

AGENDA

Meeting: Environment Select Committee
Place: Kennet Committee Room, County Hall, Bythesea Road, Trowbridge, BA14 8JN
Date: Tuesday 21 November 2017
Time: 10.30 am

Please direct any enquiries on this Agenda to Edmund Blick, of Democratic Services, County Hall, Bythesea Road, Trowbridge, direct line 01225 718059 or email edmund.blick@wiltshire.gov.uk

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Membership:

Cllr Ian Blair-Pilling	Cllr Tony Jackson
Cllr Derek Brown OBE	Cllr Bob Jones MBE
Cllr Matthew Dean	Cllr Jacqui Lay
Cllr Peter Evans	Cllr Ian McLennan
Cllr Peter Fuller	Cllr Nick Murry
Cllr Sarah Gibson	Cllr Steve Oldrieve
Cllr Mike Hewitt	

Substitutes:

Cllr Ernie Clark	Cllr Ross Henning
Cllr Brian Dalton	Cllr George Jeans
Cllr Sue Evans	Cllr Brian Mathew
Cllr Jose Green	Cllr Stewart Palmen
Cllr Mollie Groom	Cllr Ricky Rogers
Cllr Russell Hawker	

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The full constitution can be found at [this link](#).

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AGENDA

PART I

Items to be considered while the meeting is open to the public

1 **Apologies**

To receive any apologies or substitutions for the meeting.

2 **Minutes of the Previous Meeting** (*Pages 7 - 16*)

To approve and sign the minutes of the Environment Select Committee meeting held on 19 September 2017.

3 **Declarations of Interest**

To receive any declarations of disclosable interests or dispensations granted by the Standards Committee.

4 **Chairman's Announcements**

To receive any announcements through the Chairman.

5 **Public Participation**

The Council welcomes contributions from members of the public.

Statements

If you would like to make a statement at this meeting on any item on this agenda, please register to do so at least 10 minutes prior to the meeting. Up to 3 speakers are permitted to speak for up to 3 minutes each on any agenda item. Please contact the officer named on the front of the agenda for any further clarification.

Questions

To receive any questions from members of the public or members of the Council received in accordance with the constitution.

Those wishing to ask questions are required to give notice of any such questions in writing to the officer named on the front of this agenda no later than 5pm on **Tuesday 14 November** in order to be guaranteed of a written response. In order to receive a verbal response questions must be submitted no later than 5pm on **Thursday 16 November**. Please contact the officer named on the front of this agenda for further advice. Questions may be asked without notice if the Chairman decides that the matter is urgent.

Details of any questions received will be circulated to Committee members prior to the meeting and made available at the meeting and on the Council's website.

6 Highways and Street Scene Task Group - Final Report

This report will follow as a supplement to the agenda.

7 Highways Infrastructure Asset Management System

The Council applies the principles of asset management to the maintenance of the highway network. This involves developing lifecycle plans to demonstrate how funding and performance requirements are achieved through appropriate intervention and investment strategies, with the objective of minimising expenditure while providing the required performance.

Asset Management has been widely accepted by Central and Local Government as a means to deliver a more efficient and effective approach to the management of highway infrastructure assets, through longer term planning and ensuring that standards are defined and achievable for available budgets.

Wiltshire Council recognises the importance of adopting such an approach for its most valuable asset, and has developed and published a Highway Asset Management Strategy. This demonstrates Wiltshire Council's commitment to ensuring the public can safely use the highway and contributes to the achievement of its corporate goals.

The Committee will receive a presentation on the following: detail on the procurement process for the Highways Infrastructure Asset Management System; how the new system will inform the capital programme; the IT support required to progress this project.

8 Local Highways Investment Fund (Pages 17 - 98)

The 'Local Highways Investment Fund 2014 – 2020' is addressing the longstanding under investment in highways maintenance, which has been a problem nationally for many years. The significant investment of £21 million annually in recent years by Wiltshire Council has already seen a substantial improvement in the condition of the county's road network, with a significant number of roads treated.

Good progress has been made on reducing the road maintenance backlog in recent years, but other highway assets, including street lighting, safety fences, road signs, footways and traffic signals will need investment to keep them safe in the future and to avoid expensive unplanned emergency repairs.

Budgets and funding for highway maintenance have not yet been agreed for 2018/19. The Committee will consider a report on this item and the funding

proposed for 2018/19.

9 **Public Transport Review Update** (*Pages 99 - 108*)

Faced with increasing demands for services against its limited resources, the Council reviewed discretionary expenditure in the passenger transport service. The main aim of the passenger transport service is to provide transport for education, access to rural areas that are not served by the commercial bus network, and access to employment.

Extensive stakeholder and public consultation was undertaken from mid-2015 to April 2016; to help determine the impact of any reduction to Wiltshire Council supported bus services, particularly on individuals. The results of this consultation were reported to Cabinet on 14 June 2016.

At 19 September 2017 ESC, the Committee received the Public Transport Review Task Group's final report and agreed to receive an update in 12 months regarding the implementation of the bus service changes, following the consultation results where Cabinet resolved to reduce £500,000 from the public transport budget.

10 **Executive Response to the Public Transport Review Task Group**

This report will follow as a supplement to the agenda.

11 **Highways Annual Review of Service** (*Pages 109 - 194*)

The local highway network is vital for businesses and communities, and effective maintenance to ensure its availability is essential to the economic development of the county. Wiltshire Council recognises the importance of maintaining and managing its highway network effectively.

The Committee will receive the Annual Report on the Highways service area. The consideration of this report effectively aids the Committee in its role of reviewing the performance of this particular service area.

12 **Amendments to the Wiltshire Local Transport Plan (LTP) 2011-2026 - Car Parking Strategy** (*Pages 195 - 196*)

Following approval by Cabinet at its meeting on 12 September 2017, the public consultation on amendments to the Wiltshire Local Transport Plan Car Parking Strategy commenced on 28 September 2017.

The Environment Select Committee considered a report on the above at their 19 September 2017 meeting; where Members discussed the consultation and the importance of the item returning to Committee, once the outcome of the consultation was known.

The Associate Director, Highways and Transport, felt it would be helpful for the Committee to receive a further briefing note on the item; which would capitalise on detail around the consultation process.

13 **Task Group Update** (*Pages 197 - 198*)

Written updates on Environment Select Committee Task Group activity are attached.

14 **Forward Work Programme** (*Pages 199 - 208*)

To note and receive updates on the progress of items on the forward work programme.

Under the revised Overview and Scrutiny (OS) arrangements there is now a single OS work programme controlled by the OS Management Committee, linked to priorities in the Business Plan.

Therefore it should be noted that, whilst any matters added by Members are welcome, they will be referred to the OS Management Committee for approval before formal inclusion in the work programme for the Environment Select Committee.

A copy of the Overview and Scrutiny Forward Work Programme for the Environment Select Committee is attached for reference.

15 **Urgent Items**

Any other items of business which the Chairman agrees to consider as a matter of urgency.

16 **Date of Next Meeting**

To confirm the date of the next scheduled meeting as 16 January 2018.

ENVIRONMENT SELECT COMMITTEE

MINUTES OF THE ENVIRONMENT SELECT COMMITTEE MEETING HELD ON 19 SEPTEMBER 2017 AT KENNET COMMITTEE ROOM, COUNTY HALL, BYTHESEA ROAD, TROWBRIDGE, BA14 8JN.

Present:

Cllr Ian Blair-Pilling, Cllr Derek Brown OBE, Cllr Matthew Dean, Cllr Peter Evans, Cllr Peter Fuller, Cllr Mike Hewitt, Cllr Tony Jackson, Cllr Bob Jones MBE, Cllr Jacqui Lay, Cllr Ian McLennan and Cllr Nick Murry

Also Present:

Cllr Jose Green, Cllr Alan Hill, Cllr Chuck Berry, Cllr Richard Clewer, Cllr Philip Whitehead, Cllr Jonathon Seed, Cllr John Thomson, Cllr John Smale and Cllr Bridget Wayman

30 **Apologies**

Apologies were received from Cllr Stephen Oldrieve and Cllr Sarah Gibson.

31 **Minutes of the Previous Meeting**

Resolved:

The minutes of the meeting held on 13 June 2017 were agreed and signed as a true and accurate record.

32 **Declarations of Interest**

There were no declarations.

33 **Chairman's Announcements**

The Chairman made the following announcements:

1. **Planning Task Group**

The Committee were advised that, as agreed in the last meeting, the Chairman and Vice-Chairman, Cllr Lay and Cllr Murry, met with Chuck Berry- Cabinet Member for Planning and Strategic Asset Management and Alistair Cunningham, Corporate Director for Growth, Investment and Place. At this meeting, it was decided that Overview and Scrutiny

Management Committee's Task Group could consider 'Planning Outcomes and Delivery'.

2. Capital requirement for new and replacement waste containers – Waste Services

The Committee were informed that following a meeting held between the Chairman and the Associate Director for Waste and Environment, Tracy Carter in July, it was agreed that this item could be removed from the Committee's Forward Work Plan, because scrutiny involvement is not deemed to add value.

It was also explained that the issue of waste bags and wheelie bins had been discussed in this meeting. The Chairman informed Members that refuse bins could not be issued to some properties, where there was no adequate storage for the bins, as they would obstruct the highway. However, it was emphasised that Waste Services were willing to work with Members to address any issues relating to waste containers in their divisions.

3. Housing Repairs Contract Extension

The Chairman advised that at Cabinet on 12 September 2017, it was resolved that approval be delegated to the Associate Director responsible for housing in consultation with the Cabinet Member for Economic Development and Housing, to agree contract extensions up to March 2020 for all the existing contracts that the Council held under this item, to give time to fully complete the review of the repairs and maintenance service and to implement any agreed changes.

4. Allocation of Pavement Funding:

The Chairman referred to the attached briefing note and advised Members that the money had been allocated proportionately, in the same way that CATG funds were allocated, and that the money was now available to be spent in community areas. After questioning by Members, it was confirmed that this fund was for discretionary improvements and not for work undertaken under mandatory safety duties.

34 **Public Participation**

There were no public questions or speakers,

35 **Municipal Waste Management Strategy**

The report was introduced by Tracy Carter- Associate Director Waste and Environment, which was described as an update report on the work done in the development of the new strategy. She announced that she was pleased to see the level of Councillors interest in the strategy and referred to the success of the well-attended Waste Workshops, held in July, with 43 Councillors having participated.

The Committee advised that as part of the Consultation, the Waste Team were making presentations at Area Board meetings, which were being well received.

It was explained that some Consultation questions were being put to audiences, and would be included in the overall response to Consultation. Members were informed that the Consultation was now live and would close on 14 November 2017, and were urged to encourage their divisions to participate.

A number of questions were raised by Councillors in response to the report. Firstly, a recognition of the efforts of Officers and the success of the Consultation, so far, was voiced by Members. The point was raised that the Strategy could be used as an ambitious piece of work in addressing the future long term impacts of household waste and climate change, amongst other environmental factors. Concern was also raised about the introduction of charges for non-household waste at Household Recycling Centres and how improper use could lead to an increase in fly-tipping.

In regards to the specific issue of Single-Use Plastics (SUPs), Tracy Carter advised Members that from July 2018, under a new contract, a wider selection of plastics would be recycled at the kerbside. However, it was also explained that the policy on SUPs was based on educating the public to minimise use, although it was recognised that without national legislation restricting packaging, the Council had limited influence over the producers of SUPs.

It was highlighted that events managed by the Council always have a waste management plan attached to them and independent traders have set waste management standards and legislative requirements to abide by. Furthermore, in response to questioning, Tracy confirmed that the Council manages its Single-Use Plastic waste properly and therefore, Single-Use Plastic waste collected by Wiltshire Council does not end up in the world's oceans.

Resolved:

The Committee agreed:

- 1. To note the update on the early development of a new household waste management strategy for Wiltshire Council; noting the key themes resulting from member workshops and how these have been used in shaping the questions for a public consultation.**
- 2. For the final report on the Wiltshire Council Waste Management Strategy, to be received by the Committee in January 2018, to include information on: why individuals choose not to recycle in Wiltshire; clearly defined and strategic goals for the Strategy, of a similar nature to those found in the 'Zero Waste Scotland' Strategy.**
- 3. For the Committee's consideration of the Notice of Motion on SUPs to be closed, as the Council's management of plastic waste ending up in the oceans is legally compliant and would ensure that this does not end up in the world's oceans and there is nothing further that the Council could do at present to combat the amount of plastic waste found in the ocean.**

36 **Amendments to the Wiltshire Local Transport Plan (LTP) - Car Parking Strategy 2011-2026**

Parvis Khansari- Associate Director for Highways and Transport introduced the report, which outlined 7 options for the Car Parking Strategy explaining that, at its meeting on 12 September 2017, Cabinet considered a report on possible car parking charging options for inclusion in a subsequent public consultation exercise. The report also included a number of technology and operational proposals. It was explained that the report was being considered in Environment Select to provide an opportunity for the Committee to consider its role in the process.

In the debate that followed, it was confirmed that the Consultation would start the week commencing 25 September 2017 and run for 8 weeks. It was agreed that the Committee should await the outcome of the Public Consultation and that the Strategy should come back to Environment Select at its meeting on 16 January 2018, prior to returning to Cabinet on 30 January 2018.

Resolved:

The Committee endorsed the contents of the report and the options presented for Public Consultation and agreed to await the outcome of the detailed Consultation before considering the Strategy again, at its 16 January 2018 meeting, prior to the Strategy returning to Cabinet on 30 January 2018.

37 **Final Report of the Public Transport Review Task Group**

Cllr Peter Evans- Chairman of Public Transport Review Working Group, introduced the report explaining that its purpose was to present the findings and recommendations of the task group for endorsement by the committee and referral to the Cabinet Member for response. The Committee were informed that the Consultation had attracted 11,000 responses and this had delayed work slightly.

Resolved:

The Committee agreed:

- 1. To endorse the report of the Task Group and refer it to the Cabinet Member for Highways and Transport for response at the Committee's next meeting.**
- 2. Receive an update in 12 months regarding the implementation of the options selected following the public transport review, which would mean receiving an update in the next Environment Select Committee in November.**
- 3. Cease the work of the Public Transport Review task group.**

38 **Flood Risk Management**

Cllr Jonathan Seed- Portfolio Holder for Flooding and the Military Covenant gave an update on the work of the Strategic Flood Risk Management Group (FRMG), as its Chairman.

It was explained that Group worked closely with the three Operational Flood Working Groups (OFWGs), covering the north and south of the county, with a separate group for Salisbury. Members were advised that most of the work was done on the ground, working with partner agencies, such as Environment Agency (EA) and other organisations having an interest in flooding and drainage matters. Members were informed that the Groups work with local communities on initiatives to reduce flood risk, and encourage the development of local Flood Plans and the appointment of Flood Wardens. Members were advised that there are now 148 communities with Flood Plans and Flood Wardens across the county. Cllr Seed also drew attention to the Council's Parish Emergency Assistance Scheme (PEAS) making communities less reliant on Wiltshire Council during flooding.

Questions were asked surrounding the capability of Wiltshire Council to respond to a major flooding incident. Cllr Seed assured Members that the Council was an exemplary model of Flood Risk Strategy and that emergency plans were in place to deal with flooding risks. It was confirmed that vast improvements had been made since the December 2013 and March 2014 flooding, although he acknowledged that people were still suffering from the lasting impacts of the flooding. Particular mention was made of the ability to provide emergency housing in Salisbury, in the event of a major incident. Cllr Seed, did however state that although Wiltshire Council were heavily invested in this area, they did not have the capacity to alleviate all flooding risks in the County. He urged Members to look at their own divisions and support their communities in taking their own precautions.

A further point was raised regarding the long term plans to tackle flooding risks caused by climate change and increased water levels. Cllr Seed advised Members that the strategy surrounding this policy was a living document and, therefore, it would naturally adapt to meet changing environmental needs. Cllr Seed identified a number of schemes in place across the County, such as purpose built properties and expert submissions in planning applications. In this respect, Alistair Cunningham- Corporate Director Growth, Investment and Place, confirmed that where planning applications involved flooding risks that could not be mitigated, those applications would not be approved.

Resolved:

The Committee noted:

- 1. The Operational Flood Working Groups continue to be a successful way of working with local communities, the Environment Agency and other organisations to manage flood risk in Wiltshire.**
- 2. There are currently 148 communities with Flood Plans and Flood Wardens, with 97 communities taking part in the Council's Parish**

Emergency Assistance Scheme (PEAS), which provides sand bags and equipment to local town and parish councils so that they can store these locally, and deploy them as necessary.

- 3. The Council carries out a large programme of flood alleviation and drainage projects which are managed and co-ordinated through the Operational Flood Working Groups, and bids for additional funding as opportunities arise.**

39 **Housing Board**

James Cawley, Associate Director for Adult Care, Commissioning and Housing introduced the report which concerned the Governance Management of the Housing Board. The Committee were asked to consider the options to follow for the Board's future arrangements, the remuneration level and whether recruitment to vacant positions on the Board could commence.

Much of the discussion surrounded the issue of remuneration of the Housing Board Members, particularly the Chairman. Cllr Clewer- Cabinet Member for Corporate Services, Heritage, Arts and Tourism, spoke in this regard, having previously been Chairman of the Housing Board. He detailed that the role entailed a vast amount of work and commitment, and he made the case for the proposed levels of remuneration.

An issue was raised with some Members voicing a discomfort with the Portfolio Holder of Housing Stock also being the Chairman of the Housing Board, and receiving remuneration for both roles. However, in the debate that followed it was agreed that the roles entailed their own significant responsibilities and duties, which justified remuneration, and there was nothing improper with a Councillor holding both positions simultaneously. Cllr Chuck Berry- Cabinet Member for Economic Development and Housing spoke to this effect and gave his support to Cllr Smale- the current Portfolio Holder for Housing Stock Chairman to the Housing Board.

Resolved:

The Committee noted this report and agreed the following:

- 1. For Housing Services to pursue the 'As is structure with revised Terms of Reference's' option, subject to the Terms of Reference being developed by Housing Services in collaboration with the Housing Board members.**
- 2. Remuneration level to be continued for the second term of the Housing Board (on and from 4 May 2017).**
- 3. Recruitment to commence, as soon as reasonably practicable, via the Elected Wire, Housing Matters magazine and Wiltshire Council's website.**

40 **Task Group Update**

Traveller Reference Group

Steve Maddern- Acting Consultant in Public Health introduced the update report on the progress of the Traveller Reference Group and Traveller Strategy.

Firstly, he gave apologies for Carolyn Gibson, Spatial Planning, who was unable to attend the meeting. He then explained that progressive work was being done under the strategy and that they were one year into the four year strategy, as detailed in the report, but that more work was needed. He advised Members that the precise number of Travellers in England and Wiltshire is unclear, due to definitional and identification problems, however, according to the 2011 Census, 757 people in Wiltshire identified themselves as being of gypsy or of Irish traveller ethnicity.

There was discussion around the historical, and current, perceived discrimination against these groups and what measures the Council is adopting to counteract this prejudice. Members recounted their own experiences with Traveller Groups in their divisions and gave support to the ambitions of the strategy. Members were advised that despite a lack of statistical data to evidence the improvements, those working in the Traveller Reference Group believed that they were achieving the objective outcomes, identified in the 23 point action plan of the Strategy.

Resolved:

The Committee agreed to note the report and the Wiltshire Traveller Strategy.

41 **Forward Work Programme**

Cllr Nick Murry raised the point of the Committee receiving information on the Council's current Climate Change strategies. It was relayed that the current FWP meetings between the Committee's Chairman and Vice-Chairman and Members of the Executive would present an opportunity for this to be raised. A full update on each of these portfolio meetings would be received by the Committee at the next appropriate meeting.

Resolved:

The Committee agreed to note the Forward Work Plan.

42 **Urgent Items**

There were no urgent items raised in the meeting, (see next item).

43 **Urgent Item- Proposed Changes to the Council's Allocations Policy**

As included as a late supplementary item, with consent of the Chairman, the Committee was asked to consider the proposed changes to the Council's Allocations Policy.

Nicole Smith, Head of Housing Operations and People Services introduced the report, to allow the Committee to consider the recommendations to amend the Council's Allocation Policy. It was explained that there had been a 9 week consultation from January 2017 to April 2017.

There was a consensus that Recommendations 1-11 were non-contentious. However, Recommendation 12- 'Options for a proposal to make the system more efficient', (regarding definition of local connection) attracted criticism from some Members. Members expressed support for the Local Connection aspect of allocation. A number of options were presented and in a motion proposed by the Chairman, and seconded by the Vice-Chairman, the Committee passed a motion in support of Option Two – 'Retain current wording but discontinue with the authorisation process and just conduct random checks'.

Similarly, Recommendation 13- 'Rural allocations of new build developments', attracted discussion, having identified the problem of local families moving out of villages, due to no available housing, but then not being considered to have a housing need when properties become available in the said village at a later date, it was felt that this recommendation of the policy required amendment. The options associated with Recommendation 13 were presented to the Committee and in a motion proposed by the Chairman, and seconded by the Vice-Chairman, the Committee passed a motion in support of Option Four- 'Allow for bids from Band 1-4 and Open Market Register (OMR) at stage 1 on all allocations, but to include the allocations of all rural properties in Local Service Centres, Small and Large Villages, as described in the core strategy'.

Resolved:

The Committee agreed:

- 1. Recommendations 1-11**
To endorse the recommendations to amend the council's housing allocation policy and make a recommendation to Council to update the policy.
- 2. Recommendation 12**
To endorse Option Two– Retain current wording but discontinue with the authorisation process and just conduct random checks
- 3. Recommendation 13**
To endorse Option Four- Allow for bids from Band 1-4 and OMR at stage 1 on all allocations, but to include the allocations of all rural properties in Local Service Centres, Small and Large Villages, as described in the core strategy.

44 **Date of Next Meeting**

The date of the next meeting was confirmed as Tuesday 21 November 2017.

(Duration of meeting: 10.30 am - 1.45 pm)

The Officer who has produced these minutes is Edmund Blick of Democratic Services, direct line 01225 718059, e-mail edmund.blick@wiltshire.gov.uk

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Wiltshire Council

Environment Select Committee

21 November 2017

Subject: Local Highways Investment Fund 2014 - 2020

Cabinet Member: Councillor Bridget Wayman - Highways, Transport and Waste

Key Decision: No

Executive Summary

The local highway network is vital for businesses and communities, and effective maintenance to ensure its availability is essential to the economic development of the county. Wiltshire Council recognises the importance of maintaining and managing its highway network effectively.

The 'Local Highways Investment Fund 2014 – 2020' is addressing the longstanding under investment in highways maintenance, which has been a problem nationally for many years. The significant investment of £21 million annually in recent years by Wiltshire Council has already seen a substantial improvement in the condition of the county's road network, with a significant number of roads treated (see **Appendix 1**).

This year a large programme of footway works has been included in the programme (see **Appendices 2 and 3**), and a further £150,000 has been made available for the Area Boards to prioritise footway improvements or maintenance. In future years further investment will be required to address the backlog of maintenance on the footways.

Budgets and funding for highway maintenance have not yet been agreed for 2018/19. Provisional lists of schemes have been prepared for next year (**Appendix 4**) which set out the schemes that would be delivered if funding is set at the level of the Department of Transport (DfT) Maintenance Block, and the additional sites which could be included should the enhanced funding for the Local Highways Investment Fund continue next year.

As a result of the investment in recent years, the overall condition of the road network in Wiltshire has improved considerably. Road conditions in Wiltshire are now better than the national average (see **Appendix 5**). However, it is clear that there is still scope for further improvement, and there is still low public satisfaction with road conditions.

With an extensive road network and aging infrastructure there is a need to plan for long term asset renewal. Good progress has been made on reducing the road maintenance backlog in recent years, but other highway assets, including street lighting, safety fences, road signs, footways and traffic signals will need investment to keep them safe

in the future and to avoid expensive unplanned emergency repairs.

Proposals

It is recommended that the Environment Select Committee:

- (i) Endorses that good progress has been made in regard to implementing the 'Local Highways Investment Fund 2014 – 2020'.
- (ii) Supports that the statement that there has been a substantial improvement in the condition of Wiltshire's roads in recent years, but further investment is still required.
- (iii) Considers the provisional highway maintenance scheme lists for 2018/19, which have been prepared for each of the Area Boards, and accepts that these will have to be finalised when budgets are agreed.
- (iv) Recognises that a further £4,861,000 would be required to bring the funding up to the £21,000,000 annual investment (as envisaged in the original Local Highways Investment Fund 2014 – 2020 report), assuming DfT funding is at the anticipated levels.

Reason for Proposals

The highway network forms the Council's largest asset, and it is important that it is maintained in the most cost-effective way that demonstrates value for money. This includes the use of asset management and whole life costing approaches to inform investment decisions.

Asset management principles have been applied for many years in Wiltshire to ensure that there is appropriate investment with longer term planning for the management of the highways assets.

Alistair Cunningham
Corporate Director

Wiltshire Council

Environment Select Committee

21 November 2017

Subject: Local Highways Investment Fund 2014 - 2020

Cabinet Member: Councillor Bridget Wayman - Highways, Transport and Waste

Key Decision: No

Purpose of Report

1. To provide an update on progress on delivering the Council's 'Local Highways Investment Fund 2014 – 2020'.

Relevance to the Council's Business Plan

2. The Wiltshire Council Business Plan 2017 – 2027 sets out the vision to create strong communities, with priorities for growing the economy, strong communities and protecting the vulnerable. As part of growing the economy it is acknowledged that it is necessary to bring the county's roads up to an acceptable state. The goal is that road infrastructure is improved and to:
 - Improve asset management and the use of investment to improve the condition of Wiltshire roads (implementing our Highways Asset Management Strategy).
 - Promote and further development the MyWiltshire app to improve and increase the reporting of issues.

Background

3. The local highway network is vital for businesses and communities. Effective maintenance to ensure its availability is essential to the economic development of the county. Wiltshire Council recognises the importance of maintaining and managing its highway network effectively, and is making a significant investment in improving the condition of its highway assets.
4. The highway network in Wiltshire comprises 4,400 kilometres of road, 3.9 million square metres of footway, 981 bridges and over 50,000 street lights and illuminated signs. The replacement value of the assets is over £5 billion, and it would cost over £330 million to resurface all of the roads. It is the Council's largest asset.
5. The condition of the county's roads is important to the public. This is demonstrated by the results of previous People's Voice surveys and the annual National Highways and Transportation (NHT) surveys, which indicate low levels of public satisfaction with road conditions nationally.

6. This report provides an update on the Council's current highway investment programme.

Main Considerations for the Council

Local Highways Investment Fund 2014 – 2020

7. The 'Local Highways Investment Fund 2014 – 2020' is addressing the longstanding under investment in highways maintenance and the consequent backlog, which has been a problem nationally for many years. The Council's major programme of investment in highway maintenance, which was originally proposed to be over six years, is delivering a significant improvement in the condition of the county's highway network.
8. The programme is in its fourth year, and there has already been a substantial amount of work completed, and an overall improvement in road conditions. The investment was initially targeted at those roads in worst condition, especially the main roads, and the approach has now been expanded to include more preventative maintenance on the minor roads and renewal of footways.
9. The majority of the schemes in the 2017/18 programme have been completed. There have been a few minor roads which formed part of the surface dressing programme which have not been completed, because of the need for particular equipment. These are being programmed for early next year. The programme of footway renewal and reactive carriageway repairs will continue until March.
10. At the start of the programme, it was intended that the investment should be used to improve approximately 664 kilometres of the network (about 15% of the total road length). As some of the roads will continue to deteriorate during this period, a greater proportion of the network has to be treated to achieve the overall improvement at the end of the period.
11. In the first year of the investment there were a number of sites which needed major reconstruction work and the lengths of road treated were less than originally envisaged. However, a substantial programme of surface dressing has been undertaken in recent years, and the total lengths of road resurfaced have increased considerably.

Year	Length treated (kilometres)
2014/15	148
2015/16	182
2016/17	250
2017/18	181
Total	761

12. By the end of this year a total of 761 kilometres of road will have been resurfaced since 2014, which is about 17% of the network (see **Appendix 1**), and the Council is on target to achieve the anticipated improvement by 2020, subject to funding continuing at current levels. There have also been a significant number of smaller sites treated with hand patching, which are addressing localised areas in poor condition.

13. The detailed calculation of the backlog carried out by the Council's specialist consultants, WDM, indicates that there has been a significant reduction of 30% in the backlog in the first two years of the investment:

	2013/14	2014/15	2015/16	2016/17
Calculated backlog	£69.4 million	£63.3 million	£48.2 million	To be confirmed

14. Good progress is being made in reducing the backlog, but further investment, as originally envisaged, will be required to significantly reduce the remaining backlog. There is still a substantial amount of resurfacing work identified as still being required on the network, and this will need to be programmed for future years.

Footways

15. At the start of the programme it was intended that footways should be resurfaced at the same time as the adjoining roads were resurfaced. However, it became apparent that in many cases the footway immediately adjacent to the road was not necessarily the highest priority in the area. It was therefore decided to implement a separate programme of footway renewal and resurfacing.
16. A substantial budget of £1.25 million was included in the programme for 2017/18 for footway resurfacing and renewal, and good progress is being made completing this work. The sites were identified by the local highways staff using the recently completed footway condition surveys (see **Appendices 2 and 3**). In addition, the Council has made available a further £150,000 for the Area Boards to prioritise footway improvements or maintenance.
17. The budget available for footways for next year is uncertain, but consideration is currently being given to potential sites. Local members are encouraged to contact their local highways engineers if there are sites that are of particular concern locally.

Schemes for 2018/19

18. The Council has a new Business Plan which includes the use of investment to improve the condition of Wiltshire roads. However, the budgets for 2018/19, including for road maintenance, have not been agreed. Therefore, it is impossible to state with certainty what will be included in the programme for next year.
19. Provisional lists of schemes has been prepared (**Appendix 4**) which set out the schemes that would be delivered if funding is set at the level of the DfT Maintenance Block, and the additional sites which would be included if funding for the Local Highways Investment Fund continues next year. Over 100 sites have been identified for implementation next year with the DfT funding. A further 37 sites and an extensive footway surfacing programme would be included if funding is maintained at 2017/18 levels. A number of schemes have been identified for possible implementation in future years and these have also been included.

20. There will also be a number of skid resistance sites to be added to the lists when the assessment work currently underway is completed. This may require some adjustment of priorities if particular sites have to be treated because of safety issues. It is important to note that the currently identified scheme list is provisional at this stage.
21. The inclusion of a substantial footway programme similar to this year's would be possible if the higher funding level continues.

Comparison of road conditions with other authorities

22. Road condition data is derived from surveys carried out by vehicle mounted lasers which measure carriageway conditions, including cracking, deformation and surface texture. The results are used to identify 'roads where maintenance should be planned soon' expressed as a percentage of the length of that type of road surveyed. A low percentage is good. It is a DfT approved survey methodology which allows a comparison of road conditions across authorities, mainly for classified roads.
23. As a result of the recent investment, the overall condition of the road network has improved considerably, and road conditions in Wiltshire are now better than the national average (see **Appendix 5**). They compare well with the similar authorities in the south west, with B and C class roads being better than the south west average, but the A class roads are generally not as good.
24. The A class road condition for Wiltshire based on the 2015/16 survey results is 3% where maintenance should be planned soon, which is better than the national average of 5%, and the same as the south west counties average of 3%.
25. The B and C class road condition in Wiltshire is much better than the national average. At 4% where maintenance should be planned soon it is half the national average of 8%, and better than the south west counties average of 6% for these types of road.
26. The condition of the unclassified roads is more difficult to compare as the assessment methods are not necessarily consistent across authorities. In general terms, the condition of the more important unclassified roads in Wiltshire compares well with those of similar authorities in the south west, but further assessment will be required to get a better understanding of minor road conditions across the south west.

Future challenges

27. The importance of the condition of carriageways is well understood, and long term improvements have been seen in Wiltshire with the introduction of the 'Local Highways Investment Fund 2014 – 2020'. Continuing this level of investment by the Council in the future may be difficult, but will be important in order to continue to reduce the road maintenance backlog.
28. The increased capital funding from DfT through the Incentive Funding and the National Infrastructure Productivity Fund in 2017/18 is welcomed, and has increased highways funding for capital works. It has provided the opportunity to start to address some of the other effects of aging infrastructure and the years of under investment nationally in renewing highway assets.

29. A particular concern is the condition of the Council's street lighting columns. Unlike a number of other authorities, it was not possible to obtain a Private Finance Initiative scheme to renew the street lighting, and the bid to DfT for Challenge Funding for column replacement in 2015 was not successful. With many of the columns becoming life expired, it has been necessary to increase the structural testing and ad-hoc removal of columns. A replacement programme for all of the older columns would cost in the region of £7,000,000. Expenditure of about £200,000 is currently being incurred annually to replace aging columns, but this may need to be increased significantly in future years as the equipment continues to age.
30. There are over 200 sets of traffic signals on the county's roads, with 23% of them over 20 years old, and renewal will soon need to be considered for most of these units. Also of concern is that 44% of them are over 15 years old, which indicates that there will be an increasing number to replace in future years. A start is being made on replacing the older units with more efficient equipment, which should also help traffic flow and reduce congestion. It is anticipated that expenditure of about £300,000 a year will be required over the next few years to meet the need for traffic signal asset renewal.
31. Road sign renewal and road marking replacement has been mainly funded from the routine highway maintenance budget in the past. The pressure on revenue budgets has seen a reduction of funding available for the less urgent work over the years. This has been reflected in a decline in the condition of many signs and road markings. A sign renewal programme is now being funded from highways capital funding. Lining, and cat's eyes renewal, is being undertaken as part of a programme of work to improve road safety and the operation of junctions. There will be a continuing need to fund signing and lining renewal to improve the condition of these important aids to road safety.
32. With an extensive road network and aging infrastructure there is a need to plan for long term asset renewal. Good progress has been made on reducing the road maintenance backlog in recent years, but other assets, including street lighting, safety fences, road signs, traffic signals and bridges, will need investment to keep them safe and to avoid unplanned emergency repairs in the future.

Safeguarding Implications

33. None.

Public Health Implications

34. The condition of roads and related infrastructure can have serious safety implications, especially with regard to skid resistance and condition of highways and the contribution they can make to reducing accidents. Roads, bridges, highway structures, signs and street lighting need to be kept in good condition in order to protect the public and those maintaining the assets.
35. The investment through the 'Local Highways Investment Fund 2014 – 2020' is improving the condition of the highway network and should help improve safety. The current strategy to maintain and improve the highway assets should help to reduce traffic accidents and vehicle emissions.

Corporate Procurement Implications

36. There are no procurement implications at this stage.

Equalities Impact of the Proposal

37. The improved maintenance of the highway network, its management using sound asset management principles, and good performance by the highways contractors, should benefit all road users, including public transport, and vulnerable road users such as cyclists and pedestrians.

Environmental and Climate Change Considerations

38. The effects of climate change could be significant for the highway network. There was considerable damage to the roads, footways and drainage systems in the flooding of 2014, and such events could be repeated. Having robust maintenance strategies to improve the condition of the network and good maintenance contractors will help build resilience into the highway network and the infrastructure.
39. Where possible, suitable materials arising from road resurfacing schemes are recycled. Large quantities of road planings are used on rights of way to repair damage and on county farms, or provided to community groups. The presence of tar bound materials in older carriageways has caused problems on some sites; as it has to be disposed of as contaminated waste, with consequent cost implications. Options for in-situ and other recycling processes are being investigated in order to increase the recycling of highway materials.
40. The use of 'warm' asphalt for surfacing on the network in Wiltshire has increased significantly in recent years. The material has proved durable and the process produces less carbon than traditional methods.

Risk Assessment

41. The application of good asset management principles, the planned maintenance of the highway infrastructure, and the establishment of formalised asset management policies, helps reduce the risk of incidents and claims.

Risks that may arise if the proposed decision and related work is not taken

42. No specific decision is required at this time, but it should be noted that there is a risk of increased accidents, claims and public dissatisfaction if the programme of highway maintenance and services are not delivered or delayed. The principles of asset management have been followed by this Council for many years, and there is a need to demonstrate best practise and obtain best value for money.
43. Future DfT funding will be dependent on demonstrating the application of good practise and asset management principles. Failure to do so will result in reduced funding in future years.

Risks that may arise if the proposed decision is taken and actions that will be taken to manage these risks

44. No decision is required. However, it should be noted that it is important to ensure that highways asset management and service delivery are implemented effectively. Processes are currently in place with Service Delivery Teams managing the various aspects of the highway services, and these are the appropriate groups to continue to manage the associated risks. The teams include representatives from the Council, consultants and contractors involved in delivering the services, and they report to the Contract Management Meeting comprising senior managers from those organisations.

Financial Implications

45. The highway network and related infrastructure forms the Council's largest asset, and has a replacement value of over £5 billion. It is important that it is maintained in the most cost-effective way in order to obtain value for money. This includes the use of a whole life costing approach to inform investment decisions on highway maintenance.
46. The capital budget for 2018/19 has not been finalised at this stage, and there is no certainty that funding will be available to continue the highway maintenance investment programme for its remaining two years. A reduced programme has been identified for implementation should the full funding not be available.
47. The likely funding from DfT for highway maintenance in 2018/19 has not been confirmed yet, but initial indications are that it is likely to be:

Funding	£ million
DfT Maintenance block (needs based allocation)	13.357
Incentive Funding (Assuming Band 3)	2.782
Total	16.139

48. A further £4,861,000 would be required to bring the funding up to the £21,000,000 annual investment as envisaged in the original Local Highways Investment Fund 2014 – 2020 report, assuming DfT funding is at the anticipated levels.
49. The increasing drive for asset management from DfT will mean that failure to demonstrate the application of this approach will result in reduced funding from central government through the incentive fund. It is therefore important to meet the requirements of the incentive funding self assessment, and measures are in place to ensure this.

Legal Implications

50. The Council has a duty under the Highways Act to maintain the county's roads. The highway inspection procedures, policies and improvement plans ensure that this duty is fulfilled. The increased investment and improved road conditions in recent years is helping the Council meet its responsibilities with regard to road maintenance.

Options Considered

51. There is a need to continue to apply asset management principles to the highway network and to ensure the performance of the contractors involved in delivering the service is good; in order to keep the network in good condition and to ensure value for money.

Conclusions

52. The highway network forms the Council's largest asset, and it is important that it is maintained in the most cost-effective way in order to show value for money. This includes the use of whole life costing approaches to inform investment decisions.
53. The 'Local Highways Investment Fund 2014 – 2020' provides the opportunity to address the longstanding under investment in highways maintenance, which has been a problem nationally for many years. The significant investment of £21 million annually for six years by Wiltshire Council is seeing a substantial improvement in the condition of the highways network.
54. Good progress has been made in delivering the programme of highway maintenance and has included the involvement of the Area Boards to help set local priorities. It is intended that this process should continue in future years, and that improvements should be made to the information provided to the Area Boards, members and the public.

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November 2017

The following unpublished documents have been relied on in the preparation of this report:

None

Appendices

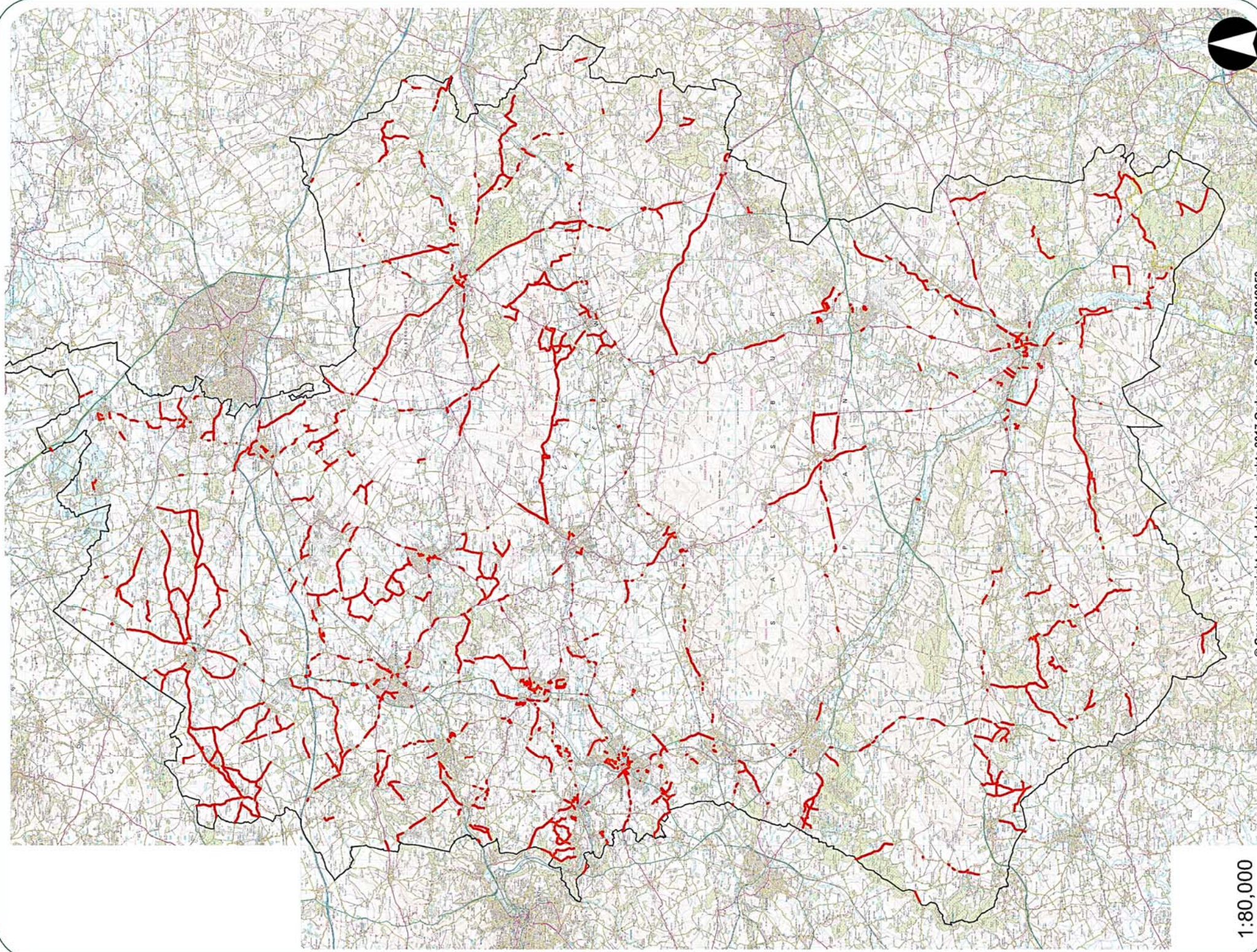
Appendix 1 - Roads treated and planned 2013 -18

Appendix 2 - List of footway sites 2017/18

Appendix 3 – Map of footway sites 2017/18

Appendix 4 - Provisional Scheme List 2018/19

Appendix 5 - Comparison with road conditions in the south west



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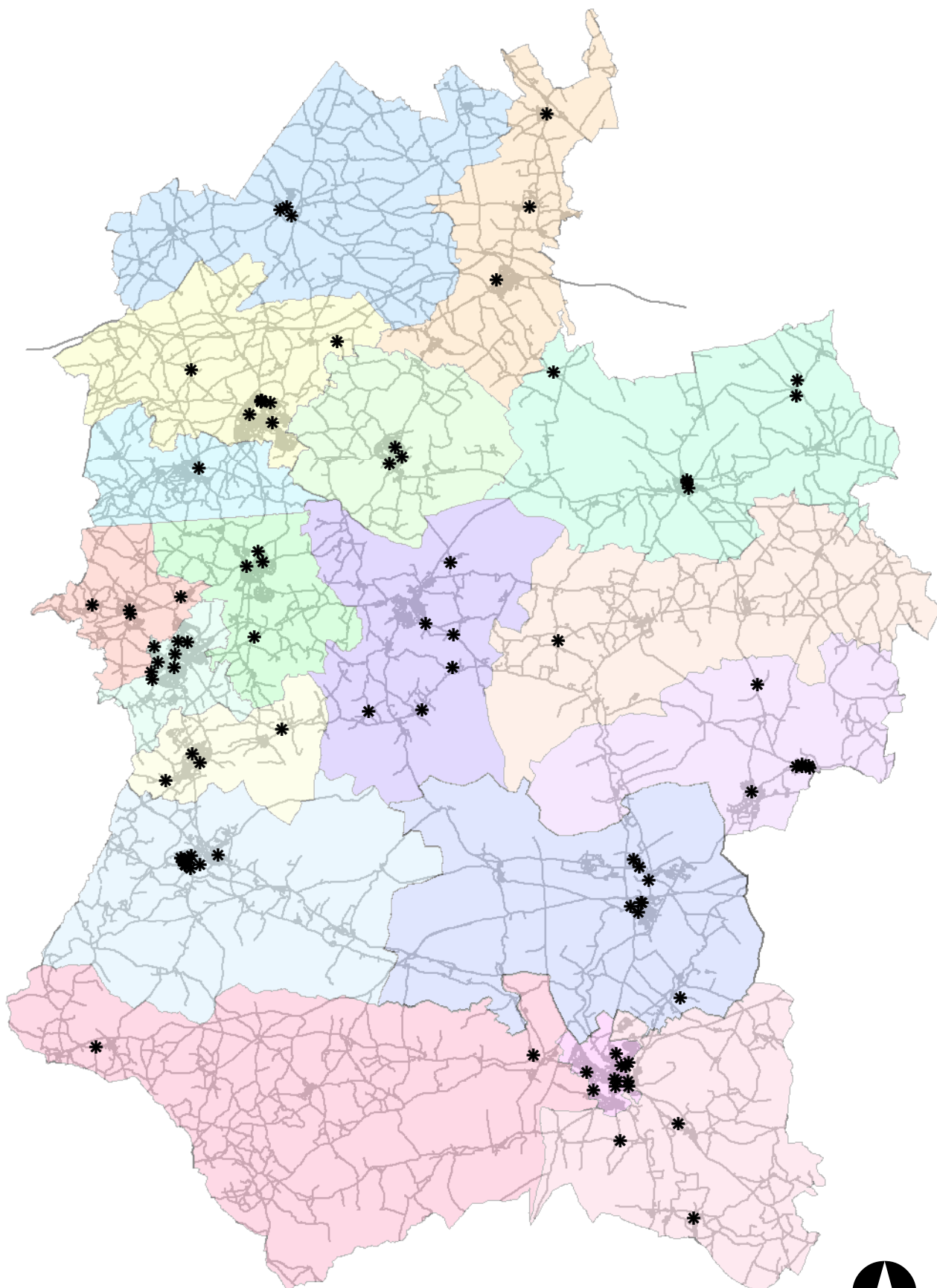
Footway Sites 2017/18

Area Bradford on Avonrd	Scheme Name	Proposed Treatment	Length (m)	Area (m²)
Amesbury	Windsor Road, Durrington	Reconstruction	54	64.8
Amesbury	Salisbury Road, Bulford	Reconstruction	104	166.4
Amesbury	Bulford Road, Durrington	Reconstruction	105	315
Amesbury	Mill Green Road, Amesbury	Reconstruction	56	100.8
Amesbury	The Centre/School Lane, Amesbury	Reconstruction	108.8	217.6
Amesbury	Hillside Drive, Gomeldon	Reconstruction	108	151.2
Amesbury	Queensbury Road, Amesbury	Reconstruction	28	39.2
Amesbury	Darrell Road, Amesbury	Reconstruction	32	44.8
Bradford on Avon	Silver Street, Bradford on Avon in front of shops	Minor Repairs	72	
Bradford on Avon	St Margrets Hill to Upper Regents Park, Bradford on Avon	Reconstruction	94	159.8
Bradford on Avon	The Street & Midlands Holt alongside recreation ground and parish hall	Reconstruction	208	246.3
Bradford on Avon	Tyning Road, Winsley o/s 60, 62, 85 & 87	Reconstruction	55	248
Calne	Spring Lane, Calne	Reconstruction	97.00	194.00
Calne	Warren Crescent, Calne	Reconstruction	504.7	883.2
Calne	Heron Close, Calne	Reconstruction	52	93.6
Chippenham	High Street, Chippenham	Paving Slabs	200	1738
Chippenham	Greenway Lane Chippenham o/s Coop	Reconstruction	78	171.2
Chippenham	Clifton Close Chippenham	Surfacing	313	563.4
Chippenham	Church Lane, Christian Malford	Reconstruction	176	387.2
Chippenham	John Aubrey Close Yatton Keynell	Surfacing	540	972
Chippenham	Brookwell Close Chippenham	Reconstruction	237	426.6
Chippenham	Brookwell Close Chippenham (Ridings Mead FW)	Reconstruction	25	45
Chippenham	Brookwell Close Chippenham (West side FW)	Reconstruction	155	279
Corsham	High Street, Corsham	Paving Slabs	30	300
Devizes	A342 Devizes to Stert, Devizes - Phase 1	Reconstruction	350	350
Devizes	A342 Devizes to Stert, Devizes - Phase 4	Reconstruction	568	681.6
Devizes	The Orchard, Urchfont	Surfacing	246.0	344.4
Devizes	High Street, Great Cheverell	Reconstruction	88	123.2
Devizes	Fiddington Clay, Market Lavington	Reconstruction	172	307
Devizes	St Mary's Church, Bishops Cannings	Reconstruction	104	176.8

