# Wiltshire Council Performance Scorecard - 2023/24 Quarter Three

Of the 58 indicators on this scorecard 47 (81%) 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 in the correct direction, or is likely to be on target by the stated deadline. Red is significantly worse than target. The graph to the right summarises how many measures fall into each category.
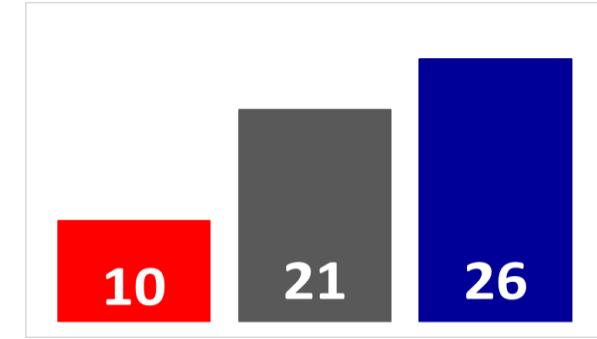
All measures show a rolling 12-month average or cumulative total, unless stated, with most recent figures presented alongside those from the two most recent reports.

| **10** | **21** | **26** |

| Gold shaded measures are main indicators | Unshaded indicators support a main indicator | Grey shaded indicators are selected from a basket of possible measures - the name of that basket appears above the measures |

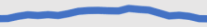| Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
We Get the Best Start in Life									
Educational Gap: Phonics (The percentage point gap at Year 1 between pupils receiving the pupil premium and their 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	23%	21%	**23.7%** **23% maintained** **24% academy**	Aug-23	annual - academic year	↑ Lower is better		The published data that we have received indicates that the phonics gap has increased to 23.7% and is above the National Gap. This remains a priority area for improvement aligned with the disadvantaged strategy. There is not a significant difference in terms of the disadvantaged gap between maintained schools and academies, and the gap remains an area of focus for both types of school.
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%	32.2%	**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.

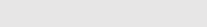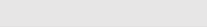| Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Overall educational outcomes: KS4 (Educational attainment for ALL pupils - Percentage achieving grade 5+ in BOTH English & Maths ('Basics') at KS4) Source: Gov.uk Explore Education Statistics	Between 48% and 50%	52.5%	48.6%	**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%	9.9%	**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%	25.8%	25.4%	**26.0%**	Dec-23	average over last 12 months	↔ Higher is better		The focus on the completion assessments that had been waiting for the longest period of time has continued, enabling the 'backlog' of outstanding assessments to be reduced. Demand for assessments continues to be high in Wiltshire, with fluctuations in the monthly request rate and peaks at certain points in the year - November and December both saw high numbers. SEND statutory performance continues to be monitored through SEND Performance Board and the local area SEND Board.
Percentage of schools rated good or outstanding by Ofsted (Includes primary, secondary and specialist schools) Source: Ofsted via Perspective Lite database	Above national average (85%)	81.5%	81.5%	**83.3%** **88% maintained** **78% academy**	Dec-23	current position	↑ Higher is better		The percentage of schools that are Good or Outstanding has dipped from a peak in March 2023, where there had been a steady improvement in performance. The data has been impacted by a few schools moving from a Good to Requires Improvement judgement, but these were expected outcomes in the context of schools inspected. Maintained school performance is above the target and in line with National data. This reflects ongoing improvements we are seeing in inspection outcomes. The Academy data is below the national rate, but the caveat is that Academies sponsor and take on vulnerable schools (RI and Inadequate) so this can skew the data.

Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Percentage of early years settings rated good or outstanding by Ofsted Source: Ofsted via LATE and FID databases	Above 98%	97.21%	97.69%	**97.65%**	Dec-23	current position	⬌ Higher is better		We are currently at 97.65% of all registered Early Years provision in Wiltshire being graded at least Good by Ofsted. If we remove the school-based provision data we are showing that 98.08% of our nurseries, pre-schools and childminders are at least Good. Of those settings judged to be less than good, 72% are childminders. Overall, 98.8% of our nurseries and pre-schools are at least good and 97.5% of our Childminders are at least good.

