 (Q4)	**70.43%** 189	Jun-24	average over last 12 months	↑ (grey) Higher is better		
Percentage of reported P3 potholes repaired within 28 days (Does not include "Find & Fix") Source: Wiltshire Council		81.97% 413 (Q3)	79.85% 438 (Q4)	**85.28%** 392	Jun-24	average over last 12 months	↑ (grey) Higher is better		
Percentage of roads scheduled for treatment that have been resurfaced (Based on roads identified in the 12-month plan. Numbers below percentages are the total miles resurfaced over the previous 12 months) Source: Wiltshire Council	100% of roads identified in the 12-month plan (113.9 miles)	92.37% 105.20 (Q3)	103.64% 118.04 (Q4)	**108.62%** 88.2	Jun-24	cumulative total over last 12 months	↑ (blue) Higher is better		Surfacing activities are being funded from three sources during 2024/25: A & B roads are being resurfaced via machine surfacing from the DfT Structural Maintenance Block; The surface dressing programme is funded from the DfT Road Resurfacing Fund; C & unclassified activity is funded from the Wiltshire Council Increased Highway Investment Tranche 1. The Wiltshire Council Increased Highway Investment Tranche 2 is to be used in 2025/26.

Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Percentage of cars found speeding by Community Speedwatch Teams Source: Wiltshire Police		3.84% (Q3)	3.55% (Q4)	**3.11%**	Jun-24	average over last 12 months	Lower is better		There has been a 44% reduction in the number of educational letters sent out by the Community Speed Watch team in Q1 2024 compared to Q1 2023, suggesting that community enforcement is having an impact on driving behaviour. Five more officers have joined the Wiltshire Police Roads Policing Unit (RPU). The team issued over 2390 tickets in Q4 and Q1 to motorists for various road offences. Operation Tramline is running every month and in April the main focus was on mobile phone enforcement. An insurance operation focussed on the M4 on conjunction with other police forces saw 12 vehicles seized off the M4 in Wiltshire - the highest in the region.

Public Protection

Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Percentage of reported antisocial behaviour cases resolved within 60 days Source: Wiltshire Council	90% or over	93% (Q1)	78.6% (Q2)	**57%**	Dec-23	current position with a 2-month lag	Higher is better		One of our two ASB Officers went on maternity leave during Q3. This has impacted negatively on the 60-day resolution performance. Fortunately, ASB complaints tend to reduce over Q3 and Q4 due to the colder weather. Steps are being taken to resolve resources through backfill.

We Live Well Together

Stability for Looked after Children

Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Percentage of Looked After Children Placed more than 20 Miles from Home (Excludes unaccompanied asylum seeker children) Source: Wiltshire Council	Between 34% and 37%	39% (Q3)	39% (Q4)	**37%**	Jun-24	average over last 12 months	Lower is better		Performance continued strongly from the end of Q4 into Q1 with a smaller rate of CLA placed more than 20 miles from home. This is encouraging, especially given significant placement sufficiency challenges. In the current climate this remains strong performance.
Percentage of Care Experienced Young People in Suitable Accommodation (% of 19-21 year old care experienced people in suitable accommodation) Source: Wiltshire Council	Between 90% and 100%	94% (Q3)	94% (Q4)	**94%**	Jun-24	average over last 12 months	Higher is better		We continue to be ambitious having recently stretched our target from 85-95%+ to 90-100%. Performance has remained strong and within the new target range.

Public Health

Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Uptake of NHS health checks (Percentage of invited NHS health checks undertaken. Numbers below percentages are the number of checks offered over the previous 12-months) Source: Wiltshire Council	45% or over (Return to pre-Covid level)	33.3% 41,351 (Q2)	34.5% 42,115 (Q2)	**35.2%** 40,338	Mar-24	average over last 12 months with a 3-month lag	Higher is better		There has been an increase in NHS Health Checks being offered in Q4, which is typical activity within Primary Care, where we have seen an uplift in activity in Q4 compared to previous quarters in the same financial year. Uptake of NHS Health Checks as a percentage of those invited, those actually taking up the appointment, has remained at a consistent level throughout the past year, but overall is above the previous year.

Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Rates of smoking cessation (Percentage of those seeking smoking cessation support who are smoke free 4 weeks after their quit date. Numbers below the percentages are those who've successfully quit smoking over the previous 12-months). Source: Wiltshire Council	35% or over	44.16% 461 (Q2)	45.93% 479 (Q3)	**47.76%** 501	Mar-24	average over last 12 months with a 9-month lag	⬆ Higher is better		The number of those setting a quit date in Q4 within Primary Care is the highest throughout the year and is reflective of usual Primary Care activity over the year. The activity over the full year exceeds activity last year, where there was a drop in setting quit dates. With more people setting quit dates, more people have achieved their quit date by week 4. This number for 2023/24 is above the previous year and above 202/21, which is encouraging. As Primary Care contracts for stop smoking services were renewed in April 2024, we hope these rates will continue to increase, along with the support of the smokefree grant, of which a proportion will be allocated to Primary Care to support this service.

We ensure decisions are evidence-based

Participation

Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Open rate for resident e-newsletters (Monthly average) Source: Mailchimp	Above 45%	53.9% (Q3)	50.9% (Q4)	**52.5%**	Jun-24	current position	⬆ Higher is better		Following a slight reduction in open rates during Q4, we have seen performance increase during Q1 and remain strong compared to the national average open rate for government e-newsletters (28.8%) and the average open rate for all e-newsletters (21.3%). Open rates remain above target.

We have the Right Housing

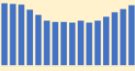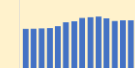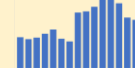| Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Delivery of Affordable Housing Source: Wiltshire Council	650 homes per financial year	571 (Q3)	532 (Q4)	**486**	Jun-24	cumulative total over last 12 months	⬇ Higher is better		Numbers for Q1 are down previous quarters and the historic levels due to overall downturn in the market. This is impacting delivery from housebuilders. We are also aware of a delay to the delivery of some Affordable Housing units due to the need for phosphate mitigation.
The number on the Housing Register (Total number of households on the register at the end of the period, not including those on the open market register) Source: Wiltshire Council	Below 5,000	3937 (Q3)	3984 (Q4)	**4,034**	Jun-24	current position	⬆ Lower is better		We have seen a very small increase in the total number of households on the housing register that, compared nationally, is a big achievement as the demand for social housing remains high. We continue to review old applications and this will be a focus again this year to ensure the data remains as up to date and accurate as possible.
Total Households in Temporary Accommodation Source: Wiltshire Council	Below 110 placements	131 (Q3)	125 (Q4)	**103**	Jun-24	current position	⬇ Lower is better		Over the past year we have had a real focus on trying to reduce the total number of households in temporary accommodation following a peak of 184 in May 2023. This has been a huge success with a significant reduction in numbers when demand continues to increase.

Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Planning process - determination of major applications (Percentage completed within the statutory period or agreed extension. Numbers below percentages are the number of new applications received over the previous 12 months) Source: Wiltshire Council	Above 60%	82% 117 (Q3)	87% 134 (Q4)	**93%** **128**	Jun-24	average over last 12 months	⬆ Higher is better		100% Majors were determined within the statutory time period or agreed extension in Q1 2024/25 for the first time since Q2 2020/21. The rolling 12-month average figures have therefore improved consistently over the last six quarters.
Planning process - determination of non-major applications (Percentage completed within the statutory period or agreed extension. Numbers below percentages are the number of new applications received over the previous 12 months) Source: Wiltshire Council	Above 70%	85% 3317 (Q3)	90% 3271 (Q4)	**94%** **3108**	Jun-24	average over last 12 months	⬆ Higher is better		Performance is steadily improving each quarter and is consistently above the statutory 70% target. The leap in performance (quarterly rather than averaged) from 84% in Q1 2023/24 to 92% in Q2 2023/24, 93% in Q3 2023/24, 94% in Q4 2023/24 and 97% in Q1 2024/25 shows that good progress has been made consistently over the last five quarters.