Area Bradford on Avonrd	Scheme Name	Proposed Treatment	Length (m)	Area (m²)
Malmesbury	Kingswall, Malmesbury	Reconstruction	22	57.2
Malmesbury	Glovers Court, Malmesbury	Reconstruction	125.00	229.5
Malmesbury	Bremilham Rise, Malmesbury	Surfacing	454	681
Marlborough	A4 London Road	Reconstruction	14	28
Marlborough	Lottage Road, Raised Footway	Reconstruction	255	331.5
Marlborough	The Peak, Purton	Reconstruction	67	87.1
Marlborough	Tinpit, C6 Paulton Hill	Surfacing	130	195
Marlborough	Vicarage Close, Marlborough	Reconstruction	360	576
Marlborough	Broad Hinton, Fortunes Field	Surfacing	947	1988.7
Marlborough	The Garlings, Aldbourne	Surfacing	618	1112.4
Melksham	Church Walk, Melksham	Paving Slabs	65	84.5
Melksham	Peppercorn Orchard, Great Hinton	Surfacing	225	427.5
Melksham	Little John Avenue, Melksham	Surfacing	600	900
Melksham	Blackmore Road, Melksham o/s Coop 1 to 3 & 31 to 33	Reconstruction	63	113.4
Pewsey	Martins Close, Bottlesford	Surfacing	218	327
RWB & Cricklade	Calcutt Street, Cricklade	Reconstruction	31	62
RWB & Cricklade	Boroughfields	Reconstruction	20	40
Salisbury	Salt Lane, Salisbury	Recon and Paving Slabs	80.0	152.0
Salisbury	Bower Gardens, Salisbury	Reconstruction	239.0	430.2
Salisbury	St Marks Avenue, Salisbury	Reconstruction	433.0	822.7
Salisbury	Cheverell Avenue, Salisbury	Reconstruction	222.0	399.6
Salisbury	Westbourne Close, Salisbury	Reconstruction	106.0	209.0
Salisbury	A3094 Middle Street to Netherhampton Rd, Salisbury	Reconstruction	240.0	456.0
Salisbury	Pennyfarthing Street, Salisbury	Reconstruction	160.0	240.0
Salisbury	Broadlands Close, Salisbury	Reconstruction	137.0	287.7
Salisbury	Gramshaw Road, Salisbury	Reconstruction	127.6	408.3
Salisbury	London Road, Salisbury	Reconstruction	535.0	1070.0
Salisbury	St Ann Street, Salisbury	Reconstruction	7	31.5
South West Wiltshire	Castle Street (West to Zeals/ A303, B3092) Mere	Surfacing	703	1407
South West Wiltshire	(Rail bridge West to) Wishford Road, Water Ditchampton	Surfacing	190	288.4
South Wiltshire	C12 Odstock	Reconstruction	253.0	443.0
South Wiltshire	Southampton Road, Alderbury	Reconstruction	67.5	81.0
South Wiltshire	Orchard Road, Redlynch	Reconstruction	54	81.0

Area Bradford on Avonrd	Scheme Name	Proposed Treatment	Length (m)	Area (m²)
Tidworth	Pennings Road, Tidworth	Reconstruction	58	116
Tidworth	Andover Road, Ludgershall	Reconstruction	37.5	71.3
Tidworth	Linden Close, Ludgershall	Reconstruction	48	96
Tidworth	Short Street, Ludgershall	Reconstruction	60	60
Tidworth	A338, Aughton	Reconstruction	152	212.8
Tidworth	Eleanor Court, Ludgershall	Reconstruction	3	5.4
Tidworth	Andover Road, Ludgershall	Reconstruction	30	45.0
Trowbridge	Summerleaze, Trowbridge	Reconstruction	723.5	1221.9
Trowbridge	Victoria Road Trowbridge	Reconstruction	306	459
Trowbridge	Church Street Trowbridge	Paving Slabs	57	119.7
Trowbridge	Canal Rd Trowbridge	Reconstruction	73	214
Trowbridge	Dursley Road, Trowbridge	Reconstruction	57	114
Trowbridge	Wingfield Road, Trowbridge	Reconstruction	95	171
Trowbridge	Trowle, Trowbridge	Reconstruction	20	40
Trowbridge	Church Fields Trowbridge	Reconstruction	237	450.3
Warminster	Cobbett Place, Warminster	Reconstruction	120	192
Warminster	Frederic Taylor Court Warminster	Reconstruction	179	287.2
Warminster	Melrose Close, Warminster	Reconstruction	57	114
Warminster	Melrose Avenue Warminster	Reconstruction	41	65.6
Warminster	Pound Street Warminster	Reconstruction	14	29.4
Warminster	Woodcock Rd Warminster	Reconstruction	17	17
Warminster	Shelley Way Warminster	Reconstruction	17	27.2
Warminster	Kings Street, Warminster	Reconstruction	28	50.4
Warminster	Martin Crest, Warminster	Reconstruction	11	20.9
Warminster	Swallow Close, Warminster	Reconstruction	21	37.8
Warminster	Bourne Close, Warminster	Reconstruction	38	68.4
Westbury	Monastery Road, Edington	Minor Repairs	64	76.8
Westbury	Station Rd Westbury	Reconstruction	238	476.0
Westbury	Orchard Rd Westbury	Reconstruction	38	83.6
Westbury	The Hollow/Lyes Road, Westbury	Reconstruction	108	172.8

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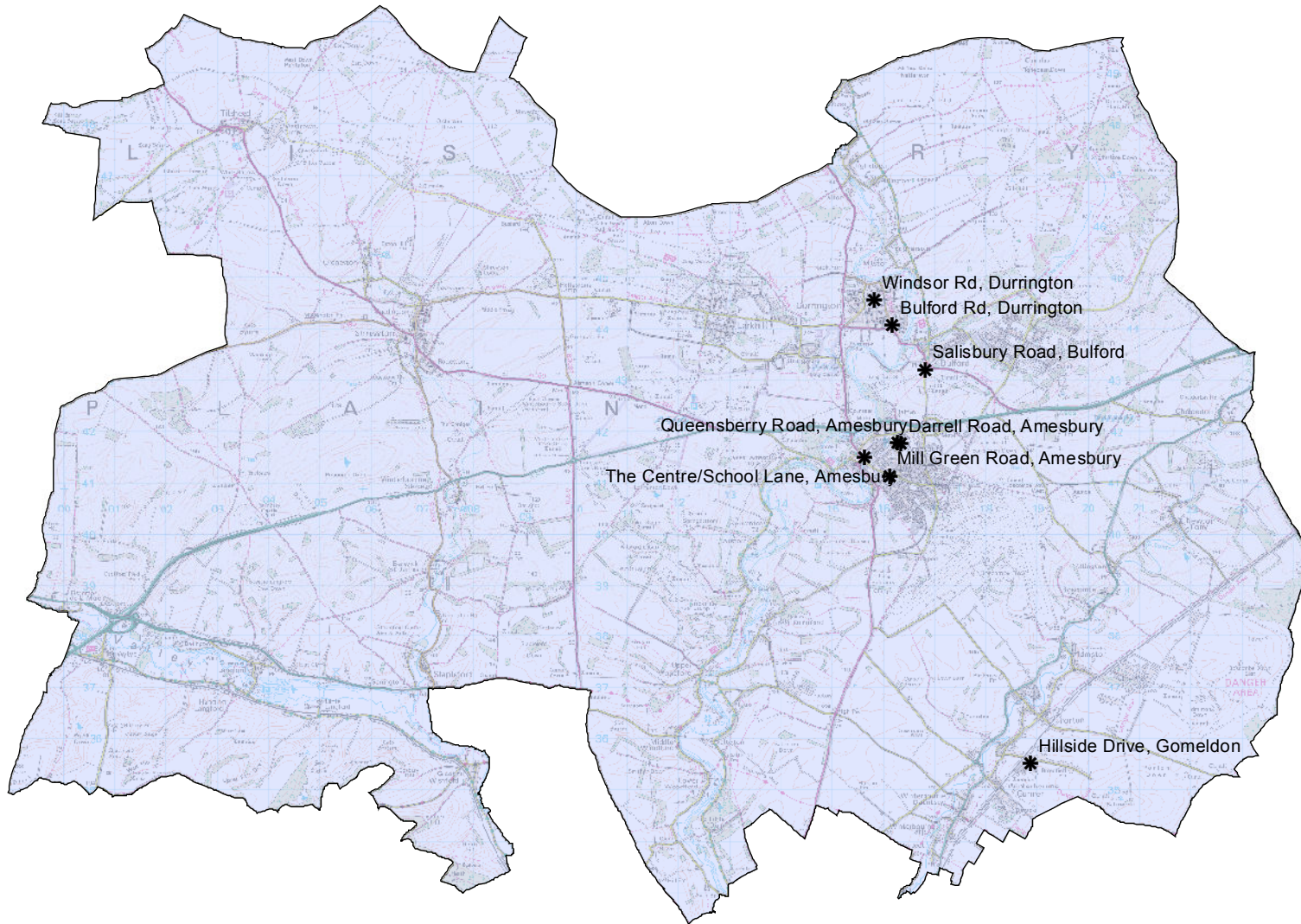
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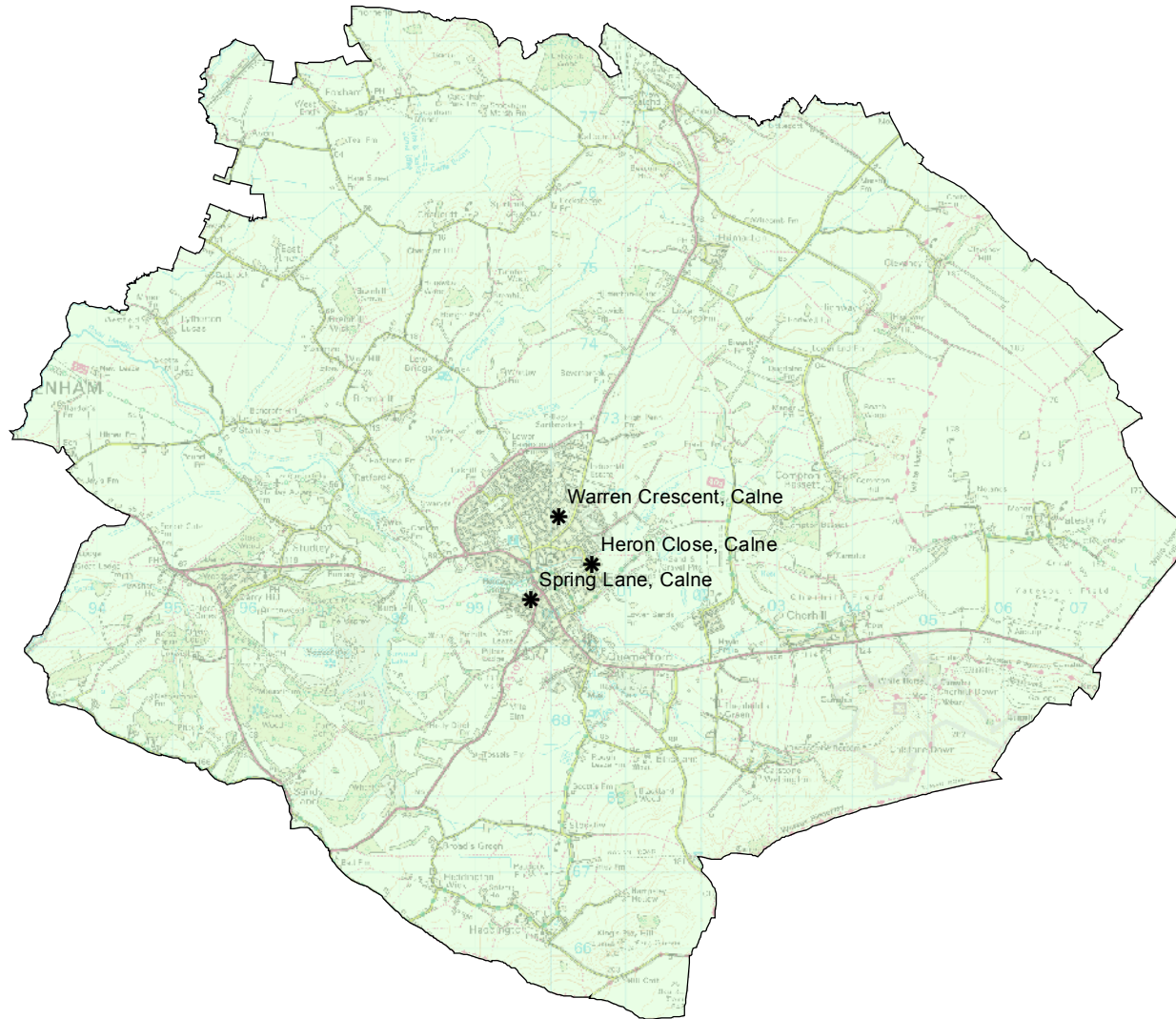
Amesbury Area Board Proposed Footway Schemes 17/18

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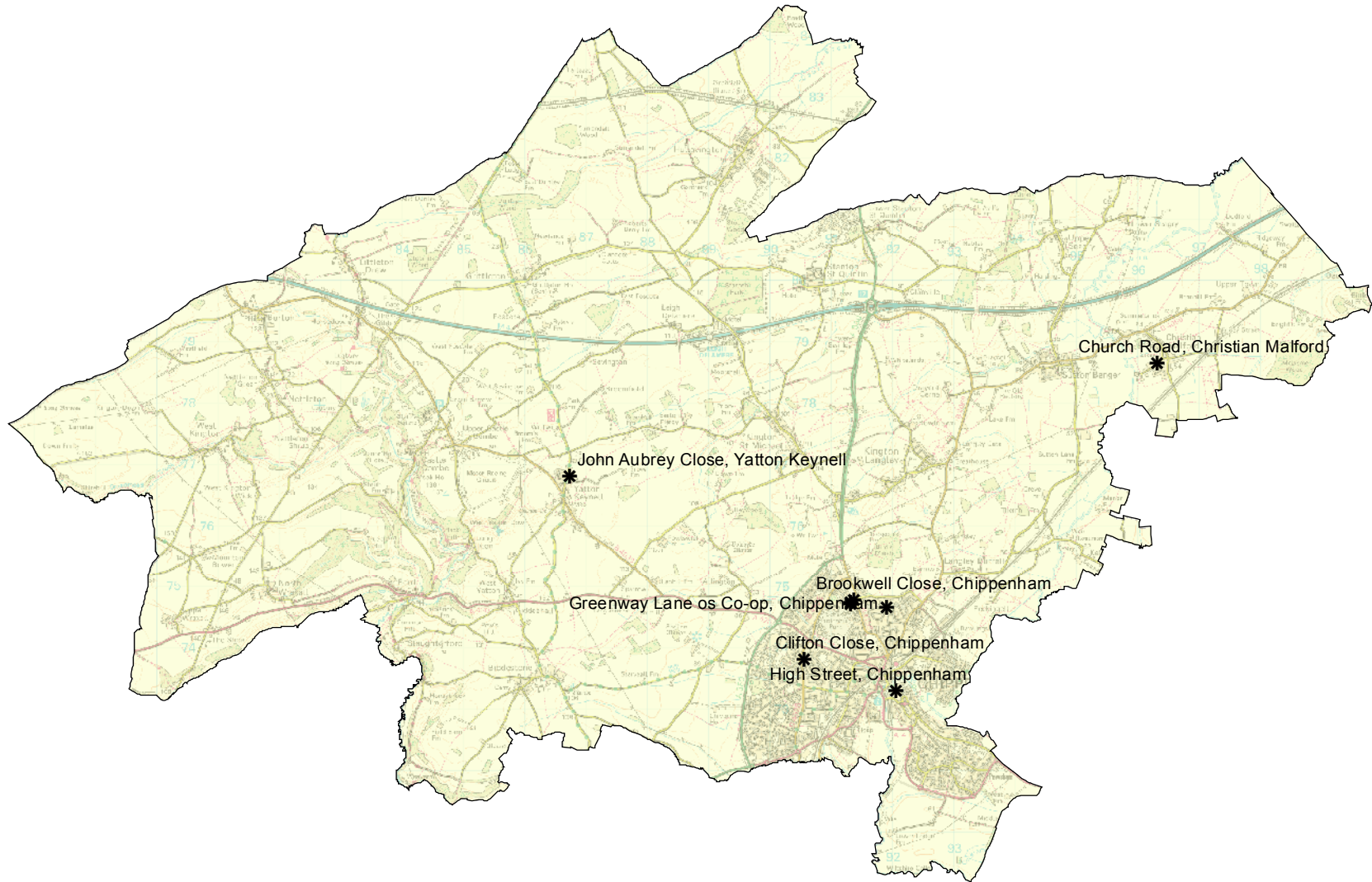


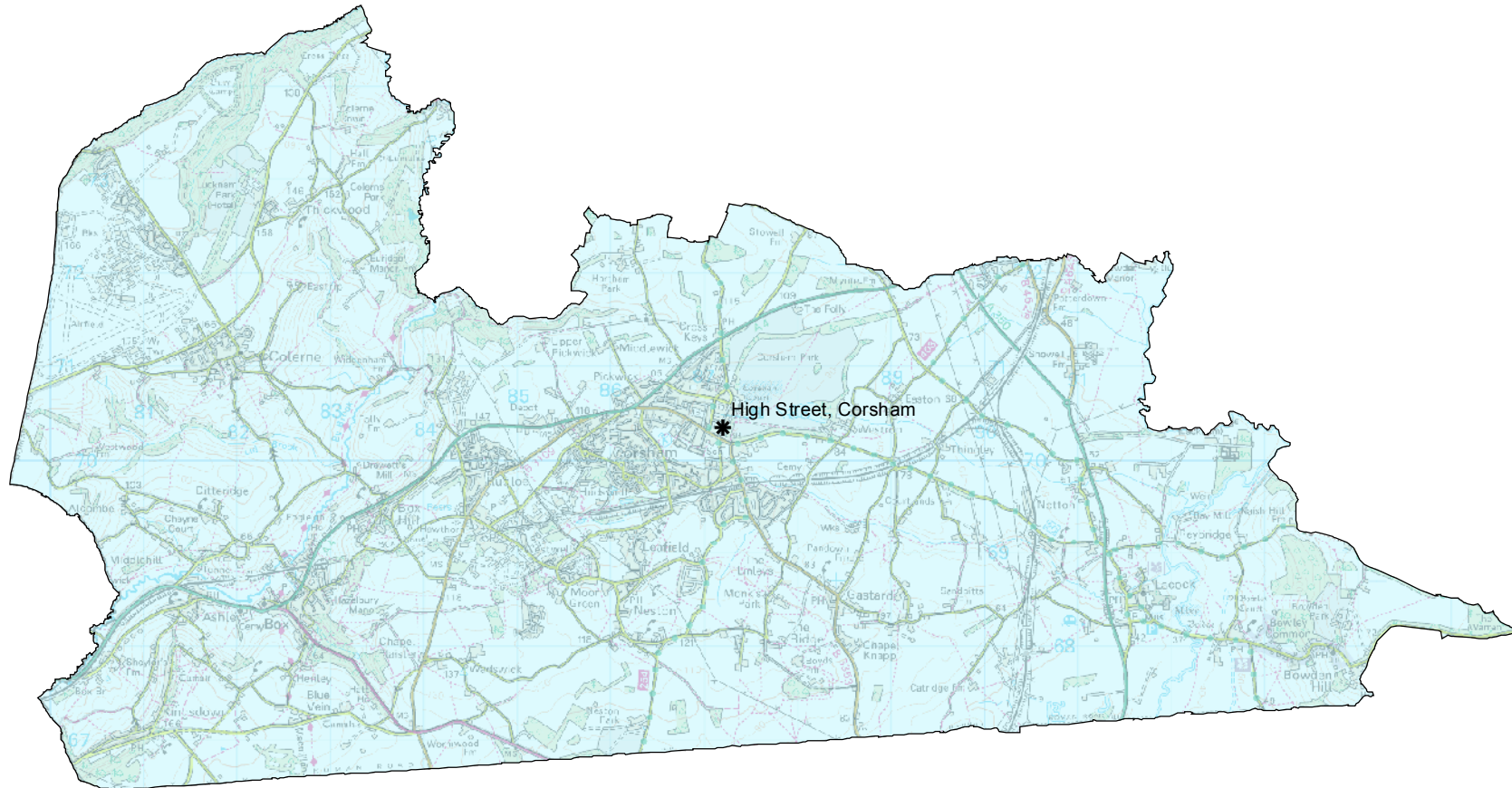


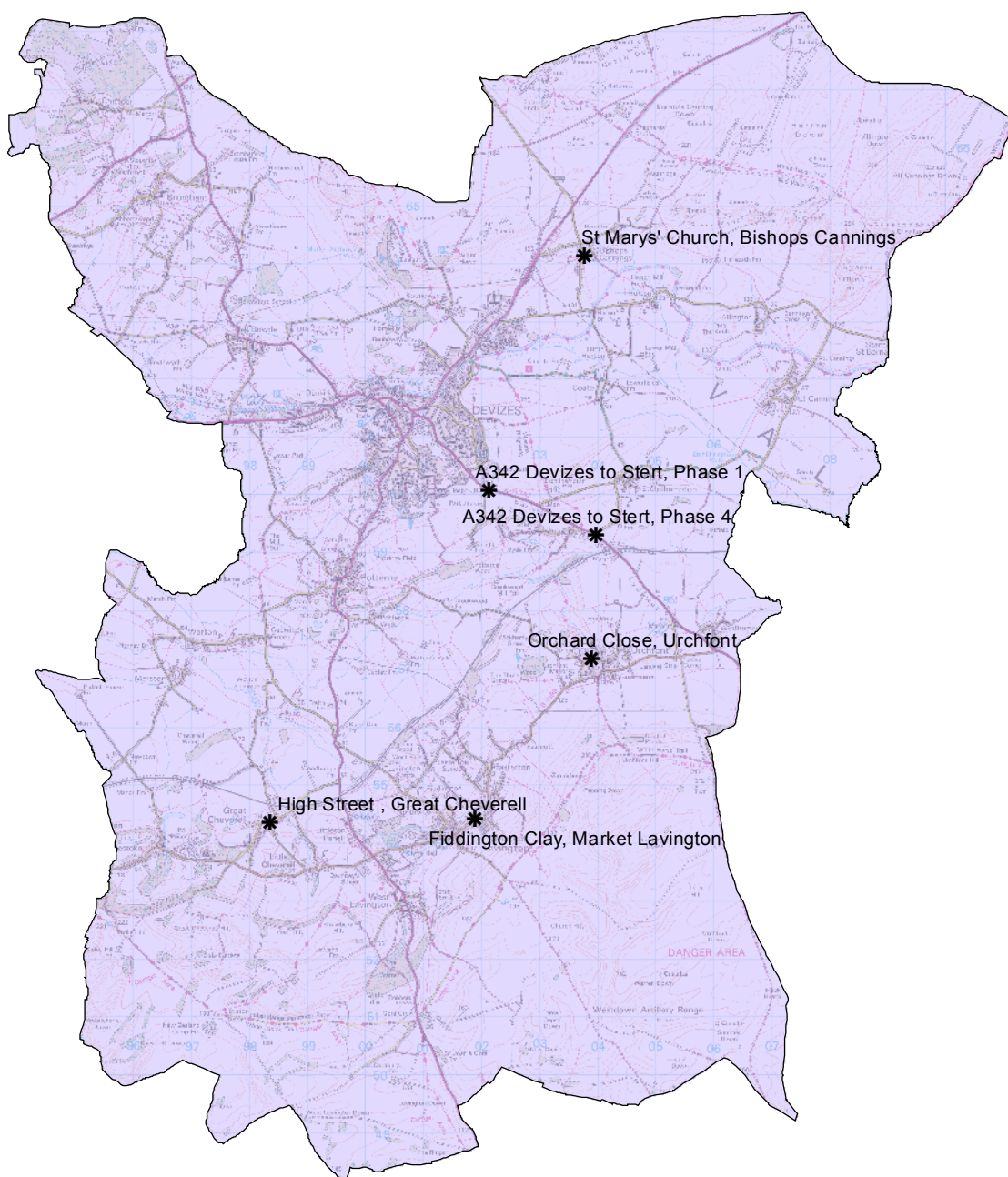
Calne Area Board
Proposed Footway Schemes 17/18

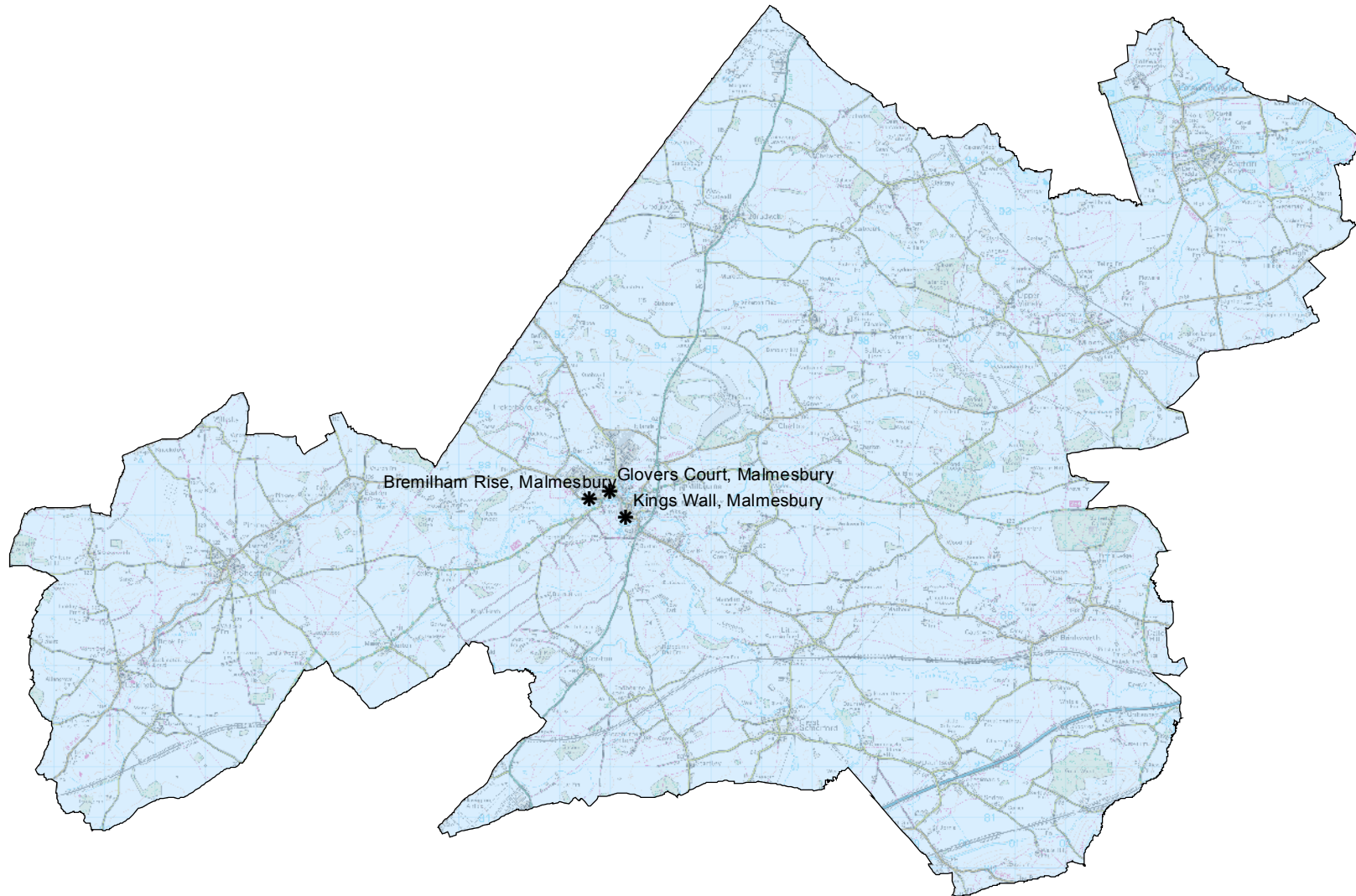


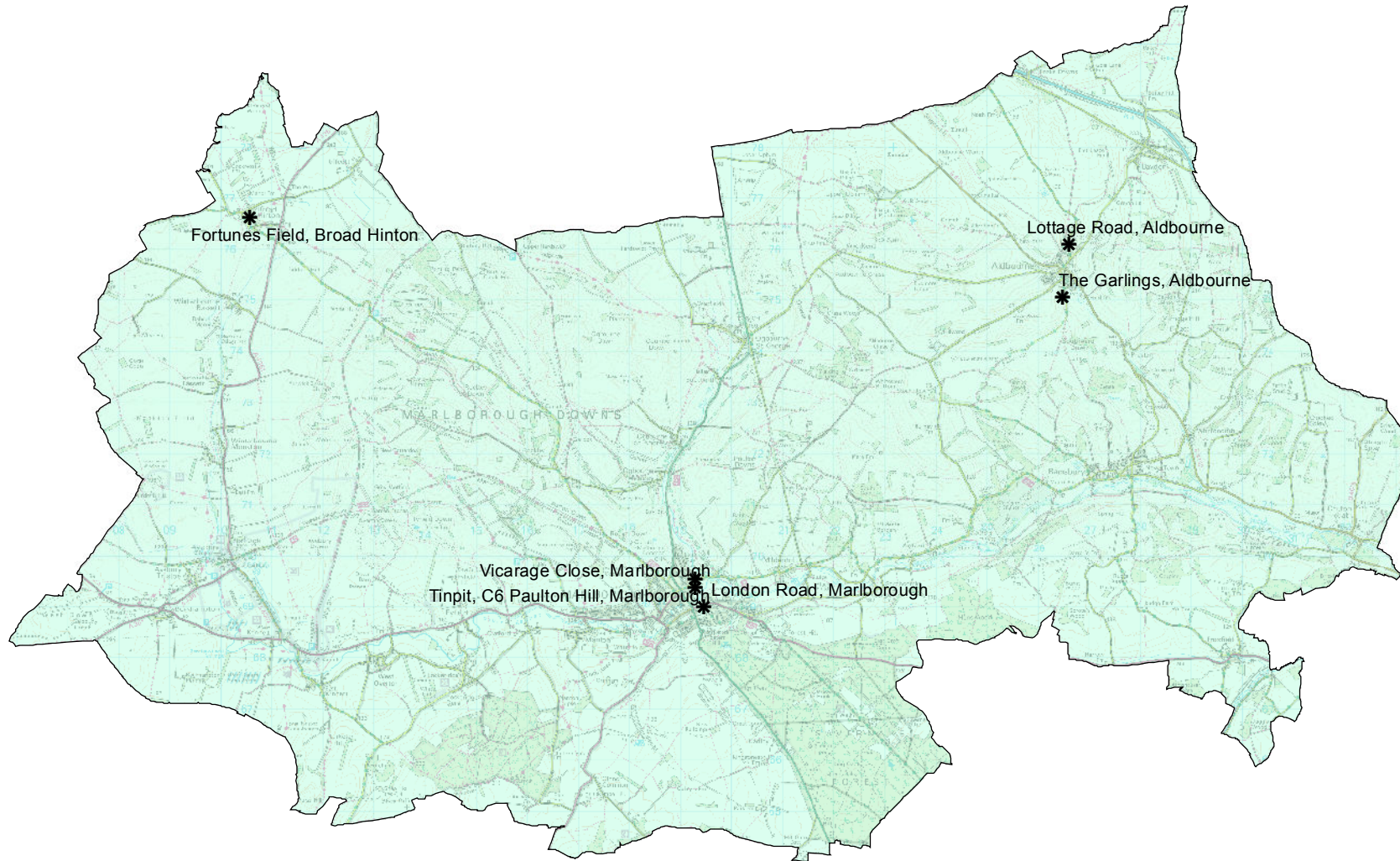
Chippenham Area Board Proposed Footway Schemes 17/18