We Stay Active

Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Percentage of Children who are Physically Active Source: Active Lives Children and Young People Survey, Sports England	Above 60% over course of Business Plan	50.5%	53.7%	**47.8%**	Sep-22	annual figures	⬇ Higher is better		The trend shows the last five financial years. The slight drop in children's physical activity in 2021/22 is currently a single data point drop. It is too early to tell if this is a trend or a one-off change in what was an increasing measure and an area where Wiltshire historically has been either close to or above the South West and England averages.
Percentage of Adults who are Physically Active Source: Sports England Active Lives Survey	Above 75% over course of Business Plan	72.1%	72.9%	**71.9%**	Nov-22	annual figures	⬌ Higher is better		The trend shows the last five financial years. This data is based on subjective survey responses. There had been small improvements in each of the last three years put the activity levels in adults in Wiltshire above the national (65.9%) and regional (70.5%) average. Wiltshire figures are not quite on target but trend is indicating it is on track to be achieved.
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	1,698,601 per year	1,673,277	1,706,193	**1,748,172**	Dec-23	cumulative total over last 12 months	⬆ Higher is better		Figures continue to improve and do not appear to have been hugely impacted by the cost-of-living crisis at this time. When comparing Q3 to the same period last year, there has been an increase of 10% on visits.

Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Number of library visits (Cumulative total over 12 months) Source: Wiltshire Council	1,200,000 per year	1,086,140	1,166,368	**1,226,454**	Dec-23	cumulative total over last 12 months	Higher is better		Q3 visits are up 30.4% Apr–Dec 2023 compared to the same 9 month period last year and are at 77.6% of pre-pandemic levels, mirroring the national picture. Visits have risen 2.9% in the first 9 months of 2023/24 compared to the same period pre-pandemic. They are down 3.2% in Q3 compared to Q3 last year, an improvement on Q2 when the difference was 4.7%. The decrease from 2022 to 2023 is due to the maintenance work at Amesbury, Bradford-on-Avon, Marlborough and Wilton Libraries necessitating closed periods, and the additional visits in the summer of 2022 to the newly opened campus library in Melksham. Work on improving visitor numbers continues and additional ideas will be considered as part of the Library Transformation programme to ensure visitor numbers reach pre-pandemic levels, as loans of stock did in Dec 2023.
Number of hectares of new tree/woodland planting that is publicly accessible (Either permissible access rights or a PRoW running through the new woodland area). Source: Wiltshire Council	111 hectares for 2023/24			**0.03**	Dec-23	cumulative total over last 12 months	Higher is better		The tree planting season takes place during Q3 and Q4, when trees become dormant and so the bare rooted stock most widely used in woodland planting can be planted with minimal risk of failure. Although only 0.03Ha has so far been delivered on site, 79.01Ha has been facilitated and is in the pre-grant, submission, or agreed grant stage for planting this winter. This includes planned tree-planting in Bemerton heath and Studley Green in collaboration with the Community Conversations Team. We have also received £50K from the Coronation Living Heritage Fund for Community Orchards to be planted in 2024/25. Figures are reviewed weekly by the Woodland GAPS Team.
Percentage of people in their own homes 91 days after entering the reablement service Source: Wiltshire Council	Between 80% and 90%	78.77%	81.94%	**82.51%**	Dec-23	average over last 12 months	Higher is better		The outcome at 91 days shows the longer term effects 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.

Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
We are Safe									
Repeat referrals to Children's Services (% referrals within 12 months of previous referral) Source: Wiltshire Council	Between 14% and 20%	15.3%	16.4%	**17.4%**	Dec-23	average over last 12 months	⬆ Lower is better		Q3 has seen a slight increase, however, performance remains within the target range. A piece of work to look at the month-on-month increase seen in the past 5 months is being undertaken to fully analyse the root cause and will be presented to POB in March. When comparing performance to all comparator groups we perform better (statistical neighbours 20.7%, South West 22.6% and National 21.5%).
Percentage of children in care fostered within Local Authority provision (Excludes Connected Carers) Source: Wiltshire Council	Between 42% and 48%	42%	42%	**42%**	Dec-23	average over last 12 months	↔ Higher is better		Performance for Q3 decreased slightly to 40% for the quarterly data. However, the rolling yearly figure remains static at 42%. A placement sufficiency strategy and action plan is in place to reflect the need to increase this further in line with national sufficiency challenges. It is of note that when including connected carers the percentage rises to 56% of our children living within Local Authority provision.
Adult Safeguarding									
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%	96.2%	96.5%	**96.8%**	Dec-23	average over last 12 months	↔ Higher is better		Performance has increased slightly this quarter and continues to be within target range and on a positive trajectory following a decrease in the quarterly data for Q1. All outcomes not met have been reviewed, a total of 6 clients, including two who did not want further action from MASH and one who had passed away.
Number of adult social care providers currently rated inadequate in CQC Inspections Source: Care Quality Commission	0 (no inadequate providers)	2	0	**0**	Dec-23	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	17.5	**25.5**	Dec-23	average over last 12 months	Lower is better		This 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 in August. We will be working with children from age 16 to consider all other placement types as part of our transformation work, although we are aware that we have a shortage in accommodation options to support people in the community. Although this metric focuses on working age adults in residential care, these are not all specialist residential placements.