| We have the Right Skills to Prosper ||||||||||

Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Unemployment (percentage of the work age population [16+] claiming out of work benefits) Source: NOMIS	Below national average (4.0%)	2% (Q3)	2.2% (Q4)	**2.2%**	Jun-24	current position	↔ Lower is better		Wiltshire's Claimant percentage at 2.2% is consistently lower than the national average at 4.0% and the South West at 2.7%. This represents no change from the previous quarter. The numeric value has seen a steady increase over the last quarter from 6705 to 6770.
Youth Claimant Rate (percentage of 18-24-year-olds claiming out of work benefits) Source: NOMIS	Below national average (5.1%)	3.1% (Q3)	3.4% (Q4)	**3.3%**	Jun-24	current position	↔ Lower is better		Wiltshire's rate is 3.3%, matching 3.3% across the South West and lower than the 5.1% nationally. Historically, Wiltshire has aligned with the South West level. There is a slight increase on the previous month from 1125 to 1150.
% 16-17-year-olds who are NEET Source: Wiltshire Council	Between 2% and 2.6%	2.1% (Q3)	2.7% Provisional (Q4)	**3.0%** **Provisional**	Jun-24	current position	⬆ Lower is better		Note that Q4 and Q1 data is provisional as the data has not yet been validated by the DfE - they have notified LAs there is a delay (reason unknown). We (and other LAs) normally see an increase in NEETs at this point of the year as our rate of "Unknowns" decreases and we obtain the EET status of these young people. Nationally we perform well with a very low "Unknown" rate. The average rate for Q1 was 2.8% compared to an average of 2.7% in Q1 of the previous year, showing a marginal increase.
% care-experienced 16-17-year-olds who are EET Source: Wiltshire Council	Between 65% and 75%	62% (Q3)	60% (Q4)	**57%**	Jun-24	average over last 12 months	⬇ Higher is better		Performance in Q1 has dropped below the target range. However, our end of year reconciliation shows improved performance overall compared to the previous year. Exception reporting and investigation is currently underway as part of our Q1 oversight and scrutiny with findings and actions reported to POB.

Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Gross weekly pay (Gross weekly pay by workplace) Source: ONS annual survey of hours and earnings	Above the national rate (£682.60)	569.3 (2021)	610.8 (2022)	**£646.00**	2023	annual figures	Higher is better		Workplace earnings remain below residential earnings (£669.10 per week). While minor, the gap is once again widening between workplace earnings and residents earnings meaning residents still commute for higher paid opportunities. This should be monitored and considered in future plans.
Regional GVA (Value generated by economic activity in £ per million) Source: ONS	Above South-West average (£15,609m)	£11,216 (2020)	£12,285 (2021)	**£12,912**	2022	annual figures with a 2-year lag	Higher is better		Wiltshire's GVA for 2022 is £12,912M, a 15% increase on 2019. This is lower than the average South West increase of 18%, however across county areas, the average increase is 15.4% since 2019.
RFQ Skills Level 4 (Percentage of 16-64 year olds qualified to RFQ Skills Level 4) Source: ONS Annual Population Survey	Increase gap above the national level (47.3%)	40.3% (Level 4 2020)	45.6% (Level 4 2021)	**47.7%**	2023	annual figures	Higher is better		The previous skills data set has been replaced by a new dataset measuring RFQ4 and above qualifications. Although historic level 4 skills are presented up to 2001, these are not directly correlated to the new metric. The new dataset reports from January 2023 to December 2023. In Wiltshire 47.7% of the working aged population had an RFQ Level 4 skill or above qualification, compared to 43.8% of the South West population and 47.3% across Great Britain. No skills data is available for 2002. The arrow indicates that new data is above target, but no direction of travel can be indicated until more data is available.
Gross Disposable Household Income (Gross Disposable Household Income per head of population at current basic prices) Source: ONS	Above the rate for England (£22,213)	22844 (2019)	22267 (2020)	**£22,645**	2021	annual figures with a 2-year lag	Higher is better		Annual data for 2021 was published in October 2023. Income in 2021 increased on the year before, moving back to 2019 (pre-pandemic) levels.

We have Vibrant, Well-Connected Communities

Transport and links

Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Bus journeys (Number of passenger trips on both the commercial and supported bus network) Source: Bus operators	9,273,098 (trips per annum)	8,256,747 (Q3)	8,430,089 (Q4)	**8,693,497**	Jun-24	cumulative total over last 12 months	Higher is better		Bus usage at both the national and local level has struggled to return to pre-covid levels: In 2019/2020 there were 9.4 million passengers boarding buses in Wiltshire but this dropped in 3.4 million in 2020/21. However, since then, there has been sustained growth and the latest figures for Wiltshire (8.7 million) shows that we are making positive progress towards increasing patronage. Despite initiatives such as the £2 single fare and more recently BSIP 2 funding, a national shortage of bus drivers and a significant increase in contract costs for supported local bus services still pose a risk to the successful recovery of the bus market. More detail is provided in the accompanying report.

Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Rail journeys (Number of entries and exists from Wiltshire's rail stations) Source: Office of Rail and Road		1613818 (2020/21)	4600314 (2021/22)	**5,584,530**	Mar-23	annual figures	⬆ Higher is better		Rail journey numbers to/from Wiltshire stations have recovered to 80% of the pre-Covid (3 year average) level. This is lower than for the SW region (89%), partly explained by the loss of long-distance commuting and business travel, but also reflecting degraded services on several routes.
Percentage of gigabit broadband coverage Source: Local Broadband Information by thinkbroadband	85% coverage by 2025	65.9% (Q3)	68.5% (Q4)	**69.6%**	Jun-24	current position	⬆ Higher is better		The current increase is due to the expansion of the private sector build plans. Project Gigabit is underway, with the South Wiltshire contract awarded to Wessex Internet - this is expected to increase coverage to around 13,500 properties across the next 5 years. An update on the contract for North Wiltshire is anticipated in due course.
Percentage 4G mobile phone coverage (Percentage of premises with indoors 4G reception from all four providers) Source: Ofcom Connected Nations report		74.61% (2021)	75.32% (2022)	**73.87%**	Sep-23	current position	⬇ Higher is better		Coverage anticipated to increase alongside the Shared Rural Services network that is currently in development. The issue reported in and around Potterne has now been resolved, but may not be reflected in the data until it is next updated later this year.
Town centre vibrancy									
Car park transactions (Number of pay-and-display transactions) Source: Wiltshire Council		316154 (Q3)	318252 (Q4)	**316,834**	Jun-24	average over last 12 months	↔ Higher is better		There has been a communication strategy promoting the use of MiPermit the parking app and allowing more flexibility in the way parking stays are paid. This allows parking times to be extended and more transactions. An average of over 20,000 new accounts a month in Mipermit are being recorded. This combined with the increased tourist and visitor use is increasing parking stay transactions. The usage is being monitored to ensure its longevity.
We Take Responsibility for the Environment									
Waste economy									
Household Waste (Kilograms of waste produced per household) Source: Hills	Below 880kg	923.63 (Q3)	923.26 (Q4)	**937**	Jun-24	cumulative total over last 12 months	⬆ Lower is better		More household waste has been managed at the start of 2024/25 than compared to the previous year (+5.5%). A trial to send material rejected by the local recycling facility for further processing, and to assess whether further recyclables could be extracted, was unsuccessful. This led to a quantity of rejects that had been stockpiled for the trial needing to be landfilled during April, rather than across previous months. There was also an increase of +4.5% in garden waste being collected during the first quarter.

Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Recycling Rate (Percentage of household waste recycled or composted) Source: Hills	Above 45%	43.0% (Q3)	43.7% (Q4)	**42.9%**	Jun-24	average over last 12 months	⬇ Higher is better		An increase of +4.5% in garden waste collected for composting was seen at the start of this financial year. However, the increase in tonnage sent to landfill in April due to the disposal of recycling process rejects, has negatively impacted the overall recycling rate, which is down -2% on the same quarter last year.
Waste Recovery Rate (Percentage of household waste sent for treatment/energy recovery) Source: Hills	Above 42%	42.5% (Q3)	41.4% (Q4)	**41.6%**	May-24	average over last 12 months	↔ Higher is better		Similar to the recycling rate, our diversion rate is also impacted by the increase in landfilled material when calculating diversion material as a proportion of the total waste managed. However, an increase in material to treatment and energy recovery of 8% has been seen at the start of this year, through material sent to the mechanical biological treatment (MBT) plant, Lakeside and wood to Energy from Waste (EFW).
Residual Waste Rate (Percentage of household waste sent to landfill) Source: Hills	Below 13%	15.3% (Q3)	14.9% (Q4)	**15.4%**	May-24	average over last 12 months	⬆ Lower is better		Performance this quarter has seen an increase of 2% in material sent to landfill compared with Q1 in 2022/23. This increase is due to stockpiled recycling rejects destined for further processing being sent to landfill during April, following an unsuccessful trial to extract any remaining recyclables from rejected materials. Shredding of bulky residual waste from Household Recycling Centres (HRCs) and redirecting to energy from waste started during June, so we envisage this figure decreasing through the remainder of 2024/25.
Fly tipping reports (Change in the number of reported fly tipping incidents over 12 months compared to the same period the previous year) Source: Wiltshire Council	Greater decrease than the national average (-1% per year)	12.1% (Q3)	6.0% (Q4)	**-3.5%**	Jun-24	Difference compared to previous 12 months	⬇ Lower is better		Q1 numbers are down 12% on Q1 2023/24 and are down 16% on Q4 2022/23. However, only 4% of reports have contained evidence during Q1, this trend has been evident over the last 12 months. Of these, 89% of reports with evidence have resulted in formal actions being taken within the month of reporting. Despite the increase in enforcement resources and enforcement actions, during times of lower economic activity fly tipping reports are likely to increase as waste producers seek to reduce their waste disposal costs. Fly tip enforcement actions were flat in Q1 when comparing 2024/25 with 2023/24 but given the lower level of reports the team have been proactive to acheive the same level of enforcement actions.

Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
				**We are on the path to Carbon Neutral (Net Zero)**					
Wiltshire's Greenhouse Gas Emissions (Measured in kilotonnes CO_2e. Carbon dioxide CO_2, and the other main greenhouse gases - methane CH_4 and nitrous oxide NO_3 - measured in terms of their warming potential relative to CO_2. Wiltshire emissions are territorial emissions only, i.e. these are emissions that arise within the county.) Source: UK local authority and regional greenhouse gas emissions national statistics, 2005 to 2021 - gov.uk	Below 2550 kilotonnes	2961 (2020)	3226 (2021)	**3,000**	Dec-22	annual figures with a 2-year lag	↓ Lower is better		The data for 2022 shows a decrease in emissions from the previous year (2021) in line with the national average. The national and local emissions are now starting to reduce, since the initial bounce back following the pandemic. However, the county is still not on track to net zero according to the Anthesis recommendations. Transport, domestic properties and industry all saw a decrease from 2021 to 2022. Emissions from domestic properties showed the largest decrease, possibly due to slightly warmer weather and the cost-of-living crisis driving reduced fuel use.
Wiltshire Council's Carbon Emissions (Measured in CO_2e – the common unit for greenhouse gases. For any quantity and type of greenhouse gas, CO_2e signifies the amount of CO_2 which would have the equivalent global warming impact.) Source: Wiltshire Council	Below 3000 tonnes CO_2e	5,275 (2022)	3,568 (2023)	**2,767**	Mar-24	annual figures	↓ Lower is better		Wiltshire Council emissions have returned to a downward trend following the post-pandemic increase, and we are now back in line with the stretch pathway from the Anthesis report. The target for Wiltshire Council's CO_2 emissions has been reduced from 3750 tonnes per year in 2022/23 to 3000 tonnes per year in 2023/24. At 2,767 tonnes, the Council's emissions are below target this year, due to continued efforts to decarbonise property, and electrifying fleet.
Number of hectares of new tree/woodland planting Source: Wiltshire Council	Over 222 hectares for 2024/25	0.03 (Q3)	270.56 (Q4)	**270.56**	Jun-24	cumulative total over last 12 months	↑ Higher is better		The Woodland GAPS Team helps to facilitate the planting of trees by private landowners and community groups, through directing groups to funding, assisting with land searches, and grant application writing along with other support. When the planting season came to an end in March 2024 we had a flurry of projects come to fruition as well as obtaining more accurate information on independent tree planting undertaken by others. This led a revised figure for Q4 of over 270Ha compared to a target of 111Ha for 2023/24. No new planting has taken place over the spring and summer months, but work is underway applying for grants for the Q3/Q4 tree planting period.
Renewable energy capacity (Megawatts) Source: Regional Renewable Statistics - gov.uk	978MW by 2027	579 (2020)	583 (2021)	**583.5**	2022	annual figures with a 1-year lag	↑ Higher is better		The most recent data is from December 2022, published in September 2023, which includes revisions to data from previous years due to updates from suppliers or more up to date information becoming available. There is 705MW capacity of renewable energy projects with planning approval, and more in the pipeline. However such projects take many years to achieve approval and construction.

Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Carbon literacy training within the Council (Number of officers and Councillors who have received the training) Source: Wiltshire Council	15% of staff (850 people) by end of 2025	179 (Q3)	194 (Q4)	**253**	Jul-24	current position	↑ Higher is better		Carbon literacy training continues, with most Directors now trained, and additional courses offered to Councillors. Since the last report completion of courses has improved, partly due Directors encouraging and enabling their teams to participate and demonstrating the relevance and importance to their areas of work. There is a still a risk that we will not achieve the Silver award (over 820 staff accredited) by the end of 2025. It remains a challenge and needs ongoing commitment and support by senior managers to facilitate staff being trained and implementing their pledges. Whilst 253 have completed training, 180 have been accredited. There are courses available to book every month until end of November.
Energy Performance Certificates at Levels A - C (% or registered EPC recorded at one of the top three levels - a three year rolling average) Source: Energy Performance Building Certificates live tables - gov.uk	Above South West benchmark (54% for 2021-24)	49% (2019-2022)	52% (2020-2023)	**53.0%**	Jun-24	annual figures	↑ Higher is better		We use a three year rolling average using data available after the end of the financial year to show a longer term trend, as EPC ratings can fluctuate over the shorter term. This indicator is a proxy for energy efficiency of homes and the three year rolling average for March 2021 to March 2024 showed a slight increase compared to the previous three-year period. The target increases over time in line with the South West (54% for 2021-2024) benchmark at any snapshot in time.
Public Electric Vehicle Charging Points (All publicly available charging points including those owned by the council per 100,000 population) Source: Electric vehicle charging device statistics - gov.uk	75 per 100,000 population (in line with SW average for the quarter)	50 (Q2)	59 (Q3)	**73**	Mar-24	current position	↑ Higher is better		The total number of publicly available EV charge points as of April 2024 was 372. The Council's EV Charging Infrastructure Plan has contributed 58 towards this increase. The number of EV chargepoints is increasing, and is only 2 behind the South West benchmark, which was at 75 per 100,000 population in April 2024 (Wiltshire is 73 per 100,000).

Population of
513,400

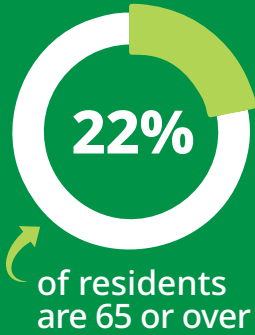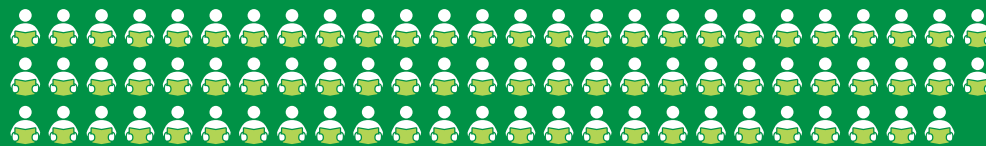**232,230** households

309,700 working aged adults

21,560 registered businesses

13 rail stations

231 bus routes

30 libraries

3 mobile libraries
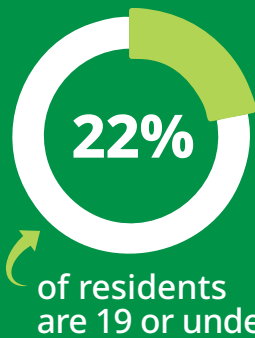
20 leisure centres

10 recycling centres

70,702 pupils in Wiltshire schools

22% of residents are 65 or over

22% of residents are 19 or under

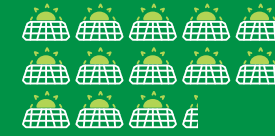**325,533** hectares (total area of the local authority)

4,300 residents over 65 diagnosed with dementia

3724.1 million estimated miles of motor vehicle journeys on Wiltshire-maintained roads in 2023

72 chargeable council owned car parks

27,197 subscribed to weekly e-newsletter

13,390 photovoltaics sites

200 primary schools

29 secondary schools

4 specialist schools

27.7% of pupils receiving the pupil premium

2,799 miles of Wiltshire-maintained roads

1,593 miles of surfaced footways and footpaths

Wiltshire Facts and Figures

These figures are intended to provide context to the performance indicators presented on the Corporate Performance Scorecard. It is important to note that not all performance measures directly map to these figures.

Wiltshire Council

Additional information about Wiltshire and its residents is available at: **wiltshireintelligence.org.uk**