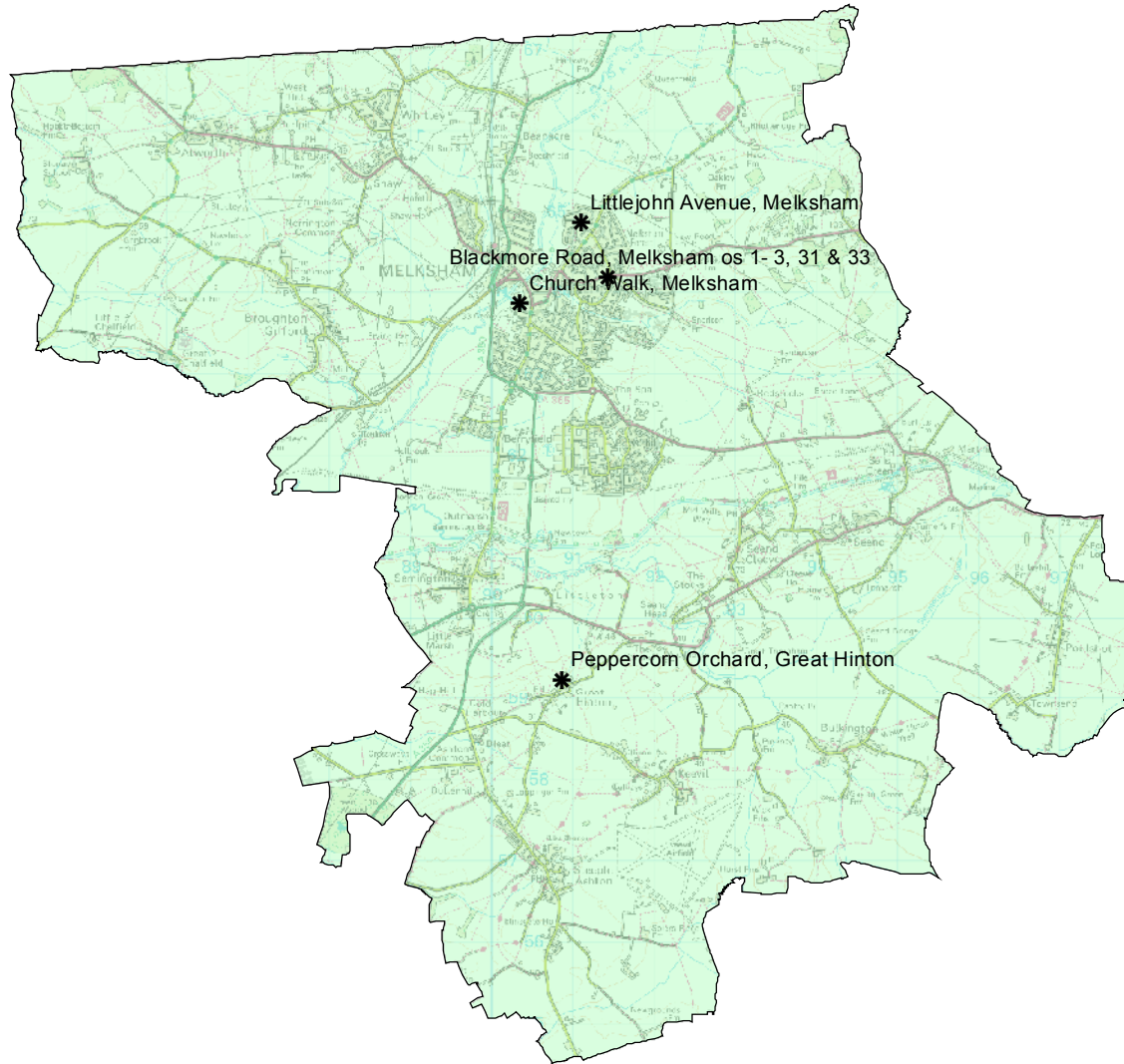


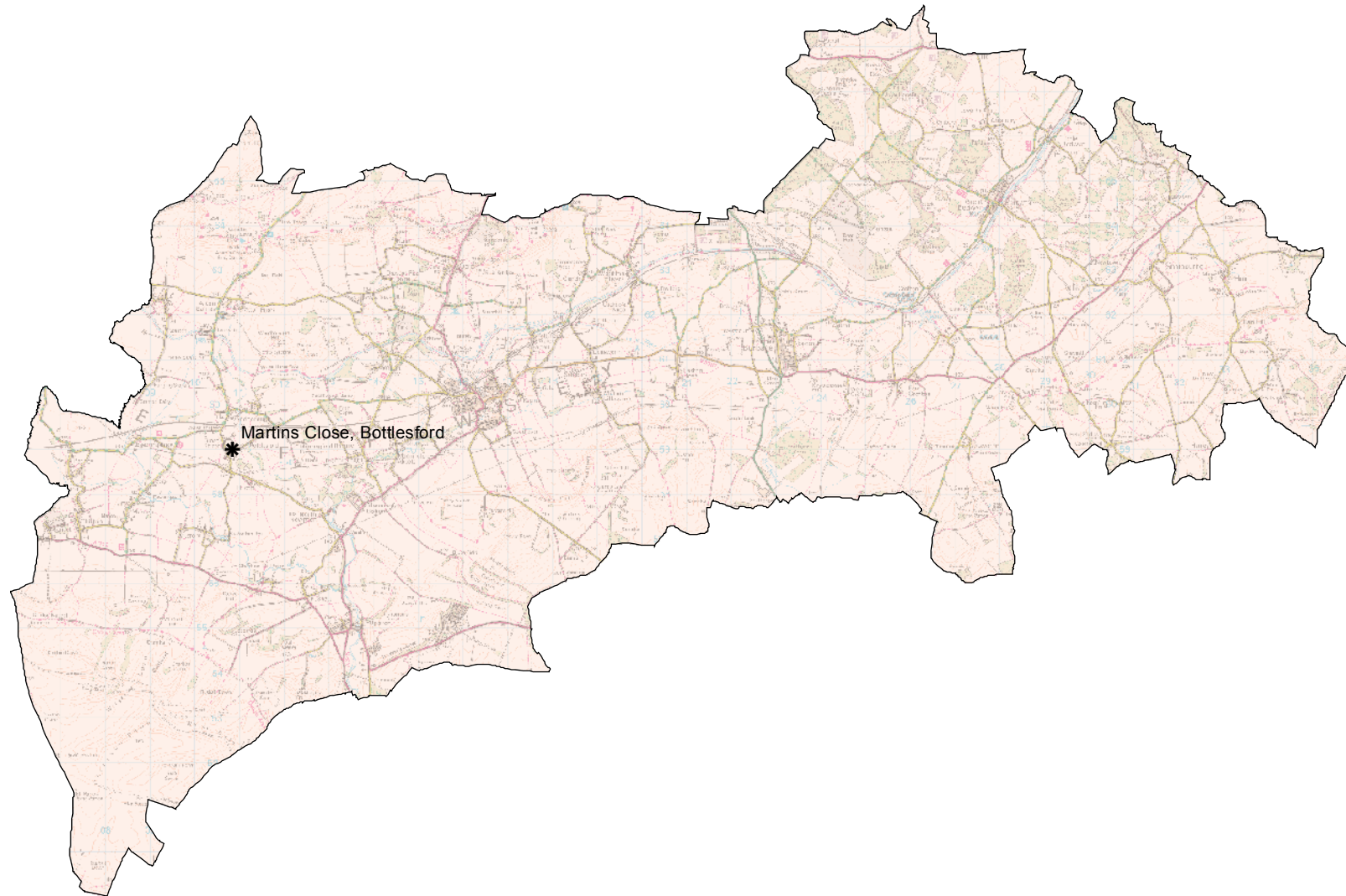


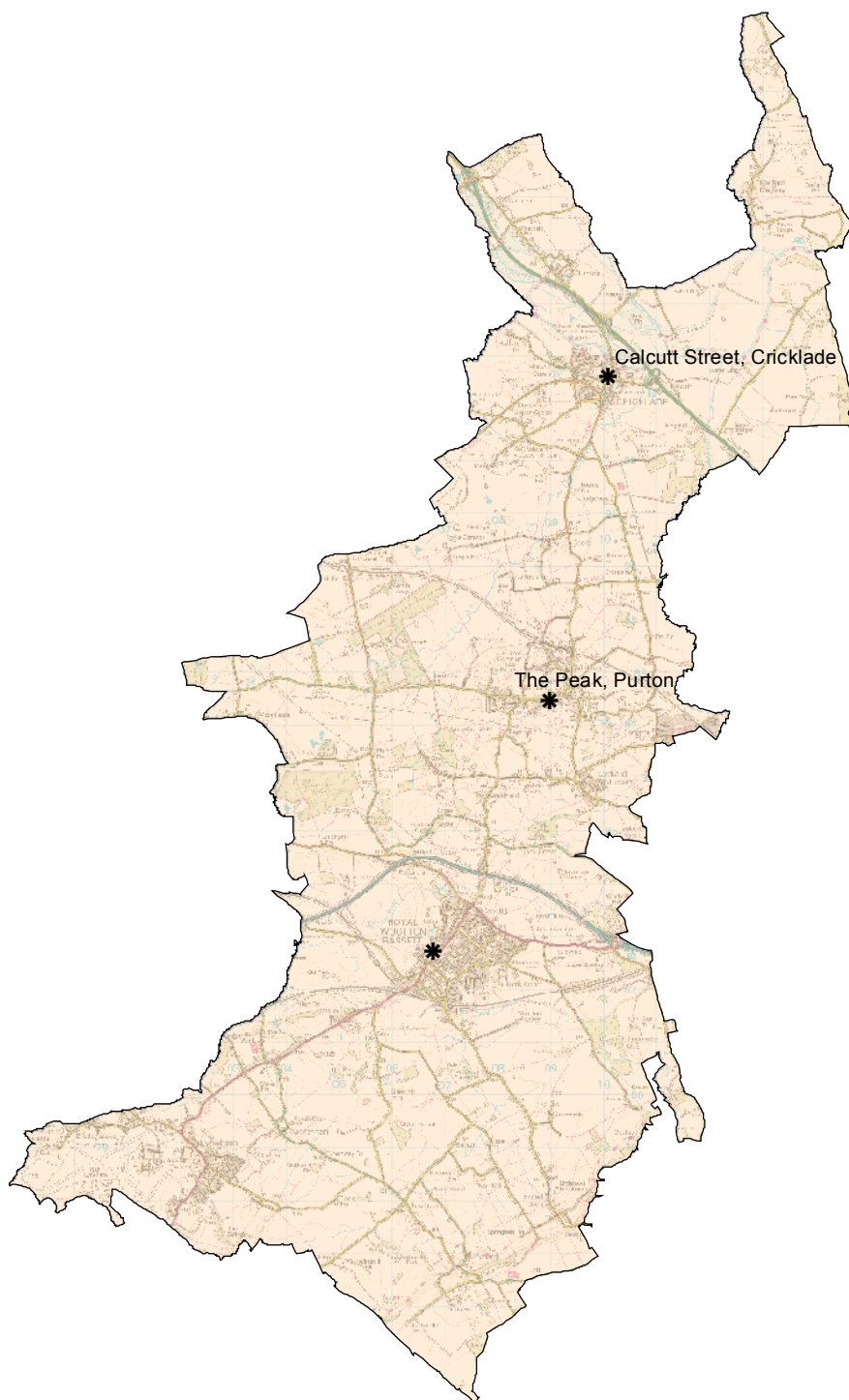


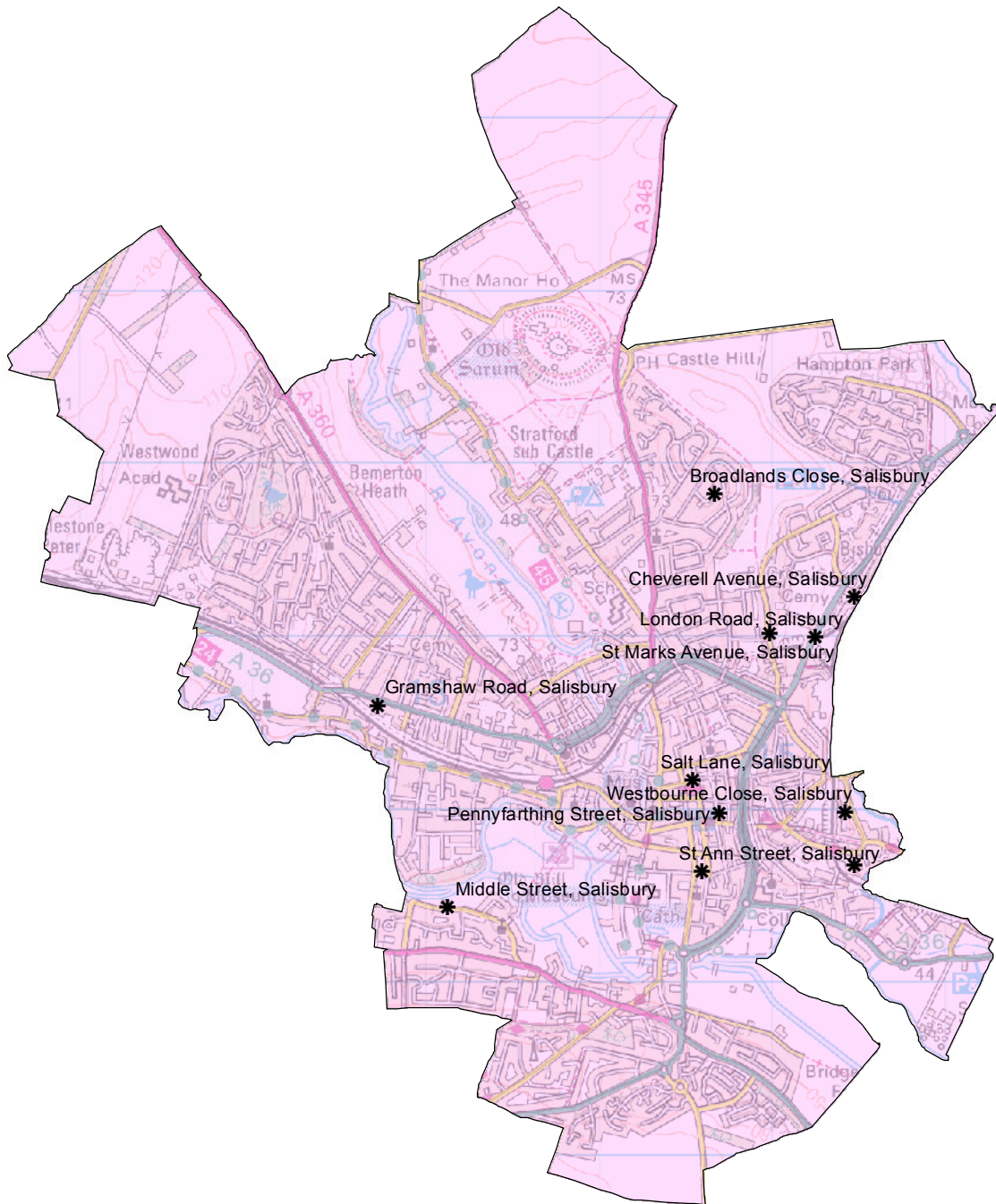


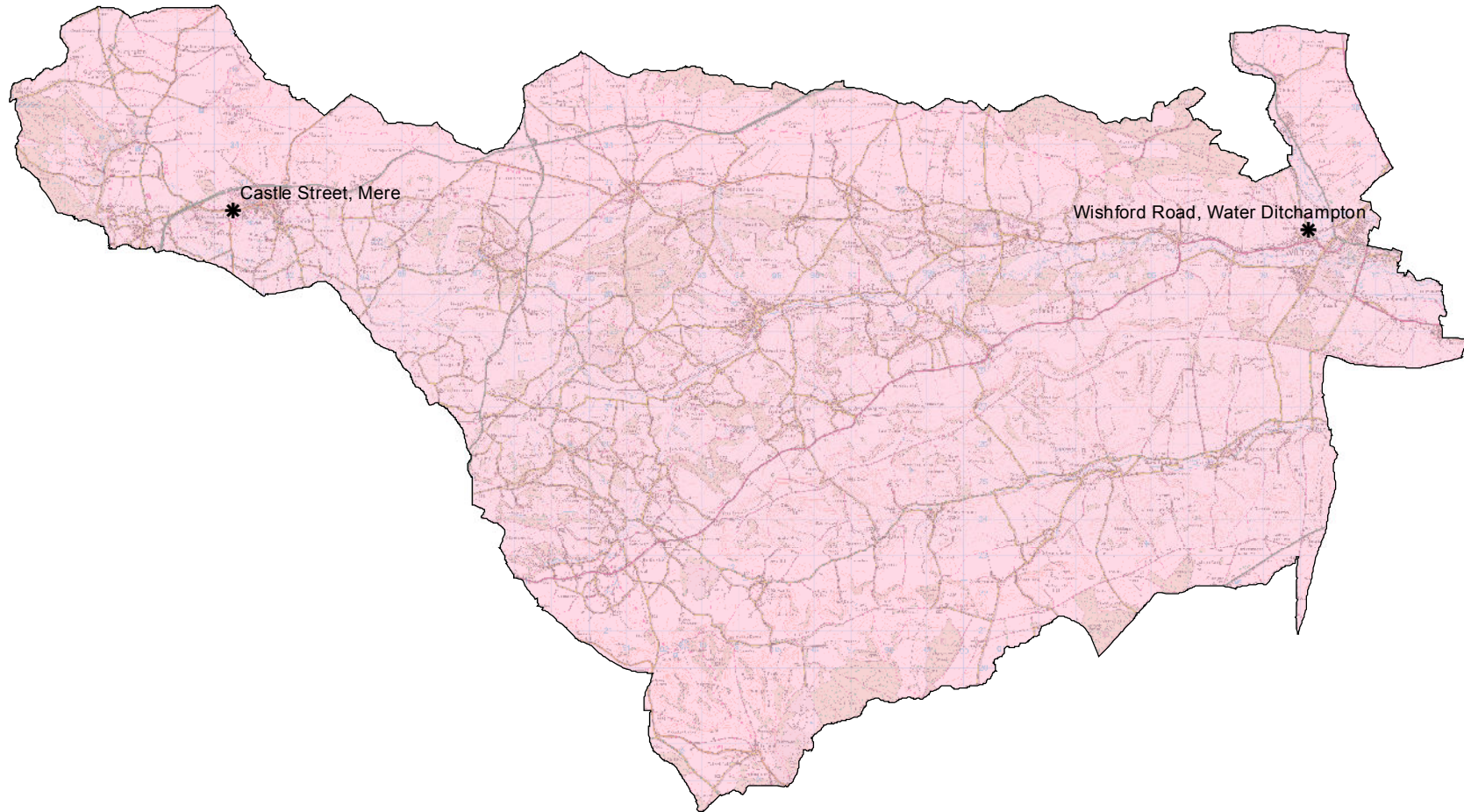






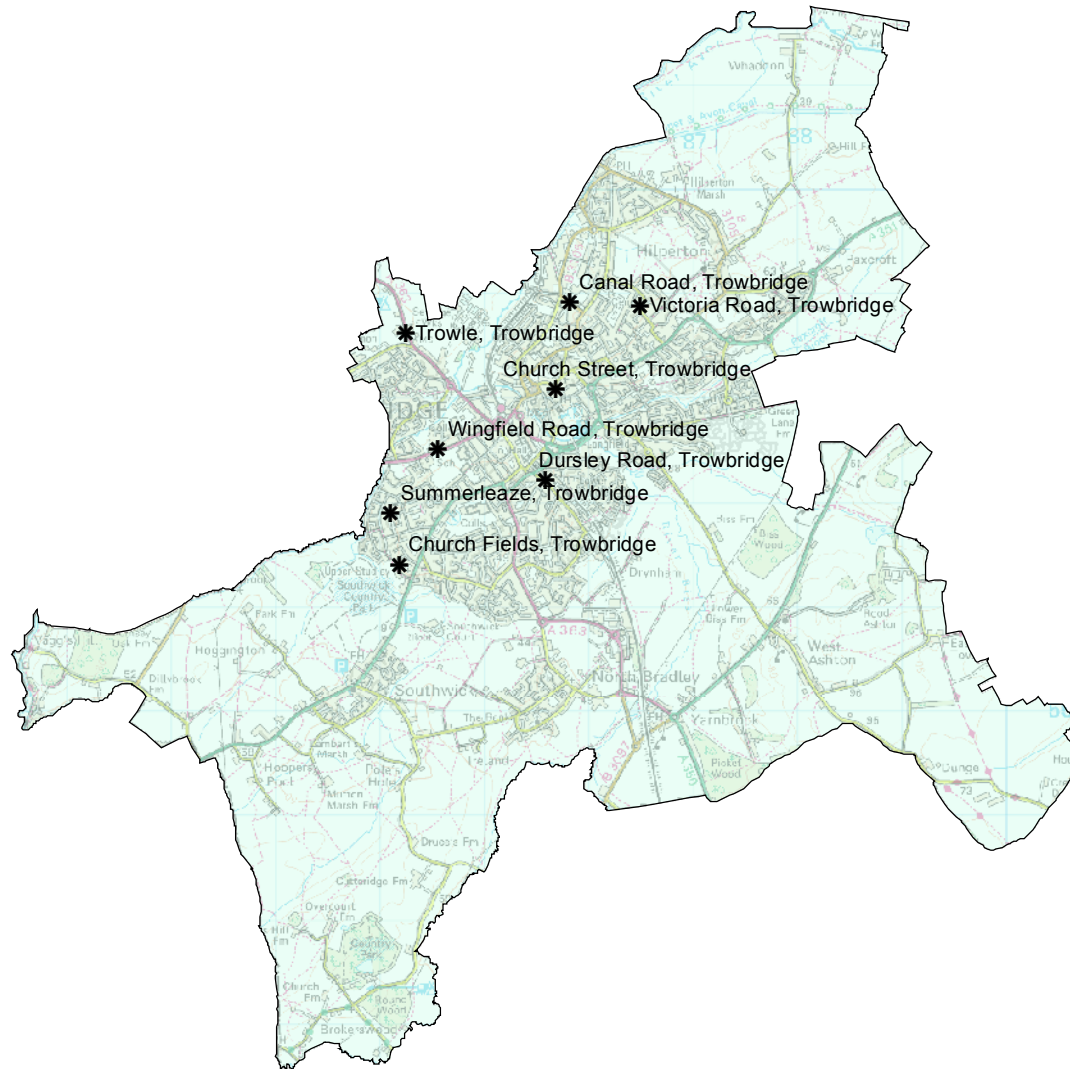


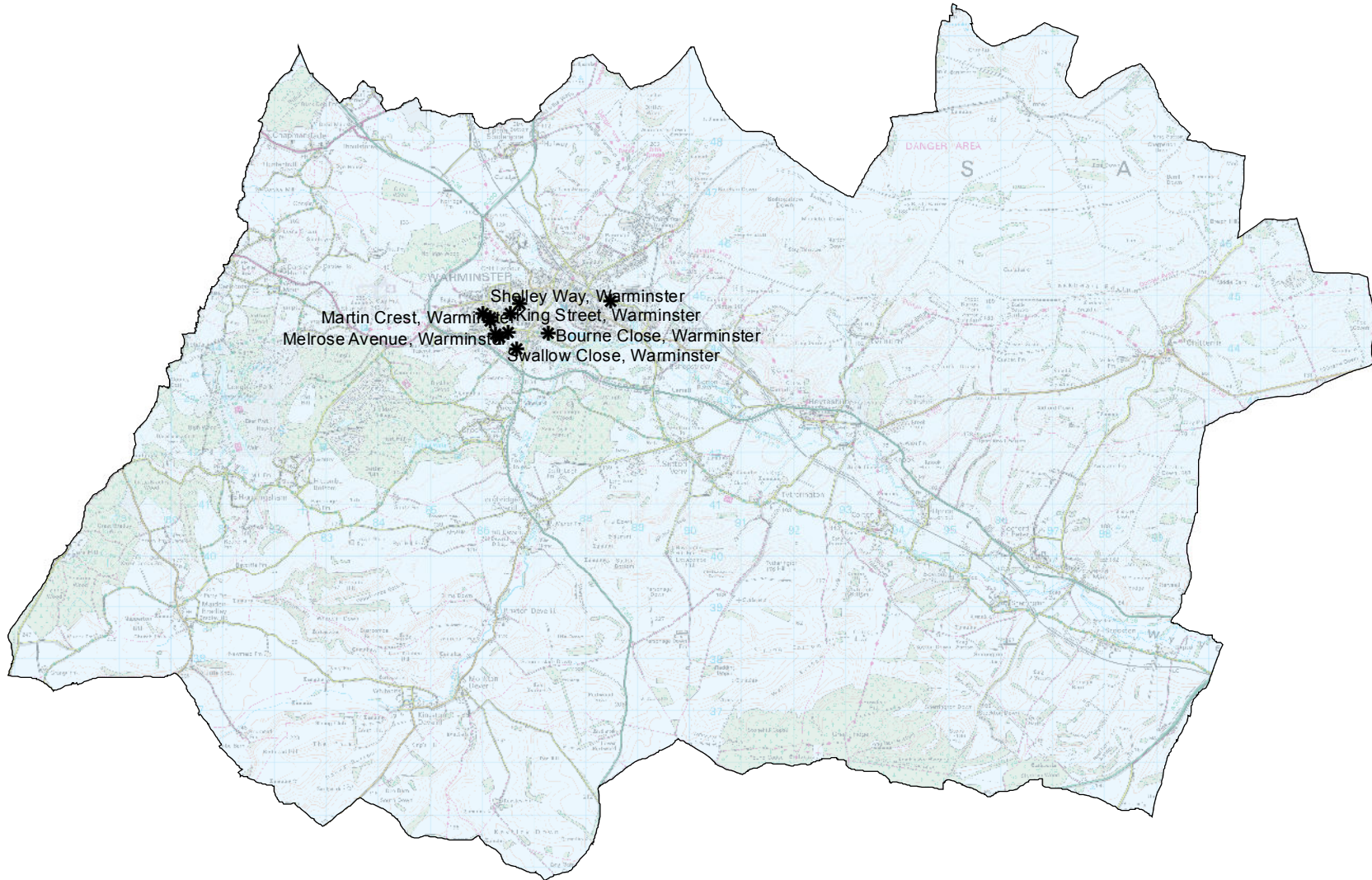


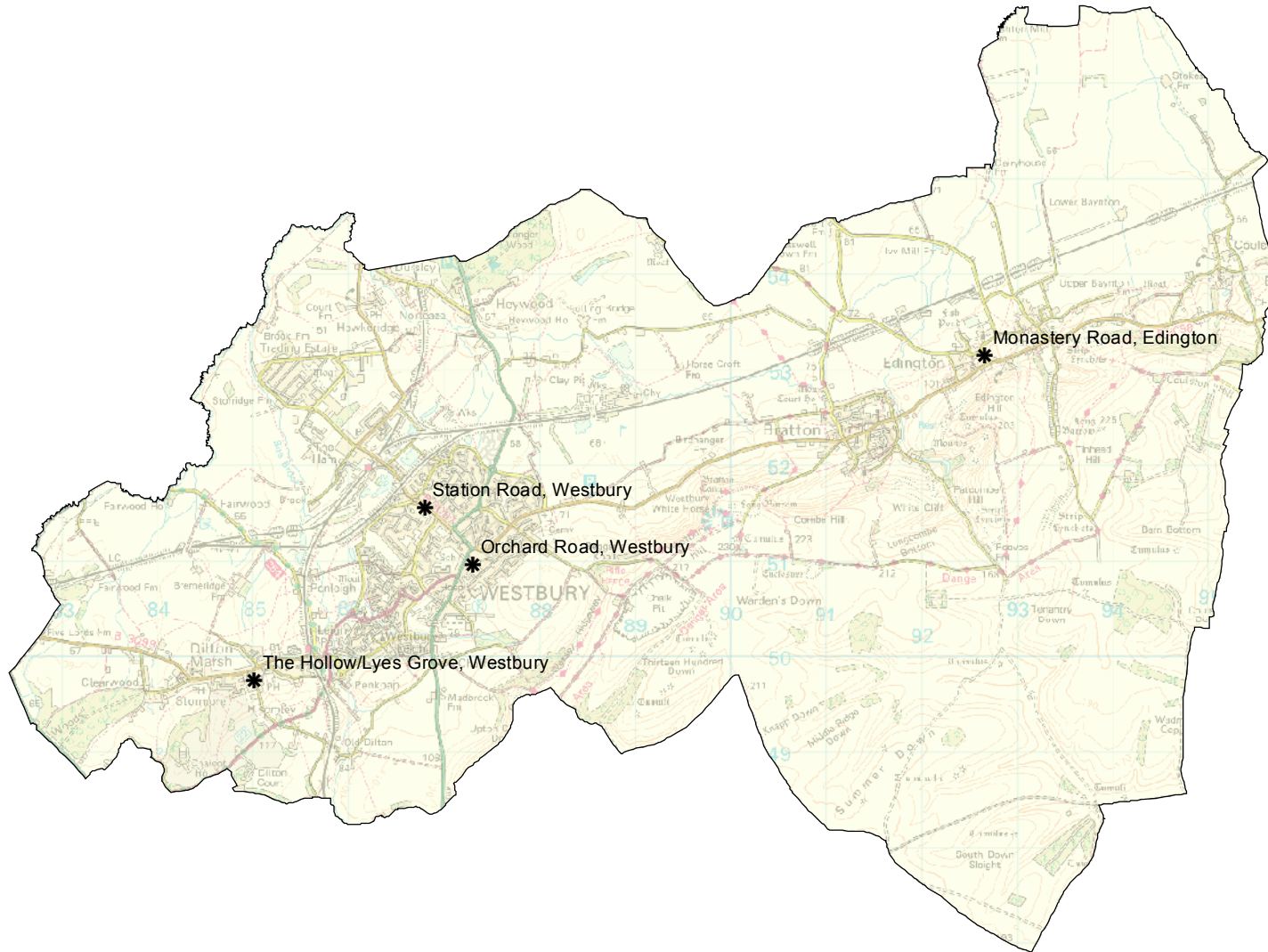








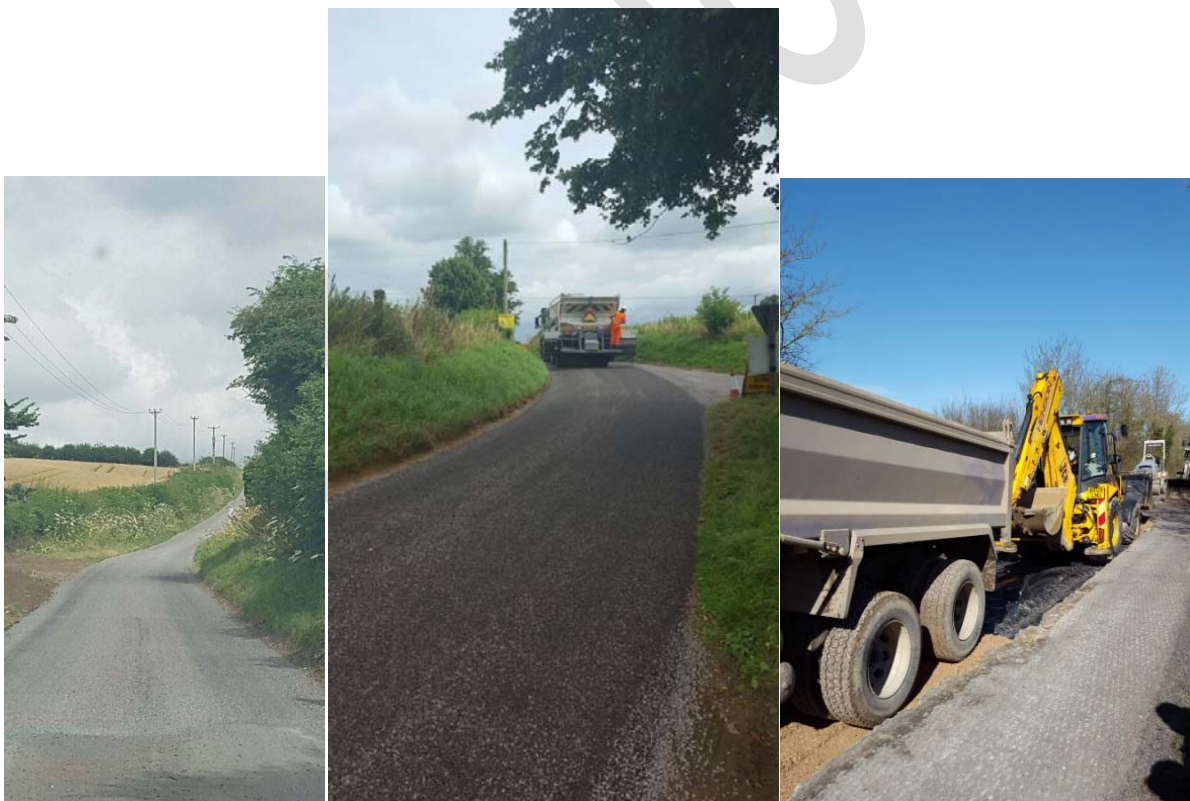




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Local Highways Investment Fund 2014 – 2020

Provisional Scheme List 2018/19



Note: Scheme Lists are provisional as budgets for 2018/19 have not been confirmed

Amesbury		
Road	2018/19 Schemes (DfT Local Highways Maintenance Funding)	Treatment
A345	A345 Figheldean to Durrington	Surface Treatment
B3086	B3086 London Road, Shrewton	Surface Treatment
A345	A345 Workhouse Hill, Amesbury (Salisbury Road)	Surfacing
A338	A338 Cholderton (Carriageway Repairs)	Carriageway Repairs
A338	A338 Idmiston to Porton	Surfacing
Road	2018/19 Schemes (Additional sites with Investment Fund)	Treatment
A360	A360 Tilshead	Surfacing
Various	Various Footways	Renewal
Road	Reserve or future years sites	Treatment
A345	Countess Road South from A303 to Earls Court Rd Mini, Amesbury	Surfacing
UC	Berwick Lane, Steeple Langford	Surfacing
UC	Fisbury Rd & Kingsbourne Close, Winterbourne Dauntsey	Surfacing
A345	A345 Beehive Rbt to Winterbourne Gunner junc.	Surfacing
A3028	A3028 Bulford Double Hedges	Surfacing
B3086	High Street, Shrewton	Surfacing
A360	A360 Maddington St/Amesbury Rd, Shrewton	Surfacing
A3028	A3028 Larkhill Rd, Durrington leading to High Street, Bulford	Surfacing
C291	Elston Lane, Orcheston	Surface Treatment

2018/19 Schemes (DfT Local Highways Maintenance Funding) are those schemes which could be implemented with DfT Maintenance block and Incentive funding (£16,139,000).

2018/19 Schemes (Additional sites with Investment Fund) are the additional schemes which could be included with the full 'Local Highways Investment Fund 2014 – 2020' (£21,000,000).

Note: Scheme Lists are provisional as budgets for 2018/19 have not been confirmed

Bradford on Avon		
Road	2018/19 Schemes (DfT Local Highways Maintenance Funding)	Treatment
UC	Manor Lane, South Wraxall	Surface Treatment
UC	B3109 Rushy Lane to C231 Poorhouses	Surface Treatment
UC	Conkwell various 5 schemes	Surface Treatment
A366	A366 Wingfield Crossroads to Trowbridge	Surface Treatment
UC	Iford Hill, Westwood	Surfacing
A363	A363 Frome Road, Bradford on Avon (Junction Rd to Train Station), Bradford on Avon	Surfacing
Road	2018/19 Schemes (Additional sites with Investment Fund)	Treatment
C225	Church Lane, Freshford	Surfacing
Various	Various Footways	Renewal
Road	Reserve or future years sites	Treatment
UC	Poulton, Bradford on Avon	Surfacing
UC	The Star, Holt	Surfacing
B3108	Limpley Stoke Railbridge area	Surfacing
UC	Tynings Way/ Boswell Road/ Leslie Rise/ Hebden Road, Westwood	Surfacing
A363	A363 Masons Lane, Bradford on Avon	Surfacing
B3108	B3108 Winsley Hill	Surfacing
UC	Uplands Close, Limpley Stoke	Surface Treatment

2018/19 Schemes (DfT Local Highways Maintenance Funding) are those schemes which could be implemented with DfT Maintenance block and Incentive funding (£16,139,000).

2018/19 Schemes (Additional sites with Investment Fund) are the additional schemes which could be included with the full 'Local Highways Investment Fund 2014 – 2020' (£21,000,000).

Note: Scheme Lists are provisional as budgets for 2018/19 have not been confirmed

Calne		
Road	2018/19 Schemes (DfT Local Highways Maintenance Funding)	Treatment
UC	Studley Hill, Studley	Surface Treatment
C111/UC	Catcomb, New Zealand Area	Surface Treatment
A4	A4 Pewsham to A342 Derry Hill Junction - Phase 1	Surfacing
Road	2018/19 Schemes (Additional sites with Investment Fund)	Treatment
A4	A4 Pewsham to A342 Derry Hill Junction - Phase 2	Surfacing
Various	Various Footways	Renewal
Road	Reserve or future years sites	Treatment
A3012	A3102 Oxford Rd, Calne	Surfacing
A4	A4 London Rd Calne to Lower Compton (Sections)	Surfacing
A4	A4 Cherhill Village	Surface Treatment
C136	C136 Dumb Post to Hazelands to Studley	Surface Treatment

2018/19 Schemes (DfT Local Highways Maintenance Funding) are those schemes which could be implemented with DfT Maintenance block and Incentive funding (£16,139,000).

2018/19 Schemes (Additional sites with Investment Fund) are the additional schemes which could be included with the full 'Local Highways Investment Fund 2014 – 2020' (£21,000,000).

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Chippenham		
Road	2018/19 Schemes (DfT Local Highways Maintenance Funding)	Treatment
UC	Orchard Crescent, Chippenham	Surface Treatment
UC	Orchard Road, Chippenham	Surface Treatment
UC	Ripon Close, Chippenham	Surface Treatment
UC	The Firs, Chippenham	Surface Treatment
UC	Windsor Close, Chippenham	Surface Treatment
C171	C171 Days Lane, Kington Langley	Surface Treatment
A420	A420 Marshfield Road Arches to Park Lane, Chippenham	Surfacing
A420	Park Lane, Chippenham	Surfacing
A4	A4 Pewsham to Pewsham Way/London Road Roundabout	Surfacing
A420	New Road, Chippenham	Surfacing
C1	C1 Hullavington to Norton, Hullavington	Surfacing
Road	2018/19 Schemes (Additional sites with Investment Fund)	Treatment
UC	Cuttle Lane, Biddestone	Surfacing
UC	Kilverts Close, Chippenham	Surfacing
UC	Minster Way, Chippenham (Carriageway Repairs)	Carriageway Repairs
UC	Pew Hill Service Road, Chippenham	Surfacing
UC	Queens Crescent, Chippenham (Carriageway Repairs)	Carriageway Repairs
UC	St Marys St/Emery Lane, Chippenham	Surfacing
UC	The Oaks, Chippenham	Surfacing
UC	Willow Grove, Chippenham	Surfacing
UC	Old Road/Union Road, Chippenham	Surfacing
Various	Various Footways	Renewal

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Road	Chippenham Reserve or future years sites	Treatment
UC	Bath Road, Chippenham (Bridge Centre to Town Bridge)	Surfacing
A4	Bridge Centre Gyrotory Roundabout	Surfacing
UC	Canterbury Street, Chippenham (Carriageway Repairs)	Surfacing
UC	Westbrook Close, Chippenham	Surfacing
UC	Clift Avenue, Chippenham	Surfacing
UC	Conway Road, Chippenham	Surfacing
UC	Foundry Lane, Chippenham	Surfacing
UC	Hardens Mead, Chippenham	Surfacing
UC	Lackham Circus, Chippenham	Surfacing
UC	Ladyfield Road, Chippenham	Surfacing
UC	London Road Service Road, Chippenham (Hardens Mead)	Surfacing
UC	Loyalty Street, Chippenham	Surfacing
UC	Parkfields, Chippenham (Carriageway Repairs)	Carriageway Repairs
UC	Rowden Lane, Chippenham	Surfacing
UC	Southmead/Stockwood, Chippenham	Surfacing
UC	Westmead Lane, Chippenham	Surfacing
UC	Carnarvon Close, Chippenham	Surface Treatment
UC	Berkley Close, Chippenham	Surface Treatment
UC	Burleaze, Chippenham	Surface Treatment
UC	Coniston Road, Chippenham	Surface Treatment
UC	Greenway Lane 102-132, Chippenham	Surface Treatment
UC	Plantation Road, Chippenham	Surface Treatment
UC	Wood Lane, Chippenham	Surface Treatment
UC	Cocklebury Lane, Chippenham	Surface Treatment
UC	Birch Grove, Chippenham (Carriageway Repairs)	Carriageway Repairs
A420	A420 Broad Lane Allington to Bumpers Farm	TBC
UC	Bath Road Industrial Estate, Chippenham (Carriageway Repairs)	Carriageway Repairs

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Corsham		
Road	2018/19 Schemes (DfT Local Highways Maintenance Funding)	Treatment
C155	Lacock, Hither Way to A342 Sandy Lane	Surface Treatment
B3353	B3353 Gastard to Corsham	Surfacing
UC	Dickens Avenue, Corsham	Surfacing
Road	2018/19 Schemes (Additional sites with Investment Fund)	Treatment
C37	Church Rise, Neston	Surfacing
Various	Various Footways	Renewal
Road	Reserve or future years sites	Treatment
UC	A4 Copenacre, Corsham	Surfacing
A365	A365 Box Fiveways to Atworth	Surface Treatment
UC	Drewetts Mill, Colerne	Surface Treatment

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Devizes		
Road	2018/19 Schemes (DfT Local Highways Maintenance Funding)	Treatment
C243	Whistley Road, Potterne	Surface Treatment
UC	Sunnyside and Orchard Place, West Lavington	Surfacing
A342	A342 Nursted Road, Devizes (Carriageway Repairs)	Surfacing
UC	Brickley Lane & Jump Farm Road, Devizes (Roundabout Only)	Surfacing
UC	Wharf Street, Devizes	Surfacing
A342	A342 Rowde Village (Carriageway Repairs)	Surfacing
Road	2018/19 Schemes (Additional sites with Investment Fund)	Treatment
C20	Grove Road Market Lavington	Surfacing
Various	Various Footways	Renewal
Road	Reserve or future years sites	Treatment
UC	Russell Mill Lane, Littleton Panell	Surfacing
B3098	B3098 Little Cheverell, Pear Tree junction (Carriageway Repairs)	Carriageway Repairs
A342	A342 Nursted Road Roundabout (Windsor Drive), Devizes	Surfacing
C246	Court Hill, Potterne	Surface Treatment
UC	Netherstreet, Bromham	Surface Treatment
C255	Cock Road, Rowde	Surface Treatment
UC	Kings Road Easterton	Surface Treatment
C246	Worton Road, Cuckolds Green, Potterne	Surface Treatment
C254	The Green, Great Cheverell	Surface Treatment
C249	Conscience Lane, Rowde to Devizes	Surface Treatment
A361	A361 Gains Lane, Devizes	No Action

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Malmesbury		
Road	2018/19 Schemes (DfT Local Highways Maintenance Funding)	Treatment
C1	C1 Hullavington to Norton, Hullavington	Surface Treatment
C94	Littleton Drew to Alderton	Surface Treatment
UC	Parklands/Exton Close, Malmesbury	Surface Treatment
UC	Bremilham Rise, Malmesbury	Surface Treatment
UC	Corn Gastons/Alexander Road, Malmesbury	Surface Treatment
B4040	B4040 Bristol Street, Malmesbury	Surfacing
C68	Tetbury Hill, Malmesbury	Surfacing
A429	A429 Crudwell Village	Surfacing
B4042	B4042 Swindon Road, Malmesbury	Surfacing
Road	2018/19 Schemes (Additional sites with Investment Fund)	Treatment
UC	Newnton Grove, Malmesbury	Surfacing
UC	St Aldhelms Road to Burnham Rd, Malmesbury (Carriageway Repairs)	Carriageway Repairs
UC	Athelstan Road, Malmesbury	Surfacing
UC	Park Road, Malmesbury	Surfacing
UC	Old Alexander Road, Malmesbury	Surfacing
Various	Various Footways	Renewal
Road	Reserve or future years sites	Treatment
B4042	B4042 West of Brinkworth (Carriageway Repairs)	Carriageway Repairs

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Marlborough		
Road	2018/19 Schemes (DfT Local Highways Maintenance Funding)	Treatment
UC	Ewins Hill Byway, Aldbourne (Carriageway Repairs)	Carriageway Repairs
A345	A345 Clench Common Bends	Surface Treatment
A4361	A4361 Broad Hinton to County Boundary	Surface Treatment
B4192	B4192 South of Aldbourne to Preston	Surface Treatment
UC	Manor Park, Froxfield Village	Surface Treatment
A4	A4 London Road, Marlborough	Surfacing
B3052	George Lane, Marlborough	Surfacing
Road	2018/19 Schemes (Additional sites with Investment Fund)	Treatment
C18/UC	The Parade Kennet Place, Marlborough	Surfacing
UC	The Garlings, Aldbourne	Surfacing
Various	Various Footways	Renewal
Road	Reserve or future years sites	Treatment
UC	Vicarage Close, Marlborough	Surfacing
A4	A4 Silbury Hill to Fyfield	Surfacing
A4	A4 Fyfield to Clatford	Surfacing
A346	A346 Marlborough to Swindon Boundary (Carriageway Repairs)	Surfacing
A4361	A4361 North of Avebury to County Boundary (Sections)	Carriageway Repairs
UC	St Margarets Mead Estate, Marlborough	Surface Treatment
UC	Elcot Lane, Marlborough	Surface Treatment
A345	A345 Clench Common to Marlborough	Surface Treatment

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Melksham		
Road	2018/19 Schemes (DfT Local Highways Maintenance Funding)	Treatment
C212	Melksham Lane, Broughton Gifford	Surface Treatment
A365	A365 Box Fiveways to Atworth (Part)	Surfacing
A361	A361 Seend Village (Carriageway Repairs)	Carriageway Repairs
UC	St Marys, Steeple Ashton	Surfacing
Road	2018/19 Schemes (Additional sites with Investment Fund)	Treatment
A3102	TBC - Melksham, A3102 Sandridge Rd to Bypass (Carriageway Repairs)	Carriageway Repairs
Various	Various Footways	Renewal
Road	Reserve or future years sites	Treatment
UC	Willow Crescent, Broughton Gifford	Surfacing
UC	Coburg Square, Melksham	Surfacing
UC	Church Street, Steeple Ashton	Surfacing
A350	A350 Stoney Gutter, southbound (Carriageway Repairs)	Carriageway Repairs
C381	King Street, Semington Road, Melksham	Surfacing
UC	Marti Close, Melksham	Surfacing
UC	Old Road, Beanacre	Surfacing
C395	Pathfinder Way, Bowerhill (Spa Rd to Ind. Est.)	Surfacing
A3102	Sandridge Common 40mph extents Blackmore House, etc	Surfacing
A350	A350 Melksham Dual Asda to Avon Road Rbt (Carriageway Repairs)	Carriageway Repairs
A350	A350 Semington Bypass (Carriageway Repairs)	Carriageway Repairs
C165	Lower Woodrow Rd & Forest Lane (Melksham to Lacock)	Surface Treatment

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Pewsey		
Road	2018/19 Schemes (DfT Local Highways Maintenance Funding)	Treatment
UC	Heath Lane, Buttermere	Surface Treatment
UC	Smay Down Lane, Oxenwood	Surface Treatment
A345	A345 Oare Village	Surface Treatment
A345	A345 Woodbridge Rbt to Pewsey	Surface Treatment
UC	Milkhouse Water, Pewsey	Surface Treatment
UC	Raffin Lane, Pewsey	Surfacing
C38	Broad Street, Woodborough	Surfacing
C30	Church Street, Great Bedwyn	Surfacing
Road	2018/19 Schemes (Additional sites with Investment Fund)	Treatment
UC	Astley Close, Pewsey	Surfacing
UC	Kelston Road, Little Bedwyn	Surfacing
Various	Various Footways	Renewal
Road	Reserve or future years sites	Treatment
A338	A338 Burbage Bends	Surfacing
A345	A345 Oare to Clench Common	Surface Treatment
C269	Sunnyhill Lane, Pewsey	Surface Treatment
A338	A338 Burbage to County Boundary	Surface Treatment

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Royal Wotton Bassett & Cricklade

Road	2018/19 Schemes (DfT Local Highways Maintenance Funding)	Treatment
B4042	B4042 Junction with B4696 to Coped Hall R/A (Part)	Surface Treatment
C124	C124/C116 Eysey to Marston Maisey	Surface Treatment
C114	C114 - A419 to Kempsford	Surface Treatment
UC	The Beeches, Lydiard Millicent	Surfacing
C415	Station Road, Royal Wootton Bassett	Surfacing
Road	2018/19 Schemes (Additional sites with Investment Fund)	Treatment
C122	New Road, Royal Wootton Bassett	Surfacing
Various	Various Footways	Renewal

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Road	RWB & Cricklade Reserve or future years sites	Treatment
B4553	B4553 Common Platt to County Boundary	Surfacing
UC	Vasterne Close, Purton (Carriageway Repairs)	Carriageway Repairs
UC	Hunts Mill Lane, Royal Wootton Bassett (Carriageway Repairs)	Carriageway Repairs
C47	Tadpole Lane/Hayes Knoll Lane	Surfacing
UC	Witts Lane/Hoggs Lane/Vastern Hill Byway, Purton	Surfacing
UC/C129	C129 Hollow Way, Bradenstoke	Surface Treatment
UC	Stoke Common Lane, Purton Stoke	Surface Treatment
B4040	B4040 Chelworth to Cricklade	Surface Treatment
B4553	B4553 South of Cricklade	Surface Treatment
B4553	B4553 Cross Lanes to Common Platt	Surface Treatment
B4553	B4553 Packhorse Lane, Purton (Carriageway Repairs)	Carriageway Repairs
C129	Clack Hill Bradenstoke	Surface Treatment
C291	Pond Lane, Purton Stoke	Surface Treatment
UC	Bradens/Bradene Close, Royal Wootton Bassett	Surface Treatment
UC	Dunnington Road, Royal Wootton Bassett	Surface Treatment
UC	Eastwood Avenue, Royal Wootton Bassett	Surface Treatment
UC	Englefield, Royal Wootton Bassett	Surface Treatment
UC	Homefield, Royal Wootton Bassett	Surface Treatment
UC	Horsell Close, Royal Wootton Bassett	Surface Treatment
UC	Sorrell Close, Royal Wootton Bassett	Surface Treatment
UC	Templars Firs, Royal Wootton Bassett	Surface Treatment
UC	Buryfields, Lydiard Millicent	Surface Treatment
UC	Chestnut Springs, Lydiard Millicent	Surface Treatment
C126	Collins Lane Purton	Surface Treatment
C16	Stone Lane, Lydiard	Surface Treatment
C120	C120 Trow Lane, Tockenham	Surface Treatment
C76	C76 Chessley Hill, Tockenham Wick	Surface Treatment
UC	Bentham Lane, Purton Stoke	Surface Treatment
UC	Bowds Lane	Surface Treatment

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Salisbury		
Road	2018/19 Schemes (DfT Local Highways Maintenance Funding)	Treatment
UC	Westwood Rd, Salisbury	Surface Treatment
UC	Endless Street, Salisbury	Surfacing
A30	A30 Parkwood Roundabout	Surfacing
Road	2018/19 Schemes (Additional sites with Investment Fund)	Treatment
UC	Blue Boar Row, Salisbury (Part)	Surfacing
UC	St Francis Road, Salisbury	Surfacing
UC	Harcourt Terrace, off Mill Road, Salisbury	Surfacing
UC	Longland, off Wilton Road, Salisbury	Surfacing
UC	Hedley Davis Court, Salisbury	Surfacing
Various	Various Footways	Renewal
Road	Reserve or future years sites	Treatment
A338	A338 Downton Rd, Britford	Surfacing
UC	Pinewood Way & Cedar Close, Salisbury	Surfacing
UC	Telford Road, Churchfields, Salisbury	Surfacing
UC	Hadrians Close, Salisbury	Surfacing
UC	Ashfield Road, Salisbury	Surfacing
UC	St Edmonds Church Street, Salisbury (Carriageway Repairs)	Carriageway Repairs
UC	Highbury Avenue, Salisbury (Carriageway Repairs)	Carriageway Repairs
UC	Middleton Road, Salisbury	Surfacing
UC	Norfolk Road, Salisbury	Surfacing
C56	Philips Lane/Gradidge Lane, Salisbury	Surface Treatment
UC	Romer Road, Harnham	TBC

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South West Wiltshire		
Road	2018/19 Schemes (DfT Local Highways Maintenance Funding)	Treatment
UC	Lower Chicksgrove to Lagpond Lane. (C24 to C317)	Surface Treatment
UC	Elcombe Lane, Alvediston	Surface Treatment
C380	C380 High Street to Gasper Street, Stourton	Surface Treatment
C297	Willoughby Hedge to West Knoyle (The Street)	Surface Treatment
C278	Wolverton to B3092	Surface Treatment
UC	Sling Orchard, Fovant	Surfacing
A350	A350 East Knoyle, The Turnpike	Surfacing
B3092	Castle Street, Mere - Carriageway Repairs	Surfacing
C62	Bennett Arms to Railbridge (Carriageway Repairs)	Carriageway Repairs
C25	C25 Hindon Lane (Carriageway Repairs)	Carriageway Repairs
B3081	B3081 Zig Zag Hill (Carriageway Repairs)	Carriageway Repairs
Road	2018/19 Schemes (Additional sites with Investment Fund)	Treatment
UC	Bells Lane, Zeals	Surfacing
A30	A30 Shaftesbury Road, Wilton	Surfacing
Various	Various Footways	Renewal

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Road	South West Wiltshire reserve or future years sites	Treatment
UC	Seniors Farm Lane Semley	Surfacing
UC	Weaveland Road, Tisbury	Surfacing
B3092	Castle Street, Mere	Surfacing
A350	A350 Hart Hill	Surfacing
C326	Back Lane Bowerchalke (Carriageway Repairs)	Carriageway Repairs
C279	Dukes Lane Kilmington	Surfacing
UC	Grovely Road Barford St Martin	Surface Treatment
B3089	B3089 Willoughby Hedge to A350 Stagger Cross	Surface Treatment
C277	C277 Teffont Magna to Dinton	Surface Treatment
C308	Crate Lane Street Lane loop	Surface Treatment
B3089	B3089 Stagger Cross to Barford St Martin	Surface Treatment

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Southern Wiltshire		
Road	2018/19 Schemes (DfT Local Highways Maintenance Funding)	Treatment
C12	C12 Odstock Village	Surface Treatment
UC	South Lane, Nomansland	Surface Treatment
C336	C336 Witherington Road, Alderbury	Surface Treatment
UC	Pineview Close, Redlynch	Surfacing
UC	Slab Lane, Redlynch - 2 sections	Surfacing
TBC	TBC	Surfacing
Road	2018/19 Schemes (Additional sites with Investment Fund)	Treatment
C56	The Portway between Beehive and Castlegate Rbts	Surfacing
Various	Various Footways	Renewal
Road	Reserve or future years sites	Treatment
UC	Parkwater Road, Whiteparish	Surfacing
UC	Church Lane, Farley	Surfacing
A27	A27 Whiteparish 30mph extents	Surfacing
A27	A27 Whiteparish 40mph to Parkwater Rd Cowesfield Green	Surface Treatment
B3080	B3080 Downton to Woodfalls	Surface Treatment
C321	C321 Pitton Road, Whiteway, Whitehill to Farley	Surface Treatment
UC	Goggs Lane, Redlynch	Surface Treatment

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Tidworth		
Road	2018/19 Schemes (DfT Local Highways Maintenance Funding)	Treatment
A345	A345 Enford to Netheravon	Surface Treatment
Road	2018/19 Schemes (Additional sites with Investment Fund)	Treatment
UC	Wylve Road, Tidworth	Surfacing
Various	Various Footways	Renewal
Road	Reserve or future years sites	Treatment
C256	Shoddesden Lane, Ludgershall	Surfacing
UC	Hei Lin Way, Ludgershall	Surfacing
UC	Mill Drove, Collingbourne Kingston (Carriageway Repairs)	Carriageway Repairs
C256	Hookwood Lane, Upper Chute	Surfacing
A342	A342 Andover Rd Ludgershall	Surfacing
A342	A342 Upavon 30mph to Compton	Surface Treatment
C256	Biddesden Lane to Lower Chute	Surface Treatment

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Trowbridge		
Road	2018/19 Schemes (DfT Local Highways Maintenance Funding)	Treatment
UC	Newleaze, Hilperton	Surface Treatment
UC	Whaddon Lane, Hilperton	Surface Treatment
C49	West Ashton Road, Trowbridge Sections A & B	Surfacing
C372	Timbrell Street, Trowbridge (Carriageway Repairs)	Carriageway Repairs
B3106	Islington, Trowbridge (Carriageway Repairs)	Carriageway Repairs
Road	2018/19 Schemes (Additional sites with Investment Fund)	Treatment
A363	Phillips Way Roundabout, North Bradley	Surfacing
Various	Various Footways	Renewal
Road	Reserve or future years sites	Treatment
UC	Court Street, Trowbridge	Surfacing
UC	Maple Grove, Trowbridge	Surfacing
C361	Mortimer Street, Trowbridge	Surfacing
UC	Eastbourne Gardens, Trowbridge	Surfacing
UC	Carisbrooke Crescent, Trowbridge	TBC
UC	Church Lane, North Bradley	Surfacing
B3097	Hawkeridge Road, Yarnbrook	Surfacing

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Warminster		
Road	2018/19 Schemes (DfT Local Highways Maintenance Funding)	Treatment
A350	A350, South of Longbridge Deverill to Lower Pertwood	Surface Treatment
C10	C10 Boyton Bends	Surface Treatment
A350	A350 Crockerton (Part)	Surfacing
Road	2018/19 Schemes (Additional sites with Investment Fund)	Treatment
C364	Station Road, Warminster	Surfacing
UC	Fairfield Road, Warminster	Surfacing
Various	Various Footways	Renewal
Road	Reserve or future years sites	Treatment
UC	Sambourne Road, Warminster	Surfacing
UC	Geys Hill - Stalls Lane, Dertfords (Corsley)	Surface Treatment
UC	Huntenhull Green, Corsley	Surface Treatment
UC	Short Street, Chalcot	Surface Treatment
UC	Cley Hill Farm, Corsley	Surface Treatment
C10	Bishopstrow Road, Warminster	Surface Treatment
UC	UC Upton Scudamore to A350	Surface Treatment
C360	Deverill Road, Warminster	TBC
C10	Copheap Lane, Warminster	TBC
B390	B390, Chitterne	TBC
C22	Townsend, Chitterne	TBC
A3098	Thoulstone (A36 On/Off Slips)	TBC
UC	u/c Mill Farm Road, Heytesbury (10)	TBC

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Westbury		
Road	2018/19 Schemes (DfT Local Highways Maintenance Funding)	Treatment
UC	Old Dilton Road, Westbury	Surface Treatment
UC	Coombe Lane, Bratton	Surface Treatment
UC	Coulston Hollow, Coulston	Surface Treatment
UC	Long Hollow, Edington	Surface Treatment
UC	Shepherds Mead, Dilton Marsh (Carriageway Repairs)	Carriageway Repairs
UC	Newtown, Westbury	Surfacing
Road	2018/19 Schemes (Additional sites with Investment Fund)	Treatment
UC	Frogmore Road, Westbury	Surfacing
Various	Various Footways	Renewal
Road	Reserve or future years sites	Treatment
UC	Hawkeridge Road, Westbury	Surfacing
UC	Dilton Lane, Upton Scudamore	Surfacing
UC	Quartermaster Road, Westbury	Surfacing
A350	A350 Westbury - Warminster Rd, etc (Carriageway Repairs)	Carriageway Repairs

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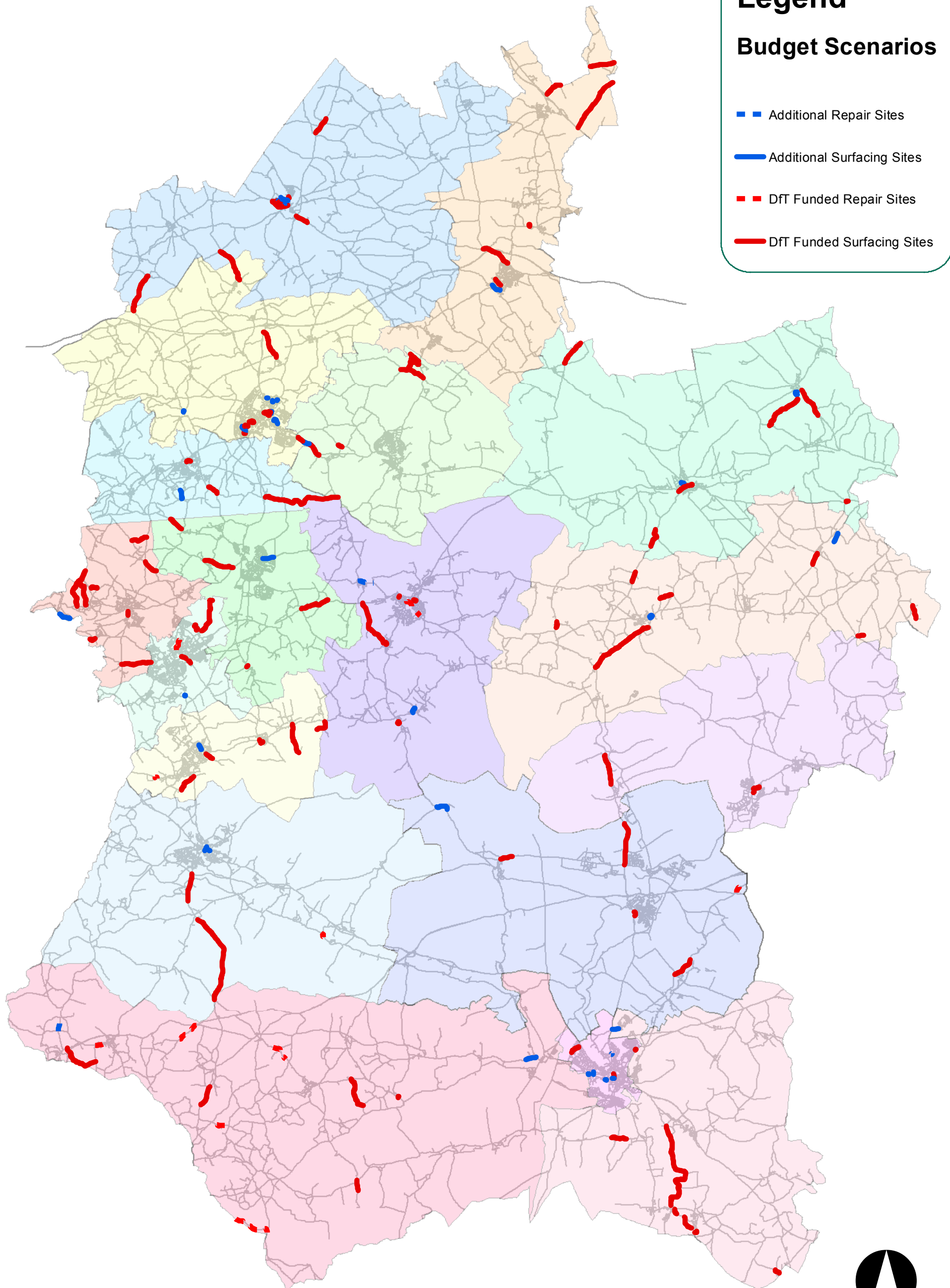
2018/19 Schemes (Additional sites with Investment Fund) are the additional schemes which could be included with the full 'Local Highways Investment Fund 2014 – 2020' (£21,000,000).