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	73.0% 1,498	73.9% 1,595	**73.1%** 1,784	Dec-23	average over last 12 months	Higher is better		Q3 initially showed improvement in repair times. However, November and December have seen a large increase in pothole reports. This is being mitigated by provision of two additional pothole gangs to improve response times.
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)	17.57% 20.01	84.93% 96.74	**92.37%** 105.20	Dec-23	cumulative total over last 12 months	Higher is better		Surface dressing is a seasonal operation when air temperatures are higher. The programme starts in July, so the substantive length of surfacing takes place within Q2 and Q3.Q2 and Q3 figures include additional surface dressing made possible by a one-off government grant for 2023/24, bringing the average of roads scheduled for treatment that have been resurfaced close to the target for the financial year.

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		4.17%	3.97%	**3.84%**	Dec-23	average over last 12 months	Lower is better		The Community Road Safety Team in Wiltshire Police brings together our Community Speed Watch volunteers, civilian Community Speed Enforcement Officers & Community Roads Safety Officers to focus working in our communities. They now conduct monthly Days of Action in specific areas of concern across the Neighbourhood Policing Teams, with officers and staff collectively working toward making our roads safer. Since September they've held 3 days of action that saw over 62 staff and officers joining together, focusing on over 85 different locations and delt with over 280 driving offences. In December, the Force focus was the #Fatal5, specifically drink/drug driving.

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%	**78.6%**	Sep-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, as there is only one remaining ASB Officer to cover the entire county. Fortunately ASB complaints tend to reduce over Q3 and Q4 due to the colder weather. Backfilling to cover the post has been advertised once but with no suitable applicants. It will be readvertised pending finance approval.

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%	39%	**39%**	Dec-23	average over last 12 months	Lower is better		Whilst performance is very slightly above the expected range, and has been for the last year, this is very positive given the significant placement sufficiency challenges. For context, 15% of the 38% are in Wiltshire and over 20 miles from home and 24% are out of Wiltshire and over 20 miles from home. In the current climate this remains strong performance.
Care Experienced Young People in Suitable Accommodation (% of 19-21 year old care experienced people in suitable accommodation) Source: Wiltshire Council	Between 85% and 95%	96%	95%	**94%**	Dec-23	average over last 12 months	Higher is better		Performance remains strong in this area.