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Legend

Budget Scenarios

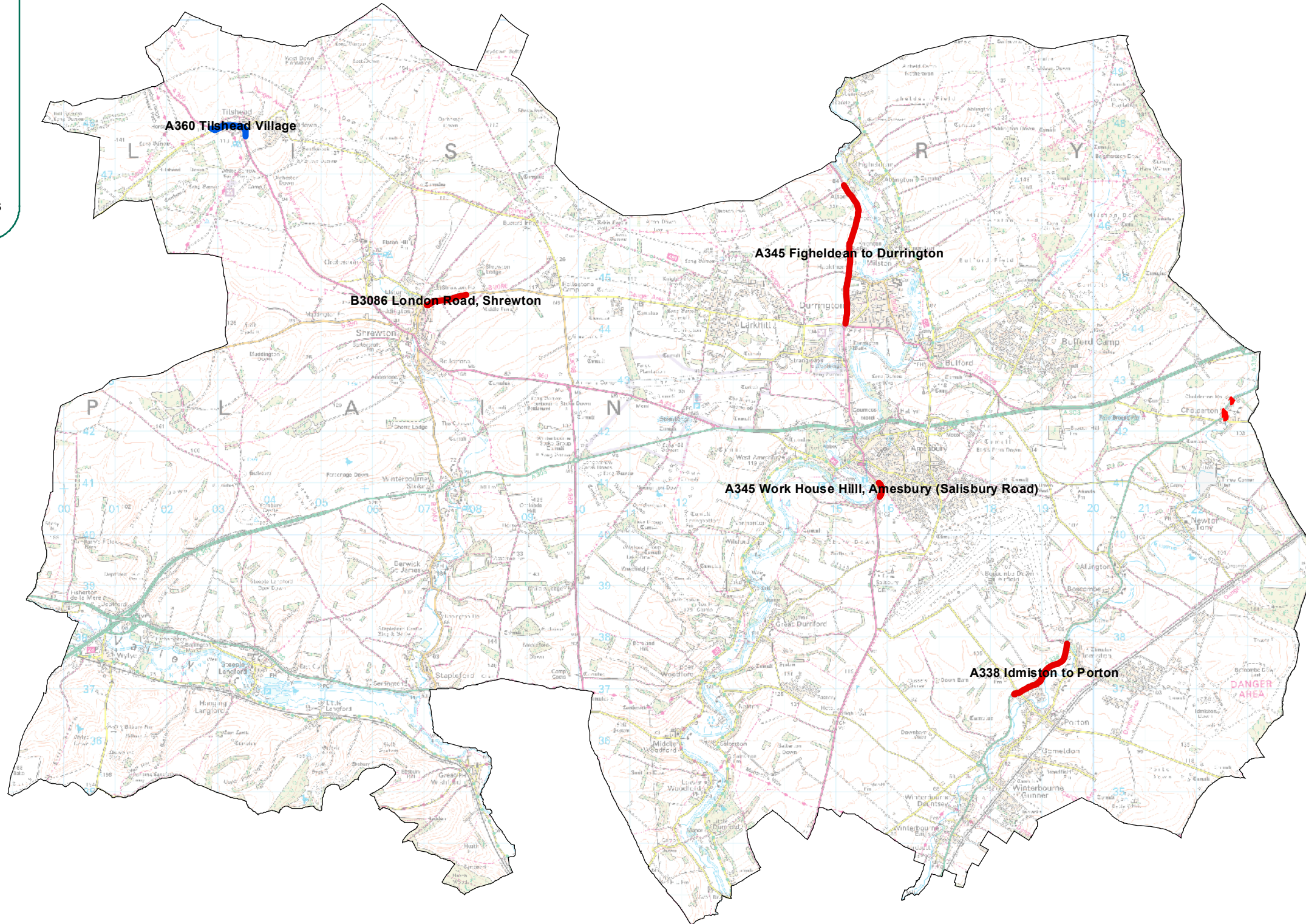
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- Additional Surfacing Sites
- ■ DfT Funded Repair Sites
- DfT Funded Surfacing Sites



Legend

Budget Scenarios

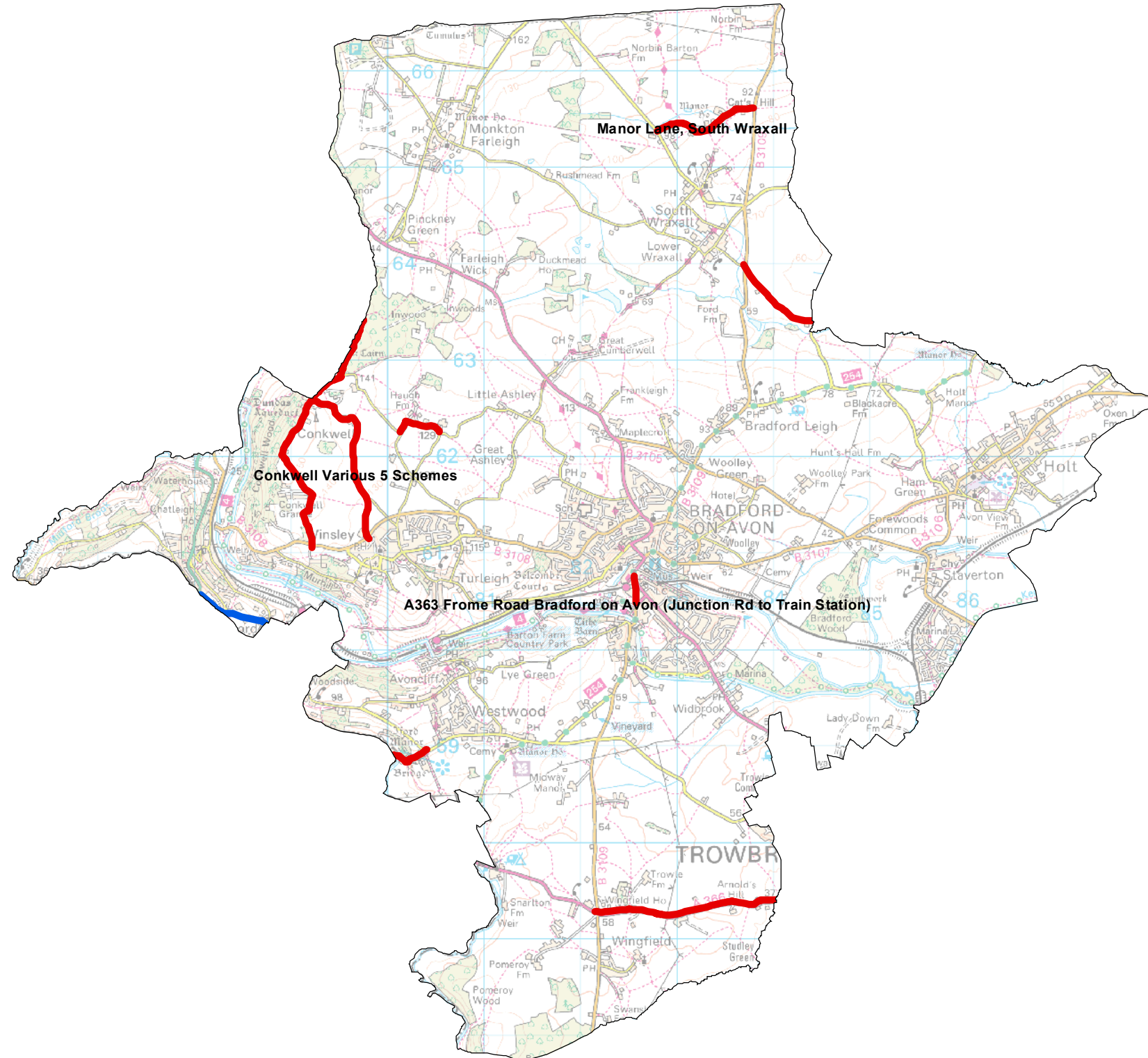
- Additional Repair Sites
- ▬ Additional Surfacing Sites
- DfT Funded Repair Sites
- ▬ DfT Funded Surfacing Sites



Legend

Budget Scenarios

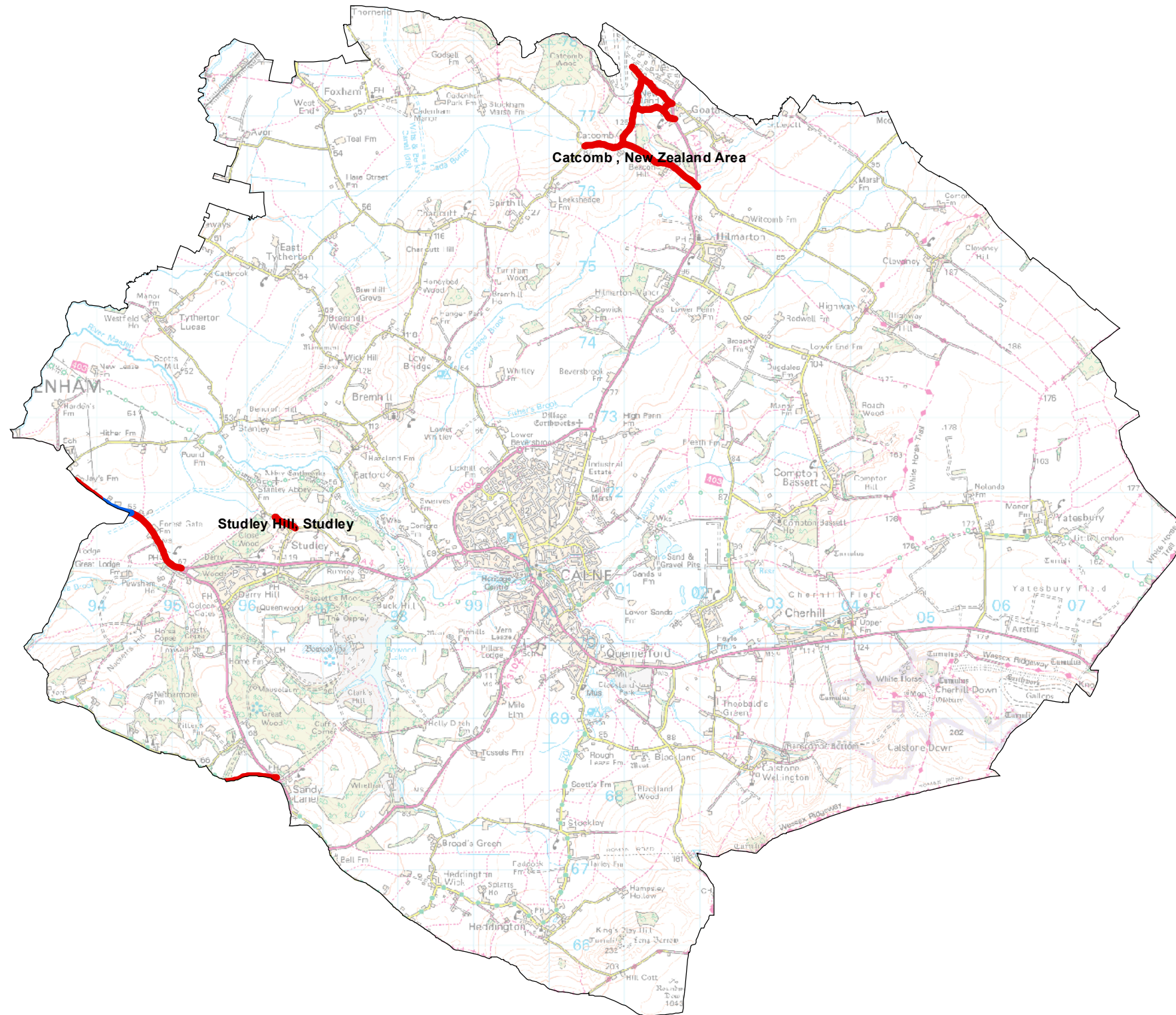
- Additional Repair Sites
- Additional Surfacing Sites
- DfT Funded Repair Sites
- DfT Funded Surfacing Sites



Legend

Budget Scenarios

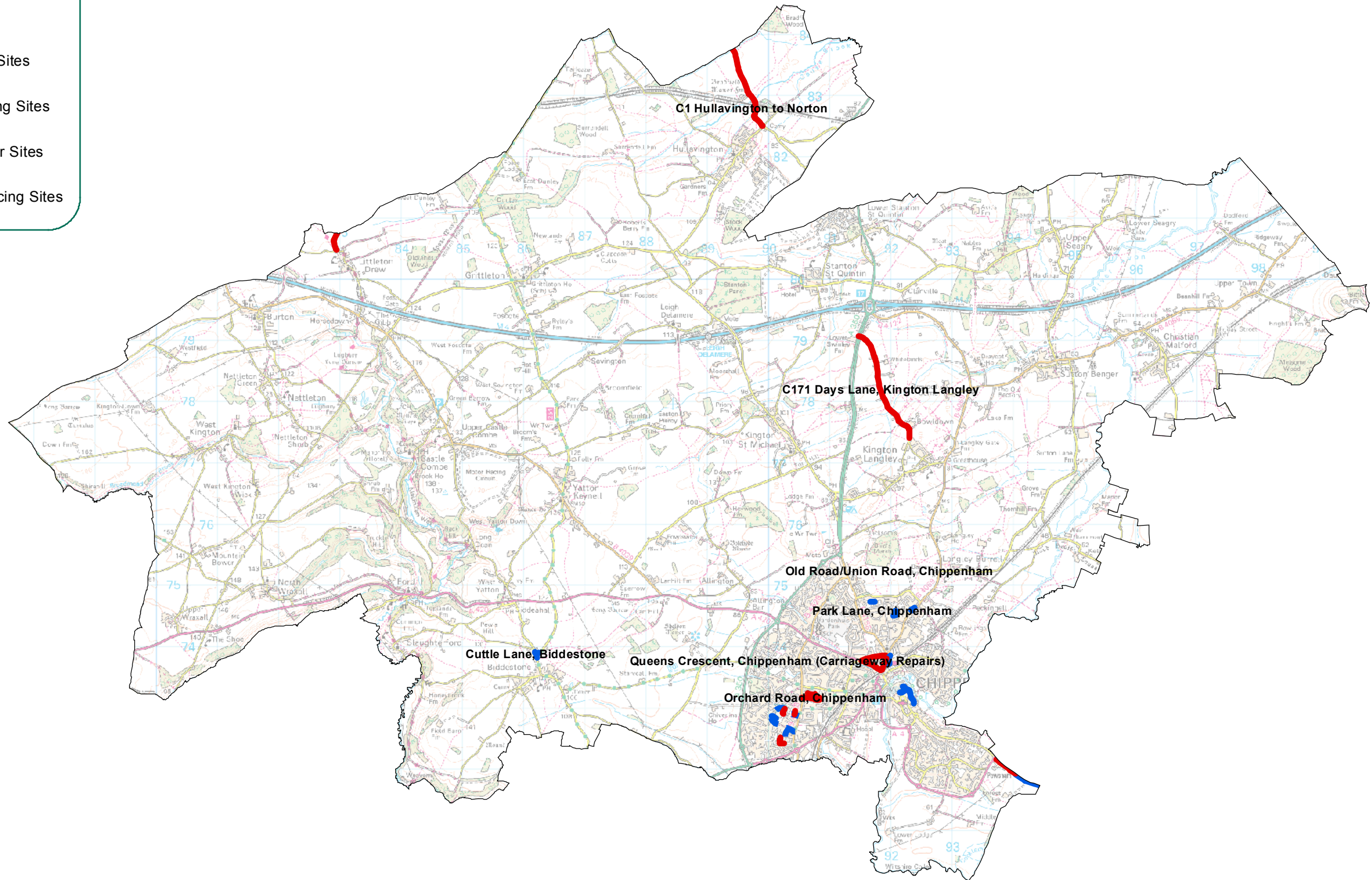
- Additional Repair Sites
- Additional Surfacing Sites
- DfT Funded Repair Sites
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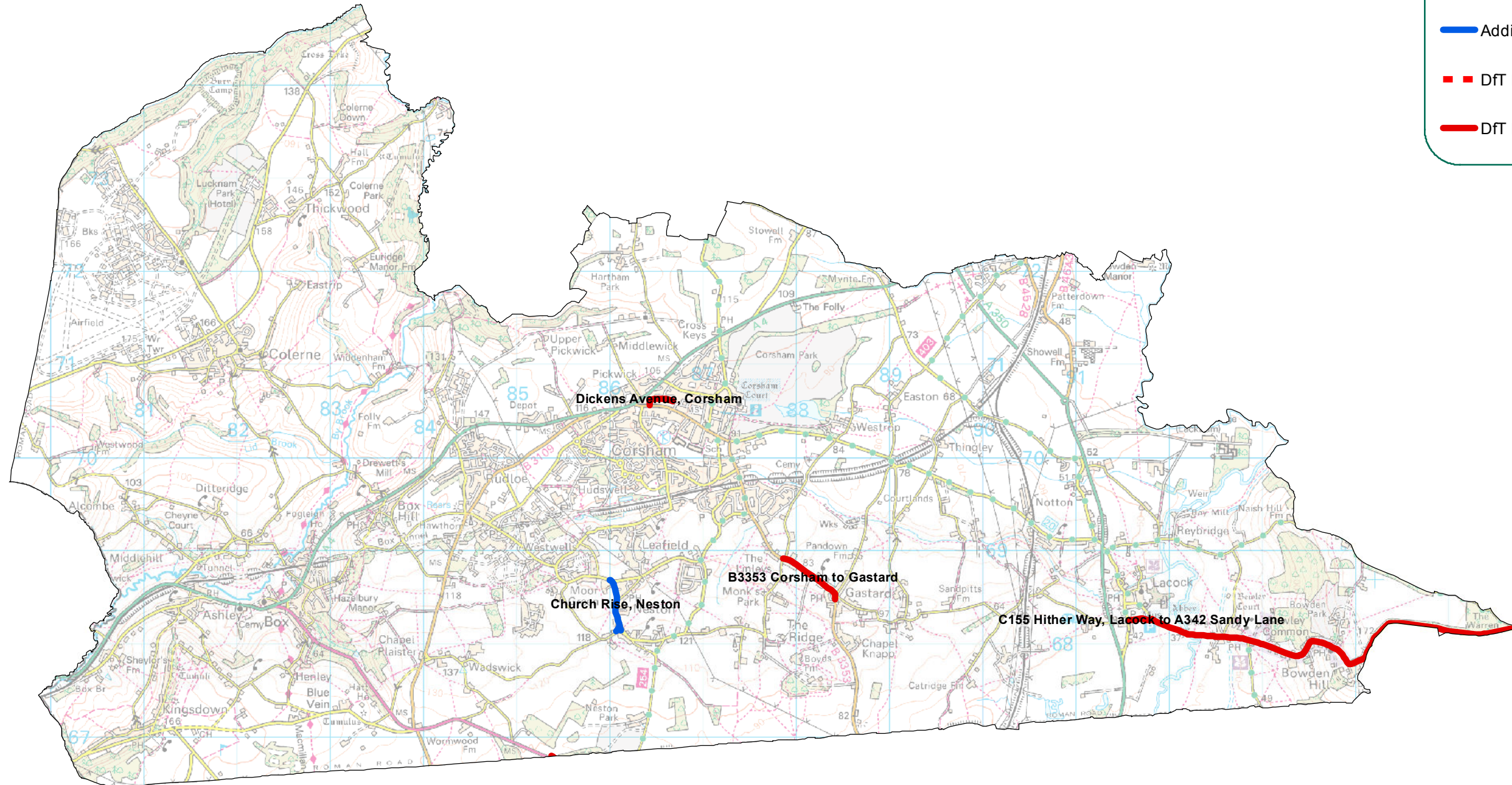
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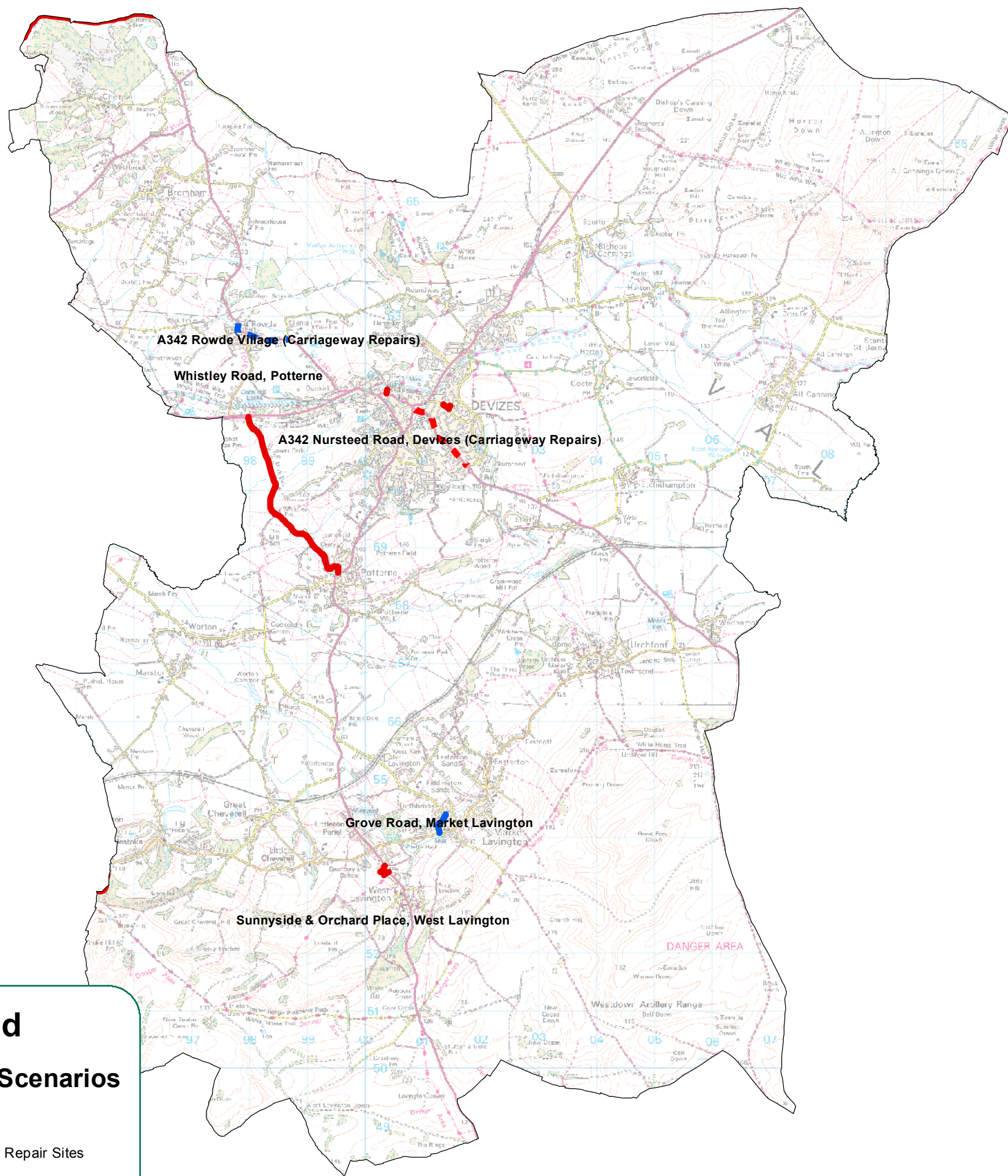
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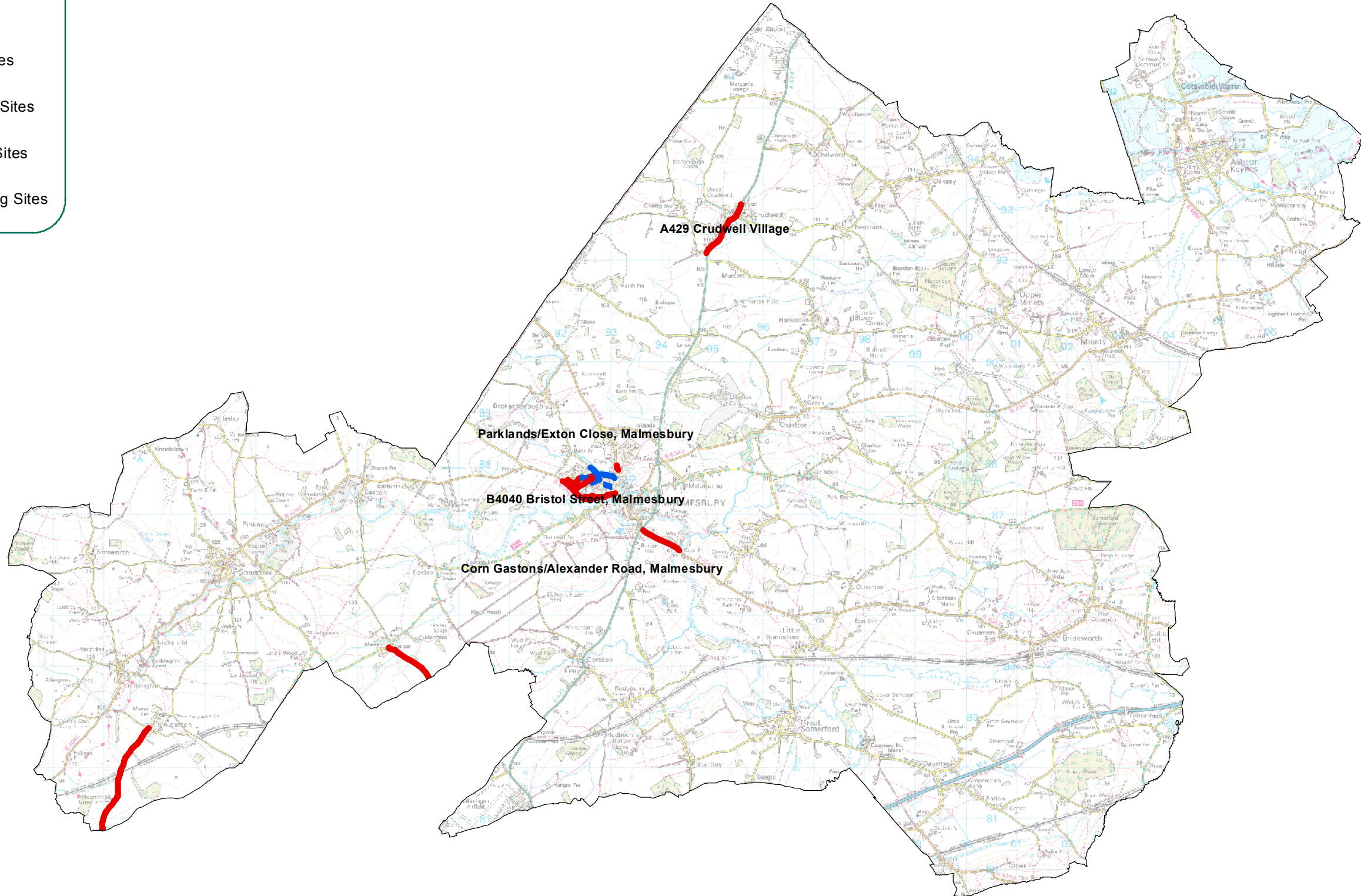
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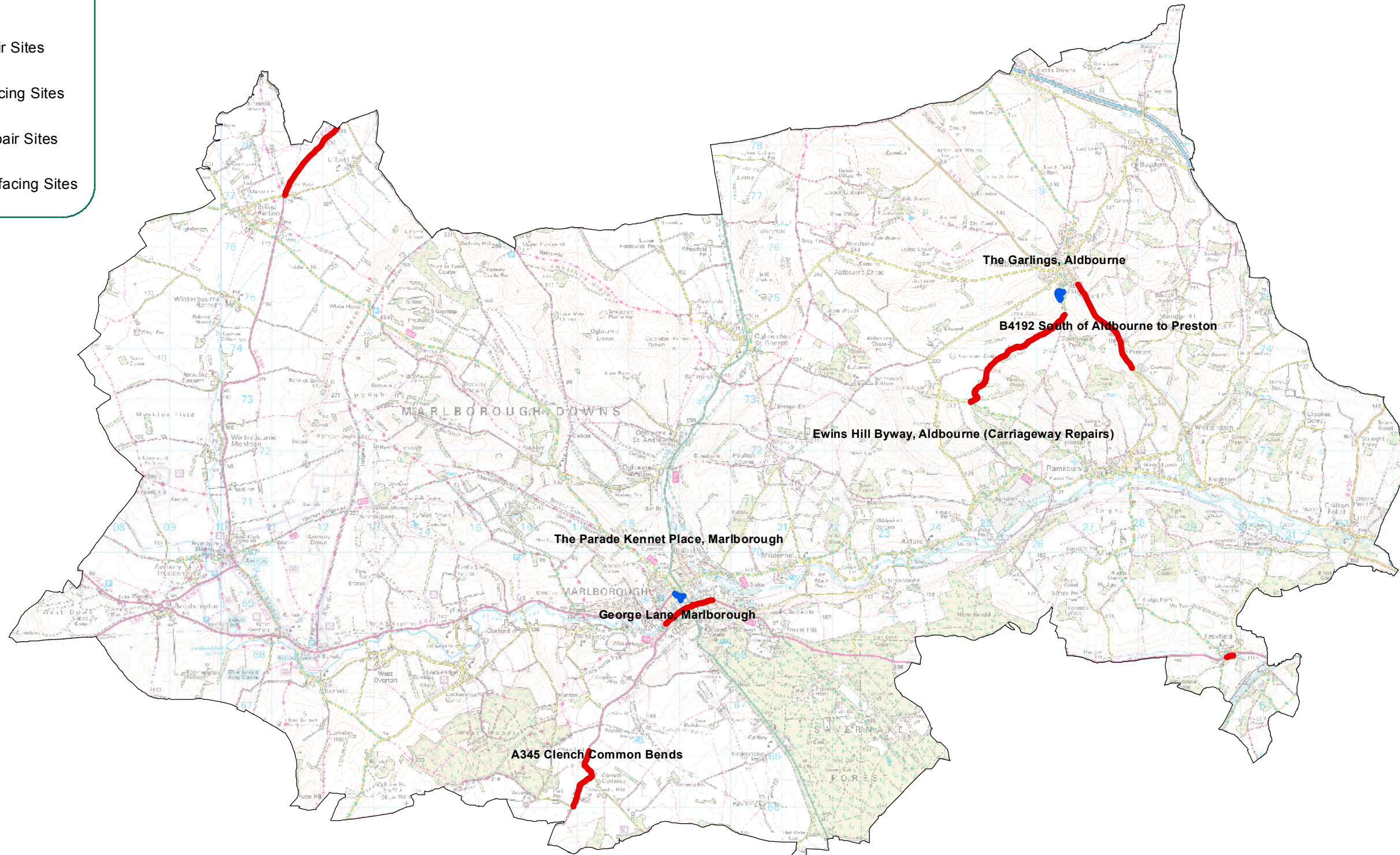
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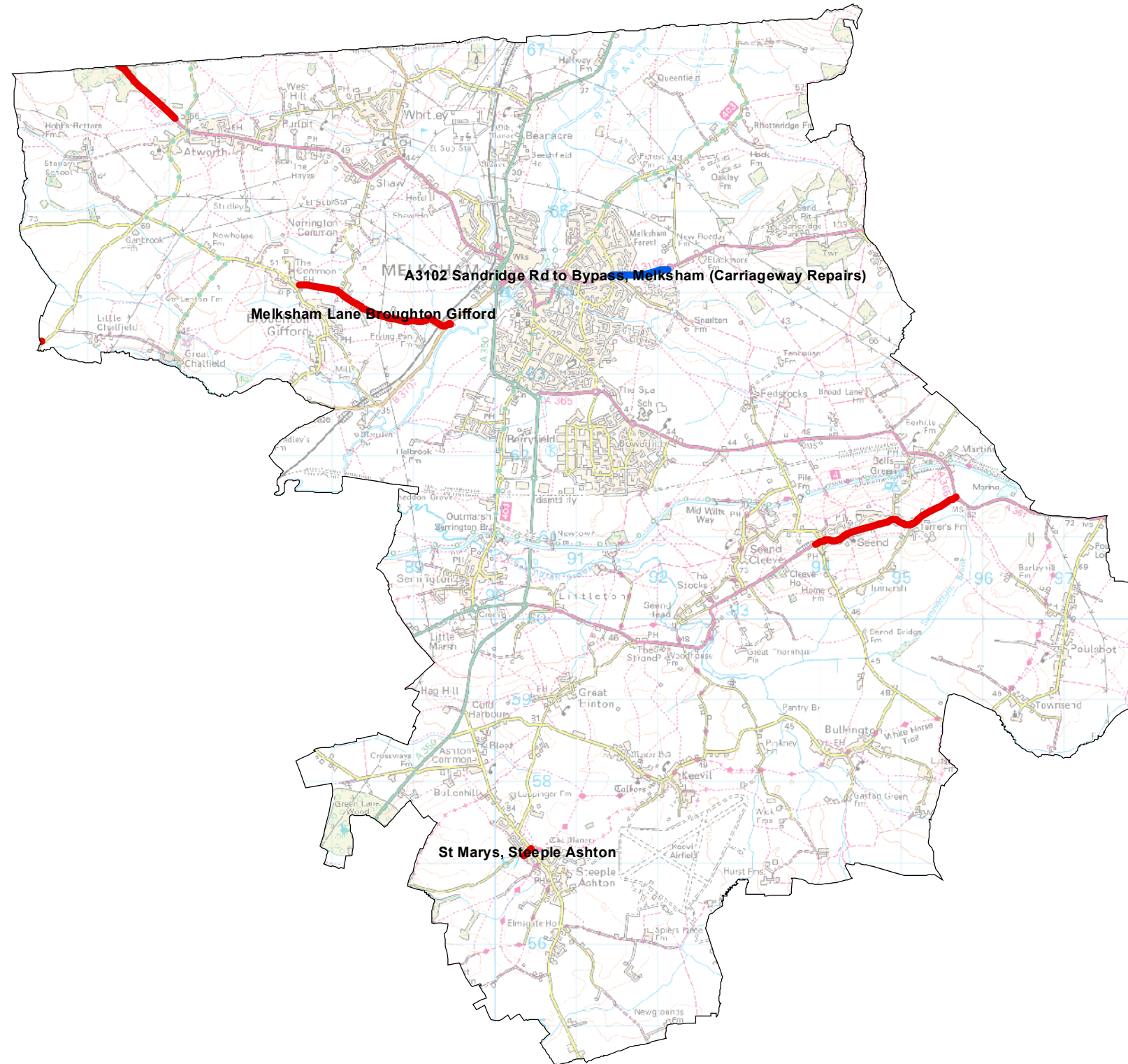
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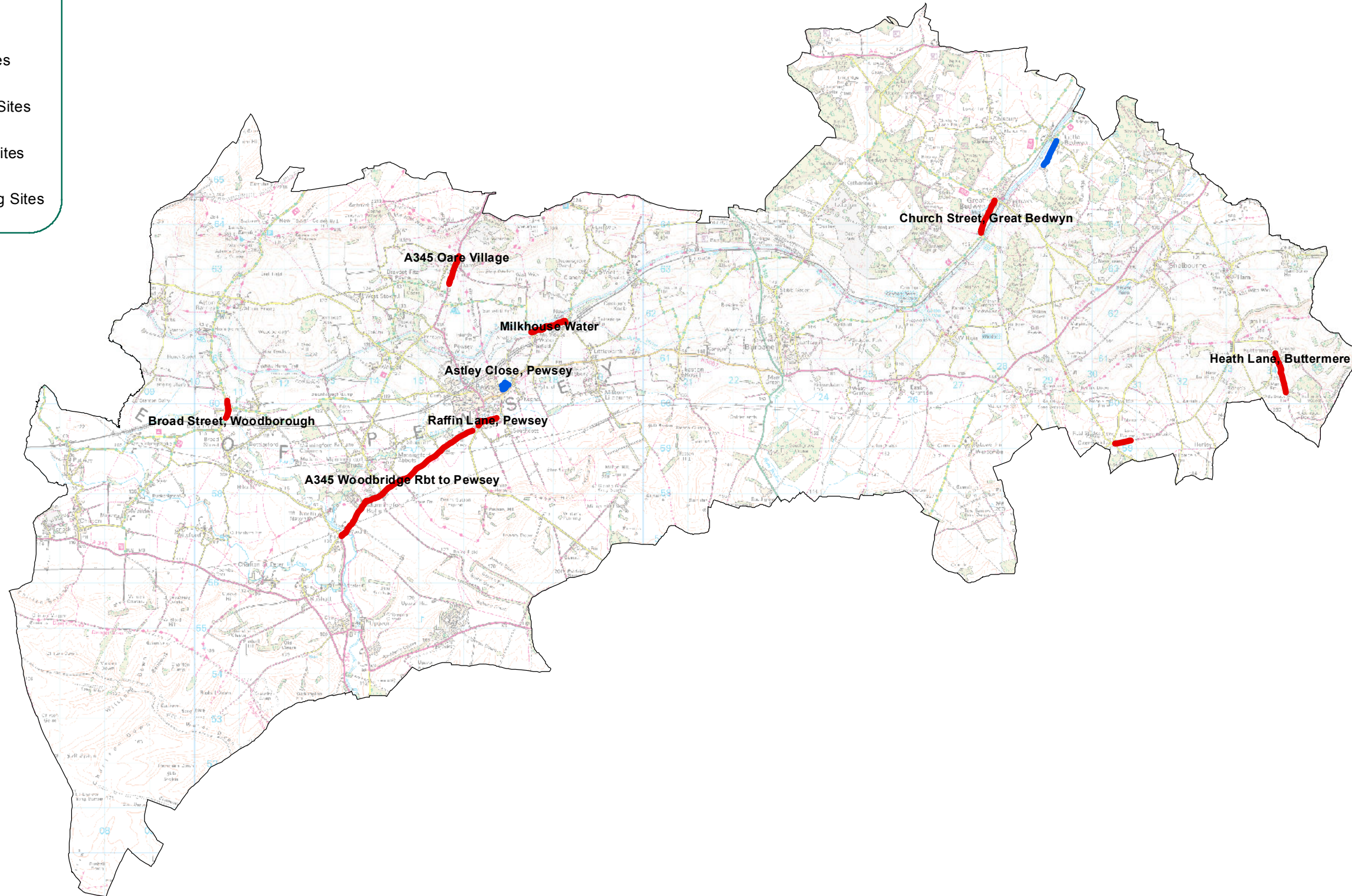
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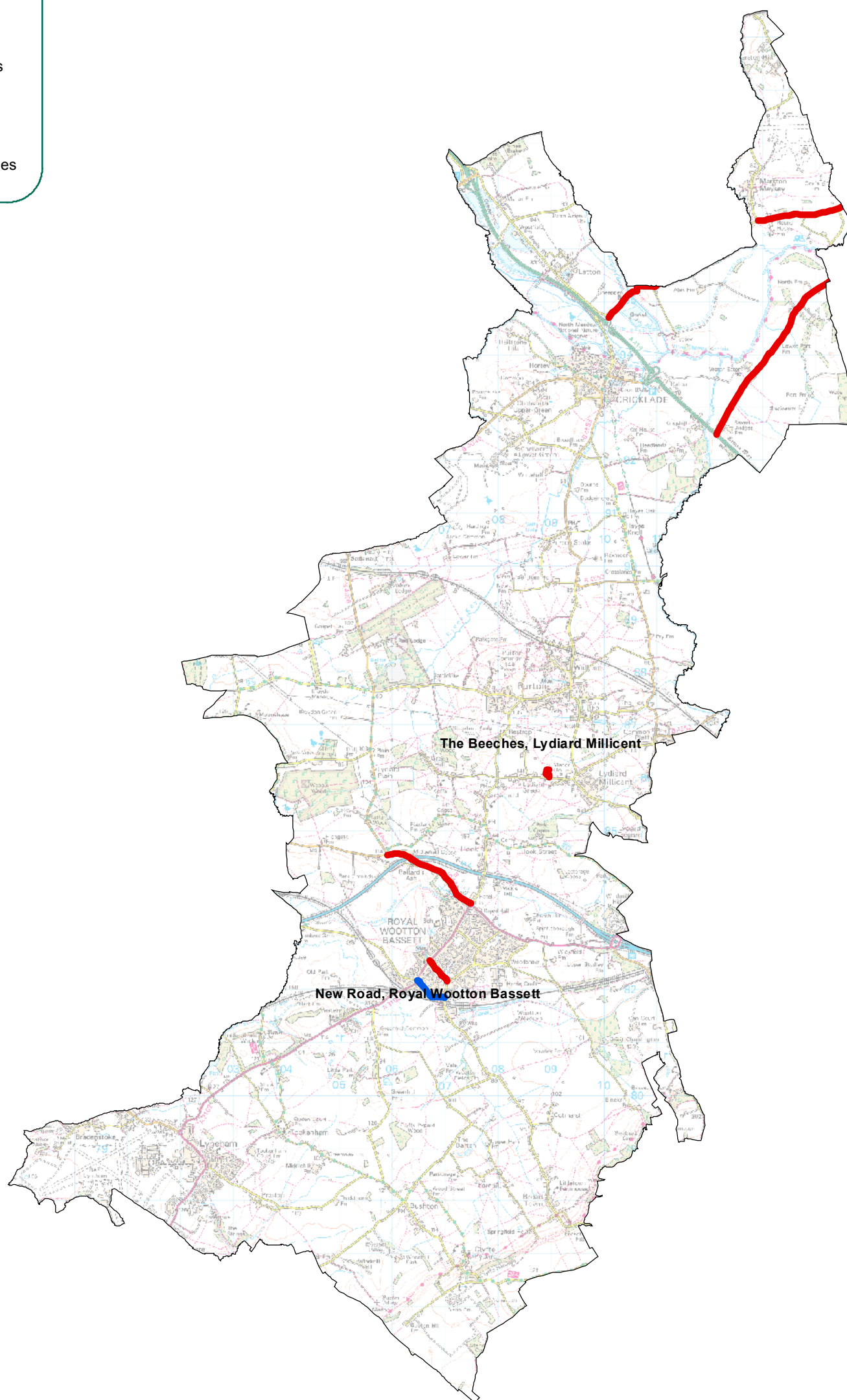
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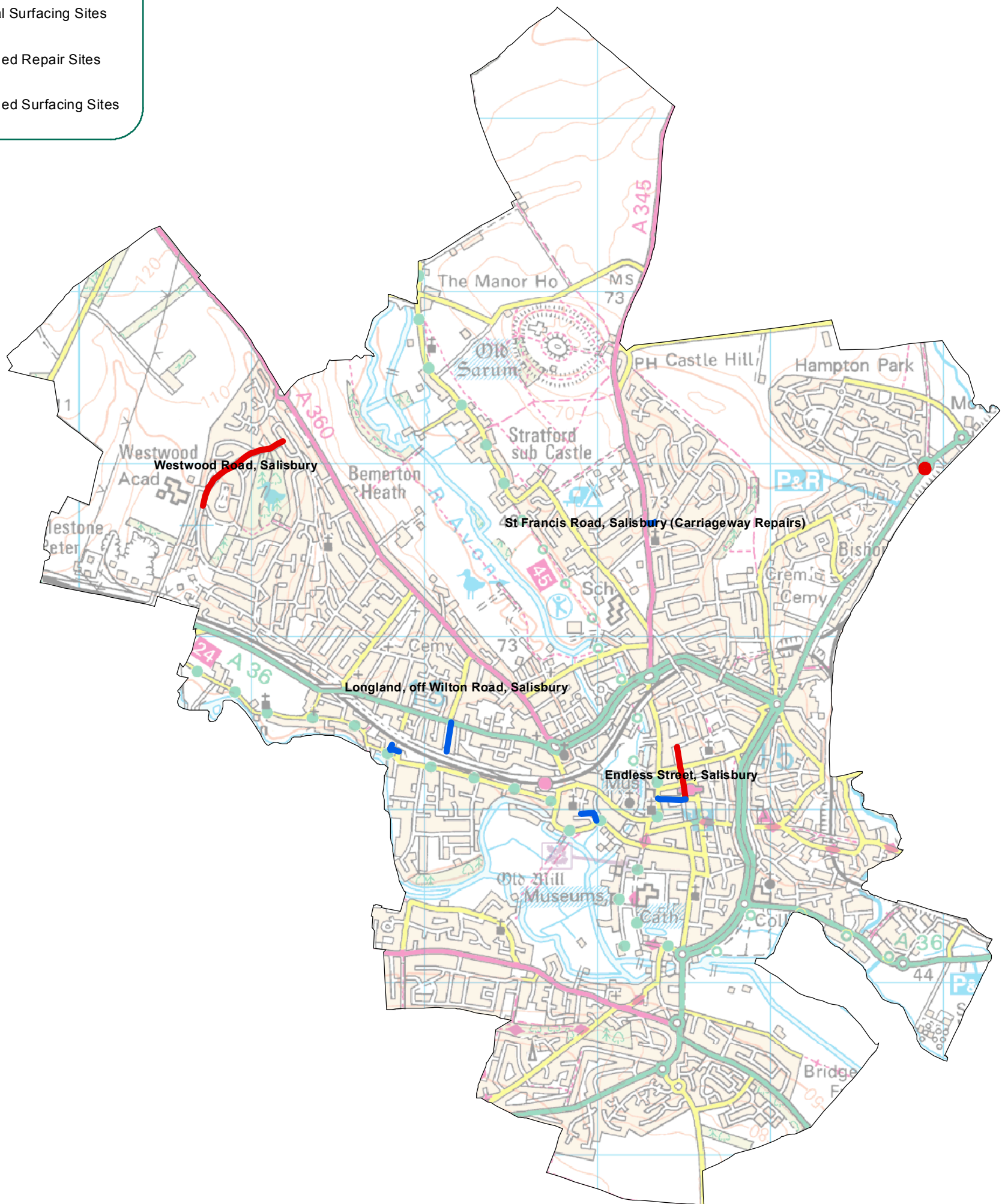
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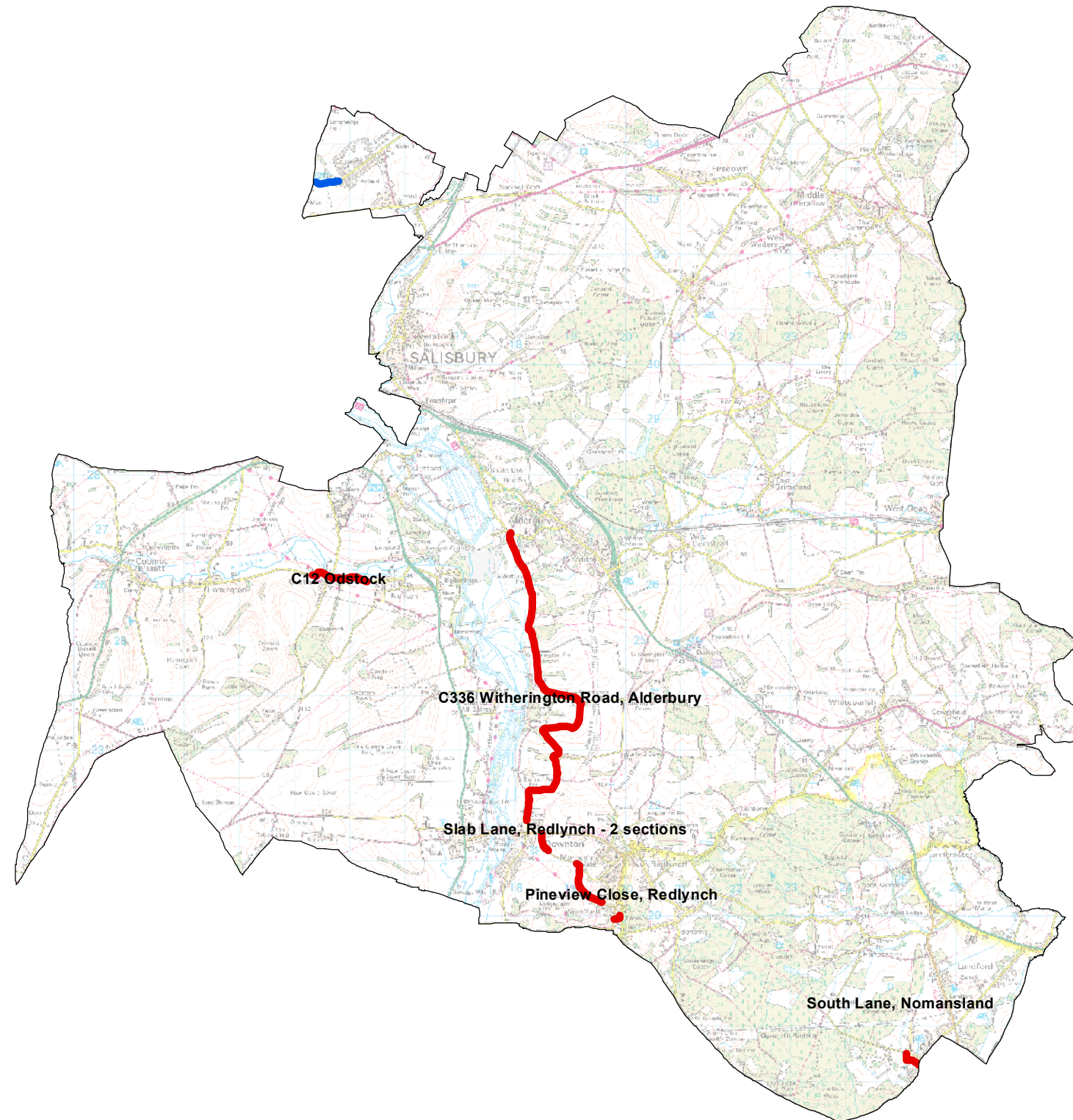
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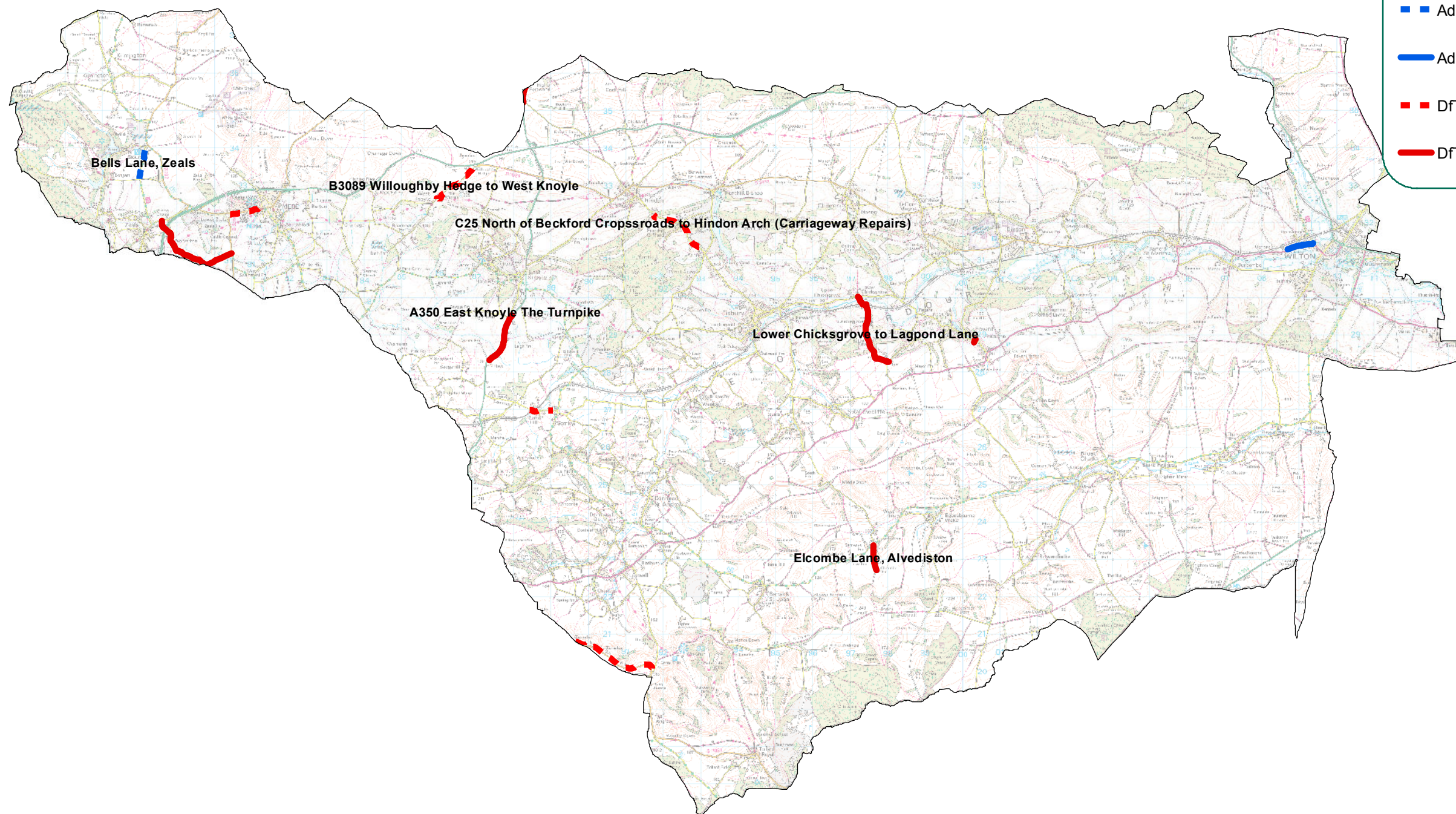
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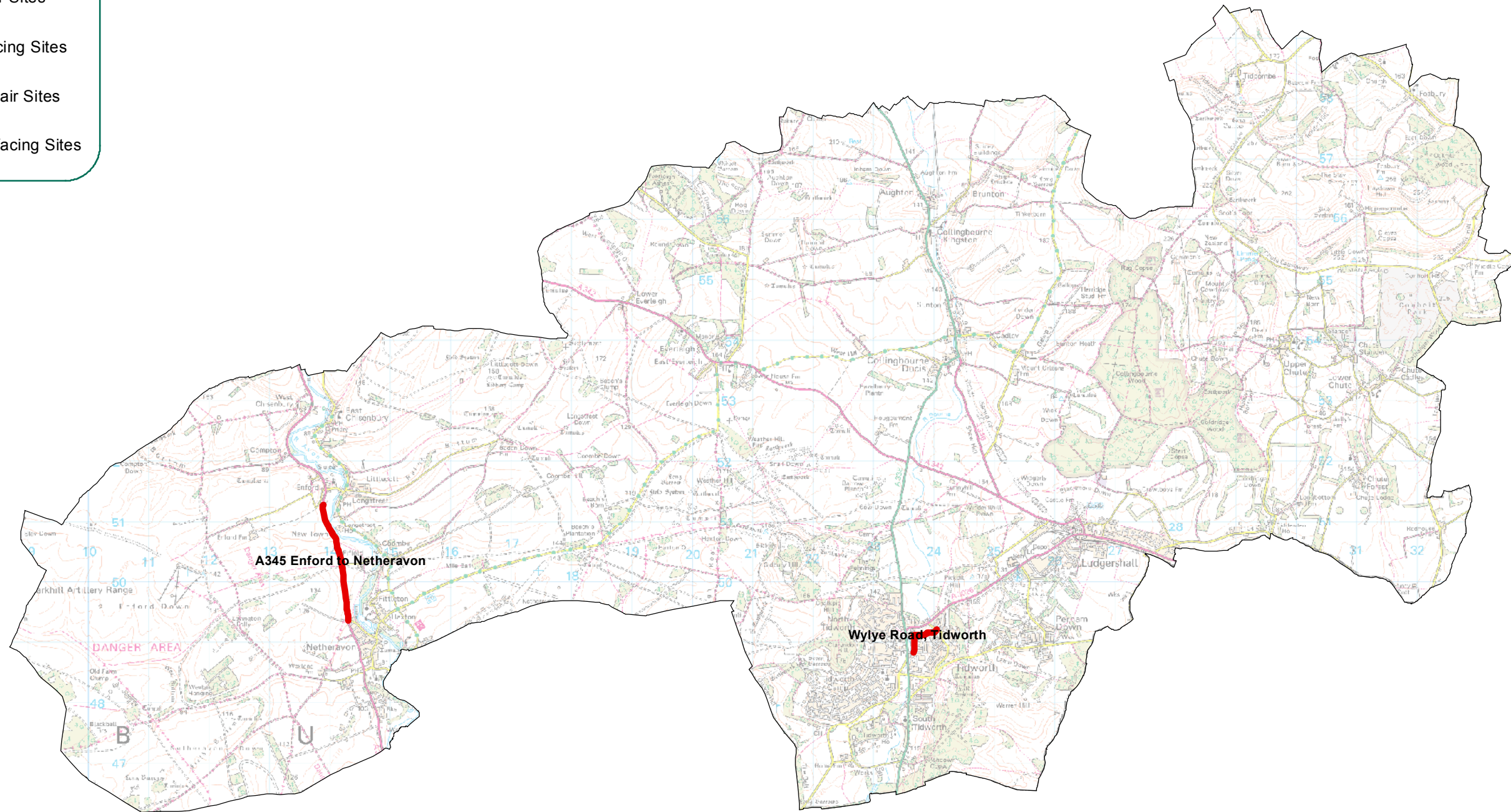
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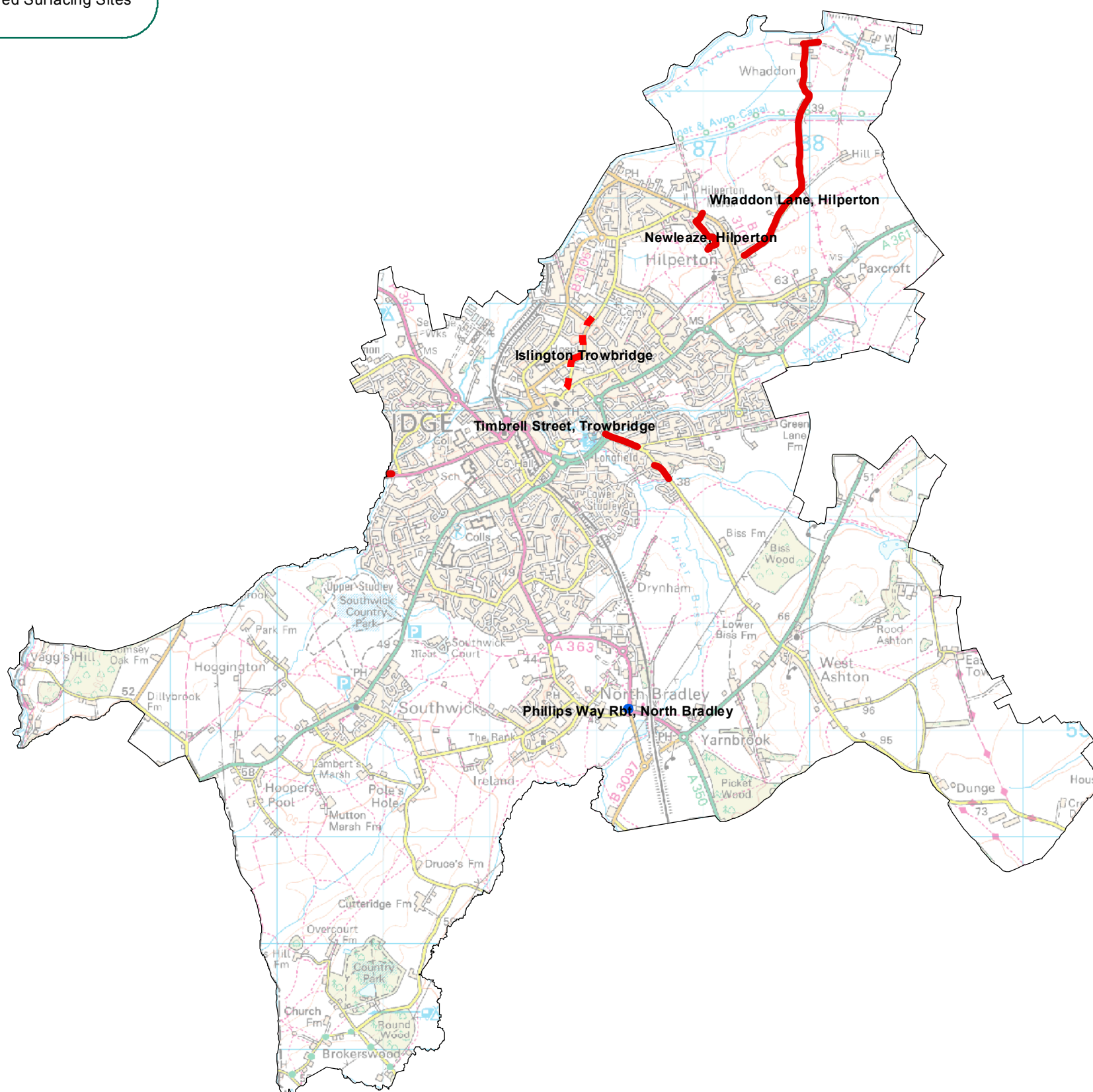
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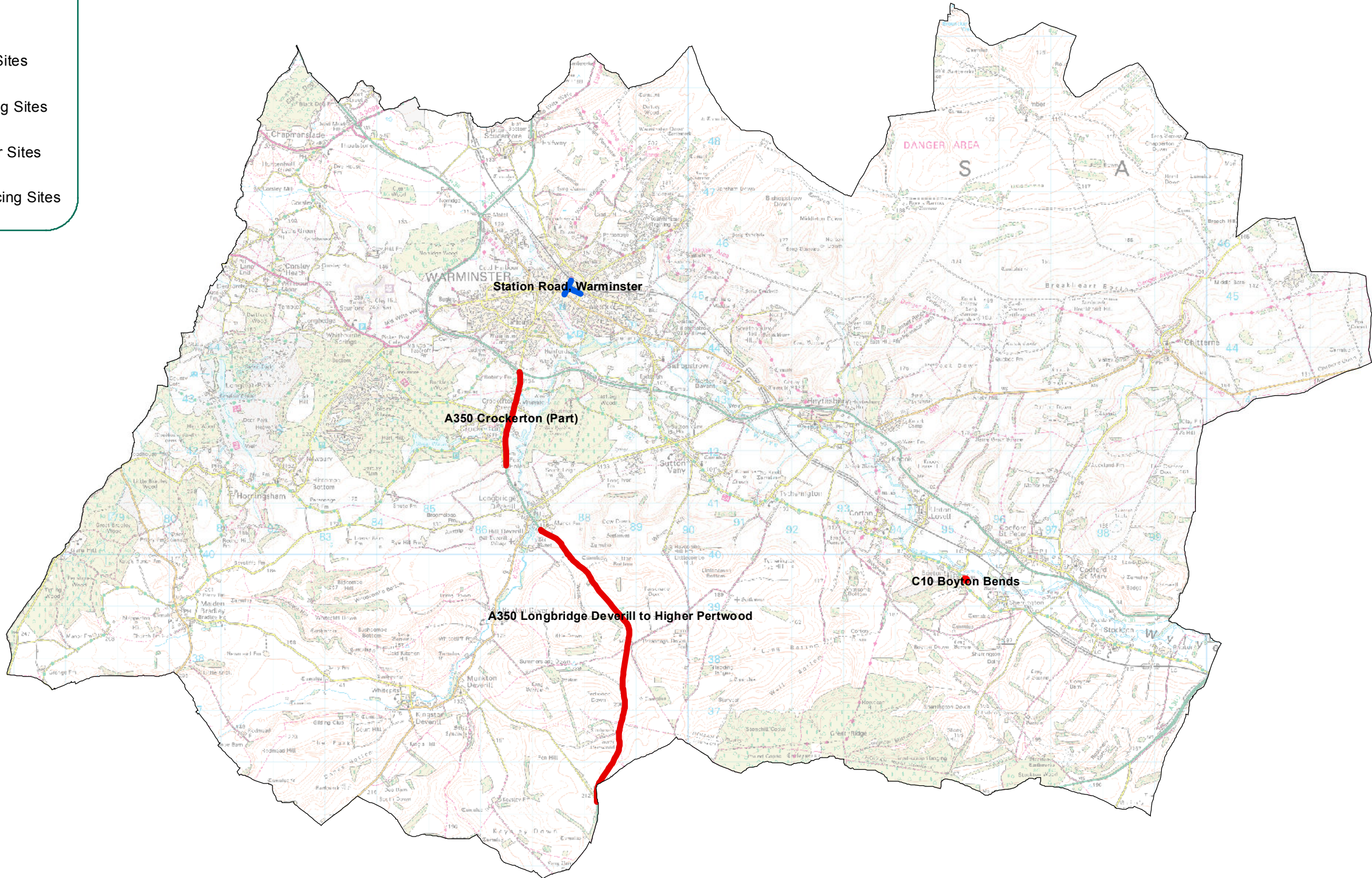
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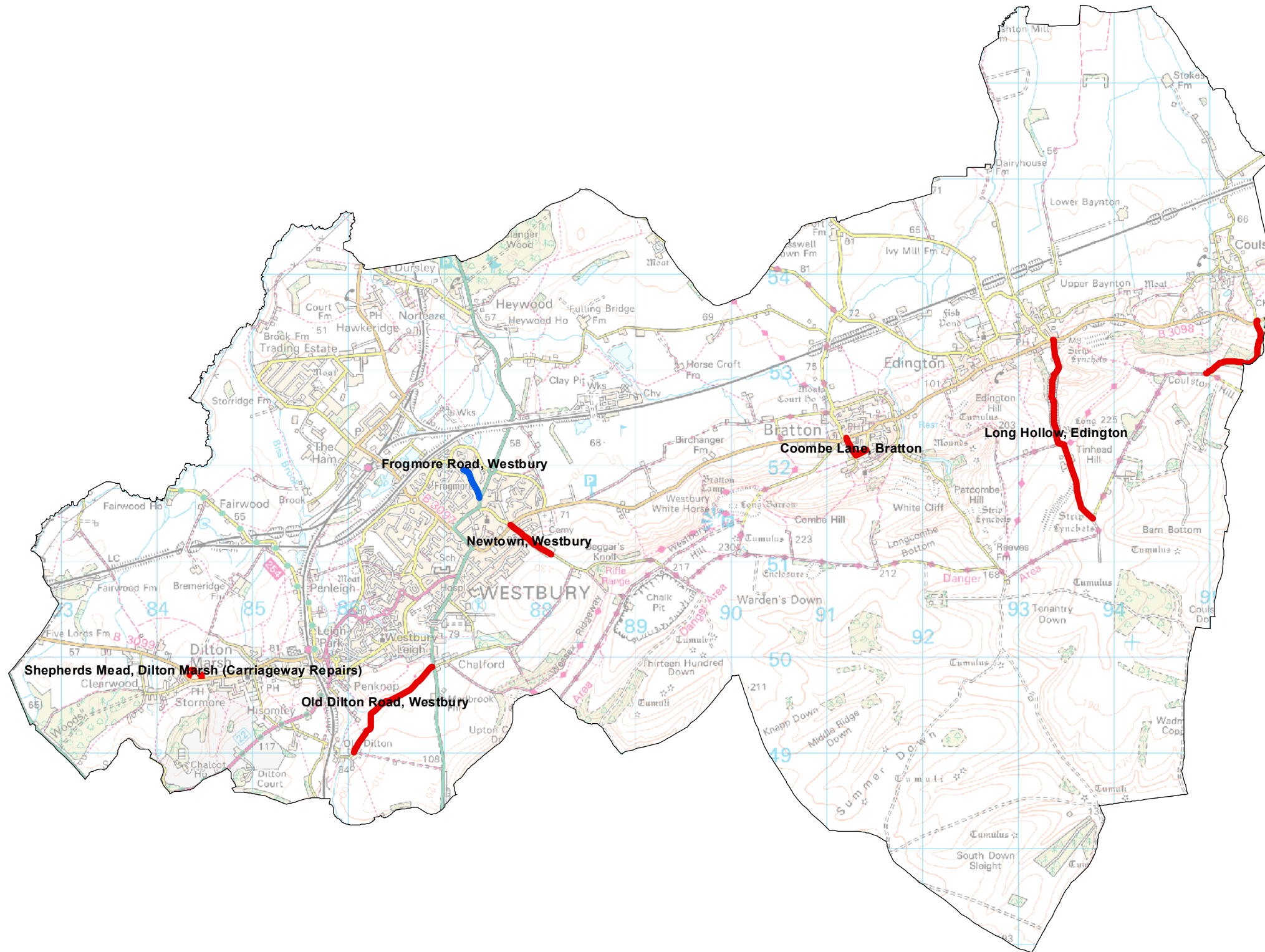
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Road Condition SCANNER Survey Statistics – Principal A Roads

Latest SCANNER Survey Results for Wiltshire's Principal A Roads

The purpose of this report is to show road conditions assessed using the Scanner survey for Wiltshire compared to similar authorities in the South West.

The measure is the percentage of the Principal A Road Network where maintenance should be planned soon, based on figures in DfT Statistics Table RDC0120. (Low score is good)

Wiltshire SCANNER Results	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Principal 'A' Roads	6%	6%	6%	5%	3%	4%	4%	3%

Wiltshire Principal A Roads

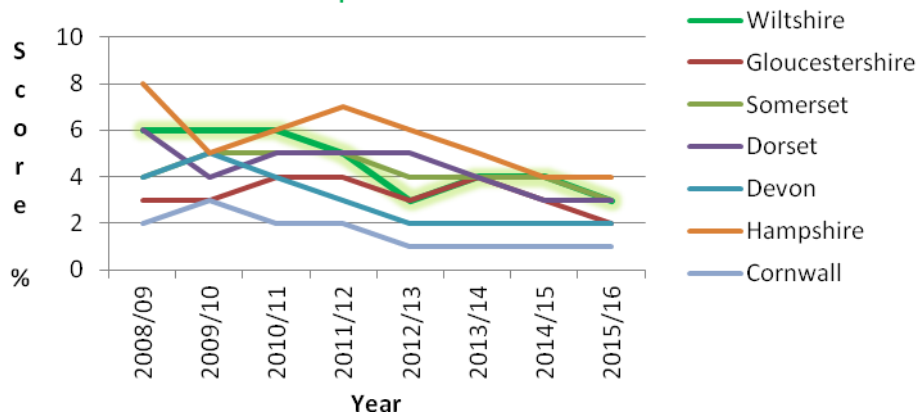


Measure Details

Wiltshire's score for 2015/16	3%
National average for 2015/16	5%
Southwest Counties average for 2015/16	3%
Variance since 2008/09	-3%
Variance against the previous year	-1%

Trends

Principal A Roads



Road Condition SCANNER Survey Statistics – Non-principal B & C Roads

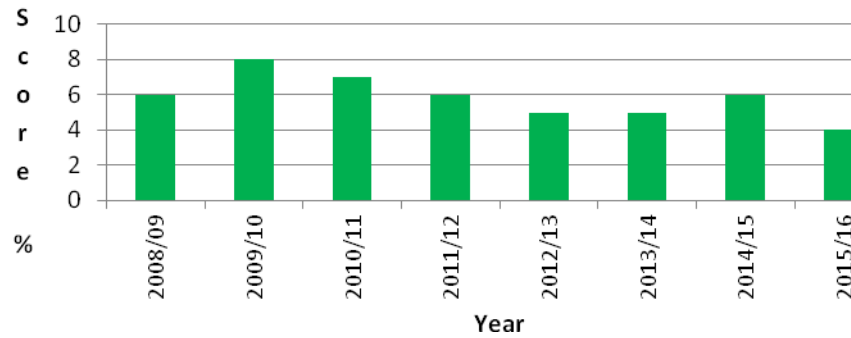
Latest SCANNER Survey Results for Wiltshire's Non-principal B & C Roads

The purpose of this report is to show road conditions assessed using the Scanner survey for Wiltshire compared to similar authorities in the South West.

The measure is the percentage of the Non-principal B & C Road Network where maintenance should be planned soon, based on figures in DfT Statistics Table RDC0120. (Low score is good)

Wiltshire SCANNER Results	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Non-principal B & C Roads	6	8	7	6	5	5	6	4

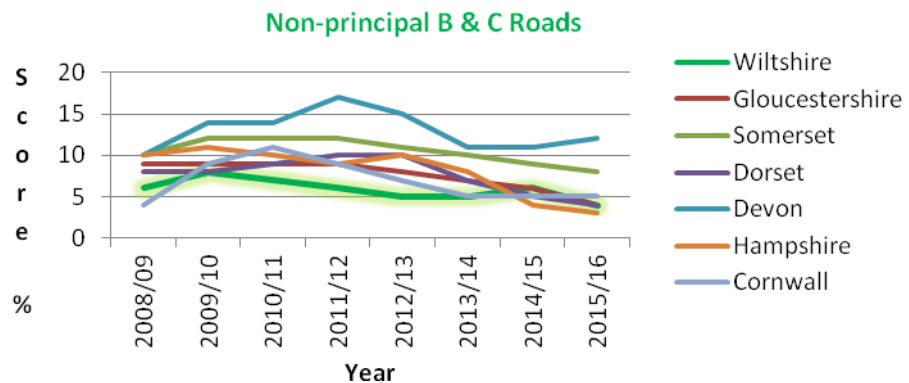
Wiltshire Non-principal B & C Roads



Measure Details

Wiltshire's score for 2015/15	4%
National average for 2015/16	8%
Southwest Counties average for 2015/16	6%
Variance since 2008/09	-2%
Variance against the previous year	-2%

Trends



Road Condition SCANNER Survey Statistics – Unclassified Roads

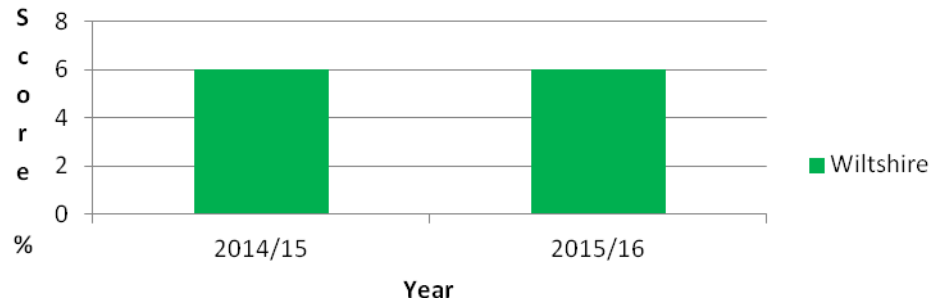
Latest SCANNER Survey Results for Wiltshire' U/C Roads

The purpose of this report is to show road conditions assessed using the Scanner survey for Wiltshire compared to similar authorities in the South West.

The measure is the percentage of the more important Unclassified roads where maintenance should be planned soon, based on figures in DfT Statistics Table RDC0130. (Low score is good)
 Figures prior to 2014 are not complete and have not been used.

Wiltshire SCANNER Results	2014/15	2015/16
U/C Roads	6	6

Wiltshire U/C Roads



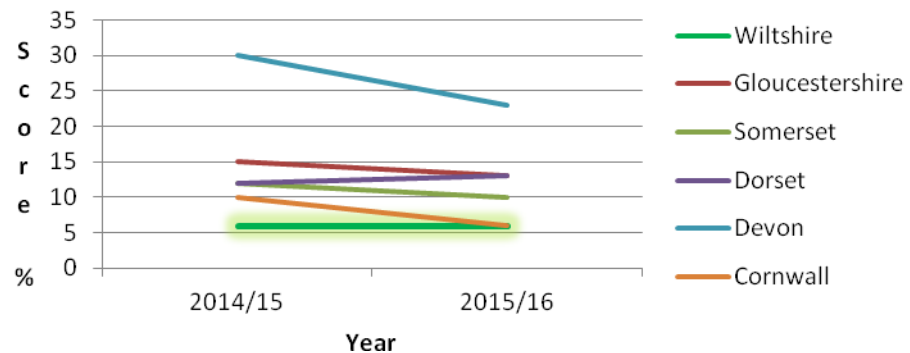
Measure Details

Wiltshire's score for 2015/15	6%
National average for 2015/16	n/a
Southwest Counties average for 2015/16	n/a
Variance since 2012/13	n/a
Variance against the previous year	-0%

Note; due to authorities using different types of surveys to assess the u/c road conditions comparable national and Southwest averages are not available. These results only compare the neighbouring authorities using the same survey type as Wiltshire in recent years.

Trends

U/C Roads



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Wiltshire Council

Environment Select Committee

21 November 2017

Subject: Public Transport Review Update

Cabinet Member: Councillor Bridget Wayman – Cabinet Member for Highways, Transport and Waste

Key Decision: No

Executive Summary

Faced with increasing demands for services against its limited resources, the Council reviewed discretionary expenditure in the passenger transport service. The main aim of the service is to provide transport for education, access to rural areas that are not served by the commercial bus network, and access to employment.

Extensive stakeholder and public consultation was undertaken from mid-2015 to April 2016; to help determine the impact of any reduction to Wiltshire Council supported bus services, particularly on individuals. The results of the consultation were reported to Cabinet on 14 June 2016. A total of 11,093 responses were received to the public consultation, making this the second largest response to any Wiltshire Council consultation.

It was highlighted in the consultation questionnaire that the consultation was focused on Wiltshire Council supported bus services and not commercial bus services. It was also highlighted that the consultation was not a detailed consultation on particular routes, timetables or destinations, and as there would be many combinations of possible supported bus service changes, the Council had not yet determined what these changes might be; however, information on bus services 'at risk' was provided. Instead, it was made clear that responses to the consultation would improve the Council's knowledge and understanding and would help guide the Council's subsequent decisions on any supported bus service changes.

The consultation findings showed that supported public transport is not simply about getting from A to B, but that its output underpins the core priorities for individuals, communities and business - as detailed in the Council's Business Plan. For instance, it contributes by providing access to essential services, such as medical facilities, shops and social activities, improving the health and quality of life by reducing greenhouse gas emissions and air quality pollutants, as well as enhancing the economic prosperity of Wiltshire and the wider region.

Cabinet was mindful not to reduce public transport to the levels it consulted upon and took note of the impact a reduction would have. It was therefore resolved to:

- (i) Review all passenger trip subsidies above the thresholds set out in the Local Transport Plan and together with other measures described in this report

achieve £500,000 savings in the passenger transport budget. The Cabinet Member for Highways, Transport and Waste is given delegation to make final decision following consultation of specific services which fall under this criterion.

- (ii) Wiltshire Council works more closely with the Health Authority to the mutual benefit of both organisations, particularly around the integration of Non-Emergency Patient Transport (NEPTS) with Wiltshire Councils Special Educational Needs & Disability (SEND) and Social Care transport and the development of the Public Transport Strategy.

Proposal

1. It is recommended that the Environment Select Committee:

- (i) Endorses how the £500,000 worth of savings to the Passenger Transport Budget has been achieved, as asked by Cabinet in October 2016
- (ii) Supports further work being undertaken on the integration of NEPTS and SEND and social care transport

Reason for Proposal

To inform the Environment Select Committee of the progress made since the last report on the implementation of Cabinet decision after the review of the service.

Alistair Cunningham
Corporate Director, Growth, Investment and Place

Wiltshire Council

Environment Select Committee

21st November 2017

Subject: Outcome of Passenger Transport Review

Cabinet Member: Councillor Bridget Wayman – Highways, Transport and Waste

Key Decision: No

Purpose of Report

2. To update members of the Environment Select Committee on the outcome of Cabinet's decision of October 2016 regarding the review of passenger transport which was:
 - (i) Review all passenger trip subsidies above the thresholds set out in the Local Transport Plan and together with other measures described in this report achieve £500,000 savings in the passenger transport budget. The Cabinet Member for Highways, Transport and Waste is given delegation to make final decision following consultation of specific services which fall under this criterion.
 - (ii) Wiltshire Council works more closely with the Health Authority to the mutual benefit of both organisations, particularly around the integration of Non-Emergency Patient Transport (NEPTS) with Wiltshire Council's Special Educational Needs & Disability (SEND) and Social Care transport and the development of the Public Transport Strategy.

Relevance to the Council's Business Plan

3. The Wiltshire LTP Public Transport Strategy is relevant to all of the 2017 - 2027 Business Plan's outcomes:

Growing the economy

- Support the local economy by making it easy for workers, shoppers and visitors to access local centres and facilitate development growth by helping to facilitate the planned housing and employment growth set out in the Wiltshire Core Strategy.
- Improve journey time reliability for road users by removing some car trips from the highway network and therefore reducing congestion and delays.

Strong Communities

- Enable local groups to operate community and voluntary transport schemes; particularly to provide local access and safety net transport services to meet needs that cannot be effectively provided by other means, such as the Link schemes.
- Help support community rail partnerships to improve stations and train services.
- Enhance the built and natural environment by reducing greenhouse gas emissions and air quality pollutants.

Protecting the vulnerable

- Provide access to key services and facilities for Protected Characteristics groups as defined by the Equality Act 2010.

Working with partners

- Through working with bus suppliers, we have been able to introduce the changes with minimal impact and at an affordable price.

Background

4. Faced with increasing demands for services against its limited resources, the Council reviewed discretionary expenditure in the passenger transport service. The main aim of the service is to provide transport for education, access to rural areas that are not served by the commercial bus network, and access to employment.
5. Extensive stakeholder and public consultation was undertaken from mid-2015 to April 2016 to help determine the impact of any reduction to Wiltshire Council supported bus services, particularly on individuals. The results of the consultation were reported to Cabinet on 14 June 2016. A total of 11,093 responses were received to the public consultation, making this the second largest response to any Wiltshire Council consultation.
6. It was highlighted in the consultation questionnaire that the consultation was focused on Wiltshire Council supported bus services and not commercial bus services. It was also highlighted that the consultation was not a detailed consultation on particular routes, timetables or destinations, and as there would be many combinations of possible supported bus service changes, the Council had not yet determined what these changes might be; however, information on bus services 'at risk' was provided. Instead, it was made clear that responses to the consultation would improve the Council's knowledge and understanding and would help guide the Council's subsequent decisions on any supported bus service changes.

7. The consultation findings showed that supported public transport is not simply about getting from A to B, but that its output underpins the core priorities for individuals, communities and business as detailed in the Council's Business Plan. For instance, it contributes by providing access to essential services, such as medical facilities, shops and social activities, improving the health and quality of life by reducing greenhouse gas emissions and air quality pollutants, as well as enhancing the economic prosperity of Wiltshire and the wider region.
8. Cabinet was mindful not to reduce public transport to the levels it consulted upon and took note of the impact that a reduction would have. It was therefore resolved that officers make £500,000 savings from those less well used services that exceeded the maximum permitted value of £3.50 per passenger trip, as defined in the LTP. These savings were to be achieved for the 2017/18 financial year.

Main Considerations for the Council

9. A three tiered approach to achieving the £500,000 savings as defined below was adopted:
 - **Low impacted services** – Those services with the fewest passengers affected and the highest cost per passenger subsidy. These services largely required the cessation of services and were delivered by March 2017.
 - **Low / Medium impacted services** – These were largely services where officers were able to negotiate a revised price, due to a reduction of the service. These were all delivered by June 2017.
 - **Medium / High impacted services** – These were generally the services that required a procurement exercise, as the changes to the services were significant. These were all delivered by September 2017.
10. **Appendix 1** outlines the services that were affected and to what extent in more detail, but below is a general summary:

Of the 39 bus services considered:

- 9 ceased
- 26 continued at a reduced level of service
- 4 were tendered with a reduced level of service

The significant change and the largest cost saving was the Connect2Wiltshire(C2W) Pewsey Vale Service. Due to the high operating costs of this service, which are in part due to the Council having to step in after the collapse of Hatts Coaches and the demand responsive nature of the service any change would be significant.

Officers designed a timetable that could best meet the needs of the travelling public, but at the same time remove a vehicle from the network. Due to this significant change a mini consultation targeted at the "current" bus users of the service was undertaken. 74 responses were received.

Officers were able to accommodate some of the requests from the consultation and add them into the timetable.

A tender was despatched, with various options ranging from the current timetable to a reduced timetable, with a few add-ons, such as maintaining a rail link service to and from Pewsey station.

Options were tendered so that officers could determine the overall cost implications and award only what could be afforded. It was evident that anything other than a reduced level of service would far exceed the £3.50 cost per passenger trip.

It is recognised that the Eastern part of the county has seen the most significant savings. This is largely due to the expensive C2W service and the reduction of service between Hungerford and Marlborough. Both of these services have been reduced in capacity by one bus, which is why the savings are weighted in this area. This is unfortunate for this area, but these services were operating well above the £3.50 per passenger trip subsidy. There is still a very viable service for the people living in this area, all be it at a reduced frequency and officers along with Cllr Prickett, Portfolio Holder for Public Transport, have attended Pewsey Area Board to explain the rationale behind the changes.

11. With regard to the integration of NEPTS and SEND transport, there has been little progress to date, which is very much the picture nationally. With the recruitment of a new Corporate Director for Adult Care & Health Accountable Officer (CCG) it is hoped that this piece of work can be progressed.

Safeguarding Implications

12. There are no specific safeguarding implications arising from the reduction in bus services.

Public Health Implications

13. There are no specific public health implications arising from the reduction in bus services. This is largely due to the fact that so few people were impacted.

Corporate Procurement Implications

14. Of the four services tendered, these were done so in accordance with corporate procurement advice and within guidelines.

Equalities Impact of the Proposal

15. An Equality Evidence Analysis Document (EEAD) was completed as part of the October 2016 Cabinet report. It was identified that the following six protected characteristics would be impacted the greatest:

- Age
- Disability
- Low Incomes
- Rurality
- People with no access to private transport
- Military status

16. In reviewing the EEAD, the protected characteristics identified remain the most impacted, but in addition to the six identified the protected characteristic of “Shift / Part-time worker” should also be included. There have been a number of communications received from shift / part time workers who have been affected by the reduction / cessation of some of the evening and weekend services.

Environmental and Climate Change Considerations

17. As detailed in October’s Cabinet report, there has been ‘No significant environmental effect’.

Risk Assessment

18. This section highlights the key risks and proposed management of those risks associated with the proposals in this report.

Risks that may arise if the proposed decision is taken and actions that will be taken to manage these risks

19. These service changes have not gone unnoticed with criticism in the press. There were particular concerns raised by MPs around the reduction of the evening bus service between Marlborough and Swindon and the general reduction of services in the east of the county, particularly in the Vale of Pewsey to the Hampshire border. This was managed through an effective communications strategy.
20. A number of residents have contacted the Council and/or their MPs to state that there is no viable alternative for them in accessing employment and/or other essential services. This was unfortunately inevitable in some cases and outlined as a risk in the October 2016 Cabinet paper, but, where possible, officers have assisted with advice on other viable alternatives.
21. The response from the public would have been significantly worse should there have been a deeper reduction to the public transport network as initially anticipated.

Financial Implications

22. Through the review of bus services where the cost per passenger trip exceeded £3.50, as defined in the LTP, £452,000 savings have been achieved in the 2017/18 financial year and in 2018/19 and future years a saving of £535,000 has been achieved.

Legal Implications

23. There are no specific legal implications arising from this report.

Options Considered

24. There are no options to consider other than to note this paper.

Conclusions

25. That:

- (iii) Endorses how the £500,000 worth of savings to the Passenger Transport Budget has been achieved, as asked by Cabinet in October 2016
- (iv) Supports further work being undertaken on the integration of NEPTS and SEND and social care transport

Parvis Khansari

Associate Director Highways and Transport

Report Author:

Jason Salter

Head of Service - Passenger Transport Unit

Tel: 01225 713334

2 November 2017

The following unpublished documents have been relied on in the preparation of this Report:

None

Appendices:

Appendix 1 – Table of affected bus services

APPENDIX 1 - Savings by area

Service Number	Service Description	Type of Service	Saving in Current Financial Year	Saving per Whole Year	Date of change	How the Saving was Achieved	Area of County Affected	
Central								
TaxiBus	Roundway Gardens & Elizabeth House - Devizes	Town	£ 3,400.00	£ 3,400.00	30/01/17	Cancellation	Central	
49	Swindon - Devizes - Trowbridge (inc Sundays)	Trunk	£ 30,000.00	£ 30,000.00	03/04/17	Negotiation	Central	
		Total	£ 33,400.00	£ 33,400.00				
East								
C2W *	Pewsey Vale routes	Rural	£ 54,250.00	£ 92,613.00	01/09/17	Tender	East	
C2W	Pewsey Vale routes	Rural	£ 59,688.00	£ 59,688.00	01/01/17	Tender	East	
70A 72A	Swindon - Marlborough	Evening	£ 24,998.00	£ 24,998.00	01/04/17	Cancellation	East	
5	Marlborough - Salisbury	Sunday	£ 9,991.16	£ 9,991.16	02/04/17	Negotiation	East	
19 20 21 22	Marlborough - Bedwyn - Hungerford	Rural	£ 49,424.00	£ 84,728.00	01/09/17	Negotiation	East	
C2W (BA)	Bourne & Avon Valley service	Rural	£ 8,000.00	£ 14,400.00	01/07/17	Tender	East	
		Total	£ 206,351.16	£ 286,418.16				
North								
TaxiBus	Marston Meysey	Shoppers	£ 2,000.00	£ 2,000.00	01/01/17	Cancellation	North	
60 61 62 91 (peak) 95	Bradenstoke area services	Shoppers	£ 18,500.00	£ 18,500.00	16/01/17	Negotiation	North	
50	Ashton Keynes/Minety - Swindon/Cirencester & Malmesbury - Minety TaxiBus	Rural	£ 50,931.84	£ 50,931.84	01/04/17	Negotiation	North	
55 55A	Chippenham-Calne-Royal Wootton Bassett-Swindon	Evening	£ 11,000.00	£ 11,000.00	03/04/17	Negotiation	North	
		Total	£ 82,431.84	£ 82,431.84				
South								
25A	Heath Farm - Wilton	Shoppers	£ 4,127.96	£ 4,127.96	06/02/17	Cancellation	South	
25 26 28 84	Tisbury - Hindon - Mere - Salisbury	Rural	£ 18,000.00	£ 18,000.00	04/02/17	Negotiation	South	
C2W (WV)	Woodford Valley (Saturday)	Rural	£ 13,177.00	£ 13,177.00	01/04/17	Cancellation	South	
52	Bourton - Dinton - Tisbury - Warminster	Shoppers	£ 3,856.00	£ 5,784.00	04/08/17	Cancellation	South	
37	Farley - Dean - Lockerley - Salisbury	Rural	£ 18,999.30	£ 18,999.30	04/02/17	Negotiation	South	
44 PR9	Salisbury - Redlynch	Town	Savings included in service 37 above					
		Total	£ 58,160.26	£ 60,088.26				
West								
80 X80	Shaftesbury - Mere - Frome - Bath (Saturday)	Shoppers	£ 20,982.72	£ 20,982.72	06/02/17	Cancellation	West	
14 15	Melksham "Metro" town service	Town	£ 20,000.00	£ 20,000.00	12/02/17	Negotiation	West	
ZigZag/69	Trowbridge - Corsham	Rural	£ 866.67	£ 1,300.00	01/08/17	Negotiation	West	
265	Trowbridge - Warminster	Sunday	£ 30,133.29	£ 30,133.29	01/05/17	Tender	West	
231 & 272	Bath - Corsham - Chippenham & Bath - Melksham - Devizes - Easterton	Sunday	£ -	£ -	01/05/17	-- Tender	West	
		Total	£ 71,982.68	£ 72,416.01				
C2W*	This change was made as a result of APL Travel going bust and a saving made on the delivery of the contract. There was not two tender exercises.	Grand Total	£ 452,325.94	£ 534,754.27				

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Wiltshire Council

Environment Select Committee

21 November 2017

Subject: Highways Annual Review of Service

Cabinet Member: Councillor Bridget Wayman - Highways, Transport and Waste

Key Decision: No

Executive Summary

The local highway network is vital for businesses and communities, and effective maintenance to ensure its availability is essential to the economic development of the county. Wiltshire Council recognises the importance of maintaining and managing its highway network effectively. The Council is assisted in this task by a number of specialist contractors and suppliers, and an annual review of the service for 2016/17 has been prepared (see **Appendix 1**).

A new highway contract with Ringway Infrastructure Services started in April 2016. The transition from the old contract went smoothly, and the new contractor's performance for the first year has been good. It is proposed to award a contract extension of three months to Ringway Infrastructure Services in accordance with the conditions of the contract (see **Appendix 2**). A number of sub-contracts were transferred to the Council following the early end of the previous highway contract, and the performance of these contractors has also been good, and will continue to be monitored.

The Highways Consultancy contract was awarded to Atkins and started in December 2012. It is for five years, with possible extensions of up to two years, subject to performance. Atkins provides a wide range of services and support with regard to mainly highways services, including design and supervision of highway, transportation studies and drainage works. An extension of eighteen months has already been agreed for the contract. Performance in year four of the contract has been good (see **Appendix 3**) and a further extension of six months is proposed in accordance with the terms of the contract.

The Performance Management Framework was first reported to this committee in October 2016. An updated version has been prepared (see **Appendices 4 and 5**), which indicates that that overall performance has been good, but there are some aspects, including the increase last year in the number Killed and Seriously Injured, which are a cause for concern.

Proposals

It is recommended that the Environment Select Committee:

- (i) Endorses the Highways Annual Review of Service (which describes the service delivery during 2016/17), and the improvements that have been made following the award of the new highways contract and supplier arrangements.
- (ii) Notes that the new highways contract with Ringway Infrastructure Services started in April 2016 and supports the view that the transition to the new highways contract went well; performance during the first year of the contract has been good, and an extension of three months is being awarded in accordance with the condition of contract.
- (iii) Notes that the Highways Consultancy contract with Atkins started in December 2012, and an eighteen month extension to the contract has previously been awarded. The Committee is asked to support the view that performance has continued to be good in the fourth year of the contract, and the proposal to award a final six month extension, in accordance with the provisions of the contract.
- (iv) Endorse the Highways Performance Management Framework; which indicates that overall there has been good progress and performance during 2016/17. The Committee accepts that the increase in the number Killed and Seriously Injured on our roads is a cause for concern, which will require further consideration.
- (v) Agrees that performance of the service area of 'Highways' continues to be reviewed by the Committee on an annual basis, through a Review of Service report

Reason for Proposals

The highway network forms the Council's largest asset, and it is important that it is maintained in the most cost-effective way that demonstrates value for money. This includes the use of asset management and whole life costing approaches to inform investment decisions.

The performance of the Council's contractors and their supply chains are important in maintaining the condition of the highway assets and ensuring an efficient and effective highways service. Their performance is continuously monitored, and is reviewed and reported annually to this committee.

Corporate Director

Wiltshire Council

Environment Select Committee

21 November 2017

Subject: Highways Annual Review of Service

Cabinet Member: Councillor Bridget Wayman - Highways, Transport and Waste

Key Decision: No

Purpose of Report

1. To provide a review of the performance of the highways service and an update on performance of the contractors and suppliers involved in delivering the service.

Relevance to the Council's Business Plan

2. The Wiltshire Council Business Plan 2017 – 2027 sets out the vision to create strong communities, with priorities for growing the economy, strong communities and protecting the vulnerable. As part of growing the economy it is acknowledged that it is necessary to bring the county's roads up to an acceptable state. The goal is that road infrastructure is improved and to:
 - Improve asset management and the use of investment to improve the condition of Wiltshire roads (implementing our Highways Asset Management Strategy).
 - Promote and further development the MyWiltshire app to improve and increase the reporting of issues.

Background

3. The local highway network is vital for businesses and communities; effective maintenance to ensure its availability is essential to the economic development of the county. Wiltshire Council recognises the importance of maintaining and managing its highway network effectively, and is making a significant investment in improving the condition of its highway assets.
4. The previous Highways and Streetscene Contract was with Balfour Beatty Living Places (BBLP) and started in June 2013. In July 2015 Cabinet agreed to the early termination of the contract following a review of the potential benefits for the Council. The transfer of services was carefully managed so that the potentially significant financial, legal, reputational and operational risks to the Council were avoided.

5. Arrangements were made for the Council to take over some of the existing sub-contracts between BBLP and specialist suppliers in key service areas, including grass cutting, litter picking and major road resurfacing. A procurement exercise was undertaken for a new Wiltshire Highways Contract for the remaining services, which was awarded to Ringway Infrastructure Services earlier this year and started in April 2016.
6. The performance of the Council's main highways contractors is reported annually to this committee, and forms the subject of this report, which covers the first year of the new Ringway contract.

Main Considerations for the Council

7. The Council's highways service is delivered by a number of contractors, managed by the Council's highways staff, with the support of the Council's highways consultant. A report on the delivery of the service during 2016/17 has been prepared (see **Appendix 1**).

New Highways Contract

8. The new highways contract was the subject of a two stage procurement exercise in 2015. The four submitted tenders were assessed in terms of price and quality to determine the preferred bidder. The outcome of the assessment was reported to this committee at its meeting on 12 January 2016, and the new highways contract was subsequently awarded to Ringway Infrastructure Services.
9. There was a short lead in time for the start of the new contract which had to be operational by 1 April 2016, so that Ringway could take over from the previous contractor. The termination of the BBLP contract and the transfer to Ringway went very smoothly. Performance overall by Ringway has been good during the first year of the contract, although in some cases it did take time to get all of the staff and operatives in place because of the time required for recruitment.
10. The highways contract provides a range of highway services, including dealing with potholes, gully emptying, minor road and footway repairs, Parish Stewards, bridge works, street lighting maintenance, integrated transport and Community Area Transport Group (CATG) schemes. Ringway is working in partnership with the Council to deliver these services through the Service Delivery Teams established to manage the services.

Parish Stewards

11. The Parish Steward Scheme was introduced when the highways works contract was previously awarded to Ringway in 2005. The scheme provides a steward for each area board to respond to requests for minor highway works from town and parish councils. It proved very successful, and was very popular with local communities. The procurement of the new contract provided the opportunity to reintroduce the Parish Steward Scheme.
12. In order to ensure the successful launch of the scheme it was agreed with Ringway that the start of the Parish Steward Scheme should be in October 2016, as this would provide time to recruit and train suitable staff and to procure the vehicles and equipment required. A comprehensive training programme was undertaken following a careful recruitment process to select the stewards.

13. Arrangements were made with the town and parish councils to introduce them to their stewards and establish communications channels. The scheme has proved to be very successful. The parish stewards between them are currently completing an average of about 100 jobs a day, and the scheme is evolving to include more direct contact with the parishes, and to enable the stewards to carry out more find and fix work.

Ringway Infrastructure Services performance

14. Despite the short procurement time and lead in period for the new highways contract, the transition went very smoothly. The new highways contractor, Ringway, establishing a new depot at Melksham at the start of the contract, making early arrangements for staff recruitment, new equipment and vehicles. There were 107 staff and operatives who transferred to the new contractor from the previous supplier. A new management structure had to be recruited to replace some individuals not available through transfer at the end of the previous contract.
15. In view of the tight timescale for mobilisation, it was always envisaged that not all services would be fully operational from day one, but good progress was made in delivering the key services at the start of the contract. The recruitment and training of the parish stewards was completed for the re-launch of the scheme, as planned in October 2016. This included training in the use of the MyWiltshire system and arranging the communication channels with the town and parish councils.
16. Ringway also mobilised a new depot at Stanton St. Quinton, and Council staff from the old Melksham depot are now co-located with the contractor at the new Ringway depot at Melksham. This has resulted in closer working and better co-ordination between client and contractor. The Ringway safety record has been good, and there has been a comprehensive training programme for their operatives.
17. The performance of the contractor has been assessed against the contract objectives; using a mixture of satisfaction scoring by staff managing the contractor, and by measured Key Performance Indicators as set out in the contract documentation. A score out of 10 was derived in order to determine the entitlement to contract extensions (see **Appendix 2**). For 2016/17 the score was assessed as justifying an entitlement to a three month extension to the contract in accordance with the contract documentation.
18. A number of innovations have already been implemented by Ringway, including the recording of gully emptying data to enable more efficient operation and the use of the MyWiltshire system by the parish stewards. Ringway has worked with the Council staff to ensure that the financial processes are in place, and that invoicing and work ordering processes are operating smoothly.
19. As part of its programme of corporate social responsibility Ringway has provided assistance at a number of local events:
 - Keevil Scarecrow Trail
 - Badbury Horse Trials
 - Sherston Boules 2016
 - Melksham Carnival

- Taste Wiltshire
 - Engineering festival signing
 - Wiltshire sports and Business Gala
 - Bradford on Avon fire station open day
20. The operation of the contractor will continue to be monitored and performance will be reported to future meetings of this committee.

Other Contractors' performance

21. Following the termination of the BBLP contract, a number of sub-contracts were transferred to the Council. This provided continuity of service in a number of key areas, and preserved cost savings and operational benefits obtained through the original tender process. These included contracts to provide urban grass cutting, major resurfacing, tree maintenance and specialist road surfacing.
22. The new arrangements with idverde, Tarmac, Eurovia and the other contractors have proved to be successful and good working relationships have been established. The performance of the contractors is monitored closely, and there has been good performance that meets all expectations with a good degree of confidence in the contractors.
23. The performance of these contractors is good, and compares favourably with those recorded for the old contract, where some elements such as grass cutting had significant problems. It is proposed to extend the existing arrangements as provided for in the original contract until 31 May 2020. This will provide time to review future requirements and arrange the procurement of replacement services. Some of these services, such as grass cutting, have proved difficult to deliver in the past and there are legal implications in connection with the Transfer of Undertakings (protection of Employment) Regulations (TUPE) that need to be taken into account when considering future service delivery.

Highways Consultancy Contract

24. The Highways Consultancy contract was awarded to Atkins and started in December 2012. It is for five years with a possible extension of up to two years subject to performance. Atkins provides a range of services and support with regard to mainly highways services, including design and supervision of highway, transportation and drainage schemes.
25. The support in connection with preparing bids, particularly for major schemes, has proved especially helpful, including those for the A350 Chippenham Pinch Point scheme and the Swindon and Wiltshire Local Enterprise Partnership (SWLEP) schemes. The expertise that a major consultancy can bring to the Council has benefited the Council in a number of areas, including asset management, street lighting and other specialist services. The assistance provided by Atkins at short notice last year to assist with the procurement of the new highways contract was greatly appreciated.
26. Atkins has developed the staff who TUPE transferred at the start of the contract, and has run a successful apprenticeship scheme for local young people, offered summer placements to graduates and supported a range of activities in local

schools and skills development. It has also provided secondment opportunities to enable Council staff to broaden their experience.

27. A summary of the performance by Atkins in the fourth year of its contract has been undertaken (see **Appendix 3**). The performance has been assessed as very good and it is proposed to award Atkins the final six months extension based on performance to date as provided for in the contract. The current contract will now end on 30 November 2019. Consideration of procurement options for future delivery of these important technical services is now being started.

Performance Management Framework

28. In order to encourage the adoption of good asset management practice the Department for Transport (DfT) has introduced Incentive Funding for part of the highways maintenance block funding. The Council has to complete a DfT self assessment form annually, in connection with its performance on highways asset management.
29. Funding will be withheld if specific standards are not met. The Council achieved band 2 out of 3 bands in 2015/16, which entitled the Council to full incentive funding. In 2016/17 the Council moved to the top band 3. Future funding from the DfT for highways maintenance will become increasingly dependent on meeting the incentive funding requirements. The difference for Wiltshire Council between being assessed as band 1 and band 3 would be £2,782,000 annually by 2020/21. It is therefore important that the asset management and other guidance are followed to achieve the required standard.
30. The Highways Asset Management Guidance published by the Highway Maintenance Efficiency Programme (HMEP) recommends that a Performance Management Framework should be developed that is clear and accessible to stakeholders as appropriate and supports the asset management strategy. The development of the initial Performance Management Framework was described in the report to this committee last year.
31. The Performance Management Framework (see **Appendices 4 and 5**) contains a suite of performance measures based on the themes of:
 - Network Safety Condition and Resilience
 - Planned Maintenance
 - Maintenance for Sustainable Transport
 - Infrastructure to Support Economic Growth
 - Environmental Sustainability
 - Customer
32. Each theme is measured at high level as: poor – does not meet minimum standards, fair – meets minimum standards, good – exceeds minimum standards and refines service delivery to suit the need of the customer. Long term performance aims are being developed for each theme. A red, amber and green colour coding is used to aid understanding.