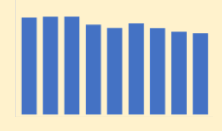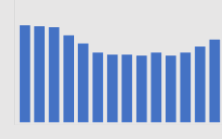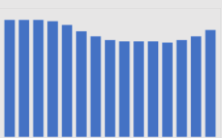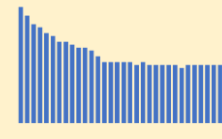| Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Public Health									
Uptake of NHS health checks (Percentage of invited NHS health checks undertaken. Numbers below percentages are the number of checks offered over the previous 12-months) Source: Wiltshire Council	45% or over (Return to pre-Covid level)	32.2% 34,161	31.9% 39,347	**33.3%** **41,351**	Sep-23	average over last 12 months	⬆ Higher is better		There has been a slight decrease in invites being sent out over this quarter and we will look to see which GP Practices appear to have lower rates to better understand this. The number of health checks undertaken is slightly lower than the previous quarter, but still an encouraging number of health checks completed. Q2 uptake has increased by nearly 9%, which is very encouraging, and close to the target of above 45%. This rate has not been seen since 2021. We will continue to work closely with Primary Care and with more work planned as part of a communications campaign locally to raise awareness to members of the public.
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	43.52% 460	43.53% 434	**43.53%** **461**	Jun-23	average over last 12 months with a 9-month lag	↔ Higher is better		The averaged quit rate remains above target, showing good translation of those engaging with services going on to a successful quit. The actual numbers for those setting a quit date and successfully quitting smoking was lower in 2022/23 than in 2021/22. The peak in people attempting to quit smoking after COVID impacts the average on the scorecard; we expect the true trend to be seen in the next quarter when that peak in activity falls outside the reporting period for the scorecard.
We ensure decisions are evidence-based									
Participation									
Voter Turnout in Neighbourhood Plan Referendums Source: Wiltshire Council	Above 25%	16.0%	29.7%	**28.1%**	Oct-23	Latest vote	↔ Higher is better		The latest referendum showed a 28.1% turnout. This is marginally above the 25% target and typical for neighbourhood plans.
Open rate for resident e-newsletters (Monthly average) Source: Mailchimp	Above 40%	52.8%	56.2%	**53.9%**	Dec-23	current position	↔ Higher is better		The trend shows ongoing strong performance 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 in Q3 remain above target.
We have the Right Housing									
Delivery of Affordable Housing Source: Wiltshire Council	650 homes per financial year	609	583	**571**	Dec-23	cumulative total over last 12 months	⬇ Higher is better		Numbers for Q3 are down on both Q1 and the historic levels due to overall downturn in the market. This is impacting delivery from housebuilders.
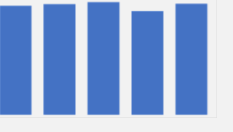
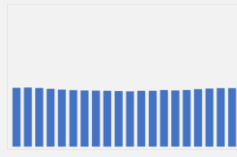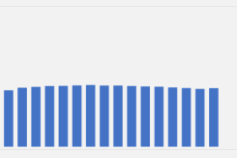| Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
The number on the Housing Register (Total number of households on the register at the end of the period, not including those on the open market register) Source: Wiltshire Council	Below 5,000	3,893	3,948	**3,937**	Dec-23	current position	Lower is better		Although the demand for social housing continues to rise we continue to carry out data cleansing of the housing register, which has meant that a few old applications have been removed as they were not closed down correctly. We are therefore reporting a lower figure this quarter following this work, but demand continues to increase.
Total Households in Temporary Accommodation Source: Wiltshire Council	Below 100 placements	184	168	**131**	Dec	current position	Lower is better		We are starting to see a steady decrease in the total number of households in temporary accommodation. This is due to a number of actions put into place to prioritise the reduction in households in temporary accommodation. Currently we have one single household in Bed & Breakfast, as we have seen a significant increase in the need for single homeless placements and unfortunately we have had a delay in opening our 7 bed hostel for single clients.
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%	69% 118	75% 122	**82%** 117	Dec-23	average over last 12 months	Higher is better		Performance is steadily improving each quarter and is consistently above the statutory 60% target, with a leap in quarterly performance from 76% in Q1 23/24 to 89% in Q2 and then to 96% in Q3 23/24.
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%	77% 3539	80% 3387	**85%** 3317	Dec-23	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 23/34 to 92% in Q2 23/24 and now to 93% in Q3 23/24 shows that good progress is being made consistently over the last three 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 (3.7%)	2.0%	2.0%	**2.0%**	Dec-23	current position	Lower is better		Wiltshire's claimant percentage 2% is consistently lower than the national average at 3.7% and the South West at 2.6%. This represents no change from the previous quarter. The numeric value has seen a steady increase over the last quarter from 6050 to 6250.
Youth Claimant Rate (percentage of 18-24 year olds claiming out of work benefits) Source: NOMIS	Below national average (4.9%)	2.9%	3.2%	**3.1%**	Dec-23	current position	Lower is better		Wiltshire's youth claimant rate is 3.1%, compared to 3.4% across the South West and 5% nationally. There is a slight decrease on the previous months across all regions at 0.1%. The numeric value for this measure is 1,100.

Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
% 16-17 year-olds who are NEET Source: Wiltshire Council	Between 2% and 2.6%	2.7%	1.7%	**2.1%**	Dec-23	quarterly figures	Lower is better		Draft data for Q3 shows an increase since the start of new academic year to 2.1%. The increase is expected as at the start of each academic year every 16-17 year old has an unknown destination and has to be tracked to confirm a destination, which can include NEET. Performance remains within the expected range and below South West and England averages.
% care-experienced 16-17 year-olds who are EET Source: Wiltshire Council	Between 65% and 75%	65%	66%	**62%**	Dec-23	average over last 12 months	Higher is better		Performance this quarter has dropped below the target range. It's important to note that some young people may be unable to be in EET due to their physical/mental health. As per Q2 narrative, a full breakdown of exceptions in Q3 will be provided to POB in March.
Gross weekly pay (Gross weekly pay by workplace) Source: ONS annual survey of hours and earnings	Above the national rate (£682.60)	£569.30	£610.80	**£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 (£14,362m)	£12,358m	£11,383m	**£12,192m**	2021	annual figures with a 2-year lag	Higher is better		GVA is slightly higher than South West average in 2021 due to high levels of public sector employment within Wiltshire providing protection from the pandemic. Wiltshire's GVA growth is not keeping track with the South West average (£14,362m), or the average for just rural counties in the region (£13,113m).
Level 4 skills (Percentage of 16+ individuals qualified to Level 4) Source: ONS Annual Population Survey	Increase gap above the national level (43.6%)	38.6%	40.3%	**45.6%**	2021	annual figures with a 2-year lag	Higher is better		Wiltshire has 45.6% of the population educated to level 4 and above compared to 42% in the South West and 43.6% across Great Britain.
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)	£22,844	£22,267	**£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	7,905,000 (trips per annum by Q4 22/23)	7,659,274	7,948,739	**8,045,725**	Oct-23	cumulative total over last 12 months	Higher is better		We are unable to present November and December figures at this stage, but bus patronage numbers continue to increase across Wiltshire in line with national trends.

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		1,613,818	4,600,314	**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	63.4%	65.0%	**65.9%**	Dec-23	current position	↑ Higher is better		The publicly funded programme is due to begin later this year but private sector build is increasing incrementally.
Percentage 4G mobile phone coverage (Percentage of premises with indoors 4G reception from all four providers) Source: Ofcom Connected Nations report		74.61%	75.32%	**73.87%**	Sep-23	current position	↓ Higher is better		Coverage anticipated to increase alongside the Shared Rural Services network that is currently in development. There are known problems on the network in and around Potterne which account for some but not all of this decrease. Further work is underway to identify the issue.
Town centre vibrancy									
Car park transactions (Number of pay-and-display transactions) Source: Wiltshire Council		297,635	305,689	**317,603**	Dec-23	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.
Income from pay and display car parks (Including season tickets) Source: Wiltshire Council		£620,926	£646,488	**£653,827**	Dec-23	average over last 12 months	↑ Higher is better		The increased income for pay and display has been offset by lower demand for season tickets. However, the annual income trend is constant with the forecasted total income being above the budgeted figure.
We Take Responsibility for the Environment									
Waste economy									
Household Waste (Kilograms of waste produced per household) Source: Hills	Below 880kg (at the end of Q4)	922	938	**947**	Nov-23	cumulative total over last 12 months	↑ Lower is better		More household waste tonnage has been managed between April - Nov 23/24 compared with the same period the previous year. A notable increase in garden waste masks a modest decrease in residual waste and mixed recycling collected at the kerbside.

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%	40.2%	41.6%	**41.9%**	Nov-23	average over last 12 months	⬆ Higher is better		A modest improvement in recycling rate is reported, though the in-year recycling rate typically declines as seasonal garden waste tonnages fall. A overall 23.4% increase in garden waste managed for composting has been seen April-Nov 2023/24, compared with the same period the previous year. This reflects an 18.7% increase in garden waste collected at the kerbside, but a 44% increase in garden waste managed through the household recycling centres. The service also continues to promote the "Recycling - Let's Sort It!" campaign aimed at reducing contamination of recycling and increasing material quality and has rolled out bag-sorting stations at all of the 10 x HRCs to support residents in maximising the amount of material separated for recycling at the sites.
Waste Recovery Rate (Percentage of household waste sent for treatment/energy recovery) Source: Hills	Above 42%	43.8%	42.6%	**42.5%**	Nov-23	average over last 12 months	⬌ Higher is better		Overall, the Waste Recovery rate has reduced compared with Q3 2022/23, though it has seen a modest in-year improvement compared with Q2 2023/24, which reflects a trial to shred bulky residual waste from Household Recycling Centres (HRCs) to make this suitable for Lakeside EfW. The average reported does not show the performance reduction compared with 2022/23, due to less residual waste tonnage collected from the kerbside. It is important to review the Waste Recovery Rate alongside the Recycling Rate, as both factors contribute to the overall diversion of waste from landfill. Any changes in the quantity of waste sent for recovery will influence the percentage of recycling rate, and vice versa.
Residual Waste Rate (Percentage of household waste sent to landfill) Source: Hills	Below 13%	15.6%	15.8%	**15.5%**	Nov-23	average over last 12 months	⬌ Lower is better		Performance compared with Q3 2022/23 remains largely unchanged, though the reported average masks a modest in-year improvement compared with Q2 2023/24. This reflects the trial to shred bulky residual waste from Household Recycling Centres (HRCs) and redirecting this to an energy from waste facility during November and December 2023.

Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
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 (-4% per year)	2.6%	7.1%	**12.1%**	Dec-23	Difference compared to previous 12 months	⬆️ Lower is better		Q3 numbers are down 12.5% on Q2 23/24 but up 16% on Q3 22/23. However, only 4% of reports have contained evidence during the year to date. Of these, 66% of reports with evidence have resulted in formal actions being taken year to date. However, over the last 3 months 79% of reports with evidence have resulted in formal actions. This YTD figure is low due to only 9% of reports with evidence resulting in an action during July 2023 due to staff holiday and ongoing investigations. 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 are up 16% as of 31 December 2023.

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	3,367	2,961	**3,226**	Dec-21	annual figures with a 3-year lag	⬆️ Lower is better		This new data for all greenhouse gas emissions (including carbon dioxide, methane and nitrous oxide) until the end of 2021 shows the rebound effect as the county recovered from Covid related lockdowns. 2019 is a more meaningful comparator than 2021. Between 2020 and 2021, greenhouse gas emissions increased in 358 out of the 374 local authorities in the UK (96%). This is consistent with the increase in overall UK emissions in 2021, which increased by 5% largely due to COVID-19 restrictions easing and colder temperatures increasing the use of heating in buildings.
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 3750 tonnes	4,401	5,275	**3,568**	Mar-23	annual figures with a 2-year lag	⬇️ 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. This target will be used for comparison when data is next published in September 2024.
Renewable energy capacity (Megawatts) Source: Regional Renewable Statistics - gov.uk	978MW by 2027	575	577	**583**	2021	annual figures	⬆️ Higher is better		There is 662MW 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 (750 people) by end of 2025	75	130	**179**	Dec-23	current position	↑ Higher is better		The most recent data includes 6 Directors completing Carbon Literacy Training, as part of the aim for all of the Extended Leadership Team to be trained by summer 2024. Courses for councillors are starting in March. Good progress has been made to date and we have achieved the bronze award. However considerable resource will be required to achieve silver by the end of 2025.
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 (52% for 2020-23)	48.0%	49.0%	**52.0%**	Aug-23	annual figures	↑ Higher is better		We use a three year rolling average 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 is increasing slowly over time. The target for Energy Performance Certificates at levels A-C increases over time in line with the South West benchmark at any snapshot in time. This year the South West is at 52%.
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	48 per 100,000 population (in line with SW average)	33	36	**41**	Apr-23	annual figures	↑ Higher is better		The number of EV chargepoints is increasing, however the previous good progress is falling behind the South West benchmark, which was at 48 per 100,000 population in April 2023 (Wiltshire is 41 per 100,000). During 2023, the council's EV charging infrastructure plan will lead to 70 new chargepoints.

Population of
513,400

231,112
households

309,700
working aged adults

21,560
registered businesses

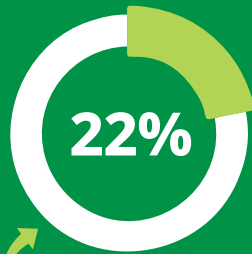**13** rail stations

231 bus routes

30 libraries

3 mobile libraries

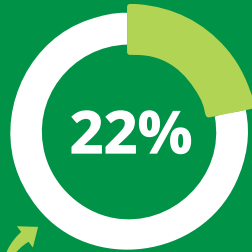**20** leisure centres

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)

2,456
million estimated miles of motor vehicle journeys on Wiltshire-maintained roads in 2022

72
chargeable council owned car parks

4,300
residents over 65 diagnosed with dementia

27,119
subscribed to weekly e-newsletter

13,390
photovoltaics sites

200
primary schools

29
secondary schools

4
specialist schools

2,799
miles of Wiltshire-maintained roads

1,593
miles of surfaced footways and footpaths

27.7%
of pupils receiving the pupil premium

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