33. The framework enables performance to be tracked on a year by year basis. Benchmarking is also being carried out against other local authorities, including through the South West Highways Alliance and the Direct Management Group, which are groups of highway authorities that the Council has joined to jointly monitor and compare performance.
34. The measures in the framework include a number which were National Indicators or previous Best Value Performance Indicators. It also includes performance indicators based on the National Highways and Transportation (NHT) public satisfaction results. Six key indicators have been identified for each theme. The indicators are a mixture of outcome, output and input measures designed to provide an overall view of performance without being too complex or difficult to collect or understand.
35. The Performance Management Framework has been reviewed, and a number of improvements have been made, especially to the Customer section and the NHT survey information used in order to make it more representative.
36. The Framework indicates that overall progress and performance has been good but there are a number of areas of concern:
 - (i) The number Killed and Seriously Injured (KSI) on the county's roads did not achieve the anticipated reduction. Unfortunately, this is a national trend which indicates increasing serious accident rates in recent years.
 - (ii) The pressure on revenue budgets last year meant that there was a reduction in improvement work on rights of way towards the end of the year to meet budget constraints.
37. There were some areas where performance was rated as fair, and which will need to be monitored. These are:
 - (i) The skid resistance on the highway network has not changed significantly, and for safety reasons will need to continue to be monitored and remain a priority.
 - (ii) The number of pedestrian improvements and CATG schemes delivered during the year was less than in the previous year. However, there are still large numbers of schemes in development.
 - (iii) The number of potholes and safety defects remains a concern.
 - (iv) Footway conditions will require continued investment to be improved.
 - (v) Public satisfaction with road maintenance is close to the national average, but the target is to be above the average.
38. Some factors, such as the KSI rates, are influenced to a large extent by measures outside the Council's direct control. Others involving public satisfaction may take time to improve, as the full benefits of the highways investment and improved contractor performance are realised.
39. The indicators will be reviewed on an annual basis with the targets and aims reviewed at the same time. It is proposed that performance should continue to be reported to the Environment Select Committee annually.

Safeguarding Implications

40. None.

Public Health Implications

41. The condition of roads and related infrastructure can have serious safety implications, especially with regard to skid resistance and condition of highways and the contribution they can make to reducing accidents. Roads, bridges, highway structures, signs and street lighting need to be kept in good condition in order to protect the public and those maintaining the assets.

Corporate Procurement Implications

42. There are no procurement implications at this stage. However, the arrangements for Highways Consultancy will need to be given consideration as the existing arrangements will end in November 2019, and the contracts novated at the end of the BBLP contract will end in May 2020. Many of these contracts will have significant TUPE implications and the procurement process will need to be given careful consideration in due course.

Equalities Impact of the Proposal

43. The improved maintenance of the highway network, its management using sound asset management principles, and good performance by the highways contractors, should benefit all road users, including public transport, and vulnerable road users such as cyclists and pedestrians.

Environmental and Climate Change Considerations

44. The effects of climate change could be significant for the highway network. There was considerable damage to the roads, footways and drainage systems in the flooding of 2014, and such events could be repeated. Having robust maintenance strategies to improve the condition of the network and good maintenance contractors will help build resilience into the highway network and the infrastructure.

Risk Assessment

45. The award of the new highways contract, and the arrangements made with previous sub-contractors are providing resources to ensure the delivery of the highways service and reduce the risks to the Council.
46. There is a risk that the current increase in construction activity in both the public and private sectors will result in insufficient resources being available to deliver the extensive road surfacing and asset management strategies needed. This could delay delivery or reduce the volume of work it will be possible to deliver. Arrangements are currently in place to deliver the highways service and the situation will continue to be monitored.

Risks that may arise if the proposed decision and related work is not taken

47. No specific decision is required at this time, but it should be noted that there is a risk of increased accidents, claims and public dissatisfaction if the programme of highway maintenance and services are not delivered effectively or are delayed.
48. Future DfT funding will be dependent on demonstrating the application of good practise and asset management principles. Failure to do so will result in reduced funding in future years.

Risks that may arise if the proposed decision is taken and actions that will be taken to manage these risks

49. No decision is required. Processes are currently in place with Service Delivery Teams managing the various aspects of the highway services, and these are the appropriate groups to continue to manage the associated risks. The teams include representatives from the Council, consultants and contractors involved in delivering the services, and they report to the Contract Management Meeting comprising senior managers from those organisations.

Financial Implications

50. The highway network and related infrastructure forms the Council's largest asset, and has a replacement value of over £5 billion. It is important that they are maintained in the most cost-effective way in order to obtain value for money. This includes the use of a whole life costing approach to inform investment decisions on highway maintenance.
51. The increasing drive for asset management from DfT will mean that failure to demonstrate the application of this approach will result in reduced funding from central government. An increasing proportion of available funding will be potentially withheld as an incentive. By 2020/21 Wiltshire could lose out on £2,782,000 of DfT funding if good asset management is not followed. It is therefore important to meet the requirements of the incentive funding self assessment.

Legal Implications

52. The Council has a duty under the Highways Act to maintain the county's roads. The highway inspection procedures, policies and improvement plans ensure that this duty is fulfilled. The increased investment and improved road conditions in recent years is helping the Council meet its responsibilities with regard to road maintenance.

Options Considered

53. There is a need to continue to apply asset management principles to the highway network and to ensure the performance of the contractors involved in delivering the service is good; in order to keep the network in good condition and to ensure value for money.

Conclusions

54. The highway network forms the Council's largest asset, and it is important that it is maintained in the most cost-effective way in order to show value for money. This includes the use of whole life costing approaches to inform investment decisions.
55. The performance of the contractors delivering the highway service is currently good and the transition to the new contract with Ringway Infrastructure Services has been successful. The reintroduction of the Parish Steward Scheme forms an important part of the new contract and has been particularly successful.

Parvis Khansari
Associate Director Highways and Transport

Report Author:

Peter Binley

Head of Highways Asset Management and Commissioning
November 2017

The following unpublished documents have been relied on in the preparation of this report:

None

Appendices

- Appendix 1 – Annual Review of Highways Service
- Appendix 2 – Ringway Infrastructure Services Performance 2016/17
- Appendix 3 – Atkins Service Performance Year 4
- Appendix 4 – Highways Performance Management Framework Summary
- Appendix 5 – Highways Performance Management Framework

WILTSHIRE HIGHWAYS CONTRACTS

ANNUAL REVIEW OF SERVICE 2017



Introduction

Wiltshire Council manages over 3000 miles of road and about 1,000 bridges and structures. This infrastructure is vital to local residents and businesses, and it is important that it is kept in safe condition.

Wiltshire Council has contracts with Atkins, Ringway Infrastructure Services and other specialist contractors to provide highways consultancy and works services. The new highways term maintenance contract was awarded to Ringway last year and started in April 2016. This contract is for five years, with possible extensions of up to two years subject to performance.

This review covers the period April 2016 to March 2017, and includes the first year of the new highways contract. It has been prepared as a joint report between the Council and the main service suppliers.

Ringway Infrastructure Services

Ringway, working closely with associated Eurovia companies, manage and maintain the largest portfolio of highway maintenance contracts in the UK, covering more than 56,000km of strategic and local highway network. Ringway are part of Eurovia UK, and the wider group relationship underpins their declared self-delivery focus bringing access to the very best national and international expertise.

As a leading service provider to local authorities, Ringway undertakes the management, maintenance and improvement of the built environment across a national portfolio of term contracts; these include local authorities, Private Finance Initiatives and Highways England strategic roads.

Ringway delivers a range of services for Wiltshire Council from planned and reactive highways maintenance, through to winter precautionary salting, emergency response, gully cleansing, street lighting installation and maintenance, and traffic management and safety schemes. Ringway were previously the highways term maintenance contractor in Wiltshire between 1999 and 2013, and their current contract started in April 2016

Atkins

Atkins is one of the world's most respected design, engineering and project management consultancies with over 17,000 employees worldwide. It is the UK's largest engineering consultancy.

The Wiltshire Highways Consultancy Contract started in December 2012, and operates from a local office at County Gate, Trowbridge. Atkins design and supervise road and bridge schemes for the Council, and manage the street lighting and traffic signals as well providing technical information and advice on a wide range of highway and transport matters.

Other Suppliers

A number of specialist sub-contracts were transferred to the Council following the end of the previous highways and streetscene contract in March 2016. These contractors include Tarmac who delivers road surfacing and repairs, Eurovia who carry out surface dressing and specialist road surfacing, and The Landscape Group who carry out urban grass cutting and landscape maintenance.

Other specialist contractors working for the Council include Wessex Tree Care, Simon Jackson for rural grass cutting, Telent maintaining traffic signals, Texture Blast and Miles Macadam for particular road maintenance processes.

New Highways Contract

There was a short procurement and lead in period for the new highways contract following the early end of the previous contract. The transition went very smoothly, with the new highways contractor Ringway establishing a new depot at Melksham at the start of the contract, and making early arrangements for staff recruitment, new equipment and vehicles. There were 107 staff and operatives that transferred to the new contractor. A new management structure had to be recruited to replace individuals not available through the transfer.

In view of the tight timescale for mobilisation it was always envisaged that not all services would be fully operational from day one, but good progress was made in delivering the key services at the start of the contract. The recruitment and training of the Parish Stewards was completed for the re-launch of the scheme in October. This included training in the use of the My Wiltshire system and arranging the communication channels with the town and parish councils.



Ringway have established a new depot at Melksham for the contract.

Ringway also mobilised a new depot at Stanton St. Quinton. Council staff from the Council's old Bowerhill depot are now co-located with the contractor at the new Ringway depot at Melksham. The Ringway safety record has been good, and there is a comprehensive training programme for operatives.

Contract Management

The services provided under the highways and other contracts are managed by a number of Service Delivery Teams, which report to the Council's monthly Contract Management Meeting. The teams are headed by a Council officer and include representatives from the consultant and contractor. They are responsible for managing the delivery of the service, including project planning, programming and budget control. A sub-group has been established to ensure effective environmental management and procedures.

Performance of the service is generally assessed by using a series of Key Performance Indicators, satisfaction surveys and by monitoring the delivery of undertakings given at the tender stage.

Highway Major Maintenance

Wiltshire has over 3,000 miles of road. Wiltshire Council is committed to the good management of the highway asset, and has been working on implementing good asset management principles for several years, supported by the Atkins asset management team. Preventative asset management practices have continued to be applied in 2016/17, using

carriageway condition survey data to identify potential schemes, leading to more effective management of the network.

The Asset Management Team has developed geographical information systems mapping of all proposed Major Maintenance schemes to assist with collaboration and knowledge sharing with others, and is developing the forward programme of schemes for future years.

A Performance Management Framework has been developed to support the Councils' Asset Management Strategy and includes 6 Asset Management Strategy objectives aligned to the Councils' Local Transport Plan Objectives and 36 Performance Measures. The Council was successful in achieving a Band 3 (the top level) Incentive Funding from the Department for Transport this year.

The Council's 'Local Highways Investment Fund 2014 – 2020' is making a massive investment to improve the condition of the roads in Wiltshire over six years. The programme of work started in April 2014, and is designed and supervised by Atkins, with most of the surfacing work carried out by Tarmac and Eurovia, with support from Ringway.



Wiltshire Council is making a major investment in improving the condition of the county's roads.

A number of large road surfacing schemes were undertaken in 2016/17, including the A345 at Upavon village and Ashley Road, Butts Road in Salisbury. These were delivered successfully with a good quality of workmanship and traffic management. Some of the recent surfacing work has attracted very positive comments from the public and local residents. Many of the sites have been difficult because of the proximity of properties and the potential disturbance and disruption for businesses and residents.



An extensive programme of surface dressing helps seal and protect the county's rural roads, and improves skid resistance.

The Council carried out an extensive programme of surface dressing (tar and chippings) on parts of the rural road network during the summer, including the A342 between Upavon and Tidworth. This comparatively inexpensive treatment prolongs the life of the road, improves skid resistance and protects the structure of the road. The work was carried out for the Council by specialist contractors Eurovia, and was to a very high standard.



Various treatments are used to improve the strength and surfaces of the county's roads.

Roads deteriorate in condition because of various factors, including traffic volumes, ground conditions, weather and drainage issues. Technical surveys of the condition of the highway network are carried out annually and the information is used to help prioritise schemes. Road safety is the priority, and maintaining adequate skid resistance on the busy high speed roads is vital. Work has continued during 2016/17 to improve the surfaces of many of our high speed rural roads, particularly those with poor safety records. The intention is that sites proposed for major maintenance are reviewed annually by the local Area Boards to help identify local priorities.

The performance of all of the companies delivering road maintenance in Wiltshire, including Ringway, Tarmac, Miles Macadam, Texture Blast and Eurovia has been good. All of the companies have worked with the Council to ease the transition to the new delivery arrangements.

Carriageway Repairs

The wet winter and flooding in previous years has resulted in substantial damage to the road network. It is important that serious defects are treated promptly to keep the roads safe. Ringway currently operate four Pothole teams that respond to urgent issues, and Tarmac has been operating a team to carry out larger surfacing repairs.

The programme of pothole repairs, carriageway repairs and other treatments continues throughout the year. However, the best approach is to prevent serious deterioration of the roads by the timely resurfacing of those roads in poor condition. This is what the increased road maintenance expenditure is delivering. Unfortunately it is not possible to resurface every road and work has to be prioritised, with arrangements also made to deal with defects as they arise.

Bridges and Structures

Wiltshire Council maintains about 1000 road bridges and a similar number of Rights of Way bridges. The Council undertakes general inspections and routine maintenance on these structures in accordance with national codes of practice.

Atkins carry out principal bridge inspections and strength assessments to inform future maintenance work on highway bridges and structures. They also provide support to assess planning applications involving structures and design the more complex new and replacement bridges for the Council.

Ringway operate two full time bridge maintenance gangs to carry out routine maintenance and minor strengthening work on bridges. Additional resources and sub-contractors are on occasions called upon to cater for larger and more specialist schemes.



A programme of bridge strengthening and renewal is being undertaken by the Councils contractors

Ringway also make repairs to bridges, including for example those following vehicle damage such as during 2016 at Baldham Mill Bridge on the A361 near Seend, and at Bradford Town Bridge. These repairs can often involve bridges that are listed structures or Scheduled Ancient Monuments, and which require particular care and expertise when being worked on. Many of the rivers and watercourses in Wiltshire have environmental designations; these can often affect the timing of work, permissions required and the methods used.

In addition to the routine maintenance works Ringway have over the last twelve months completed over a dozen larger bridge schemes. These include amongst others, the reconstructions of Galteemore Culvert Beckhampton, Clivey Bridge Dilton Marsh, the widening of Sambourne Bridge, Minety and the reconstruction of a large road embankment at Chilmark.

Integrated Transport

This year saw the delivery of a number of integrated transport and safety schemes. The Council's traffic engineering team have worked with Atkins and Ringway to plan and deliver a range of projects to the local community most notably through the Area Boards and Community Area Transport Groups (CATGs). The schemes ranged in size and complexity from simple sign installation through to more complex road safety improvement schemes.

Recent larger schemes include major safety improvements at A350 Lacock Crossroads and A30/Barrington Road junction in Salisbury, and a substantial new cycleway facility between Amesbury and Bulford. In addition the team has delivered a significant number of smaller scale projects, such as pedestrian crossings, speed limits, footway improvements and gateway schemes.



Development work is progressing on a number of Taking Action on School Journeys schemes, 20 mph speed limits and safety schemes for delivery next year. The close working relationship of the design teams with the CATGs is helping identify and deliver local priorities.



Integrated Transport schemes include pedestrian improvements and access schemes

In 2016/17 there were 107 CATG schemes progressed of which 18 were pedestrian improvement schemes and a further 26 were for the installation of dropped kerbs.

Drainage Improvements and Flood Alleviation

A programme of drainage investigations, repairs and flood alleviation schemes was undertaken in 2016/17. The work is co-ordinated through three Operational Flood Working Groups that include the Environment Agency, Wessex Water, other organisations and stakeholders, including the town and parish councils.

Atkins design, supervise and help prepare bids for many of the larger schemes, some of which are funded by the Environment Agency, with construction and survey work being undertaken by Ringway and their sub-contractors.

A specialist Drainage Investigation and CCTV Survey team working for Ringway locate, clean, survey and map the underground drainage network. Survey and asset condition data collected from the drainage investigations and surveys is recorded for future reference.



The Council has carried out drainage improvement and flood alleviation schemes across the county.

There were 39 drainage schemes implemented this year, and a number of studies are underway to develop schemes to for future funding bids. These schemes are to improve drainage systems, repair damaged pipes and help to reduce flood risks for communities.

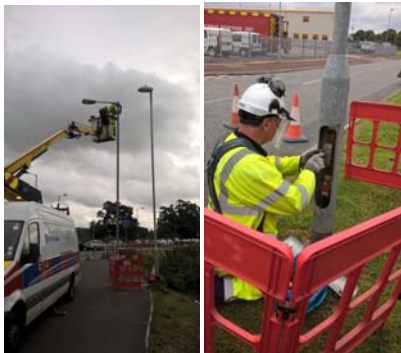
Major schemes were designed for Tilshead and Forest Road, Melksham. These should be implemented shortly when funding is approved by the Environment Agency. Schemes are being developed by Atkins in conjunction with the Council to enable bids for funding and implementation in the near future, including design of a scheme to help protect Tilshead.

Street Lighting

Wiltshire has over 50,000 street lights and illuminated signs which are managed by Atkins, with Ringway carrying out maintenance and improvement work.

A large proportion of the street lights in the urban area are computer controlled by a centrally managed street lighting system, which allows for flexibility in energy saving methods, remote monitoring of energy consumption and automatic fault reporting to minimise the time

between failure and fix. The introduction of part night lighting in many areas has seen a significant reduction in energy consumption of 23% in the past three years.



A programme of maintenance, including electrical and structural testing, is carried out on the Council's street lighting stock.

Testing of both concrete and steel columns is being undertaken by Ringway to keep the county's street lighting safe. A programme of removing life-expired concrete columns whilst introducing LED equipment with reduced energy consumption and maintenance requirements is continuing as funds permit.

Ringway took over delivering street lighting maintenance in April 2016, and the transition to the new contract has gone smoothly.

Traffic Signals

The Council's traffic signal stock, including the Salisbury Urban Traffic Control (UTC) system, is monitored and managed by Atkins on behalf of the Council, with maintenance work undertaken by the Council's signal maintenance contractors Telent.



As well as installing new traffic signals the Council's contractors attend and repair collision damage

Telent respond to faults and damage following accidents and carry out pre-planned Annual Inspections and Bulk Lamp Changes. They also install new equipment, upgrade and refurbish existing signals sites as instructed and designed by Atkins.

Existing pedestrian crossings were upgraded to Puffin crossings at a number of locations, including at Ludgershall Library and Penning Road at Tidworth, Mortimer Street in Trowbridge and at New Park in Devizes. Changes were made to the traffic signals on the A350 at Lacock and A30 London Road, Salisbury. Other work carried out in the year included improvements to monitoring at 25 sites and new pedestrian crossing push buttons at 7 sites. The Council also inspected and adopted new traffic signals provided by developers at High Street and Tetbury Hill, Malmesbury, and at Royal Wootton Bassett.

Trees and Landscaping

Atkins manages the maintenance of highway trees and protected verges for Wiltshire Council. Maintenance work carried out by contractors Wessex Tree Care and Conservation Contractors includes maintenance of street trees in towns and villages, annual pollarding (removal of all trunk and crown shoots), street tree planting, street light clearance and maintenance of natural regeneration in rural verges.

Larger scale schemes are carried out for highway safety, including clearances and visibility improvements along sections of road to remove dead, dying and dangerous trees and also prior to major maintenance surfacing schemes.



There are 50 protected verges in the county which receive special management. The wildflower verges now support an excellent range of fauna and flora, including slow worms and lizards and Biological Action Plan species of butterflies.

Local Highways

The Local Highway Service carries out routine highway maintenance, including pot hole filling, gully emptying, grass cutting, litter collection, litter bin emptying, and dead animal collections. The Council's teams have recently undergone a significant internal reorganisation to reflect the new contract arrangements and service delivery requirements.

The majority of the highways maintenance activities are now undertaken by Ringway through a specialised highway contract. This contract delivers the majority of statutory and safety reactive highway functions for the Council. However, the discretionary Parish Steward Scheme is also included in the contract to help address the highway priorities of the local communities. The scheme has been a great success and is a well liked and respected service.



The Parish Steward Scheme operated by Ringway has been very well received by the local communities

The urban streetscene and landscaping services are currently being undertaken by idverde following the transfer of the previous sub-contract to the Council. The contract provides the statutory cleansing functions and the council's grounds maintenance provision.

The local highways service is predominantly funded from revenue expenditure, which has been under significant budget pressures in recent years. In recognition of these issues funding was increased in this area for 2016/17 to ensure that the statutory functions of the Council are maintained. However, public expectations remain high, and meeting this demand continues to be a challenge in the future.



My Wiltshire is an innovative reporting and management tool being used by Ringway.

There are a number of customer contact improvements that have been implemented in recent years, including the My Wiltshire system, which is being developed further so that the operatives and Parish Stewards have direct access to it to report work completed.

Winter and Emergency Response

The precautionary salting of Wiltshire's roads during the winter is carried out by Ringway using Wiltshire Council's vehicles under the supervision of the Council's staff. The winter of 2016/17 was fairly mild, but there were still 44 primary route and 16 secondary route precautionary salting treatment runs, which used 5,524 tonnes of salt.

The Council's Duty Engineers and contractors faced challenges on occasions regarding the salting of the network, including the need to keep crews on standby and carry out gritting runs at short notice. There were still many precautionary salt runs despite the lack of snow and the apparently mild winter as the temperatures were marginal on a number of nights.



Despite a mild winter the Council still needed to use 5,524 tonnes of salt to treat the roads.

The transition of responsibility for the out of hours and emergency response to Ringway in April 2016 went very smoothly, and there was good support from the various sub-contractors during emergencies, including Wessex Tree Care during the storms.

The Council's Duty engineers dealt with 1,492 out of hours incidents, including supporting the fire service in clearance of phosphorous in Trowbridge and assisting the police following a serious incident. The Ringway teams provide an on site response as required, with the potential to increase resources should an incident escalate.



The Council's contractors work with the Environment Agency and local communities during flooding and other emergencies.

The threat of flooding earlier in the year required the deployment of temporary flood barriers at Bradford on Avon. The Council's staff and contractors worked closely with the Environment Agency and Dorset and Wiltshire Fire and Rescue to ensure the timely placement of the flood defences.

The team also dealt with storms and assisted with the summer and winter solstice operations.

A350 Improvement Schemes

The Council was successful in obtaining funding for the third stage of the A350 improvements at Chippenham and for junction improvements at M4 Junction 17. The bid documentation and design were prepared by Atkins and submitted to the Swindon and Wiltshire Local Enterprise Partnership for approval. The tenders for the contracts were returned in February, and a contractor appointed to enable the works to start in the summer of 2017.

The third phase of the A350 Chippenham improvements includes improvements to Chequers Roundabout on the A4, and the dualling of the remainder of the section of the A350 between the A420 and the A350 north of Chippenham.



A contract has been awarded for major improvements at M4 junction 17 and on the A350 at Chippenham.

The M4 Junction 17 works involve the signalisation of the roundabout and resurfacing works. These schemes will improve safety and capacity, and reduce journey times on this important route.

Atkins also supported the council in preparing Challenge Funding bid for major surfacing work on the A350 at Hart Hill near Shaftesbury.

Performance and Future Developments

A major aspect of highways service delivery during 2016/17 was the ending of the previous contract with BBLP in March 2016, and the start of the new highways contract with Ringway Infrastructure Services. There were also major changes in the arrangements with the previous sub-contractors to deliver some of the services as direct contractors to the Council. These substantial changes were made without serious disruption to services and with the full co-operation of the previous and current contractors who worked together to manage the transition.

A Peer Review carried out in February 2016 as part of the DfT funded Highways Maintenance Efficiency Programme complimented the Council on the way the transition from the previous contract was being managed. A series of projects were established following the review, to deliver a number of improvements to the highway service, especially in

connection with joint training, performance management, supply chain management collaboration and asset management.

The programme of review and improvement implemented by the Council was supported by Atkins, Ringway and the other the other contractors. There was a commitment from all involved to work with Wiltshire Council to improve services and deliver the Council's current Business Plan, which includes investment in highways maintenance as a key action.

The Council was pleased to achieve Band 3 (the highest level) in the assessment process for the Department of Transport's Incentive Funding. This reflects the progress made on implementing good asset management processes in the highway service.

The performance of the Council's highway supply chain has been good during 2016/17, and further improvements are being developed to build on this success. These include the introduction of a new asset management system, which will become operational in April 2018, to improve delivery of the highways service and help make better investment decisions to maintain the extensive highways assets.

Wiltshire Highways Contract

Ringway Infrastructure Services – Year 1

Monitoring the contractor's performance through Key Performance Indicators (KPI's) and Monthly Staff Satisfaction Scores.

Background

Wiltshire Highways Contract 'Volume 5 Part 2 - Contract Management Process' sets out the process for monitoring the contractor's performance as set out in the contract. The results are used to monitor and report on the contractor's performance in providing the service, and determine the entitlement of the contractor to an extension of the contract.

The contract provides for the authority to award a maximum of two years extension to the five year contract. This is applied on an annual basis with a maximum of six months contract extension potentially awarded in any one year.

Two methods of monitoring the contract are used:

- The Monthly Satisfaction Score
- Score against Contract Objectives

An annual score is produced for each method and these scores are used to calculate any contract extension to be awarded. The formula used for this is:

- Total Average Annual Satisfaction score out of ten plus the Total Score against Contract Objectives score out of ten divided by two.

Scores of 6.0 to 7.9 would lead to a three month extension.

Scores of 8.0 and over would lead to a six month extension.

Contract Objectives

The contractor's performance is measured against ten contract objectives, these are:

- General Management
- Financial Management
- Customer Service and Quality
- Health and Safety
- Staffing Issues
- Service Development and Innovations
- Information Technology
- Environmental Management
- Technical performance – Quality
- Technical Performance – Programme and Cost

Contract Monitoring using the Satisfaction Scores

The contract requires a web based system to be used by partners within the contract to score each other's performance. Wiltshire currently uses the eContract system provided by Measure 2 Improve. This system generates a monthly email to key staff from the client, consultant and contractor involved in delivery of the service requesting them to log into the scoring card and submit their scores to a set of specific questions about the service and product provided by each partner. The scores are marked from one to ten, with ten being the most satisfied.

For the purpose of monitoring the performance of the contractor the Contract Monitoring Scores for the questions are grouped together to reflect the ten contract objectives. The monthly average satisfaction scores for the contractor for each contract objective are recorded in the contract monitoring spreadsheet as shown in Appendix A.

Contract Monitoring using the Scores against the Contract Objectives

The contract also requires the contractor's performance to be monitored against a number of Key Performance Indicators (KPIs), which are aligned with the contract objectives. Each month the contractor provides evidence regarding these KPI's to demonstrate their ongoing compliance in provision of the particular service or outputs. A score is determined each month based on the level achieved. These scores are calculated each month and the average score for the year for each service objective is determined. Each Contract Objective is given a total weighting of 1.0 this weighting is divided between each Performance Assessment Factor being scored, with some assigned a higher weighting than others according to their importance. The total average score for each Performance Assessment Factor is multiplied by the individual weighting. These scores are added to produce the final total scores carried forward to the Contract Objective Score - Summary Sheet as shown in Appendix B.

2016 – 2017 Contract Monitoring Scores

The following Contract Monitoring Scores against the Contract Objectives for 2016 -17 were not evidenced by the contractor and so the scores for these were given as zero for this year;

- Customer Service and Quality –
 - Twice a year Parish Steward Satisfaction Surveys (Parish Councils).
 - Major schemes feedback, cards issued specific to site works on major schemes.
- Environmental Management –
 - Measures against the Blue and Green Rules for work to/on Structures over water courses, Blue Green Forms to be completed for each site.
- Technical Performance, Programme and Cost –
 - Noticing Indicators.
 - Masonry works safety defects completed on time.

The following Contract Monitoring Scores against the Contract Objectives for 2016-17 were unable to be completed due to the information not being currently available. These will be reviewed in 2017-18 to see if they are still applicable or need to be revised in order to enable evidence to be provided easily.

- Customer Service and Quality –
 - Possible annual Client feedback survey with Heads of Service.
- Information Technology –
 - Percentage availability of the My Wiltshire App for use by operatives per month, monitoring not including scheduled updates.
- Technical Performance, Quality –
 - Number of gullies to be emptied per month.
 - Length of road to be swept per month.
 - Quality of workmanship on completed sites.
- Technical Performance, Programme and Cost –
 - Gully Emptying completed within budget.
 - Sweeping completed within budget.
 - Integrated Transport Schemes started and finished on time and within budget.

Combined Contract Monitoring Scores

The final Satisfaction Scores and Contract Objective Scores for the year are then used to determine the entitlement to any contract extensions. The scores for the first year of the contract are shown in Appendix C - Contract monitoring Scores Summary Sheet 2016–17.

The score for 2016/17 is 7.5 which is in the range of 6.0 to 7.9, which would entitle Ringway to a three month extension.

Appendix A

Monthly Satisfaction Scores Sheet

CONTRACT OBJECTIVE	SATISFACTION QUESTIONS	Monthly Satisfaction Scores														Totals	
		April *	May	June	July	August	September	October	November	December	January	February	March	Total	Annual Averages	Current Average Total	
General Management	Understanding and assistance to deliver my business		7.3	7.2	7.2	6.8	7.2	6.9	7.3	7.3	7.5	7.3	7.5	79.5	7.2	7.2	
	Ease to do business		7.3	7.2	7.4	7.5	7.5	6.9	7.2	7.2	7.5	7.4	7.5	80.6	7.3		
	Ability to keep promises, trust and honesty		7.4	6.9	7.1	6.8	6.9	6.7	6.9	7.0	7.3	7.3	7.3	77.7	7.1		
	Ability to work as a team		7.5	7.4	7.7	7.3	7.3	7.0	7.2	7.2	7.3	7.4	7.7	81.0	7.4		
	Totals average per month		7.4	7.2	7.4	7.1	7.2	6.9	7.2	7.2	7.4	7.4	7.5		7.2		
Financial Management	Delivery to budget		6.2	6.4	6.5	6.8	6.1	6.2	6.5	6.8	7.4	7.3	7.0	73.1	6.6	6.6	
	Totals average per month		6.2	6.4	6.5	6.8	6.1	6.2	6.5	6.8	7.4	7.3	7.0		6.6		
Customer Service and Quality	The quality of product		7.1	7.2	7.1	7.3	7.3	6.9	7.1	7.0	7.4	7.4	7.5	79.1	7.2	7.0	
	Delivery to time		6.7	6.7	6.8	6.9	7.0	6.5	6.8	7.0	7.2	6.9	7.2	75.8	6.9		
	Totals average per month		6.9	6.9	7.0	7.1	7.1	6.7	7.0	7.0	7.3	7.2	7.4		7.0		
Health and Safety	Responsibility for safety & environment		7.4	7.3	7.3	7.2	7.4	7.4	7.6	7.2	7.5	7.5	7.6	81.4	7.4	7.4	
	Totals average per month		7.4	7.3	7.3	7.2	7.4	7.4	7.6	7.2	7.5	7.5	7.6		7.4		
Staffing Matters	Extent and appropriateness of communication		7.2	7.1	7.0	6.9	6.9	6.8	6.9	6.9	7.1	7.2	7.5	77.4	7.0	7.2	
	Ability to keep promises, trust and honesty		7.4	6.9	7.1	6.8	6.9	6.7	6.9	7.0	7.3	7.3	7.3	77.7	7.1		
	Ability to work as a team		7.5	7.4	7.7	7.3	7.3	7.0	7.3	7.2	7.3	7.4	7.7	81.0	7.4		
	Totals average per month		7.4	7.1	7.3	7.0	7.0	6.8	7.0	7.0	7.2	7.3	7.5		7.2		

CONTRACT OBJECTIVE	SATISFACTION QUESTIONS	Monthly Satisfaction Scores														Totals	
		April *	May	June	July	August	September	October	November	December	January	February	March	Total	Annual Averages	Current Average Total	
Service Development and Innovations	Innovation, advice and honesty		7.1	7.1	7.0	6.6	7.1	6.8	7.2	7.1	7.3	7.3	7.3	77.8	7.1	7.2	
	Ability to work as a team		7.5	7.4	7.7	7.3	7.3	7.0	7.3	7.2	7.3	7.4	7.7	81.0	7.4		
	Totals average per month		7.3	7.3	7.3	6.9	7.2	6.9	7.3	7.2	7.3	7.4	7.5		6.5		
Information Technology	Innovation, advice and honesty		7.1	7.1	7.0	6.6	7.1	6.8	7.2	7.1	7.3	7.3	7.3	77.8	7.1	7.0	
	Extent and appropriateness of communication		7.2	7.1	7.0	6.9	6.9	6.6	6.9	6.9	7.1	7.2	7.5	77.2	7.0		
	Totals average per month		7.1	7.1	7.0	6.8	7.0	6.7	7.1	7.0	7.2	7.3	7.4		7.0		
Environmental Management	The quality of product		7.1	7.2	7.1	7.3	7.3	6.9	7.1	7.0	7.4	7.4	7.5	79.1	7.2	7.3	
	Responsibility for safety & environment		7.4	7.3	7.3	7.2	7.4	7.4	7.6	7.2	7.5	7.5	7.6	81.5	7.4		
	Totals average per month		7.2	7.2	7.2	7.2	7.3	7.2	7.4	7.1	7.5	7.5	7.6		7.3		
Technical Performance-Quality	Ability to work as a team		7.5	7.4	7.7	7.3	7.3	7.0	7.3	7.2	7.3	7.4	7.7	81.0	7.4	7.3	
	The quality of product		7.1	7.2	7.1	7.3	7.3	6.9	7.1	7.0	7.4	7.4	7.5	79.1	7.2		
	Totals average per month		7.3	7.3	7.4	7.3	7.3	7.0	7.2	7.1	7.4	7.4	7.6		7.3		
Technical Performance-Programme and Cost	Delivery to budget		6.2	6.4	6.5	6.8	6.1	6.2	6.5	6.8	7.4	7.3	7.0	73.2	6.7	6.8	
	Delivery to time		6.7	6.7	6.8	6.9	7.0	6.5	6.8	7.0	7.2	6.9	7.2	75.7	6.9		
	Totals average per month		6.4	6.6	6.7	6.9	6.6	6.4	6.7	6.9	7.3	7.1	7.1		6.8		

* No monthly satisfaction scores were recorded for April 2016 as the scoring system was not in place at the start of the contract

Total Average	7.1
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APPENDIX B

Contract Objective Score – Summary Sheet

CONTRACT OBJECTIVE	CONTRACT KPI	PERFORMANCE ASSESSMENT FACTORS	MAXIMUM AVAILIBLE SCORES	ACTUAL SCORES	FINAL SCORES 2016 - 17
General Management	Achievement of annual improvement plan targets	Improvement Plan Targets during the first year of the contract - 2016 / 2017			8.3
		Introduce the My Wiltshire App to the maintenance gangs and ensure full use in finding defects and recording action taken	2.0	1.32	
		Set up and ensure the Parish Steward Scheme in Place and working	2.0	2.00	
		Produce Sweeping Schedules	2.0	2.00	
		Produce Gully Emptying Schedules	2.0	2.00	
		Provide EPI access for Wiltshire staff - this is to be used as the central access point for Ringway programmes, key information etc	1.0	0.00	
		Provide training programmes within Wiltshire for Apprentices, Graduates, ex-offenders etc.	1.0	1.00	
Financial Management	% of applications for payment which are on time and fully accurate	Applications submitted on time	5.0	4.67	10.0
		Accurate applications	5.0	5.29	

CONTRACT OBJECTIVE	CONTRACT KPI	PERFORMANCE ASSESSMENT FACTORS	MAXIMUM AVAILABLE SCORES	ACTUAL SCORES	FINAL SCORES 2016 - 17
Customer Service and Quality	% scores from customer and client satisfaction survey	Twice a year Parish Steward Satisfaction Surveys (Parish Councils)	2.8	0.00	5.6
		Major schemes feedback - cards issued specific to site works on major schemes	1.6	0.00	
		Compliments from monthly spreadsheet	2.8	2.80	
		Complaints from monthly spreadsheet	2.8	2.80	
		Possible Annual Client feedback scores of the service from Client HoS	N/A	N/A	
Health and Safety	Submission of Monthly Health and Safety Records Monitoring Ringway's Activities	Lost Time Injury Frequency Rates	1.6	1.60	10.0
		RIDDOR Reports	1.4	1.40	
		Near Misses	1.4	1.40	
		Service Strikes	1.4	1.40	
		Vigiroute safe driving	1.4	1.40	
		Site Safety Meetings - Supervisor / Manager site audits	1.4	1.40	
		Tool Box Talks Carried Out	1.4	1.40	

CONTRACT OBJECTIVE	CONTRACT KPI	PERFORMANCE ASSESSMENT FACTORS	MAXIMUM AVAILIBLE SCORES	ACTUAL SCORES	FINAL SCORES 2016 - 17
Staffing Matters	% Completed Staff Surveys	Measure minimum 85% Staff Participation	2.5	2.50	9.5
	% of staff turnover per year	CHURN staff turnover - should not include retirement or dismissals - measure should be a percentage of staff retained per year	2.5	2.00	
	Staff kept informed of internal Ringway news	Regular news letter issued - from next year - quarterly issue	2.5	2.50	
	Annual H&S meeting held for all staff	Annual H&S updates carried out	2.5	2.50	
Service Development and Innovations	Developments or Improvements arising from joint contractor and client initiatives implemented over the course of the Contract	Revised Gully Emptying Service during 2016/17	5.0	5.00	10.0
		Revised Mechanical Sweeping Service during 2016/17	5.0	5.00	
Information Technology	Network and core data centre infrastructure availability	Network down time against availability -recorded down time to be above 95% per month	10.0	10.00	10.0
		Percentage availability of the My Wiltshire App for use by operatives per month - monitoring not including scheduled updates	N/A	N/A	

CONTRACT OBJECTIVE	CONTRACT KPI	PERFORMANCE ASSESSMENT FACTORS	MAXIMUM AVAILABLE SCORES	ACTUAL SCORES	FINAL SCORES 2016 - 17
Environmental Management	% year on year reduction in carbon footprint from works, services, office/depots	Annual Sustainability figures for Ringway Energy Consumption	3.3	3.30	6.7
		Measure against the Blue and Green Rules - For work to / on Structures over water courses Blue Green Forms to be completed for each site	3.3	0.00	
		Number of reported Environmental Incidents - no more than 3 per year	3.4	3.40	
Technical Performance-Quality	Contract compliance with required outputs to provide the service	Number of Gullies to be emptied per month	N/A		6.5
		Length of Roads to be Swept per month	N/A		
		Parish Steward Find & Fix per month	1.5	0.75	
	Service provision	Percentage of street lights and illuminated signage working (Total number of street light units minus number of Priority 1 - 5 Day faults during the month). KPI Sheet - Column Ref: C4	1.8	1.09	
		Average number of working days to repair a Priority 1 street light fault (Total number of days that faults were open divided by the total number of faults repaired in the month). KPI Sheet - Column Ref: C2	1.8	0.83	

CONTRACT OBJECTIVE	CONTRACT KPI	PERFORMANCE ASSESSMENT FACTORS	MAXIMUM AVAILABLE SCORES	ACTUAL SCORES	FINAL SCORES 2016 - 17
		Average number of actual days to repair a DNO fault (Total number of days that faults were open divided by the total number of faults repaired in the month). KPI Sheet - Column Ref: C3	1.8	1.18	
		Number of reactive jobs done per day per operative/gang (Street Lighting) KPI 6	1.8	1.18	
	Quality of pre-site investigations	Percentage number of Service strike for street lighting (Number of service strikes per columns installed). KPI 8	1.5	1.50	
	Quality of workmanship on completed sites	After site quality of workmanship tidy site etc	N/A	N/A	
Technical Performance- Programme and Cost	% of operations which comply with TMA noticing	Noticing indicators to be confirmed	0.9	0.00	4.3
	% of programmed highway works completed within budget	Gully Emptying	N/A	N/A	
		Sweeping	N/A	N/A	
		Weed Spraying completed to programme and within budget	1.3	1.30	
% of works completed on time	% of Salting Routes completed on time per salt run	1.3	1.30		

CONTRACT OBJECTIVE	CONTRACT KPI	PERFORMANCE ASSESSMENT FACTORS	MAXIMUM AVAILABLE SCORES	ACTUAL SCORES	FINAL SCORES 2016 - 17
		Percentage of street light faults repaired on time (Percentage of reactive maintenance Priority 1 - 5 day faults for street light units repaired on time, excluding DNO faults). KPI Sheet - Column Ref: B7	1.3	0.40	
		Percentage of emergency faults for street light units repaired on time. KPI 3	1.3	0.88	
		Number of planned maintenance jobs (BLC) done per day per operative/gang KPI 7	1.3	0.36	
		Potholes safety defects completed on time	1.3	0.01	
		Masonry works safety defects completed on time	1.3	0.00	
	% of reactive and programmed highway works completed right first time and within budget	Integrated Transport Schemes started and finished on time and within budget	N/A	N/A	

APPENDIX C

Contract Monitoring Scores Summary Sheet 2016-17

CONTRACT OBJECTIVE	Average Annual Monthly Satisfaction Score 2016-17	Average Annual Contract Objective Score 2016-17
General Management	7.2	8.3
Financial Management	6.6	9.5
Customer Service and Quality	7.0	5.6
Health and Safety	7.4	10.0
Staffing Matters	7.2	9.5
Service Development and Innovations	6.5	10.0
Information Technology	7.0	10.0
Environmental Management	7.3	6.7
Technical Performance-Quality	7.3	6.5
Technical Performance-Programme and Cost	6.8	4.3
Total Score	70.3	80.4
Average Total Score	7.0	8.0
Merged Score (Proportion 50/50) = (7.0 + 8.0)/2	7.5	

Project:	Wiltshire Highways Consultancy Contract	To:	Peter Binley – Wiltshire Council
Subject:	Annual Review of Service – Summary of Years 1 to 4	From:	Gwillam Lloyd Contract Manager
Date:	26 th October 2017	cc:	Steve Cross – Wiltshire Council Simon Moon – Atkins Richard Stokes- Atkins Kevin Robbins - Atkins

1. Introduction

1.1. Purpose

On 1st December 2012 Atkins commenced the Wiltshire Highways Consultancy Contract (WHCC) with Wiltshire Council, a 5 year core term commission to provide design and advice to the Council in relation to highways related services.

Extensions of up to a maximum of 2 years are available to the Consultant based on ‘Performance’. The Council reviews ‘Performance’ on an annual basis and this determines whether an extension, and its length, should be awarded. The rules for the award of extensions are defined within the Tender Documents and are replicated within the individual Technical Notes produced for each of the annual review reports.

The purpose of this Technical Note is to highlight some of the achievements from Years One to Four of the contract. The full details on these achievements are included in the individual annual reviews of service that have been prepared. Given the purpose of this report is to provide an overview of some of the key achievements conveyed in the individual annual reports for year1, 2, 3 and year 4 then detailed commentary is not provided and key achievements have been listed in a ‘bullet point’ format.

1.2. Structure and Content of the Technical Note

This Technical Note is structured to bring together, in a user-friendly overview format, relevant information required to fulfil the purpose outlined in 1.1.

The contents of the Technical Note are:

Section	Title	Purpose/Overview
2	Overview of services Delivered	To provide an overview of key activities and service areas where support provided and to highlight some of key achievements from years 1,2, 3 & 4
3	Assessment of Performance	To provide an overview of the way contract assesses performance
4	Contract Performance Scores	To provide an overview of yearly contract scores for years1,2, 3 and 4
5	Contract Undertakings	To provide an overview on the added value delivered by number of undertakings
6	Year 5 Undertakings Underlying Themes	To provide an overview of some of key themes being supported in year 5 of the contract

2. Overview of Services Delivered

Contract Scope - Overview

We undertake a range of services including:

- Feasibility – site supervision
- Professional and technical advise
- Carry out studies / reports
- Manage work and certify payments

Work in best Interest of Council and support

- Continuous Improvement
- Delivering efficiencies
- Delivering value for money



ATKINS

24 October 2017

2

As part of this commission Atkins design and supervise road and bridge schemes for the Council, and manage the street lighting and traffic signals. We also provide technical information and advice on a wide range of highway and transport matters. The service areas we support include:

- Highways Major Maintenance
- Bridge Maintenance
- Highways and surface water drainage support
- Traffic Signals and Streetlighting Maintenance
- Traffic and Integrated Transport
- Transport Planning advise
- Checking of developers designs
- Various Other Services - such as highway improvement projects like the A350 Dualling in Chippenham

Over the four years of the contract the scope of service provided has flexed to meet demand as and when it arises; and has been scaled back where this has been in the best interest of the Council



ATKINS

24 October 2017

4

Whilst doing this we have invested in the next generation of Engineers in Wiltshire by:

- Supporting a broad cross section of STEM activities in Schools
- Offering apprenticeships to talented local young people. In August 2016 we employed 7 apprentices, 2 graduates and 1 degree student in our Trowbridge Office
- Offering summer placements to degree students
- Offering secondment opportunities to Wiltshire Council Officers looking to gain experience of the activities Atkins undertake
- Supporting local skills development initiatives like Wiltshire Skills4Success & Enterprise Advantage in schools
- Supporting the Constructing Excellence South West – Swindon & Wiltshire
- Opening a local office at County Gate in Trowbridge & co-locating staff at the Councils Ascot Court Office

In addition we have:

- Received recognition for our work with the armed forces as part of the Gold Defence Employer Recognition Scheme awarded by the Ministry of Defence
- Successfully introduced a operating system that is accredited by LRQA to ISO9001 (Quality), ISO 14001 (Environment) & OHSAS 1001 (H&S).
- Led on Environmental Management on projects across the Wiltshire Highway Service
- Supported Continuous Improvement and Innovation across the Wiltshire Highway Service

24 October 2017



The photos included subsequently show some of the activities referred to above. From left to right and top to bottom the photos show:

- Atkins team outside the Atkins Office at County Gate in year 1
- The Council's Office at Ascot Court where we have co-located staff to work with Tarmac & Eurovia staff. Co-location started in year 2 of our contract
- Some of the apprentices and graduates we have recruited and developed to support the work we have delivered.
- Atkins staff outside County Gate celebrating Armed Forces day in year 4.



ATKINS



Details of some of our key achievements from each of the years of the contract are listed subsequently. For more information on these issues and more details on what has been delivered then refer to the relevant annual review of service report.

Brief Overview of Some of our Key Achievements from Year 1

Successfully Mobilised and integrated staff from previous incumbent with wider Atkins resource. At same time as:
Successfully set up a Local Office at County Gate in Trowbridge and managed TUPE Transfer of 36 Staff.

Developed processes and procedures to deliver work required under the Highway works Consultancy contract. This included establishment and resourcing of Project Support Office. Exor / inform interface, application of Enterprise Advantage project management suite on all projects delivered under the Wiltshire Highways Consultancy Contract

Liaised with residents of Castle Woods, Redlynch on landslip affecting access to the residential estate

Development of the Business Case and application for DfT's Local Pinch Point funding securing £1.907million Government funding for A350 North of Chippenham

Development and implementation of a bespoke Environmental Management System and Environmental Management Plan tailored to needs of Wiltshire Highways Service.

Provision of NEC3 training to Atkins and Council staff

Expanding core services to include Transport Planning as *business as usual*

Delivered 100% of our undertakings to a satisfactory level. This covered 99 undertakings / measurement mechanisms

Performance indicators developed and Client I surveys carried out to gain feedback on Atkins performance and ensure lessons learned to improve perform

Achieved an adjusted combined performance score of 9 out of 10 for KPI and Undertakings Performance

Brief Overview of Some of our Key Achievements from Year 2

ATKINS

Building on the Success of Year 1 by:

Development of Assessment management tools to assist with continued elevation and justification for highway maintenance investment funding and delivery

Co-located staff at Ascot Court

Assisted the Council in making a claim, Bellwin Submission, to the Department for Communities and Local Government to seek funding for additional costs for adverse weather of early 2014. Total settlement £745,586

Provision of skills and capability to assist the Housing Revenue account Department in delivery of their works programme

Lead role in assisting the council in developing strong and robust bids for funding to Swindon and Wiltshire LEP and Environment Agency for :

- **A350 at Chippenham Phase 2 Dualling**
- **Great Bedwyn Flood Alleviation scheme (£265,000)**
- **Forest Road Melksham Drainage Improvements (£30,000)**

Collaborative and integrated working with Stakeholders such as the World Heritage Site Steering Committee and English Heritage to develop the Avebury World Heritage Site transport strategy

Providing insight into current and emerging technology including: Traffic Counter technology, Big Data, Intelligent Mobility

Delivered 98.6% of our undertakings to a satisfactory level. This covered 69 undertakings / measurement mechanisms

Achieved a combined performance score of 8.4 out of 10 for KPI and Undertakings Performance. In addition Client I surveys undertaken to gain feedback on performance and ensure lessons learned to improve perform

26 October 2017

7

Brief Overview of Some of our Key Achievements from Year 3

ATKINS

Supported the changes to Wiltshire Highways Works Contract during the transition from the then existing model to new model and ensuring a soft landing.

Further developed our local Asset Management team as a channel to the wider National expertise in Asset Management

Further developed Trialling new technology in Highway Maintenance Service area delivering efficiencies and savings. Work delivered under this initiative included Grouted Asphalt, Warm Mix Asphalt and Hydro retexturing programmes

Lead role in assisting the council in developing strong and robust bids for funding to Swindon and Wiltshire LEP and Environment Agency. As a result EA funding levels increased from £300,000 in year 2 to approx. £1,000,000 in Year 3

Lead role taken in the self assessment for the Department of Transport Local Highway Maintenance Incentive Fund.

Lead role in role out of part time night lighting across the County to deliver approximate annual cost saving of £125k (includes Climate Change Levy and Feed in Tariff savings)

Participation at the Wiltshire Council Apprentice Launch Event and the Wiltshire Council apprentice Growth Sub Group

Councils geographical information system utilised as digital platform for records relating to maintenance works on the highway network. This has resulted in increasing efficiency in asset management and more resilient data capture and access

Introduced wireless technology for new traffic signal installations elimination need for excavation works; and resulting in cost and time savings

Promoted, where beneficial, use of Ground Penetrating Radar, to survey underground services and reduce risk of clashes and improve site safety

Delivered 100% of our undertakings to a satisfactory level. This covered 38 undertakings / measurement mechanisms

Achieved an adjusted combined performance score 9 of out of 10 for KPI and Undertakings Performance. In addition Client I surveys undertaken to gain feedback on performance and ensure lessons learned to improve performance

25 October 2017

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Brief Overview of Some of our Key Achievements in Year 4

Supported the Council by taking a lead role in the promotion of collaborative working across Highway Works Service and set up a Continuous Improvement and Innovation Forum. Issues reviewed at this Forum include highway information on the Council's Web Site, Collaborative working and Training, Opportunities arising from targeted use of specific new materials.

Supported the Council, where required, in reviewing and commenting on final account submissions for the Highways and Streetscene Contract.

Successful third party accreditation, LRQA, of our application of Atkins Business Management System to ISO 9001 & 14001 and OHSAS 18001

Recruited two additional apprentices to work on Wiltshire Council projects

Assisted the Council in the HMEP Peer review process

Provided support to local schools through participating at various STEM event, such as attending Career Fairs and Mock Interview, at local schools

Finalised design of the third phase of A350 Chippenham improvements and the improvements to M4 junction 17

Support development of various business cases to help bids for funding including Melksham Bypass, J17 and A350 Phase 3 and Forest Road Flood Alleviation works.

Developed traffic signals asset management priorities to enable better targeted investment to take place. As part of this support new technological solutions have been promoted where beneficial

Contributed to the development of a performance management framework to support the Council's asset management strategy

Promoted and facilitated collaborative staff development by facilitating secondments and arranging joint technical training sessions.

Identified and promoted opportunities with emerging technologies such as using 'Big Data' data sources such as Traffic Master speed data and TomTom Journey data to reduce need for discrete traffic surveys.

16 October 2017

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In addition, in Year 4 we:

Supported the council by playing a lead role in its' Environmental Management and Continuous Improvement and Innovation Forums

Delivered over 90% of our year 4 undertakings to a satisfactory level. This covered 41 undertakings / measurement mechanisms. In addition, Client I surveys were undertaken to gain feedback on performance and ensure lessons learned to improve performance.

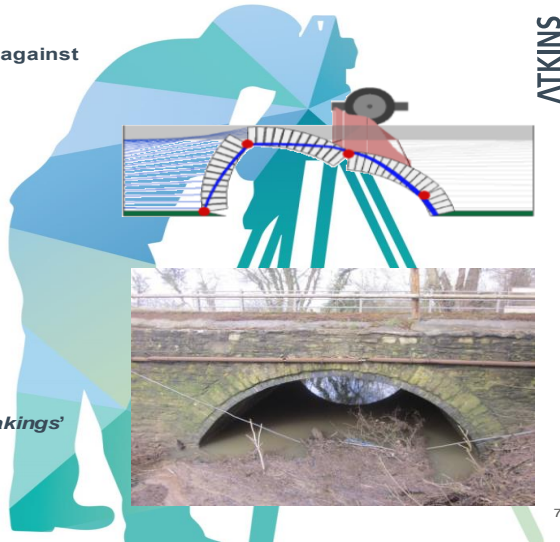
Presented to Highways England on the VISSIM modelling work undertaken at Exeter street and Harnham Gyratory in Salisbury.

3. Assessment of Performance

In accordance with the WHCC, our 'Performance' is assessed against ten Performance Objectives:

- A. General Management
- B. Financial Management
- C. Customer Service and Quality
- D. Health and Safety
- E. Staffing Matters
- F. Service Development and Innovation
- G. Information Technology
- H. Environmental Management
- I. Technical Performance – Quality
- J. Technical Performance – Programme and Cost

In addition our performance is assessed against the 'Undertakings' we have given to the Council in our tender submission



ATKINS

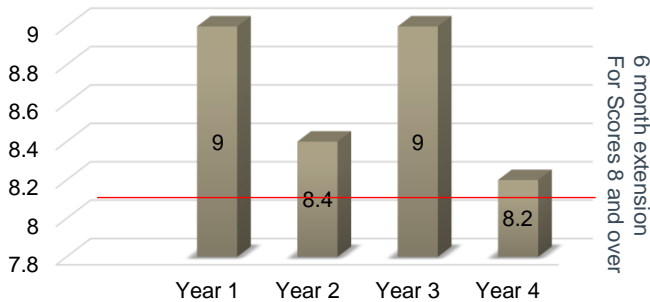
25 October 2017

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4. Contract Performance Scores

In accordance with the Contract scoring mechanism we have exceeded the minimum score for an extension to be awarded. The graph inserted subsequently shows the score achieved for each of the years of the contract.

Contract Performance Scores by Year Of Contract



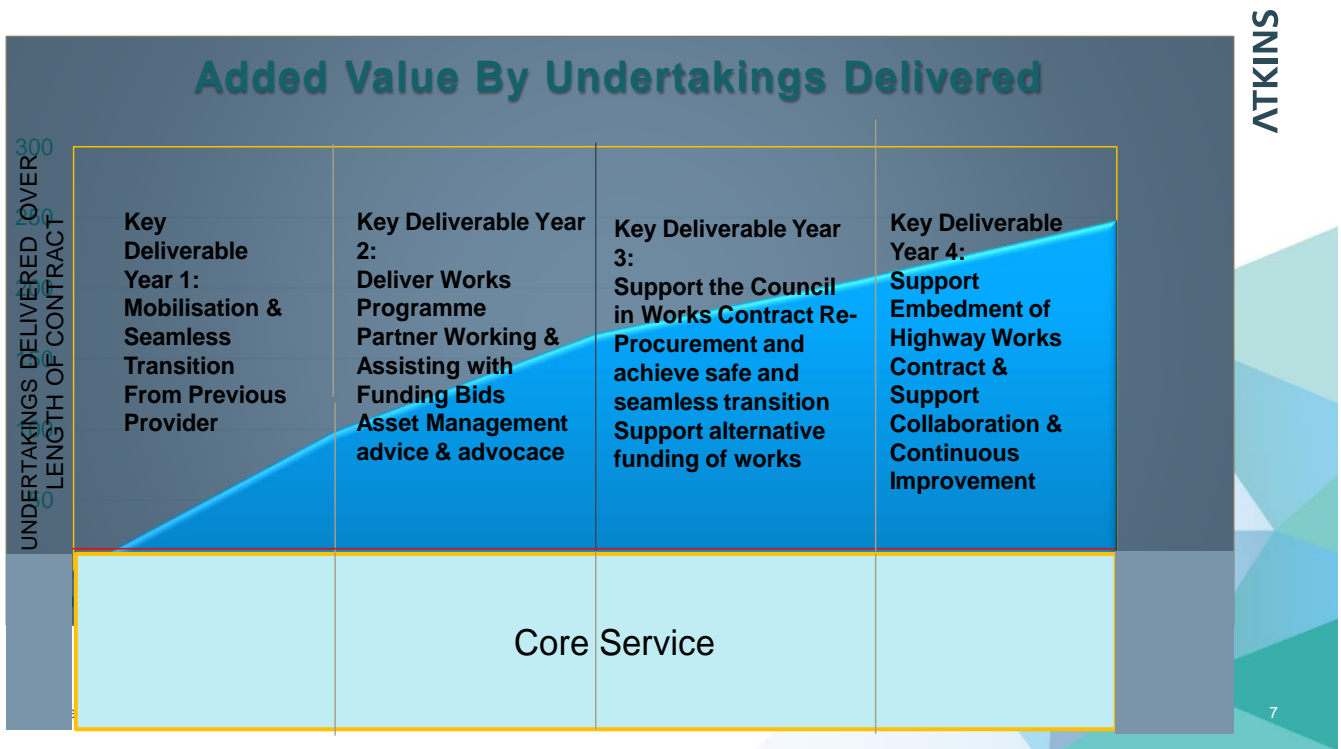
ATKINS

26 October 2017

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5. Contract Undertakings

The graph included subsequently is a pictorial representation of the cumulative total of the undertakings we've progressed in each of the years of the contract. The graph also includes Headline commentary on the key deliverable theme that the undertakings support for the contract year being shown. Additional Information on the specific undertakings delivered can be found in the relevant Annual Review of Service report.



For year 5 of our contract we have developed undertakings that:

- Build on the successes from years 1 to 4
- *Continue to support Collaborative working across the Wiltshire Highway Service*
- *Continue to support on Collaborative learning and development opportunities*
- *Continue to support promotion of a joint safety first culture in the Wiltshire Highways Service*
- *Identify potential opportunities for using emerging trends in technology to improve service provision*
- Work with Wiltshire Council to support the promotion of a joint approach to sustainability across the Wiltshire Highways Service
- Support emerging needs and improve service where required

Highways Performance Management Framework

Network Safety Condition and Resilience					
Asset Management Objective	Strategic Objective	Key Performance Indicator	Measure	Status 2015/16	Status 2016/17
To reduce road casualties, improve road safety and the condition and resilience of the highway network.	To support and help improve the vitality, viability and resilience of Wiltshire's economy and market towns. (LTP SO1) To make the best use of the existing infrastructure through effective design, management and maintenance (LTP SO6). To improve the resilience of the transport system to impacts such as adverse weather, climate change and peak oil (LTP SO16). To improve safety for all road users and to reduce the number of casualties on Wiltshire's roads (LTP SO8)	NSCR01 - Accidents - People Killed and seriously Injured	STATS 19 data Police accident data		
		NSCR02 - Accidents - People Slight Injury	STATS 19 data Police accident data		
		NSCR03 - Road Surface Skidding Resistance	SCRIM data. % below investigatory level		
		NSCR04 - Structural Condition of Carriageway	Scanner results for surveyed roads		
		NSCR05 - Winter Maintenance	Call outs completed in required timescale		
		NSCR06 - Bridges and Structures Condition	Bridge Condition Indices information		

Network Availability					
Asset Management Objective	Strategic Objective	Key Performance Indicator	Measure	Status 2015/16	Status 2016/17
Minimise the impact of road works by ensuring works are planned and carried out at an optimal time.	To minimise traffic delays and disruption and improve journey time reliability on key routes(LTP SO4). To enhance the journey experience of transport users (LTP SO18)	NA01 - Planned Works versus Reactive Works	Low proportion of reactive maintenance		
		NA02 - Forward Visibility of Surfacing Programme	Extent of forward surfacing programme		
		NA03 - Forward Visibility of Structures Programme	Extent of forward structures programme		
		NA04 - Planned Routine maintenance	Work completed on programme on programme		
		NA05 - Reducing number of Potholes recorded	Number of intervention level potholes reducing		
		NA06 - Reducing Priority Safety Defects	Number of P1 defects reducing		

Maintenance for Sustainable Transport					
Asset Management Objective	Strategic Objective	Key Performance Indicator	Measure	Status 2015/16	Status 2016/17
To provide a highway network that supports public transport and enables sustainable transport alternatives	To provide, support and/or promote a choice of sustainable transport alternatives including walking, cycling, buses and rail. (LTP SO2) To improve sustainable access to a full range of opportunities particularly for those people without access to a car. (LTP SO5) To reduce the need to travel, particularly by private car. (LTP SO13) To reduce barriers to transport and access for people with disabilities and mobility impairment. (LTP SO15) To improve sustainable access to Wiltshire's countryside and provide a more useable public rights of way network. (LTP SO17)	MST01 - Footway Condition	FNS Data		
		MST02 - Dropped kerbs for pedestrians	Number installed per year		
		MST03 - Pedestrian Improvements	Number of schemes per year		
		MST04 - CATG Schemes	Number of sites delivered per year		
		MST05 - Traffic Signals	Number of units over 20 years old		
		MST06 - Rights of Way	Number of RoW improvement schemes		

Infrastructure to Support Economic Growth					
Asset Management Objective	Strategic Objective	Key Performance Indicator	Measure	Status 2015/16	Status 2016/17
To effectively plan for the management of new infrastructure required to support growth.	To support planned growth in Wiltshire and ensure that new developments adequately provide for their sustainable transport (LTP SO12) To enhance Wiltshire's public realm and streetscene. (LTP SO7)	ISEG01 - Delivery of A350 Chippenham Phase 3	Scheme delivery on programme		
		ISEG02 - Delivery of M4 Junction 17 Improvement	Scheme delivery on programme		
		ISEG03 - Development A350 Yarnbrook/West Ashton Scheme	Development of scheme on programme		
		ISEG04 - Development of future major schemes	Development of future schemes and bids		
		ISEG05 - Network improvements from development	Opportunities to deliver improvements		
		ISEG06 - Access improvements for development	Infrastructure created to improve access		

Environmental Sustainability					
Asset Management Objective	Strategic Objective	Key Performance Indicator	Measure	Status 2015/16	Status 2016/17
To minimise the environmental impact of maintaining and operating the highway network.	To reduce the impact of traffic on people's quality of life and Wiltshire's built and natural environment. (LTP SO3) To encourage the efficient and sustainable distribution of freight in Wiltshire. (LTP SO10) To reduce the level of air pollutant and climate change emissions from transport. (LTP SO11) To reduce the impact of traffic speeds in towns and villages. (LTP SO9)	ES01 - Energy Consumption for street lighting	Reduction in street lighting energy used per unit		
		ES02 - Low carbon surfacing materials	Use of low carbon material in surfacing		
		ES03 - Recycling of road construction materials	Recycled plainings and road materials		
		ES04 - Flood Prevention Schemes	Number of drainage and flood schemes		
		ES05 - Highway Trees and Verges	Programme of tree works and protected verges		
		ES06 - Treating Noxious Weeds	Number of sites being treated		

Customer					
Asset Management Objective	Strategic Objective	Key Performance Indicator	Measure	Status 2015/16	Status 2016/17
To manage the highway network in a manner that supports our vision of placing customers first.	Trust and Respect, Simplicity, Responsibility, Leadership, Working Together, Excellence (Behaviours Framework) Communicating effectively with the public (Communications Strategy) Place Customers First (Business Plan) Strengthen our communities (Business Plan)	C01 - Satisfaction with Road Safety	NHT result compared to average 'Road Safety Theme'		
		C02 - Satisfaction with Road Maintenance	NHT result compared to average 'Highways Maintenance Theme'		
		C03 - Deals with Potholes & Damaged Roads	NHT result compared to average HMBI 13 County Council		
		C04 - Satisfaction with Walking and Cycling	NHT result compared to average 'Walking and cycling Theme'		
		C05 - Tackling congestion	NHT result compared to average 'Tackling congestion theme' report		
		C06 - Satisfaction with Managing Roadworks	NHT result compared to average Q12 Roadworks management questions		

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Wiltshire Highways Performance Management Framework Indicators



November 2017

Wiltshire Highways

Performance Management Framework

Indicators

This document supports the Performance Management Framework Summary, providing one page descriptions of each performance indicator with an overview of the indicator, trends in the recorded performance to date, future targets and an explanation of how the indicator is measured and the source of the data.

The scores are included in the Performance Management Framework Summary.

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Network Safety Condition & Resilience 01: Accidents – People Killed and seriously injured.																											
Overview	<p>The purpose of this performance measure is to report on the effectiveness of the measures undertaken to meet the casualty reduction targets.</p> <p>This measure is as defined in the road safety strategy.</p> <table border="1" data-bbox="619 488 1190 613"> <tr> <td style="background-color: red; color: white; text-align: center;">Poor</td> <td style="background-color: yellow; text-align: center;">Fair</td> <td style="background-color: lightgreen; text-align: center;">Good</td> </tr> <tr> <td style="background-color: red; color: white; text-align: center;">Below target</td> <td style="background-color: yellow; text-align: center;">On Target or close to target</td> <td style="background-color: lightgreen; text-align: center;">Above Target</td> </tr> </table> <p>Where Poor is defined as not meeting the Safety Strategy Target. Fair is an achievement in line with the Safety Strategy targets and Good signifies that the road safety targets are being exceeded.</p>						Poor	Fair	Good	Below target	On Target or close to target	Above Target															
Poor	Fair	Good																									
Below target	On Target or close to target	Above Target																									
Trends	<p>Forward targets for this measure are:</p> <table border="1" data-bbox="448 819 1361 1021"> <thead> <tr> <th colspan="3">Actual</th> <th colspan="4">Forward Targets</th> </tr> <tr> <th>14/15</th> <th>15/16</th> <th>16/17</th> <th>17/18</th> <th>18/19</th> <th>19/20</th> <th>20/21</th> </tr> </thead> <tbody> <tr> <td style="background-color: #cccccc;">209</td> <td style="background-color: lightgreen;">190</td> <td style="background-color: red; color: white;">192</td> <td>172</td> <td>162</td> <td>152</td> <td>141</td> </tr> </tbody> </table> <p>This measure is not affected by network hierarchy.</p> <p>Driver for Change / Improvement Action</p> <p>National and local aims to reduce accidents</p>						Actual			Forward Targets				14/15	15/16	16/17	17/18	18/19	19/20	20/21	209	190	192	172	162	152	141
Actual			Forward Targets																								
14/15	15/16	16/17	17/18	18/19	19/20	20/21																					
209	190	192	172	162	152	141																					
Measure Details	<p>This is an annual measure. This measure conforms to the Road Safety Strategy.</p> <p>This measure is based on STATS19 Police Accident data.</p> <p>Measure shows number of people killed each year. Excludes motorways and trunk roads.</p> <p>Collision Reduction Policy aim is for a 40% reduction in killed and seriously injured based on the 2005-09 average by 2020 (calendar year).</p> <p>Target for 2016/17 killed and seriously injured is 183. The actual figure is 192 which is below target, and is an increase compared to the previous figure. Performance is below target.</p>																										

Network Safety Condition & Resilience 02: Accidents – People Slight Injury.

Overview The purpose of this performance measure is to report on the effectiveness of the measures undertaken to meet the casualty reduction targets.

This measure is as defined in the road safety strategy.

Poor	Fair	Good
Increasing slight accidents	On or close to Target	Decreasing slight accidents

Where poor is defined as not meeting the Safety Strategy Target. Fair is an achievement in line with the Safety Strategy targets. Good signifies that the Safety Strategy targets are being exceeded.

Trends Forward targets for this measure are:

Actual			Forward Targets			
14/15	15/16	16/17	17/18	18/19	19/20	20/21
1108	1105	1069	1105	1105	1105	1105

Targets to be reviewed, but currently assumed that it should be no increase in accidents in future years based on 2014/15 base year.

Driver for Change / Improvement Action
National and local aims to reduce accidents

Measure Details This is an annual measure

This measure reflects the Road Safety Strategy and is the number of slight injury casualties.

This measure is based on STATS19 Police accident data. Excludes motorways and trunk roads.

Collision Reduction Policy aim is for a 40% reduction in killed and seriously injured based on the 2005-09 average by 2020 (calendar year).

No specific aim has been adopted for slight injuries.

2016 is a reduction compared to 2015 figure and is assessed as good.

Network Safety Condition & Resilience 03: Road Surface Skidding Resistance (SCRIM)

Overview The purpose of this performance measure is to report the percentage of the network with low skidding resistance.

This measure is part of the annual network condition survey. The level of performance for this measure is determined based on the following change in % of surveyed network below investigatory level.

Poor	Fair	Good
Increased %	Slight change or unchanged	Reduced %

Where poor is defined as percentage of the road surface below the investigatory level increasing, fair is unchanged or slight increase, and good is a reduction in %.

Trends Forward targets for this measure are:

Actual			Forward Targets			
14/15	15/16	16/17	17/18	18/19	19/20	20/21
28.4%	30.4%	30.98%	Reduce %	Reduce %	Reduce %	Reduce %

Driver for Change / Improvement Action/Comment

National and local aims to reduce accidents. Skid resistance is an important factor in road safety.

Measure Details This is measured annually.

SCRIM Survey – surface skid resistance is measured in accordance with DMRB publication HD28/04. The SCRIM vehicle measures the friction between a tyre and the road under controlled slip conditions. Each section of the highway network is assigned a site category known as an investigatory level. The Council surveys the entire Group 1 network annually which consists of all A and B roads, identified C and UC roads. This is approximately 1,097km, and is 24% of the network.

This information is also used by the Direct Management Group and the South West Highways Alliance for benchmarking.

Figure for 2016/17 is 30.98% which was a very slight increase from 30.4% in 2015/16, and performance is assessed as Fair.

Network Safety Condition & Resilience 04: Structural Condition of Carriageway

Overview This performance measure is designed to determine the percentage of carriageway where maintenance should be considered soon.

The level of service for this measure is determined based on the following bandings.

Poor	Fair	Good
Increased %	Slight increase or unchanged	Reduced %

Where poor is defined as the percentage increasing, Fair is defined as slight increase in percentage or unchanged, and Good is defined as percentage decreasing.

Trends Trends for this measure are:

Actual			Forward Targets			
14/15	15/16	16/17	17/18	18/19	19/20	20/21
-	3.7%	3.7%	Reduce %	Reduce %	Reduce %	Reduce %

Driver for Change / Improvement Action
Improved road safety and customer satisfaction

Measure Details This is an annual measure derived from the annual Scanner survey of the highway network. Survey based on annually 50% of A class roads in both directions, 100% of B class roads in one direction, and 50% of C class roads and 20% of unclassified roads in one direction.

This information used to generate this measure is also used by the Direct Management Group and the South West Highways Alliance for benchmarking.

Measure is lane length with Scanner condition Red as a percentage of total length surveyed.

2015/16 percentage was a reduction compared to previous year and was assessed as good. The 2016/17 shows little overall change and is rated as fair. It should be noted that the survey methodology can result in some fluctuations in these survey results over time.

Network Safety Condition & Resilience 05: Winter Maintenance

Overview This performance measure records the percentage of Winter Service treatment carried out within prescribed the timescales.

The level of service for this measure is determined based on the following bandings.

Poor	Fair	Good
<90%	90% to 96%	96% to 100%

Where poor is defined as an achievement of less than 90%, fair is an achievement of greater than 90% but less than or equal to 96%, good is an achievement of 100% delivery.

Trends Trends for this measure are:

Actual			Forward Targets			
14/15	15/16	16/17	17/18	18/19	19/20	20/21
-	Good	Good	Good	Good	Good	Good

This measure applies to precautionary salting network only.

Driver for Change / Improvement Action
Road safety, resilience and customer satisfaction.

Measure Details This measure is a contract compliance requirement and included in the PMF as an annual figure.

The contractor/Client makes a record of all daily proposed and actual actions including all dates and times for each route and each treatment to produce the Performance Measure.

A= Number of operations where a planned (precautionary treatment) or unplanned (call out) treatment is required.
B = Number of operations which are completed within the required treatment timescale.
Performance Measure = (B/A) x 100%

In 2015/16 there were 30 primary route runs and 5 for secondary routes. In 2016/17 there were 44 primary route runs and 16 secondary routes. No major problems were noted and performance was assessed as good.

Network Safety Condition & Resilience 06: Bridges and Structures (BCI)

Overview This performance measure is a number of bridge condition factors amalgamated into a single condition indicator the Bridge Condition Indicator (BCI).

The level of service for this measure is determined based on the following DRAFT bandings.

Poor	Fair	Good
<65	>65 and <80	>80

Where poor is defined as less than 65%, fair is greater than or equal to 65% but less than 80%, good is greater than or equal to 80%

Trends Forward targets for this measure are:

Actual			Forward Targets			
14/15	15/16	16/17	17/18	18/19	19/20	20/21
-	84.13	84.56	80	80	80	80

Driver for Change / Improvement Action
Need to ensure the Council's bridges are safe and fit for purpose.

Measure Details This is an annual measure

This measure is calculated using the latest General or Principal Inspection information from Structures Management System and in particular the condition (severity/extent) information recorded against each structural element. The BCI is evaluated based on the 'Guidance Document for Performance Measurement of Highway Structures, Part B1: Condition Performance Indicator'.

For 2016/17:

BCI average 86.93

BCI critical 81.04

Blended weighted average is 84.56 (0.6 BCI Ave + 0.4 BCI Critical weighted against deck area)

Based on guidance 2016/17 performance is rated as good.

Network Availability NA01: Planned works versus reactive works.																						
Overview	<p>The purpose of the performance measure is to compare proportion of planned highway maintenance works to reactive works. Low proportion of reactive works is good.</p> <p>The measure is the percentage expenditure of highway maintenance reactive work.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="background-color: red; color: white; text-align: center;">Poor</td> <td style="background-color: orange; text-align: center;">Fair</td> <td style="background-color: lightgreen; text-align: center;">Good</td> </tr> <tr> <td style="text-align: center;">Reactive work more than 15%</td> <td style="text-align: center;">Reactive work 15%</td> <td style="text-align: center;">Reactive work 15% or less</td> </tr> </table> <p>Where poor is defined Reactive work more than 15%, fair is 15% reactive work, and good is less than 15% reactive work.</p>	Poor	Fair	Good	Reactive work more than 15%	Reactive work 15%	Reactive work 15% or less															
Poor	Fair	Good																				
Reactive work more than 15%	Reactive work 15%	Reactive work 15% or less																				
Trends	<p>Forward targets for this measure are:</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="3" style="background-color: yellow;">Actual</th> <th colspan="4" style="background-color: yellow;">Forward Targets</th> </tr> <tr> <th>14/15</th> <th>15/16</th> <th>16/17</th> <th>17/18</th> <th>18/19</th> <th>19/20</th> <th>20/21</th> </tr> </thead> <tbody> <tr> <td style="background-color: #cccccc;">N/A</td> <td style="background-color: lightgreen;">9%</td> <td style="background-color: lightgreen;">12%</td> <td style="text-align: center;">15%</td> <td style="text-align: center;">15%</td> <td style="text-align: center;">15%</td> <td style="text-align: center;">15%</td> </tr> </tbody> </table> <p>This measure is not affected by network hierarchy.</p> <p>Driver for Change / Improvement Action</p> <p>An improvement is expected in the longer term as a result of implementing the ‘Local Highways Investment Fund 2014 – 2020’. Forward target to be reviewed</p>	Actual			Forward Targets				14/15	15/16	16/17	17/18	18/19	19/20	20/21	N/A	9%	12%	15%	15%	15%	15%
Actual			Forward Targets																			
14/15	15/16	16/17	17/18	18/19	19/20	20/21																
N/A	9%	12%	15%	15%	15%	15%																
Measure Details	<p>This performance measure is the budget expenditure on reactive work such as pothole repairs and patching compared to expenditure on planned highway maintenance such as surfacing, reconstruction and surface dressing.</p> <p>The performance measure is reviewed annually to calculate the NA01 measure.</p> <p>Targets for future years will be reviewed next year.</p> <p>2016/17 proportion of reactive road maintenance is estimated as 12% which is assessed as good.</p>																					

Network Availability NA02: Forward visibility of Surfacing Programme.																						
Overview	<p>The purpose of the performance measure is to measure the extent of the forward programme of planned highway maintenance works. Long forward programme is good.</p> <p>The measure is the forward highway major maintenance programmed.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="background-color: red; color: white; text-align: center;">Poor</td> <td style="background-color: orange; text-align: center;">Fair</td> <td style="background-color: green; color: white; text-align: center;">Good</td> </tr> <tr> <td style="text-align: center;">Less than target</td> <td style="text-align: center;">Close to target</td> <td style="text-align: center;">Better than or on target</td> </tr> </table> <p>Where poor is defined less than target, fair is close to target, and good is on target or better.</p>	Poor	Fair	Good	Less than target	Close to target	Better than or on target															
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Actual			Forward Targets																			
14/15	15/16	16/17	17/18	18/19	19/20	20/21																
N/A	1 year	1 year	2 years	3 years	tbc	tbc																
Measure Details	<p>This performance measure is length of the forward planned highway maintenance such as surfacing, reconstruction and surface dressing. An outline 5 year programme exists but this measure refers to the more detailed scheme list.</p> <p>The performance measure is reviewed annually to calculate the NA02 measure.</p> <p>Targets for later years will be reviewed next year.</p> <p>2016/17 programme had forward visibility of one year which is on target and good. The procurement process underway for new Asset Management software to enable the draft 6 year forward programme to be reviewed.</p>																					

Network Availability NA03: Forward Visibility of Structures Programme.

Overview The purpose of the performance measure is to measure the extent of the forward programme of structures and bridges works. Long forward programme is good.

The measure is the forward structures and bridges programmed.

Poor	Fair	Good
Less than target	Close to target	Better than or on target

Where poor is defined less than target, fair is close to target, and good is on target or better.

Trends Forward targets for this measure are:

Actual			Forward Targets			
14/15	15/16	16/17	17/18	18/19	19/20	20/21
N/A	5 year	5 year	5 years	5 years	5 years	5 years

This measure is not affected by network hierarchy.

Driver for Change / Improvement Action

A detailed forward programme for structures and bridges work is required to support good asset management and lifecycle planning.

Measure Details This performance measure is length of the forward planned programme of bridges and structures works. A programme with named schemes for 5 years is considered desirable.

The performance measure is reviewed annually to calculate the NA03 measure.

2016/17 programme had forward visibility of five years which is on target and good.

Network Availability NA04: Planned Routine Maintenance

Overview The purpose of the performance measure is to measure the completion of various routine maintenance operations on programme.

The measure is the progress on delivering routine maintenance operations assessed annually.

Poor	Fair	Good
Not on programme	Close to programme	On programme or better

Where poor is defined as work not on programme, fair is close to programme or within 5%, and good is on programme or ahead of programme.

Trends Forward targets for this measure are:

Actual			Forward Targets			
14/15	15/16	16/17	17/18	18/19	19/20	20/21
N/A	Close to target	Close to target	On target	On target	On target	On target

This measure is generally not affected by network hierarchy.

Driver for Change / Improvement Action

It is important that routine operations are carried out to an agreed programme in terms of road safety, environmental impact and cost.

Measure Details This performance measure reflects gully emptying, rural grass cutting and road sweeping. Measure could be extended to include urban grass cutting, lighting night scouting, bulk lamp changes and other programmed routine maintenance in future years when base line data established. The performance measure will initially be based on:

Maintenance Operation	Annual target (total)	Frequency	2016/17 Performance
Gully emptying	Move to needs based service (Previous target 59,000 gully visits)	New method of working introduced. Records only from mid-July 2016 (Previously - 100% Group 1 and 2, 50% Group 3 roads)	New way of working. Target changed.
Rural grass cutting	11,488km	Once per year (additional grass cuts for visibility areas as required)	Completed
Road sweeping town centre	7,519km	Fortnightly. Weekly in Salisbury.	Completed
Road sweeping residential	4,850km	Once per year (Previously - twice per year)	Changed target
Road sweeping Car parks	568,344sqm.	Twice per year	Completed
Road sweeping Rural	2,182km	Once per year	Not completed

In 2016/17 new targets were set following reviews of service not all of the targets were achieved and performance is rated as fair. Performance issues were connected to BBLP contract.

Network Availability NA05: Reducing the Number of Potholes

Overview The purpose of the performance measure is to measure the number of potholes meeting intervention levels. Reducing numbers of potholes is good.

The measure is the number of intervention level potholes filled annually.

Poor	Fair	Good
Potholes increasing	Potholes slightly above target	Potholes reducing

Where poor is defined as numbers of potholes increasing, fair is slightly above target, and good is pothole numbers reducing.

Trends Forward targets for this measure are:

Actual			Forward Targets			
14/15	15/16	16/17	17/18	18/19	19/20	20/21
N/A	N/A	6822	Reducing number	Reducing number	Reducing number	Reducing number

This measure is not affected by network hierarchy.

Driver for Change / Improvement Action
Improving road conditions should result in reduced number of potholes.

Measure Details This performance measure is the number of intervention level potholes completed each year.

The performance measure is reviewed annually to calculate the NA05 measure.

2016/17 has been used as a baseline figure as recording processes have changed following award of new highways contract and introduction of My Wiltshire system.

Identified by	2016/17
Safety Inspection potholes	1994
Technician Inspection potholes	462
Customer reports	1833
Find and fix pothole repairs	2533
Total	6822

It is assumed current performance is fair. Future targets are to achieve a year on year reduction in the number of potholes.

Network Availability NA06: Repair of Priority 1 Defects

Overview The purpose of the performance measure is to measure the number of safety defect potholes meeting safety intervention levels. Reducing numbers of safety defect (P1) potholes is good.

The measure is the number of P1 potholes annually.

Poor	Fair	Good
P1 Potholes increasing	P1 Potholes slightly above target	P1 Potholes reducing

Where poor is defined as P1 potholes increasing, fair is slightly above target, and good is P1 pothole numbers reducing.

Trends Forward targets for this measure are:

Actual			Forward Targets			
14/15	15/16	16/17	17/18	18/19	19/20	20/21
N/A	N/A	707	Reducing number	Reducing number	Reducing number	Reducing number

This measure is not affected by network hierarchy.

Driver for Change / Improvement Action
Improving road conditions should result in reduced number of P1 potholes.

Measure Details This performance measure is the number of intervention level P1 potholes completed each year.

The performance measure is reviewed annually to calculate the NA06 measure.

Identified by	2016/17
P1 Potholes (safety Inspections)	383
P1 Potholes (technician Inspections)	110
P1 Potholes (customer reports)	214
Total	707

2016/17 has been used as the baseline figure as recording processes have changed following award of new contract and introduction of My Wiltshire system.

It is assumed current performance is fair. Future targets are to have reducing number of P1 defects identified.

Maintenance for Sustainable Transport 01: Footway Condition

Overview This performance measure is designed to determine the percentage of footways where maintenance should be considered.

The level of service for this measure is determined based on the following bandings.

Poor	Fair	Good
>25%	>10% <25%	<10%

Where Poor is defined as >25% of surveyed footway length is considered as Structurally Unsound. Fair is defined as where between 10% and 25% of surveyed footway length is considered as Structurally Unsound. Good is defined as less than 10% of the surveyed footway length is considered as Structurally Unsound.

Trends Measured every 4 years. Percentage of total surveyed footway length considered as structurally unsound.

Actual			Forward Targets			
14/15	15/16	16/17	17/18	18/19	19/20	20/21
-	27.07	Fair	Fair	Fair	tbc	tbc

Driver for Change / Improvement Action

Footway condition is not as good as desired in many instances as a result of underinvestment in previous years.

Measure Details This measure uses the Footway Network Survey (FNS) data to identify those locations recorded as being Structurally Unsound.

The Council uses the structurally unsound footway condition data to identify and prioritise footway sites for treatment against the available budget.

Footway surveys are undertaken on a 4 year cycle. Footway condition data is recorded in 4 categories – As New, Aesthetically Impaired, Functionally Impaired (FI) and Structurally Unsound (SU).

Secondary Indicators will be developed for FI

SU assessment of condition in 2015/16 was 27.07 which is less than 25 and was assessed as poor in 2015/16.

No additional surveys have been completed, but a budget of £1.25 million has been included for 2017/18 footway maintenance, and progress is now being made on reducing the backlog. Performance has been assessed as Fair.

Maintenance for Sustainable Transport 02: Dropped Kerbs for Pedestrians																											
Overview	<p>This performance measure is designed to determine the quantity of dropped access points installed per year.</p> <p>The level of service for this measure is determined based on the following bandings.</p> <table border="1" data-bbox="619 434 1190 557"> <thead> <tr> <th>Poor</th> <th>Fair</th> <th>Good</th> </tr> </thead> <tbody> <tr> <td>Less than 5 per year</td> <td>5 to 10 per year</td> <td>10 per year</td> </tr> </tbody> </table> <p>Where Poor is defined as less than 5 sites per year, Fair is defined as 5 to 10 sites per year, and Good is more than 10 sites per year.</p>						Poor	Fair	Good	Less than 5 per year	5 to 10 per year	10 per year															
Poor	Fair	Good																									
Less than 5 per year	5 to 10 per year	10 per year																									
Trends	<p>Forward targets for this measure are:</p> <table border="1" data-bbox="448 730 1361 931"> <thead> <tr> <th colspan="3">Actual</th> <th colspan="4">Forward Targets</th> </tr> <tr> <th>14/15</th> <th>15/16</th> <th>16/17</th> <th>17/18</th> <th>18/19</th> <th>19/20</th> <th>20/21</th> </tr> </thead> <tbody> <tr> <td>-</td> <td>11</td> <td>26</td> <td>More than 10</td> <td>More than 10</td> <td>More than 10</td> <td>More than 10</td> </tr> </tbody> </table> <p>Driver for Change / Improvement Action</p> <p>Improved accessibility for all road users.</p>						Actual			Forward Targets				14/15	15/16	16/17	17/18	18/19	19/20	20/21	-	11	26	More than 10	More than 10	More than 10	More than 10
Actual			Forward Targets																								
14/15	15/16	16/17	17/18	18/19	19/20	20/21																					
-	11	26	More than 10	More than 10	More than 10	More than 10																					
Measure Details	<p>This measure records the number of dropped kerbs installed each year.</p> <p>Dropped kerbs are installed via the Integrated Transport Programme in response to requests raised at the Community Area Transport Groups.</p> <p>In 2015/16 there were 11 CATG schemes involving dropped kerbs to improve pedestrian access and in 2016/17 there were 26.</p> <p>The indicator is assessed as good.</p>																										

Maintenance for Sustainable Transport 03: Pedestrian Improvements																						
Overview	<p>This performance measure is designed to determine the quantity of pedestrian improvements installed per year.</p> <p>The level of service for this measure is determined based on the following bandings.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="background-color: #ff0000; color: white; text-align: center;">Poor</td> <td style="background-color: #ffcc00; text-align: center;">Fair</td> <td style="background-color: #92d050; text-align: center;">Good</td> </tr> <tr> <td style="text-align: center;">Less than 10</td> <td style="text-align: center;">10 to 25</td> <td style="text-align: center;">More than 25</td> </tr> </table> <p>Where Poor is defined as less than 10 sites per year, Fair is defined as 10 to 25 sites per year, and Good is more than 25 sites per year.</p>	Poor	Fair	Good	Less than 10	10 to 25	More than 25															
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Trends	<p>Forward targets for this measure are:</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="3" style="background-color: #92d050;">Actual</th> <th colspan="4" style="background-color: #92d050;">Forward Targets</th> </tr> <tr> <th style="background-color: #e0e0e0;">14/15</th> <th style="background-color: #92d050;">15/16</th> <th style="background-color: #ffcc00;">16/17</th> <th>17/18</th> <th>18/19</th> <th>19/20</th> <th>20/21</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">-</td> <td style="text-align: center;">29</td> <td style="text-align: center;">18</td> <td style="text-align: center;">More than 25</td> <td style="text-align: center;">More than 25</td> <td style="text-align: center;">More than 25</td> <td style="text-align: center;">More than 25</td> </tr> </tbody> </table> <p>Driver for Change / Improvement Action</p> <p>Improved pedestrian facilities to improve safety and encourage walking for shorter journeys.</p>	Actual			Forward Targets				14/15	15/16	16/17	17/18	18/19	19/20	20/21	-	29	18	More than 25	More than 25	More than 25	More than 25
Actual			Forward Targets																			
14/15	15/16	16/17	17/18	18/19	19/20	20/21																
-	29	18	More than 25	More than 25	More than 25	More than 25																
Measure Details	<p>This measure records the number of pedestrian crossing, footway improvements and pedestrian schemes implemented each year. Measure excludes dropped kerbs assessed under MST02.</p> <p>Pedestrian crossings are installed via the Integrated Transport Programme in response to requests raised at the Community Area Transport Groups,</p> <p>Future targets to be reviewed in due course, and may be subject to levels of Integrated Transport block funding from Department for Transport.</p> <p>In 2016/17 there were 18 pedestrian schemes implemented, and in 2016/17 there were 18 schemes. This does not include schemes being designed or in preparation.</p> <p>Performance is assessed as Fair.</p>																					

Maintenance for Sustainable Transport 04: Community Area Transport Group Schemes																											
Overview	<p>This performance measure is designed to measure the number of Community Area Transport Group schemes investigated each year.</p> <p>The level of service for this measure is determined based on the following bandings.</p> <table border="1" data-bbox="619 434 1190 557"> <thead> <tr> <th>Poor</th> <th>Fair</th> <th>Good</th> </tr> </thead> <tbody> <tr> <td>Less than 60 per year</td> <td>60 to 80 per year</td> <td>Over 80 per year</td> </tr> </tbody> </table> <p>Where Poor is defined as less than 60 sites per year, Fair is defined as 60 to 80 sites per year, and Good is more than 80 sites per year. Target revised in 2016/17 to reflect reduced Integrated Transport funding from DfT.</p>						Poor	Fair	Good	Less than 60 per year	60 to 80 per year	Over 80 per year															
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Actual			Forward Targets																								
14/15	15/16	16/17	17/18	18/19	19/20	20/21																					
-	106	66	More than 100	More than 100	More than 100	More than 100																					
Measure Details	<p>Community Area Transport Groups (CATG) meet at least 4 times a year. Locally raised issues are discussed and considered by the CATG representatives and the</p> <p>Schemes are investigated for feasibility, and if agreed, proceed to design and construction phases.</p> <p>The types of schemes include signing and lining improvements, 20mph speed limits, traffic calming and similar schemes. This measure excludes dropped kerbs and pedestrian improvements assessed under MST02 and MST03.</p> <p>Future targets to be reviewed in due course, and may be subject to levels of Integrated Transport block funding from Department for Transport.</p> <p>In 2016/17 there were 66 sites progressed through the CATG process, which is reduction compared to the previous year, and this is assessed as Fair.</p>																										

Maintenance for Sustainable Transport 05: Traffic Signals

Overview This performance measure is reporting the condition of traffic signals based on age of installation.

The level of service for this measure is determined based on the following bandings.

Poor	Fair	Good
Number in poor condition increasing	No major change in number in poor condition	Number in poor condition reducing

Where poor is defined number of signal units in poor condition increasing, fair is no major change, good is a reduction in number in poor condition. Currently based on age of units, with measure being those over 20 years old.

Trends Forward targets for this measure are:

Actual			Forward Targets			
14/15	15/16	16/17	17/18	18/19	19/20	20/21
-	26.1%	23.0%	Less than 23%	tbc	tbc	tbc

Driver for Change / Improvement Action
Need to manage highway assets including aging stock of traffic signals.

Measure Details Measure is based on sets of traffic signals greater than 20 years old, or greater than 20 years since major refurbishment or renewal.

Based on traffic signals data held in asset register.

Age of Unit	2015/16	2016/17
20 years or more	26.1%	23.0%
20 – 11 years	44.6%	32.5%
Less than 10 years	29.3%	44.5%

Based on current data and rate of renewal the measure is estimated as Good for 2016/17.

Measure will be reviewed as more detailed inventory data becomes available and will be subject to performance and reliability of units.

Maintenance for Sustainable Transport 06: Rights of Way																						
Overview	<p>This performance measure is designed measure footpath problems resolved and footpaths improved.</p> <p>The level of service for this measure is determined based on the following bandings.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="background-color: #ff0000; color: white; text-align: center;">Poor</td> <td style="background-color: #ffcc00; text-align: center;">Fair</td> <td style="background-color: #92d050; text-align: center;">Good</td> </tr> <tr> <td style="background-color: #ff0000; color: white; text-align: center;">Below target</td> <td style="background-color: #ffcc00; text-align: center;">Below but close to Target</td> <td style="background-color: #92d050; text-align: center;">Above target</td> </tr> </table> <p>Where poor is defined as number below target, fair is below but close to target, and good is on or above target.</p>	Poor	Fair	Good	Below target	Below but close to Target	Above target															
Poor	Fair	Good																				
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Trends	<p>Forward targets for this measure are to confirmed:</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="3" style="background-color: #92d050;">Actual</th> <th colspan="4" style="background-color: #92d050;">Forward Targets</th> </tr> <tr> <th style="background-color: #92d050;">14/15</th> <th style="background-color: #92d050;">15/16</th> <th style="background-color: #92d050;">16/17</th> <th style="background-color: #92d050;">17/18</th> <th style="background-color: #92d050;">18/19</th> <th style="background-color: #92d050;">19/20</th> <th style="background-color: #92d050;">20/21</th> </tr> </thead> <tbody> <tr> <td style="background-color: #cccccc;">2799</td> <td style="background-color: #92d050;">2226</td> <td style="background-color: #ff0000;">1518</td> <td style="text-align: center;">tbc</td> <td style="text-align: center;">tbc</td> <td style="text-align: center;">tbc</td> <td style="text-align: center;">tbc</td> </tr> </tbody> </table> <p>Driver for Change / Improvement Action</p> <p>Access to countryside and improvements to rights of way.</p>	Actual			Forward Targets				14/15	15/16	16/17	17/18	18/19	19/20	20/21	2799	2226	1518	tbc	tbc	tbc	tbc
Actual			Forward Targets																			
14/15	15/16	16/17	17/18	18/19	19/20	20/21																
2799	2226	1518	tbc	tbc	tbc	tbc																
Measure Details	<p>Measure is based on number of path problems resolved and footpaths improved.</p> <p>Number of paths improved in 2013/14 was 1816. This has been taken as the base year.</p> <p>In 2014/15 there was a significant increase over previous year, and in 2015/16 the number was 2226. As this above the 2013/14 number the performance was rated as good.</p> <p>In 2016/17 the need to make in year budget savings meant that only essential works were carried out in the second half of the year, and scheme numbers reduced to 1,518. Performance for 2016/17 on this measure has been assessed as poor.</p>																					

Infrastructure ISEG01: Delivery of A350 Chippenham Phase 3																											
Overview	<p>The purpose of this performance measure is to report on the progress of delivering the improvements to the A350 Chippenham bypass improvements.</p> <p>This measure reflects the progress being made through design, procurement and construction of the A350 works at Chequers Roundabout and Brook to Badgers Roundabout at Chippenham.</p> <table border="1" data-bbox="619 501 1190 622"> <tr> <td style="background-color: red; color: white; text-align: center;">Poor</td> <td style="background-color: yellow; text-align: center;">Fair</td> <td style="background-color: lightgreen; text-align: center;">Good</td> </tr> <tr> <td style="background-color: red; color: white; text-align: center;">No progress</td> <td style="background-color: yellow; text-align: center;">Scheme on hold</td> <td style="background-color: lightgreen; text-align: center;">Scheme progressing</td> </tr> </table> <p>Where poor is defined as no progress, fair is on hold or delayed, and good is scheme progressing on programme or ahead of programme.</p>						Poor	Fair	Good	No progress	Scheme on hold	Scheme progressing															
Poor	Fair	Good																									
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Trends	<p>Forward targets for this measure are:</p> <table border="1" data-bbox="448 797 1361 999"> <thead> <tr> <th colspan="3">Actual</th> <th colspan="4">Forward Targets</th> </tr> <tr> <th>14/15</th> <th>15/16</th> <th>16/17</th> <th>17/18</th> <th>18/19</th> <th>19/20</th> <th>20/21</th> </tr> </thead> <tbody> <tr> <td style="background-color: #cccccc;">N/A</td> <td style="background-color: lightgreen;">Design</td> <td style="background-color: lightgreen;">Tender</td> <td>Works</td> <td>End</td> <td style="text-align: center;">-</td> <td style="text-align: center;">-</td> </tr> </tbody> </table> <p>Driver for Change / Improvement Action/Comment</p> <p>An established programme for the scheme is in place which envisages scheme completion by 2019/20.</p>						Actual			Forward Targets				14/15	15/16	16/17	17/18	18/19	19/20	20/21	N/A	Design	Tender	Works	End	-	-
Actual			Forward Targets																								
14/15	15/16	16/17	17/18	18/19	19/20	20/21																					
N/A	Design	Tender	Works	End	-	-																					
Measure Details	<p>This indicator is measured annually.</p> <p>Scheme progress is measured against programme regularly through the Major Scheme Service Delivery Meetings, and is assessed annually for the ISEG01 measure.</p> <p>2016/17 – Outline Business Case approved by SWLEP Board in November 2016. Detailed design progressed through remaining part of 2016/17 and tender procurement exercise undertaken in early 2017. Full Business Case approved by SWLEP Board in May 2017. Scheme scheduled to start in July 2017. Tender process completed in 2016/17 for delivery in 2017/18.</p> <p>Scheme is on programme and indicator score is assessed as Good.</p>																										

Infrastructure ISEG02: Delivery of M4 Junction 17 Improvement																											
Overview	<p>The purpose of this performance measure is to report on the progress of delivering the improvements to the M4 Junction 17.</p> <p>This measure reflects the progress being made through design, procurement and construction of the M4 Junction 17 and A350/A429 works to facilitate development at Chippenham.</p> <table border="1" data-bbox="619 501 1190 622"> <tr> <td style="background-color: red; color: white; text-align: center;">Poor</td> <td style="background-color: yellow; text-align: center;">Fair</td> <td style="background-color: lightgreen; text-align: center;">Good</td> </tr> <tr> <td style="background-color: red; color: white; text-align: center;">No progress</td> <td style="background-color: yellow; text-align: center;">Scheme on hold</td> <td style="background-color: lightgreen; text-align: center;">Scheme progressing</td> </tr> </table> <p>Where poor is defined as no progress, fair is on hold or delayed, and good is scheme progressing on programme or ahead of programme.</p>						Poor	Fair	Good	No progress	Scheme on hold	Scheme progressing															
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No progress	Scheme on hold	Scheme progressing																									
Trends	<p>Forward targets for this measure are:</p> <table border="1" data-bbox="448 797 1361 999"> <thead> <tr> <th colspan="3">Actual</th> <th colspan="4">Forward Targets</th> </tr> <tr> <th>14/15</th> <th>15/16</th> <th>16/17</th> <th>17/18</th> <th>18/19</th> <th>19/20</th> <th>20/21</th> </tr> </thead> <tbody> <tr> <td style="background-color: #cccccc;">N/A</td> <td style="background-color: lightgreen;">Design</td> <td style="background-color: lightgreen;">Tender</td> <td>Works</td> <td>End</td> <td style="text-align: center;">-</td> <td style="text-align: center;">-</td> </tr> </tbody> </table> <p>Driver for Change / Improvement Action/Comment</p> <p>A programme for the scheme is in place which envisages scheme completion by 2019/20.</p>						Actual			Forward Targets				14/15	15/16	16/17	17/18	18/19	19/20	20/21	N/A	Design	Tender	Works	End	-	-
Actual			Forward Targets																								
14/15	15/16	16/17	17/18	18/19	19/20	20/21																					
N/A	Design	Tender	Works	End	-	-																					
Measure Details	<p>This indicator is measured annually.</p> <p>Scheme progress is measured against programme regularly through the Major Scheme Service Delivery Meetings, and is assessed annually for the ISEG02 measure.</p> <p>2016/17 – Outline Business Case approved by SWLEP Board in November 2016. Detailed design progressed through remaining part of 2016/17 and tender procurement exercise undertaken in early 2017. Full Business Case approved by SWLEP Board in May 2017. Scheme scheduled to start in July 2017.</p> <p>Scheme is progressing to delivery in 2016/17, and indicator score is assessed as Good.</p>																										

Infrastructure ISEG03: Development of A350 Yarnbrook and West Ashton																						
Overview	<p>The purpose of this performance measure is to report on the progress of delivering the improvements to the A350 Yarnbrook and West Ashton Improvements.</p> <p>This measure reflects the progress being made through design, and delivery of this scheme which is being provided in conjunction with development.</p> <table border="1" data-bbox="619 465 1190 618"> <tr> <td style="background-color: red; color: white; text-align: center;">Poor</td> <td style="background-color: yellow; text-align: center;">Fair</td> <td style="background-color: lightgreen; text-align: center;">Good</td> </tr> <tr> <td style="text-align: center;">No progress</td> <td style="text-align: center;">Scheme on hold or slow progress</td> <td style="text-align: center;">Scheme progressing</td> </tr> </table> <p>Where poor is defined as no progress, fair is on hold or delayed, and good is scheme progressing on programme or ahead of programme.</p>	Poor	Fair	Good	No progress	Scheme on hold or slow progress	Scheme progressing															
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Actual			Forward Targets																			
14/15	15/16	16/17	17/18	18/19	19/20	20/21																
N/A	Design	Design	tbc	tbc	tbc	tbc																
Measure Details	<p>This indicator is measured annually.</p> <p>Scheme progress is measured against programme regularly through the Major Scheme Service Delivery Meetings, and is assessed annually for the ISEG03 measure.</p> <p>2016/17 – Developers continuing to prepare detailed proposals as part of strategic housing site. Programme for delivery subject to outcome of planning application process.</p> <p>Indicator score is currently assessed as Fair.</p>																					

Infrastructure ISEG04: Development of future major schemes																											
Overview	<p>The purpose of this performance measure is to report on the progress of delivering a programme of major schemes for construction in future years.</p> <p>This measure reflects the progress being made on preparation and development of the major schemes programme, including bidding for funding.</p> <table border="1" data-bbox="619 465 1190 591"> <tr> <td style="background-color: red; color: white; text-align: center;">Poor</td> <td style="background-color: yellow; text-align: center;">Fair</td> <td style="background-color: lightgreen; text-align: center;">Good</td> </tr> <tr> <td style="background-color: red; color: white; text-align: center;">No progress</td> <td style="background-color: yellow; text-align: center;">Scheme on hold</td> <td style="background-color: lightgreen; text-align: center;">Scheme progressing</td> </tr> </table> <p>Where poor is defined as no progress, fair is on hold or delayed, and good is scheme progressing on programme or ahead of programme.</p>						Poor	Fair	Good	No progress	Scheme on hold	Scheme progressing															
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Actual			Forward Targets																								
14/15	15/16	16/17	17/18	18/19	19/20	20/21																					
N/A	Develop ment	Develop ment	Develop ment	tbc	tbc	tbc																					
Measure Details	<p>This indicator is measured annually.</p> <p>Scheme progress is measured against programme regularly through the Major Scheme Service Delivery Meetings, and is assessed annually for the ISEG04 measure.</p> <p>2016/17 – Major schemes being considered and developed for bidding opportunities.</p> <p>Development of proposals is progressing and indicator score is assessed as Good.</p>																										

Infrastructure ISEG05: Network Improvements from development																						
Overview	<p>The purpose of this performance measure is to report on the progress of delivering improvements to the highway network through development opportunities.</p> <p>This measure reflects the progress being made on developing and delivering network and capacity improvements through planning applications.</p> <table border="1" data-bbox="619 465 1190 591"> <tr> <td style="background-color: red; color: white; text-align: center;">Poor</td> <td style="background-color: yellow; text-align: center;">Fair</td> <td style="background-color: lightgreen; text-align: center;">Good</td> </tr> <tr> <td style="background-color: red; color: white; text-align: center;">No schemes</td> <td style="background-color: yellow; text-align: center;">Proposals on hold</td> <td style="background-color: lightgreen; text-align: center;">Schemes progressing</td> </tr> </table> <p>Where poor is defined as no progress, fair is on hold or delayed, and good is scheme progressing on programme or ahead of programme.</p>	Poor	Fair	Good	No schemes	Proposals on hold	Schemes progressing															
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N/A	Schemes delivered	Schemes delivered	Schemes delivered	Schemes delivered	Schemes delivered	Schemes delivered																
Measure Details	<p>This indicator is measured annually.</p> <p>Scheme progress is reviewed annually in conjunction with the Development Control team, and is assessed annually for the ISEG05 measure.</p> <p>2015/16 – Schemes being progressed to support development growth.</p> <p>Schemes to improve the highway network are progressing and indicator score is assessed as Good.</p>																					

Infrastructure ISEG06: Access improvements for development																						
Overview	<p>The purpose of this performance measure is to report on the progress of delivering access improvements to developments.</p> <p>This measure reflects the progress being made on developing and delivering access improvements to development sites through the planning process.</p> <table border="1" data-bbox="619 465 1190 591"> <tr> <td style="background-color: red; color: white; text-align: center;">Poor</td> <td style="background-color: yellow; text-align: center;">Fair</td> <td style="background-color: lightgreen; text-align: center;">Good</td> </tr> <tr> <td style="background-color: red; color: white; text-align: center;">No schemes</td> <td style="background-color: yellow; text-align: center;">Proposals on hold</td> <td style="background-color: lightgreen; text-align: center;">Schemes progressing</td> </tr> </table> <p>Where poor is defined as no progress, fair is on hold or delayed, and good is schemes progressing on programme or ahead of programme.</p>	Poor	Fair	Good	No schemes	Proposals on hold	Schemes progressing															
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14/15	15/16	16/17	17/18	18/19	19/20	20/21																
N/A	Schemes delivered	Schemes delivered	Schemes delivered	Schemes delivered	Schemes delivered	Schemes delivered																
Measure Details	<p>This indicator is measured annually.</p> <p>Scheme progress is reviewed annually in conjunction with the Development Control team, and is assessed annually for the ISEG06 measure.</p> <p>2015/16 – Schemes are being progressed through the planning and development process to provide access to various housing and other sites.</p> <p>Schemes to improve access for development are progressing and the indicator score is currently assessed as Good.</p>																					

Environmental Sustainability 01: Energy Consumption																											
Overview	<p>This performance measure is designed to determine the energy consumption from street lighting upon the highway network in Wiltshire.</p> <p>The level of service for this measure is determined based on the following bandings.</p> <table border="1" data-bbox="619 434 1190 584"> <thead> <tr> <th>Poor</th> <th>Fair</th> <th>Good</th> </tr> </thead> <tbody> <tr> <td>Energy usage increasing</td> <td>No major change in energy usage</td> <td>Energy usage decreasing</td> </tr> </tbody> </table> <p>Where poor is defined as energy usage increasing, fair is no major change in energy usage, good is energy usage decreasing.</p>						Poor	Fair	Good	Energy usage increasing	No major change in energy usage	Energy usage decreasing															
Poor	Fair	Good																									
Energy usage increasing	No major change in energy usage	Energy usage decreasing																									
Trends	<p>Forward targets for this measure are:</p> <table border="1" data-bbox="448 757 1361 958"> <thead> <tr> <th colspan="3">Actual</th> <th colspan="4">Forward Targets</th> </tr> <tr> <th>14/15</th> <th>15/16</th> <th>16/17</th> <th>17/18</th> <th>18/19</th> <th>19/20</th> <th>20/21</th> </tr> </thead> <tbody> <tr> <td>-6.99%</td> <td>-16.43%</td> <td>-20.78%</td> <td>tbc</td> <td>tbc</td> <td>tbc</td> <td>tbc</td> </tr> </tbody> </table> <p>Driver for Change / Improvement Action</p> <p>Energy price changes are key pressures on Local Authority budgets. Measures to reduce energy consumption such as changing to smart LED lighting, part night lighting and lamp dimming are increasingly important to reduce carbon footprint and costs.</p>						Actual			Forward Targets				14/15	15/16	16/17	17/18	18/19	19/20	20/21	-6.99%	-16.43%	-20.78%	tbc	tbc	tbc	tbc
Actual			Forward Targets																								
14/15	15/16	16/17	17/18	18/19	19/20	20/21																					
-6.99%	-16.43%	-20.78%	tbc	tbc	tbc	tbc																					
Measure Details	<p>This measure records the change in energy consumption for street lighting as a standard measurement based on Kilowatt Hours consumed annually.</p> <p>Target set for 2016/17 based on effects of LED, part night lighting and dimming. Target for future years will be set in due course. Further reductions are likely to require invest to save schemes, and options are being considered.</p> <p>2016/17 has seen significant reduction in energy consumption per unit compared to previous year and is assessed as Good.</p>																										

Environmental Sustainability 02: Low Carbon Asphalt Materials																											
Overview	<p>This performance measure is designed to determine the percentage of new material laid in highway maintenance with low carbon materials.</p> <p>The level of service for this measure is determined based on the following bandings.</p> <table border="1" data-bbox="619 434 1190 555"> <tr> <td style="background-color: red; color: white; text-align: center;">Poor</td> <td style="background-color: yellow; text-align: center;">Fair</td> <td style="background-color: lightgreen; text-align: center;">Good</td> </tr> <tr> <td style="background-color: red; color: white; text-align: center;">Below target</td> <td style="background-color: yellow; text-align: center;">On or close to target</td> <td style="background-color: lightgreen; text-align: center;">Above target</td> </tr> </table> <p>Where Poor is defined as below target, Fair is on or close to target and Good is above target.</p>						Poor	Fair	Good	Below target	On or close to target	Above target															
Poor	Fair	Good																									
Below target	On or close to target	Above target																									
Trends	<p>Forward targets for this measure are:</p> <table border="1" data-bbox="448 730 1361 931"> <thead> <tr> <th colspan="3">Actual</th> <th colspan="4">Forward Targets</th> </tr> <tr> <th>14/15</th> <th>15/16</th> <th>16/17</th> <th>17/18</th> <th>18/19</th> <th>19/20</th> <th>20/21</th> </tr> </thead> <tbody> <tr> <td style="background-color: #cccccc;">0</td> <td style="background-color: lightgreen;">17.9%</td> <td style="background-color: lightgreen;">60.8%</td> <td style="text-align: center;">50%</td> <td style="text-align: center;">tbc</td> <td style="text-align: center;">tbc</td> <td style="text-align: center;">tbc</td> </tr> </tbody> </table> <p>This measure is not affected by network hierarchy.</p> <p>Driver for Change / Improvement Action</p> <p>Advances in surfacing material technologies have created opportunities to produce lower temperature asphalts with benefits arising in sustainability through 25% reductions in carbon footprint compared to hot equivalents. Lower temperatures also reduce the risk of burns, fumes and steam which can impact on safety.</p>						Actual			Forward Targets				14/15	15/16	16/17	17/18	18/19	19/20	20/21	0	17.9%	60.8%	50%	tbc	tbc	tbc
Actual			Forward Targets																								
14/15	15/16	16/17	17/18	18/19	19/20	20/21																					
0	17.9%	60.8%	50%	tbc	tbc	tbc																					
Measure Details	<p>Measure is based on proportion of surfacing material which is 'Warm' Asphalt compared to more traditional 'Hot' material. Figures to be derived from major maintenance programme.</p> <p>The target is to have 50% of material to be low carbon where feasible by 2017/18. Future targets to be set following review of operation of material and surfacing material options.</p> <p>In 2016/17 60.8% of the material used was low carbon, which was a significant increase on the previous year, and performance is currently assessed as Good.</p>																										

Environmental Sustainability 03: Recycling of Road Construction Materials																											
Overview	<p>This performance measure is designed to determine the quantity of materials from highway schemes recycled as opposed to disposal to a licensed tip.</p> <p>The level of service for this measure is determined based on the following bandings.</p> <table border="1" data-bbox="619 434 1190 557"> <thead> <tr> <th>Poor</th> <th>Fair</th> <th>Good</th> </tr> </thead> <tbody> <tr> <td>Less than 70%</td> <td>70% – 80% recycled</td> <td>More than 80% recycled</td> </tr> </tbody> </table> <p>Where Poor is defined as below target, Fair is on or close to target and Good is above target.</p>						Poor	Fair	Good	Less than 70%	70% – 80% recycled	More than 80% recycled															
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Trends	<p>Forward targets for this measure are:</p> <table border="1" data-bbox="448 730 1361 931"> <thead> <tr> <th colspan="3">Actual</th> <th colspan="4">Forward Targets</th> </tr> <tr> <th>14/15</th> <th>15/16</th> <th>16/17</th> <th>17/18</th> <th>18/19</th> <th>19/20</th> <th>20/21</th> </tr> </thead> <tbody> <tr> <td>-</td> <td>86.3%</td> <td>98.6%</td> <td>80%</td> <td>80%</td> <td>tbc</td> <td>tbc</td> </tr> </tbody> </table> <p>Driver for Change / Improvement Action</p> <p>Aim to improve sustainability, reduce waste and costs.</p>						Actual			Forward Targets				14/15	15/16	16/17	17/18	18/19	19/20	20/21	-	86.3%	98.6%	80%	80%	tbc	tbc
Actual			Forward Targets																								
14/15	15/16	16/17	17/18	18/19	19/20	20/21																					
-	86.3%	98.6%	80%	80%	tbc	tbc																					
Measure Details	<p>Indicator based on the percentage of planings from major maintenance schemes that recycled instead of being disposed of at tips.</p> <p>This is an annual measure</p> <p>Measures based on tonnes of planings recycled as a percentage of total. The volume of planings may vary from year to year, and schemes size may vary. Removal or significant reduction in budget for removing planings to recycling locations would be assessed as Poor.</p> <p>Target for future years will be reviewed depending on type of resurfacing work being undertaken. A separate measure may be introduced for in-situ recycling.</p> <p>There is currently a good proportion of planings being recycled, particularly to rights of way in 2016/17. Current performance is therefore assessed as Good.</p>																										

Environmental Sustainability 04: Flood Prevention Schemes																											
Overview	<p>The level of service for this measure is determined based on the following bandings.</p> <table border="1" data-bbox="619 331 1190 483"> <thead> <tr> <th data-bbox="619 331 810 394">Poor</th> <th data-bbox="810 331 1002 394">Fair</th> <th data-bbox="1002 331 1190 394">Good</th> </tr> </thead> <tbody> <tr> <td data-bbox="619 394 810 483">Decrease in number of schemes</td> <td data-bbox="810 394 1002 483">Similar to previous year</td> <td data-bbox="1002 394 1190 483">Increase in number of schemes</td> </tr> </tbody> </table> <p>Where poor is defined as a decrease in the number of schemes completed, fair is a similar number of schemes to previous year, and good is an increase in the number of schemes.</p>						Poor	Fair	Good	Decrease in number of schemes	Similar to previous year	Increase in number of schemes															
Poor	Fair	Good																									
Decrease in number of schemes	Similar to previous year	Increase in number of schemes																									
Trends	<p>Forward targets for this measure are:</p> <table border="1" data-bbox="448 707 1361 909"> <thead> <tr> <th colspan="3">Actual</th> <th colspan="4">Forward Targets</th> </tr> <tr> <th>14/15</th> <th>15/16</th> <th>16/17</th> <th>17/18</th> <th>18/19</th> <th>19/20</th> <th>20/21</th> </tr> </thead> <tbody> <tr> <td>-</td> <td>34</td> <td>39</td> <td>34</td> <td>tbc</td> <td>tbc</td> <td>tbc</td> </tr> </tbody> </table> <p>Driver for Change / Improvement Action Reduce flood risk for communities and improve road safety.</p>						Actual			Forward Targets				14/15	15/16	16/17	17/18	18/19	19/20	20/21	-	34	39	34	tbc	tbc	tbc
Actual			Forward Targets																								
14/15	15/16	16/17	17/18	18/19	19/20	20/21																					
-	34	39	34	tbc	tbc	tbc																					
Measure Details	<p>Indicator based on number of schemes to improve drainage or reduce flooding.</p> <p>This is an annual measure</p> <p>Measures based on number of schemes, but this is likely to vary from year to year, and schemes size may vary. Removal or significant reduction in drainage budget would reduce number of schemes and be assessed as be assessed as Poor.</p> <p>There is currently a good programme of drainage which is funded, with 34 sites completed in 2015/16. In 2016/17 there were 39 schemes and performance is therefore assessed as Good.</p>																										

Environmental Sustainability 05: Highway Trees and Verges

Overview This performance measure is designed to measure the number of highway tree works and protected verge works completed each year.

The level of service for this measure is determined based on the following bandings.

Poor	Fair	Good
Reactive work only	Some planned work	Management of trees taking place

Where poor is defined as carrying out reactive work only, Fair is defined as mainly reactive but some planned work and Good is having a programme of tree and landscape maintenance.

Trends Trends for this measure are:

Actual			Forward Targets			
14/15	15/16	16/17	17/18	18/19	19/20	20/21
-	247	241	tbc	tbc	tbc	tbc

Driver for Change / Improvement Action

Safety of road users, and preserving and improving the environmental value of highway trees and protected verges.

Measure Details Trees are important for amenity and nature conservation reasons and should be preserved, but they can present risks to highway users and adjoining land users if they are allowed to become unstable. In England and Wales the highway authority is also responsible for ensuring that trees outside the highway boundary, but within falling distance, are safe. All trees within falling distance are collectively termed ‘highway trees’. Section 154 of the Highways Act 1980 empowers the authority to deal, by notice, with hedges, trees and shrubs growing on adjacent land which overhang the highway, and to recover costs.

This is an annual measure

Measures is based on number of schemes, but this is likely to vary from year to year. Removal or significant reduction in highway tree maintenance budget would be assessed as Poor.

There is currently a good programme of highway tree maintenance work which is funded, with 241 sites in 2016/17, and the protected verge scheme continues to operate. Performance is therefore assessed as Good.

Environmental Sustainability 06: Noxious Weeds																						
Overview	<p>This performance measure is designed to determine the quantity of known noxious weed sites treated each year.</p> <p>The level of service for this measure is determined based on the following bandings.</p> <table border="1" data-bbox="619 434 1190 555"> <tr> <td style="background-color: red; color: white; text-align: center;">Poor</td> <td style="background-color: yellow; text-align: center;">Fair</td> <td style="background-color: lightgreen; text-align: center;">Good</td> </tr> <tr> <td style="background-color: red; text-align: center;">Increasing</td> <td style="background-color: yellow; text-align: center;">Steady State</td> <td style="background-color: lightgreen; text-align: center;">Declining</td> </tr> </table> <p>Where Poor is defined as number of sites increasing, Fair is slight change, and Good is number of sites decreasing.</p>	Poor	Fair	Good	Increasing	Steady State	Declining															
Poor	Fair	Good																				
Increasing	Steady State	Declining																				
Trends	<p>Baseline data for this measure is:</p> <table border="1" data-bbox="448 730 1359 929"> <thead> <tr> <th colspan="3">Actual</th> <th colspan="4">Forward Targets</th> </tr> <tr> <th>14/15</th> <th>15/16</th> <th>16/17</th> <th>17/18</th> <th>18/19</th> <th>19/20</th> <th>20/21</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">64</td> <td style="background-color: yellow; text-align: center;">79</td> <td style="background-color: lightgreen; text-align: center;">67</td> <td style="text-align: center;">Decrease</td> <td style="text-align: center;">Decrease</td> <td style="text-align: center;">Decrease</td> <td style="text-align: center;">Decrease</td> </tr> </tbody> </table> <p>This measure is not affected by network hierarchy.</p> <p>Driver for Change / Improvement Action</p> <p>Legal requirement to control noxious weeds, and environmental considerations</p>	Actual			Forward Targets				14/15	15/16	16/17	17/18	18/19	19/20	20/21	64	79	67	Decrease	Decrease	Decrease	Decrease
Actual			Forward Targets																			
14/15	15/16	16/17	17/18	18/19	19/20	20/21																
64	79	67	Decrease	Decrease	Decrease	Decrease																
Measure Details	<p>This is a measure based on the number of sites being treated each year. The numbers do vary from year to year</p> <p>Targets currently based on reducing the number of Japanese Hogweed sites being treated each year. Further measures for other weeds may be developed in the future.</p> <p>The number of sites has decreased in 2016/17, and is assessed as good.</p>																					

Customer 01: Satisfaction with Road Safety

Overview The purpose of this performance measure is to report the road users' overall perception of the highways and transport service.

This measure is part of the standard NHT information and based on the Road Safety Theme Report.

Poor	Fair	Good
Below Average	Average or close to average	Above Average

Performance is compared to national average. Fair is within 2% of average.

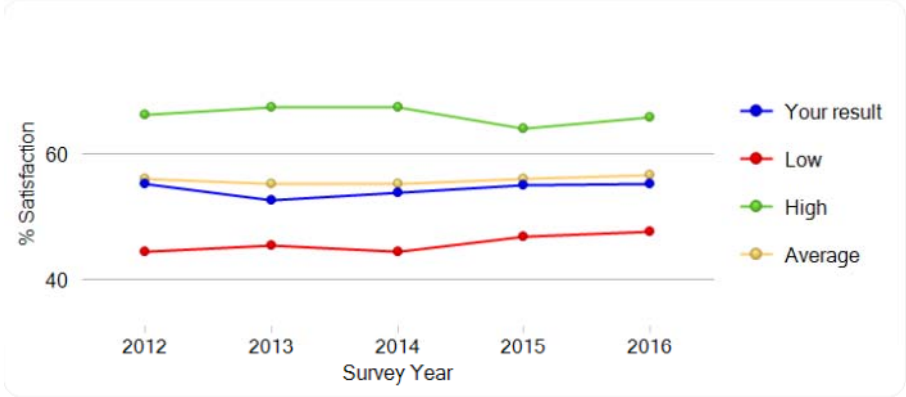
Trends Forward targets for this measure are:

Actual			Forward Targets			
14/15	15/16	16/17	17/18	18/19	19/20	20/21
-	Close to Average	Close to Average	Above Average	Above Average	Above Average	Above Average

Based on 2016 National Highways and Transport Survey Questionnaire Results

Driver for Change / Improvement Action
Improved public satisfaction with road safety

Measure Details This measure is recorded from the National Highways & Transport Network Survey 'Road Safety Theme'



2016 Results Wiltshire Average 55 National Average 57
Current score is close to national average and scored as Fair

Customer 02: Satisfaction with Road Maintenance

Overview The purpose of this performance measure is to report the road users' overall perception of the highways and transport service.

This measure is part of the standard NHT information and based on the Highways Maintenance Theme Report.

Poor	Fair	Good
Below Average	Average or close to average	Above Average

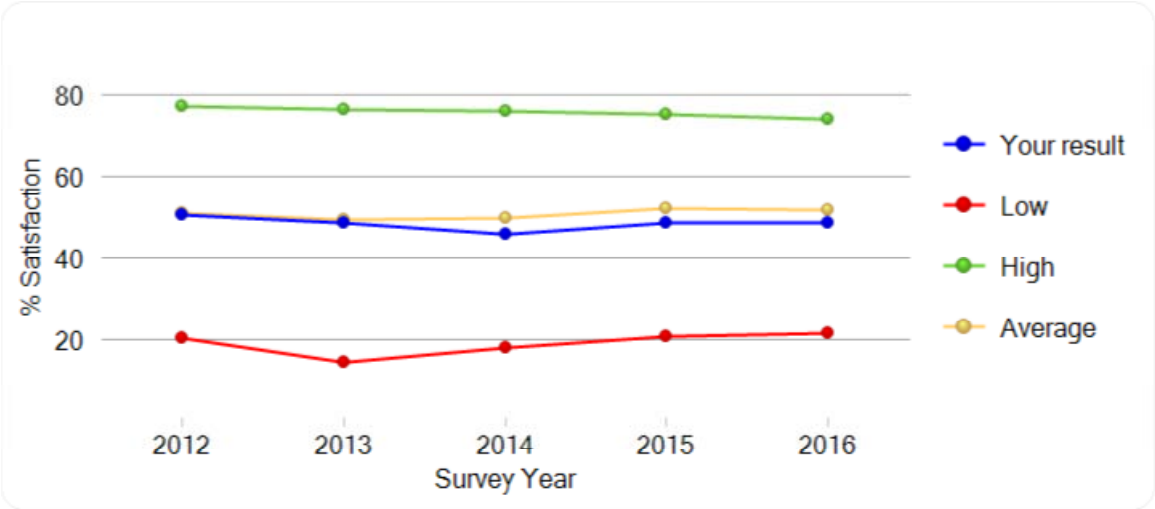
Performance is compared to national average. Fair is within 3% of average.

Trends 2016 National Highways & Transport Survey Questionnaire Results
Forward targets for this measure are:

Actual			Forward Targets			
14/15	15/16	16/17	17/18	18/19	19/20	20/21
-	Close to Average	Close to Average	Above Average	Above Average	Above Average	Above Average

Driver for Change / Improvement Action
Improved public satisfaction with road maintenance

Measure Details This measure is recorded from the National Highways & Transport Network Survey 'Highways Maintenance Theme'.



2016 Results for Wiltshire was close to average. Average 48 National Average 52
Current score is assessed as fair.

Customer 03: Deals with potholes and damaged roads

Overview The purpose of this performance measure is to report the road users' satisfaction with the way in which the Council deals with potholes and damaged roads.

This measure uses the standard NHT results.

Poor	Fair	Good
Below Average	Average or close to average	Above Average

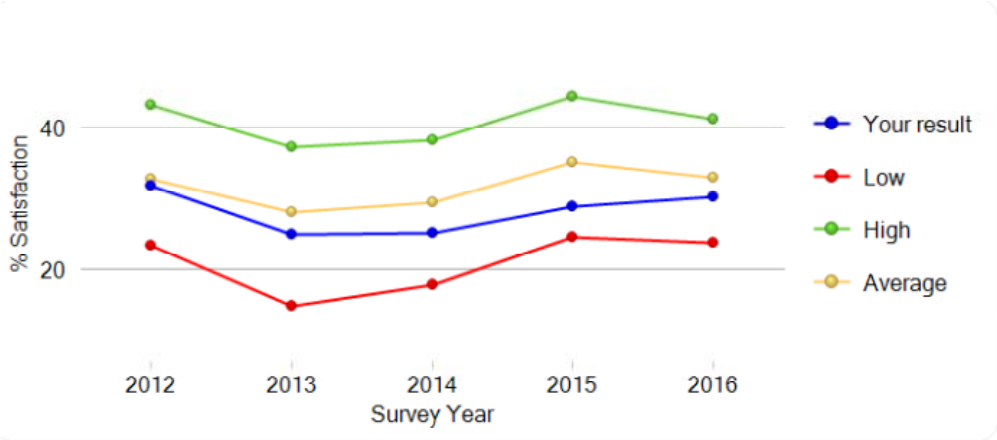
Performance is compared to national average. Fair is within 2% of average.

Trends Based on National Highways & Transport Survey Questionnaire Results HMBI 13

Actual			Forward Targets			
14/15	15/16	16/17	17/18	18/19	19/20	20/21
-	Below Average	Close to average	Above average	Above average	Above average	Above average

Driver for Change / Improvement Action

Measure Details This measure is recorded from the National Highways & Transport Network Survey Question HMBI – 13 – Deals with potholes and damaged roads comparison with county councils.



2016 – Wiltshire Average 30 National County Council Average 33

This information is also required for the Direct Management Group.

Current score is close to the national average, and has increased since last year, whereas nationally satisfaction has declined. Performance is assessed as fair.

Customer 04: Satisfaction with Walking and Cycling

Overview The purpose of this performance measure is to report the road users' satisfaction or dissatisfaction with the condition of cycle routes.

This measure is part of the standard NHT information and based on the Highways Maintenance Theme Report.

Poor	Fair	Good
Below Average	Average or close to average	Above Average

Performance is compared to national average. Fair is within 2% of average.

Trends Forward targets for this measure are:

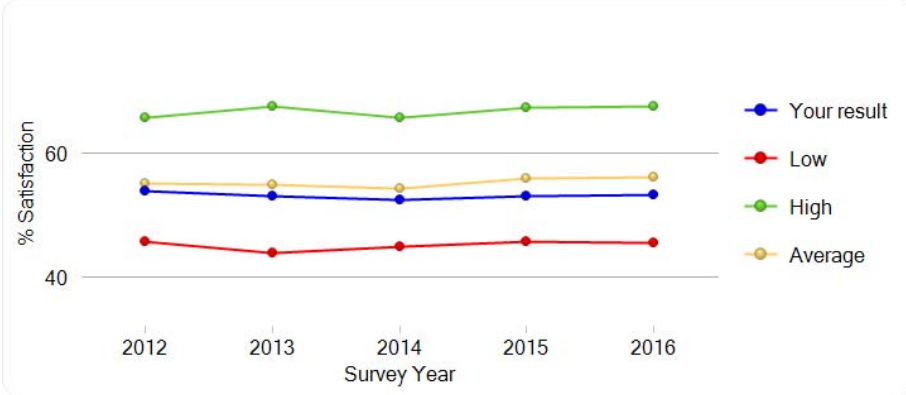
Actual			Forward Targets			
14/15	15/16	16/17	17/18	18/19	19/20	20/21
-	Close to Average	Close to Average	Above Average	Above Average	Above Average	Above Average

Based on National Highways & Transport Survey Questionnaire Results

Driver for Change / Improvement Action
Improved public satisfaction with road maintenance

Measure Details This measure is part of the standard NHT information and based on the 'Walking and Cycling Theme' Report.

Compared to the Average Score of All Authorities in the survey for 2016:



Survey Year	Your result	Low	High	Average
2012	53	45	65	55
2013	53	44	66	55
2014	52	45	65	54
2015	53	45	66	56
2016	53	45	66	56

Wiltshire Average 53 National Average 56

Current score is close to national average (within 3%) and assessed as fair.

Customer 05: Satisfaction with Tackling Congestion

Overview The purpose of this performance measure is to report the road users' satisfaction or dissatisfaction with roadworks upon the Councils' highway network.

This measure uses the standard NHT results.

Poor	Fair	Good
Below Average	Average or close to average	Above Average

Performance is compared to national average. Fair is within 2% of average.

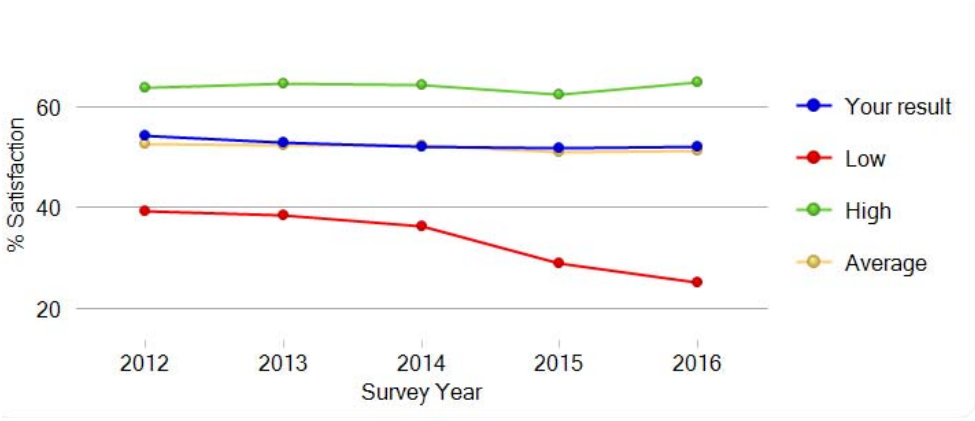
Trends Forward targets for this measure are:

Actual			Forward Targets			
14/15	15/16	16/17	17/18	18/19	19/20	20/21
-	Average	Average	Above Average	Above Average	Above Average	Above Average

Based on National Highways & Transport Survey Questionnaire Results for Tackling Congestion Theme

Driver for Change / Improvement Action
Improved public satisfaction with road maintenance

Measure Details This measure is recorded from the National Highways & Transport Network Survey and is an average score of the 'Tackling Congestion Theme' results.



Wiltshire score for 2016 52 National average 51
Current score is very close to national average and is assessed as fair.

Customer 06: Satisfaction with Managing Roadworks

Overview The purpose of this performance measure is to report the road users' satisfaction with the way in which the Council manages traffic flow upon the highway network.

This measure is part of the Road User Survey and therefore uses the standard NHT bandings.

Poor	Fair	Good
Below Average	Average or close to average	Above Average

Performance is compared to national average. Fair is within 2% of average.

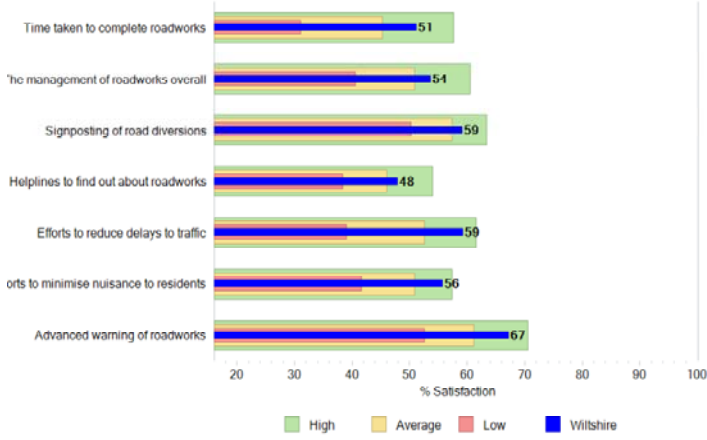
Trends Forward targets for this measure are:

Actual			Forward Targets			
14/15	15/16	16/17	17/18	18/19	19/20	20/21
-	Above Average	Above Average	Above Average	Above Average	Above Average	Above Average

Based on National Highways & Transport Survey Questionnaire Results for Question TCBI 07 – The management of roadworks overall

Driver for Change / Improvement Action
Improved public satisfaction with management of roadworks

Measure Details This measure is recorded from the National Highways & Transport Network Survey Q12 'How satisfied are you with these locally' results.



Category	High	Average	Low	Wiltshire
Time taken to complete roadworks	60	55	50	51
The management of roadworks overall	62	57	52	54
Signposting of road diversions	65	60	55	59
Helplines to find out about roadworks	55	50	45	48
Efforts to reduce delays to traffic	65	60	55	59
Efforts to minimise nuisance to residents	60	55	50	56
Advanced warning of roadworks	70	65	60	67

2016 - Wiltshire results are consistently above average on this question. Assessed as good.

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Briefing Note

Amendments to the Wiltshire Local Transport Plan (LTP) 2011-2026 Car Parking Strategy - Consultation Process

Introduction

Following approval by Cabinet at its meeting on 12 September 2017, the public consultation on amendments to the Wiltshire LTP Car Parking Strategy commenced on 28 September 2017. It is scheduled to end on 23 November 2017.

The consultation is being hosted on the [Wiltshire Council Consultation Portal](#) (which is also available from the 'Consultations' tab on the Wiltshire Council homepage).

The consultation questionnaire, setting out eight proposed options, is available from the above webpage together with information on current and proposed parking charges. Other supporting information is also provided (i.e. FAQs, an initial Equality Analysis Evidence Document and a link to the Joint Strategic Assessment webpage).

To publicise the consultation, a news release was issued on 28 September 2017. As a result, the consultation has been picked up by several local news outlets. In addition, an article was included in the 11 September 2017 edition of the Parish Newsletter and the October 2017 and November 2017 Cabinet Member Highways Newsletters. The information was also contained on the council's Facebook and twitter feeds.

Legal Requirements

Any significant changes to the terms and conditions applicable to car parks require the processing of a Traffic Regulation Order (TRO). A significant change includes:

- imposing a charge where one did not previously exist; or
- introducing free parking areas into a charging car park.

The making of a TRO includes a statutory public consultation process over a period of 21 days to permit responses, including any objections to be made. Any objections must then be considered before an Order is made.

However, where the only change proposed is an increase in parking charges, there is no statutory requirement to make a new TRO. Such changes can simply be implemented by a variation notice to the existing TRO(s). This involves publishing a notice of the changes in a local newspaper at least 21 days before the changes come into effect and also placing a similar notice in the car park(s) affected.

Timetable

At its meeting, Cabinet agreed the following proposal:

Agrees that, subject to any responses received during the public consultation, Option 1 is implemented as soon as possible through a variation notice to the Traffic Regulation Orders and delegates authority to the Associate Director for Highways and Transport in consultation with the Cabinet Member for Highways, Transport and Waste to consider any suggestions from respondents for alternative ways in which the estimated income increase from the

option could be met by other means, and, with the advice of legal and parking services, to negotiate and agree any resulting legal agreements.

Option 1

Given the above, following the public consultation exercise, Option 1 'Applying an inflation increase to all parking charges' will be progressed separately to the other options.

As a first step, a Cabinet Member report will be developed detailing the findings from the public consultation exercise. Subject to its approval, a variation notice to the existing TROs would then be processed. It is anticipated that this process would take up to 12 weeks to complete with any revised parking charges (as a result of Option 1) planned to be implemented on 1 February 2018.

Options 2 to 7

The proposed overall timetable to implement options 2 to 7 is set out below and includes a report to Cabinet at its meeting on 30 January 2018:

	Sep 17	Oct	Nov	Dec	Jan 18	Feb	Mar	Apr	May	Jun	Jul	Aug
Public consultation	■	■	■									
Review public consultation comments			■	■								
Cabinet meeting					■							
TRO documents drafted liaising with Council's legal team					■	■						
Documents checked / approved					■	■						
Advert sent to press and appears in local press							■					
TRO public consultation							■	■				
Objections received and report drafted and submitted to Cabinet Member							■	■				
Cabinet Member report process								■	■			
Cabinet Member decision advised to people who made representations										■		
TRO(s) sealed and advertised											■	
TRO(s) operational												■

Any revised parking charges (as a result of Options 2 to 7) are planned to be implemented on 3 September 2018.

Interim Consultation Results

As at the end of 6 November, a total of 1,231 questionnaire responses had been received. In addition, some 40 letter / email responses have been received.

Wiltshire Council

Environment Select Committee

21 November 2017

Task Group Update

1. Waste Contracts Task Group

Membership

Membership is being sought for the proposed task group

Terms of Reference

1. To support the delivery of the Business Plan 2017-27 objective(s) of high recycling rates and reducing litter by monitoring, scrutinising and supporting:
 - A) The development of the council's Commercial Waste Policy
 - B) The implementation and performance of the council's waste contracts for Lot 1, Lot 3, Lot 4 and Lot 5 (commencing July 2018)
 - C) The performance of the contract for managing council-owned HRCs (commenced October 2017)
 - D) The potential development of services within the council's waste contracts.

2. To support the 'Clean up Wilts' campaign to make Wiltshire's towns and cities cleaner and tidier by helping to:
 - a) Increase awareness of changes to waste collections
 - b) Enable communities to reduce waste left in urban areas more easily and effectively
 - c) Discourage fly-tipping across the County
 - d) Encourage more residents to engage in litter-picking events.

3. To hold quarterly meetings to focus on the waste contracts (following their commencement), with further ad hoc meetings convened when appropriate to consider other areas within the terms of reference above.

Recent Activity

During the ESC-Executive Annual Meeting on the Waste Portfolio the above task group was proposed. A briefing meeting was also agreed between the ESC Chairman and Vice-Chairman, the Cabinet Member for Highways, Transport and Waste to discuss the Council's recent 'Clean Up Wilts' litter campaign. It was also agreed the item titled 'Emissions' remain on the Committee's FWP as a 'TBC' item.

Proposal

- i. The Committee is asked to consider whether to endorse the establishment of the proposed task group.
 - ii. To note the briefing meeting on the 'Clean Up Wilts' litter campaign to be held
 - iii. To note that that item entitled 'Emissions' remains as a 'TBC' item on the Committee's FWP
-

Report author: Natalie Heritage, 01225 718062, natalie.heritage@wiltshire.gov.uk

Environment Select Committee FWP - November 2017

Last Updated 3 NOVEMBER 2017

Environment Select Committee - Current / Active Task Groups			
Task Group	Details of Task Group	Start Date	Final Report Expected
Highways And Streetscene Contract Task Group	website	10 December 2013	21 November 2017

Environment Select Committee FWP - November 2017			Last updated 3 NOVEMBER 2017		
Meeting Date	Item	Details / Purpose of Report	Associate Director	Responsible Cabinet Member	Report Author / Lead Officer
21 Nov 2017	Highways and Street Scene Task Group - Final Report	<p>To support the service in developing a framework for the whole service (as per peer review) and ensure that the performance framework includes measures of members of the public's satisfaction / wishes;</p> <p>To consider the proposed Key Performance Indicators and monitoring of the new contract to ensure that the experience of members of the public is taken into account;</p> <p>To monitor the implementation of the contract whilst considering how the monitoring of the delivery of the contract should be reported to the Environment Select Committee once the task group has completed its work.</p>	Parvis Khansari	Cabinet Member for Highways, Transport and Waste	Adam Brown

Environment Select Committee FWP - November 2017			Last updated 3 NOVEMBER 2017		
Meeting Date	Item	Details / purpose of report	Associate Director	Responsible Cabinet Member	Report Author / Lead Officer
21 Nov 2017	Public Transport Review Update	At 19 September 2017 ESC, the Committee received the Public Transport Review Task Group's final report and agreed to receive an update in 12 months regarding the implementation of the bus service changes, following the consultation results where Cabinet resolved to reduce £500,000 from the public transport budget.	Parvis Khansari	Cabinet Member for Highways, Transport and Waste	Jason Salter

Environment Select Committee FWP - November 2017			Last updated 3 NOVEMBER 2017		
Meeting Date	Item	Details / purpose of report	Associate Director	Responsible Cabinet Member	Report Author / Lead Officer
21 Nov 2017	Executive Response to the Public Transport Review Task Group	At 19 September 2017 meeting, the Committee received the final report from the Public Transport Review Task Group. The report is now referred to the Cabinet Member for Highways, Transport and Waste for a response	Parvis Khansari	Cabinet Member for Highways, Transport and Waste	Adam Brown

Environment Select Committee FWP - November 2017			Last updated 3 NOVEMBER 2017		
Meeting Date	Item	Details / purpose of report	Associate Director	Responsible Cabinet Member	Report Author / Lead Officer
21 Nov 2017	Highways Annual Review of Service	For the Committee to receive the annual report.	Parvis Khansari	Cabinet Member for Highways, Transport and Waste	Peter Binley
21 Nov 2017	Highways Infrastructure Asset Management System	At 11 October Briefing meeting, it was agreed for the Committee to receive a presentation on this item detailing the following: the procurement exercise; how the new system will inform the capital programme; the IT support required to drive this project forward	Parvis Khansari	Cabinet Member for Highways, Transport and Waste	Paul Bromley

Environment Select Committee FWP - November 2017			Last updated 3 NOVEMBER 2017		
Meeting Date	Item	Details / purpose of report	Associate Director	Responsible Cabinet Member	Report Author / Lead Officer
21 Nov 2017	Local Highways Investment Fund	At 11 October briefing meeting on the Highways Infrastructure Asset Management System, it was agreed for the ESC to receive an update report on the Local Highways Investment Fund. This report to detail the following: what has been delivered in the last 4 years; what is expected to be delivered in the final 2 years of the Fund. This item would feed into the Committee's discussion on 2018/19 Council Budget.	Parvis Khansari	Cabinet Member for Highways, Transport and Waste	Peter Binley
21 Nov 2017	Amendments to the Wiltshire Local Transport Plan (LTP) 2011-2026 - Car Parking Strategy	For the Committee to receive a short briefing note on the consultation and to provide Members with the opportunity to ask any questions on the process of the consultation.	Parvis Khansari	Cabinet Member for Highways, Transport and Waste	Adrian Hampton, Robert Murphy
16 Jan 2018	Local Provision on Public Transport	To explore the joint working between the Council and train operating companies; to consider the transport outcomes for Wiltshire residents and to assess the economic benefits of Wiltshire's train stations.	Parvis Khansari	Cabinet Member for Highways, Transport and Waste	Robert Murphy

Environment Select Committee FWP - November 2017			Last updated 3 NOVEMBER 2017		
Meeting Date	Item	Details / purpose of report	Associate Director	Responsible Cabinet Member	Report Author / Lead Officer
16 Jan 2018	Wiltshire Council Waste Management Strategy	As agreed at 19 September 2017 ESC, the Committee to receive an update on the output from the waste consultation. This report would also include information on: why individuals choose not to recycle in Wiltshire and clearly defined, strategic goals for the Strategy, similar to those found in the 'Zero Waste Scotland' Strategy. All of this information would be used to help draft the Council's new waste management strategy.	Tracy Carter	Cabinet Member for Highways, Transport and Waste	Vicki Harris, Amy Williams
16 Jan 2018	Amendments to the Wiltshire Local Transport Plan (LTP) 2011-2026 – Car Parking Strategy	To present Cabinet with the outcome of the public consultation and to make recommendations on the implementation of charging options.	Parvis Khansari	Cabinet Member for Highways, Transport and Waste	Robert Murphy
16 Jan 2018	Highways and Streetscene task group - Executive Response	For the Committee to receive the Executive's response to the Task Group's final report.	Parvis Khansari	Cabinet Member for Highways, Transport and Waste	Parvis Khansari

Environment Select Committee FWP - November 2017			Last updated 3 NOVEMBER 2017		
Meeting Date	Item	Details / purpose of report	Associate Director	Responsible Cabinet Member	Report Author / Lead Officer
16 Jan 2018	Wiltshire Council Traveller Strategy	For the Committee to receive a report on the Council's Traveller Strategy and provide comment, ahead of Cabinet's consideration of the Strategy	Associate Director for Economy and Planning	Cabinet Member for Spatial Planning, Development Management and Property	Carolyn Gibson, Henning Totz
TBC	Wiltshire Playing Pitch Strategy	The existence of a robust, evidence based and up-to-date Playing Pitch Strategy covering the entire local authority area will help to influence a variety of local authority functions, policy development and decision making in respect of the community playing pitch stock, including planning policy and planning applications, educational provision, funding, facility and asset management, development of pitch based sports, public health and the management and maintenance of provision.	Tracy Daszkiewicz	Cabinet Member for Adult Social Care, Public Health and Public Protection	Louise Cary

Environment Select Committee FWP - November 2017			Last updated 3 NOVEMBER 2017		
Meeting Date	Item	Details / purpose of report	Associate Director	Responsible Cabinet Member	Report Author / Lead Officer
16 Jan 2018	Re-commissioning of Housing Service Support Contracts Rapid Scrutiny Final Report	Following the consideration of the Rapid Scrutiny report on the item at June 2017 ESC, the Committee resolved that the Committee continues scrutiny engagement in some form with the recommission of the Housing Service Support contracts process up to 1st April 2018. The Committee to receive information on the review of the outcome of the tendering process.		Cabinet Member for Economic Development and Housing	Janet O'Brien
13 Mar 2018	A303 Amesbury to Berwick Down Road Scheme	Update Members on outcome of public consultation and scheme progress. Authorise delegated decision making to Cabinet Member, where appropriate.	Parvis Khansari	Cabinet Member for Highways, Transport and Waste	Allan Creedy, Karen Jones
Not before 1st Jun 2018	Resident Engagement Strategy	For the Committee to receive an annual update, in the form of a report.		Cabinet Member for Economic Development and Housing	Janet O'Brien
13 Jun 2017	TBC Enforcement update	To review the impact of the reduction of enforcement officers across the services.	Parvis Khansari	Cabinet Member for Highways, Transport and Waste	

Environment Select Committee FWP - November 2017			Last updated 3 NOVEMBER 2017		
Meeting Date	Item	Details / purpose of report	Associate Director	Responsible Cabinet Member	Report Author / Lead Officer
TBC	Emissions	To investigate possible scrutiny involvement in Wiltshire's emissions.	Tracy Carter	Cabinet Member for Highways, Transport and Waste	